



Social Media User Agreement

Sharing Content

We love to share your comments and stories with our Associates (employees) and supporters.

By posting, you agree to allow everyone, including people outside of the Facebook, Twitter, LinkedIn, YouTube, Google+ (or other social media network) community, to access and use that information, and to associate it with you. Holy Cross Hospital may use or share the comments you make through our social media networks, a practice which gives us the ability to share criticisms, ideas, comments and praise with Associates and others.

Site Moderation

Holy Cross Hospital intends to promote effective communication and maintain a relevant and respectful dialogue in social media and other platforms. In that spirit, we seek to maintain a productive and open forum for community discussion and for discussion with our Associates, affiliates, members, patients and communities.

Moderation will take place during Holy Cross Hospital's Marketing and Public Relations department business hours and not on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Our moderators use the specific rules to ensure that posted comments are constructive and suitable for all readers, while respecting a range of opinions and points of view. All postings must comply with the following and repeat violations may result in the user being banned:

- Comments must be relevant to our posts, the health care industry and to our audience. If not deemed relevant by page managers, they will be removed.
- Comments must be civil and may not contain slanderous, libelous, malicious, offensive, threatening, profane or insulting language.
- References to the personality of individuals or personal attacks will not be permitted.
- Advertising or promotional announcements are not permitted and will be removed.
- Comments must be within the scope of the topic under discussion.
- Comments cannot include personally identifiable information, such as an address, phone number, social security number or other sensitive information.
- Comments cannot represent a person other than the one posting the comment.
- Comments containing links to other web sites or pages must be relevant to the topic.
- Comments cannot serve electoral campaign purposes.
- Political messages will not be published.
- Participants are responsible for what they post.

- Comments must not breach any law, confidentiality or copyright.
- Comments by external parties on any Holy Cross Hospital social media platforms are not official public testimony concerning any project or program. An opinion expressed through any of Holy Cross Hospital's social media forums is posted for discussion only and is not a substitute for a formal statement in a public hearing process. Holy Cross Hospital's social media networks are not forums to submit open-record requests.
- Participants who break with the terms of these guidelines may be banned by moderators.

Our Channels

These are discussion forums for Holy Cross Hospital and its affiliates, Associates, members, communities and patients. They are not channels for bullying or ranting. While it is our intention to never ban individuals from our page, if content becomes abusive or inflammatory, we will remove that content and block the offending users so as to allow constructive and beneficial conversations.

We hope you'll never have cause to complain about Holy Cross Hospital and service from its members, but we are open to any and all feedback and will do our best to help you connect with the right people who can, if needed, correct any situations that require attention.

Because of the need to protect the privacy of patient information, we will ask you to send us appropriate details in a private channel such as email. Please be aware that we cannot discuss personal, legal and private matters in a public channel. As a result, posts that mention litigation will be promptly removed.

Please note that we do not allow "bumping" content--that is to say, posts that serve to repeat existing issues and bring them to the top of the wall.

All posters participate at their own risk, taking personal responsibility for their comments, username and any information provided.

