

North Bay Parry Sound District Health Unit's Terms of Use: Instagram

Here's what you need to know about our Instagram page. Read below for full details!

1. We consistently monitor from 8:30 a.m. to 4:30 p.m., Monday to Friday, excluding holidays. We'll likely monitor and engage outside of these hours as well, but it will be sporadic.
2. We will do our best to respond to comments and inquiries within one business day. We can't promise a thorough response within one business day, but we will let you know we're looking into whatever it is you are inquiring about.
3. We will not edit user-generated content unless it contradicts our terms of use (see below for full details), in which case we'll remove it completely.
4. If a negative comment is not constructive and does not align with North Bay Parry Sound District Health Unit's values, we will remove it. Repeated violators will be banned from the page.
5. Have fun on here! Let's discuss public health matters for North Bay Parry Sound District and help each other where we can!

Full Details:

The following has been adapted from the Thunder Bay District Health Unit and Public Health Agency of Canada's Facebook Terms of Use:

These Terms of Use describe how we will communicate with residents of North Bay Parry Sound District via Instagram. By participating on our Instagram page you are agreeing to these Terms of Use. The Health Unit does not endorse any of the views shared by users. Comments in violation of these Terms of Use may result in the Health Unit deleting the comment and blocking the user in question.

The information and resources provided on the Health Unit Instagram page are provided as general information and not intended as a substitute for health care advice. If you need emergency medical care or are in crisis, please call 911 immediately. If you need health care on a non-urgent basis, please consult with your doctor or, if you live in Ontario, call Telehealth at 1-866-797-0000.

Content

The purpose of the Health Unit Instagram page is to inform and educate users on matters related to public health and to influence healthy lifestyle choices in our community. Posts displayed on the Health Unit Instagram page will cover various topics related to public health, including, but not limited to, Health Unit campaigns, relevant health information for our district, third party web content of interest, advisories and warnings, and news releases.

The Health Unit may share events hosted by community partners that meet the Health Unit's mandate, events sponsored, hosted or co-sponsored/co-hosted by the Health Unit or if a Health Unit staff member was on the event's planning committee.

Note: Posting third party content does not necessarily imply endorsement of any kind.

Feedback and Messages

Feedback and interaction is highly encouraged. Users must abide by these Terms of Use and the general Instagram Terms of Service. All comments, questions and e-mails sent to the Instagram account will be read and any emerging themes or helpful suggestions will be passed to the relevant people at the Health Unit. Although we may not be able to reply individually to all messages, they will be handled on a case-by-case basis and responded to when deemed appropriate.

If we feel a comment or a question posed to the Health Unit requires a response and/or a greater level of detail, we may develop a formal response and distribute the information through other channels such as e-mail, our website, or other social media channels.

Response Time

We recognize that the web is a 24/7 medium and your comments are welcomed at any time. However, moderating and posting of comments will generally occur during regular office hours: Monday to Friday, 8:30 a.m. to 4:30 p.m. EST. Exceptions to this may include Health Unit events taking place outside of regular hours. The Health Unit cannot guarantee it will respond to all comments.

Policy on comments

The Health Unit welcomes your comments. Disagreements and constructive arguments are acceptable as part of the discussion. However, abusive or insulting comments are not acceptable. We expect the content of posts to be respectful of others. The views of participants commenting on this Instagram page do not necessarily represent the views of the Health Unit.

The Health Unit:

- requires a valid Instagram account for every comment;
- will moderate and review posted comments and may participate or intervene, as appropriate;
- expects posted comments to be relevant to the section they are posted to and to the overall topic of the page;
- disclaims all liability for comments posted to Instagram.

The Health Unit reserves the right to remove comments that are:

- racist, hateful, sexist, homophobic, slanderous, insulting or life-threatening;
- serious, not proven, not supported or not accurate accusations against individuals or organizations;
- abusive, aggressive, coarse, vulgar, violent, obscene or pornographic;
- encouraging or suggesting illegal activities;
- provide or claim to provide medical or other health care advice;
- are inconsistent with the purposes of the Health Unit Instagram page;
- trying to undermine or contradict public health information in a way that may endanger the health of the general public;
- infringing on copyright or other intellectual property rights;
- solicitations, advertisements or endorsements of any financial, commercial or non-governmental agency. Similarly, we do not allow attempts to defame or defraud any financial, commercial or non-governmental agency;

- announcements from labour or political organizations;
- written in a language other than English or French;
- not sent by the author and/or posted by anonymous or robot accounts;
- repetitive, copied and pasted by multiple users;
- unintelligible or irrelevant;
- off-topic and that forum moderators feel will not add to the flow of debate; and
- infringing upon an individual's privacy.

Anyone acting contrary to these terms may be blocked from posting to our Instagram page.

Privacy

Information shared with Health Unit on Instagram is subject to the provisions of the Information Act and the Privacy Act, which means that the information may be accessed and disclosed in response to a request under either of these acts. Users are advised not to share personal information. Personal information includes home addresses and telephone numbers, photographs containing images of identifiable individuals (staff or other members of the public), and any other information consisting of personal information as defined in section 3 of the Privacy Act. Should you have any questions about your privacy rights as explained in this notice, please contact the Health Unit directly.

Accessibility

As a third party service provider, Instagram is not bound by the policies for web accessibility as set out by the Accessibility for Ontarians with Disabilities Act (AODA).

Links to other websites

Links to websites not under the control of the Health Unit are provided for the convenience of users. We are not responsible for the accuracy, currency or reliability of the content of other sites. We do not offer any guarantee in that regard. We are not responsible for the information found through these links nor do we endorse the sites or their content.

Additional Information

If you are looking for information about the North Bay Parry Sound District Health Unit, please consult our website www.myhealthunit.ca

Thank you for taking the time to read this comment policy. We encourage your participation in our discussion and look forward to an active exchange of ideas.

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