



Department of
Developmental Disabilities

Division of Legislative Affairs & Communications

John R. Kasich, Governor
John L. Martin, Director

Managing Social Media

The purpose of this document is to establish a basic policy regarding the community management of department-run social media channels.

Posts Made by the Public to Department Social Channels

The following policy will be posted on the Department's social media channels.

Social media is designed to facilitate open and honest discussion. The general public is encouraged to post their views about the Department, its current initiatives, and other topics relevant to the disability community on the Department's social media channels (including Facebook and Twitter). Users can post views that do not agree with the Department's position, however, it is the Department's policy to delete posts that contain the following:

- Profanity or obscenity;
- copyright violations;
- protected health information as defined by the Health Insurance Portability and Accountability Act (HIPAA);
- threats toward any individual or group of individuals; and,
- personal attacks on any individual, Department staff, members of our social media communities, or members of the general public

Posts of this nature will be deleted by the Social Media Manager.

The Department reserves the right to remove or block any person from its social media channels who repeatedly violates the guidelines of the Department's social media policy.

Posts Made On Behalf of the Department to Social Channels

The Social Media Manager will refrain from posting opinions not held by this agency, commit this agency to a course of action, or discuss areas outside of the Department's scope of business.

It is the responsibility of the Social Media Manager to remain apprised of the Department's position on issues impacting Ohio's disability community or other issues impacting the agency.

If there is any question or hesitation regarding the content of a potential comment or post, it is better not to post.

Public Requests to Post Content to Social Channels

In order to remain impartial and ensure consistency with its mission and values, DODD will avoid granting public requests to post content.



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Requests to post research surveys and inquiries is highly discouraged, unless the source can be verified by phone or email, and the nature of the research is consistent with the mission and values of the department.

Partner Agency Requests to Post Content to Social Channels

In order to foster and maintain goodwill with other agencies in the disability community, DODD will share and re-post content consistent with the Department's mission, values and policies.