



Social Media Policy

We welcome discussion and encourage dialogue and debate on our online engagement platforms. Be aware that while the forum is an open one, it is a family friendly one.

Please note, these accounts are not monitored 24/7. You can contact 250-361-0400 for calls for service (24/7) or 911 for emergencies.

Please keep your comments clean and respectful. Any posts that do not meet the guidelines noted below will be removed:

- ✘ We do not allow graphic, obscene, or racial comments.
- ✘ We will not tolerate comments that have a harassing tone.
- ✘ We do not allow any comments that are abusive, hateful, or intended to defame anyone or any organization.
- ✘ We do not allow solicitation or advertisement of any non-government organization, product or service.
- ✘ We do not allow photos or videos of people who have not given permission to the City to post their image.

Anyone who repeatedly violates the above guidelines may be prevented from accessing these accounts at the discretion of the City of Victoria Engagement team.

Please note that Mayor and Council do not moderate the City of Victoria's social media channels. If you would like to contact Mayor and Council directly, please email: mayorandcouncil@victoria.ca.

Our Commitment:

At the City, we recognize that social media is one of the best ways to reach people where they are.

We will post topics and updates on City activities and we will ask for your feedback. This information will be fed back to staff and Council and will continually be monitored.

We will strive to be current, responsive to comments that contain inaccurate or inappropriate content, and our small team of moderators do their best to answer questions and point to resources. At the same time, we will encourage our community to comment in an effort to inform and educate one another. Due to the volume we are simply unable to respond to every comment.

We will continue to adapt as we hear from our community and where we identify opportunities to expand.

We look forward to hearing from you.