

## Village of New Haven Social Media Moderation Policy

### Purpose

The Village of New Haven utilizes official social media platforms to communicate with residents, promote transparency, and share timely updates on Village programs, services, events, and initiatives. These pages serve as limited public forums and are intended to foster respectful, relevant, and productive dialogue between the Village and the community.

### Scope

This policy applies to all comments, messages, and user-generated content posted on official Village social media platforms, including but not limited to Facebook, Instagram, X (formerly Twitter), YouTube, and any future platforms.

### Comment Guidelines

While the Village encourages open discussion and engagement, we reserve the right to moderate, hide, or remove comments or content that includes any of the following:

- Spam or off-topic content:
  - Repetitive posts
  - Commercial advertisements
  - Solicitations or promotional content not directly related to Village services or events
  - Links to malware, phishing, or unsafe websites
- Profanity, obscenity, or vulgar language
- Personal attacks, harassment, or threats:
  - Including libel, slander, or defamation of any individual or group
- Discriminatory, hateful, or inflammatory remarks:
  - Based on race, color, religion, gender, sexual orientation, age, national origin, or disability
- False or misleading information:
  - Including impersonation of Village officials or staff
- Comments that violate a law or encourage illegal activity
- Private or confidential information:
  - Including addresses, phone numbers, email addresses, or any personal identifying information (PII)
- Content that is unrelated to the original post or intended discussion
- Duplicative or disruptive behavior:
  - Including “trolling” or intentionally derailing productive conversation

### Moderation Process

Comments will be monitored and moderated by authorized Village personnel. Content in violation of this policy may be:

- Hidden or deleted

- Reported to the platform if necessary
- Result in the user being temporarily or permanently banned from the page (in repeated or severe cases)

The Village does not have the ability to edit user comments. If a comment is removed, it is done so in its entirety.

### **Public Records Notice**

All content posted on the Village's official social media accounts may be considered a public record under Michigan law and may be subject to disclosure pursuant to the Freedom of Information Act (FOIA). Users should exercise discretion when posting and avoid including personal, sensitive, or confidential information.

### **Disclaimers**

- The appearance of external links, advertisements, or comments on Village pages does not constitute official endorsement by the Village of New Haven.
- The Village is not responsible for the content posted by individual users and does not verify the accuracy of external user comments.

### **Reporting Violations**

Community members may report content that violates this policy by messaging the Village page directly or contacting Village Hall at (586) 749-5301.

### **Policy Updates**

This policy is subject to revision to adapt to evolving laws, technologies, and community standards. Any changes will be posted publicly.