

*Westwood Hills Residents Association*  
**Facebook Group Policy**

*Approved by the Westwood Hills Residents' Association Board*  
*October 2017*

## Definitions

For the purpose of this policy, the following items are defined as:

- **Administrator(s)/Moderator(s):** Community volunteers and/or Westwood Hills Residents Association (WWHRA) Executive Members who monitor and moderate the Facebook group. All administrators/moderators must be residents of Westwood Hills (WWH) and are held to the same standard as any other member of the Facebook group.
- **Member:** Any individual user, including administrators / moderators, who are members of the WWHRA Facebook group.
- **Resident:** An individual who currently resides in, or has resided in WWH in the last year calendar year.
- **Executive Members:** The named President, Vice President, Secretary, and Treasurer of Westwood Hills Residents Association (WWHRA).

## Purpose

The WWHRA is a non-profit, volunteer organization which advocates on behalf of the community, and creates opportunities to enrich the recreational, leisure and community involvement of residents. The WWHRA Facebook group exists as a resource for disseminating pertinent information to residents of Westwood Hills. The group also promotes a digitally connected neighbourhood, providing residents the opportunity to build relationships, share ideas, and provide feedback on topics that impact residents in the subdivision. All members of the group are expected to conduct themselves in a respectful, courteous and neighbourly manner at all times.

### 1. Group Administration

- a. Administrator(s) and of the WWHRA Facebook group will attempt to monitor the group at frequent intervals and remove inappropriate posts as needed.
- b. The WWHRA Facebook group is not moderated 24 hours a day, and the Administrator(s) accept no responsibility for posts made by the group's members.
- c. Any member of the Facebook group may flag concerns with posted content/material for the Administrator(s) to review for further action if deemed necessary. Concerns can also be brought to Administrator(s) via private message or by emailing [wwhra.facebook@gmail.com](mailto:wwhra.facebook@gmail.com).

## 2. Membership Qualifications

To respect privacy of residents, the WWHRA Facebook group is restricted to residents and employees who own or work at a fixed address in the subdivision. Upon requesting access to the group, Facebook will prompt users for a physical address.

- a. Only users who provide a fixed address located in the subdivision will be given access;
- b. Users who operate or work for an organization at a fixed location in the subdivision are permitted in the group;
- c. Elected officials and candidates (municipal, provincial and/or federal) are permitted in the group provided they do not self-promote. Candidates will be removed after 45 days, or once their candidacy concludes (whichever comes first).

## 3. Inappropriate Content

The WWHRA Executive and Facebook Group Administrator(s) maintain the right to monitor postings and remove content deemed inappropriate, in poor taste, or otherwise contrary to the purpose of the forum as described in this policy. Inappropriate content is broken into the following categories and includes:

**a. Inappropriate discussion:**

- i. Comments which contain profanity, or defamatory, offensive, violent language, or which are deliberately offensive, provocative, or express strong emotion with the aim of upsetting one or more members, or eliciting an angry response from them;
- ii. Comments which are considered discriminatory, hateful, hurtful, destructive, threatening, abusive, slanderous, libelous, or regarding race, ethnicity, religion, gender, disability, sexual/gender orientation or political beliefs;
- iii. Comments which maliciously single out a specific person(s), business, or property;
- iv. Posts, links, or comments containing sexually explicit or pornographic content/material;
- v. Discussions or links relating to illegal activity, violations of intellectual property rights, acknowledgement of intent to stalk an individual, or collect private and/or personal information without disclosure;
- vi. Violations of copyrighted material including online streaming of illegal content, or relating to content which is censored by the CRTC;
- vii. Discussions regarding law enforcement activity within WWH;
- viii. Discussions, links, articles and content which is irrelevant to the majority of residents or is unrelated to the purpose of the group.

**b. Politics:**

- i. No advertisements and / or endorsements for any levels of government, political candidates, or political issues which are under consideration, and/or which may encourage other members to advocate or oppose a side;
- ii. Elected officials and candidates are prohibited from self-promotion; they may however inform the public of political issues and events within the community.
- iii. Executive members can post a single item that is political in nature on behalf of the association, should it be an issue that the WWHRA votes to take a position on. The single post will notify residents of the Association's position and explain its reasoning. Comments for these posts may be disabled by an Administrator.

**c. Sales / Advertisements / Spam**

- i. No advertisements for businesses outside of WWH or not affiliated with residents;
- ii. Buy/sell/trade ads are not permitted; please seek other local Facebook buy/sell groups or websites e.g. Kijiji for buying and selling goods. Items to give away are permitted.
- iii. Spam, link baiting or uploading files containing viruses that could damage the operation of other people's computers or mobile devices is not permitted. Spam includes posting the same discussion repeatedly to promote a product, service, or company, or sending multiple unsolicited messages.
- iv. Posting commercial comments and/or advertisements in discussions when such comments are irrelevant to the discussion;

## 4. Non-compliance

In the event that any member does not comply with the policy:

- a. Administrator(s) of the WWHRA will provide one (1) written warning with reference to the specific policy violation via private messaging, if possible, to any member or Administrator of the group who is non-compliant with the policy. Failure to comply following such warning may result in removal from the group. The Administrator(s) reserve the right to remove users who violate the policies, or otherwise abuse the group.
- b. An Administrator's status may be revoked at the recommendation of two (2) group Administrators. At least one Administrator making the recommendation must sit on the WWHRA board.
- c. Members who are no longer a resident of WWH or are not residents are subject to removal from the Facebook group. These members can be removed without notice, and blocked from the Facebook group at the Administrator(s) discretion.