



## Social Media Policy

The City of Ionia is committed to providing residents and other stakeholders with timely information about its programs, services, and activities. One way we communicate is through social media.

Social media enables us to communicate with our community and provide information efficiently and effectively. It also allows us to enhance community access to government and our connections with residents. We are committed to communicating in an open, honest, and transparent manner.

Social media is also a place for residents and the public to have a voice and ask questions. This policy provides guidelines for community members who engage with us on social media pages.

While social media is 24/7, our monitoring of social media is not. We actively monitor our social media pages during business hours — 8 AM to 4 PM Monday through Friday — and are committed to responding to questions in a timely manner.

We ask all visitors to our social media pages to stay civil, respectful, and on topic. When engaging with us on social media, you agree to the following terms. Please note we reserve the right to restrict or remove any content that violates this policy or any applicable law, including but not limited to:

- Discriminatory messages and hateful speech of any kind toward any individual or group, including comments on age, gender, race, religion, nationality, sexual orientation, or disability, among others.
- Information that may compromise the safety or security of the public, public safety officers or public officials, City of Ionia employees, or public systems.
- Obscene, violent, profane, sexual, or harassing language and links to sites containing such content.
- Defamatory, libelous, knowingly false statements, or impersonation of someone else.
- Comments that suggest or encourage illegal activity.
- Copyrighted material posted without permission or content that violates the legal ownership interests of another party.
- Personal information such as identification numbers, home addresses, personal phone numbers, or email addresses.
- Commercial advertisement, solicitation, or disparagement.
- Comments, hyperlinks, photos, or videos that are not related to the topic being discussed or are out of context to the particular social media post.
- Comments in support or of opposition to political campaigns or ballot measures.
- Comments or links that contain malicious software (malware) such as viruses, worms, trojans, rootkits, spyware, adware, or any other unwanted software.
- Multiple or repetitive posts that are copied and pasted.

We will remove comments reflecting any of the above behavior and will ban repeat offenders from the social media platform. Social media platforms are owned and operated by private companies that also have policies and standards on posts and comments, which may also result in actions taken against unauthorized content.

Commenters are responsible for their own comments, usernames, and any information they post on our social media pages. We are not responsible for and neither support nor oppose comments by visitors on our social media pages.

Please do not report emergencies on social media. If you have an emergency, need immediate assistance, or want to report a crime, call 911.

The City of Ionia retains the right to adjust this policy anytime. For questions about this policy, please call 616.527.4170.

Approved by the Ionia City Council: April 2, 2025