

## Interior Health Social Media Community Guidelines

Interior Health's social media channels are intended for social networking purposes only and are not meant to offer medical advice.

If you or someone you know needs immediate medical attention or is at risk of causing serious harm to themselves or others, call 9-1-1 or visit your nearest emergency department. For mental health or substance use services, call 310-MHSU.

### Official Interior Health Social Media Accounts

[Facebook](#)

[X \(formerly Twitter\)](#)

[Instagram](#)

[LinkedIn](#)

[YouTube](#)

### Moderation Policy

Interior Health values your participation in discussions and the exchange of ideas on our social media channels. However, we kindly request that these interactions contribute to a safe and respectful environment for everyone in our community.

Please be aware that comments with a threatening, harassing, or abusive tone will not be tolerated and users that violate our community guidelines may be blocked, reported and/or removed.

We also reserve the right to remove comments or posts that fall under these conditions:

- Profanity, discrimination, hate speech or defamation
- Breach of privacy for Interior Health employees and/or patients
- Jeopardizing the safety of Interior Health employees and/or patients
- Personal attacks
- Promotion of individuals, groups, politicians, events, organizations, or advertisements
- Unverifiable claims
- Third-party links to non-credible sources
- Dissemination of disinformation, disproven medical claims or harmful advice
- Spam, promotion of services or products
- Off-topic content
- Posting without necessary consent

Interior Health social media channels are monitored during regular business hours, Monday to Friday, 8 a.m. – 4 p.m. Pacific Time, except for statutory holidays. Please allow up to one business day for a response.

If you have questions about our moderation policy and how we enforce it, please contact:

[socialmedia@interiorhealth.ca](mailto:socialmedia@interiorhealth.ca).

### Privacy

To protect your privacy, and the privacy of others, please do not include any personal information including phone numbers and email addresses in comments. In addition, please do not share personal information about others, including pictures or videos, unless you have obtained consent to do so.

### Media Inquiries

For media inquiries, email [media@interiorhealth.ca](mailto:media@interiorhealth.ca). Media inquiries are not responded to on Interior Health social media channels.

### Public Feedback

If you have a compliment or concern on the care that you or your loved ones have received with Interior Health, please contact the [Patient Care Quality Office](#). Due to privacy considerations, specific cases cannot be discussed on social media.

Last updated January 9<sup>th</sup>, 2024.