# The Roman Catholic Diocese of Burlington
## Parish H.R. Policies and Procedures

| | |
|---|---|
| **SUBJECT:  Electronic Communications & Social Networking** | **Policy Number HR 0019** |
| | Section:  Human Resources |
| | Sub-Section: Standards |
| | Date:  November 1, 2013 |

## INTRODUCTION

To provide better service to the faithful and to advance the mission of the Church and to give our workforce the best tools to do their jobs, the Parish will use various means of communication and technology.  Our employees have access to one or more forms of electronic media and services, including computers, e-mail, telephones, voice mail, facsimile machines, external electronic bulletin boards, wire services, on-line services, the Internet and the World Wide Web.  Social media can take many different forms, including internet forums, blogs & microblogs, online profiles, wikis, podcasts, pictures and video, email, instant messaging, music-sharing, and voice over IP, to name just a few. Examples of social media applications are LinkedIn, Facebook, MySpace, Wikipedia, YouTube, Twitter, Yelp, Flickr, Second Life, Yahoo groups, Wordpress, ZoomInfo- and others. The Parish recognizes and appreciates appropriate use of modern media technology to make communication more efficient and effective and to serve as a valuable source of information for our priests, deacons, lay persons, and operations.

## POLICY

Electronic media and services provided by the Parish are considered the Parish's property and their purpose is to facilitate and support the work of the Parish and the Church.  The following procedures apply to all electronic media and services that are:

- Accessed on or from the Parish  property;
- Accessed using the Parish computer equipment or via the Parish paid access methods;
- Used in a manner that identifies the individual with the Parish and/or Parish;
- Used to build or maintain positive professional relations with our employees, visitors, priests, Parishes, parishioners, schools and volunteers.

Policy Social Networking

We believe social networking is a very valuable tool and continue to advocate the responsible involvement of all the Parish employees and volunteers in this space. While we encourage this online collaboration, we would like to provide you with a policy and set of guidelines for appropriate online conduct and to avoid the misuse of this communication medium.

| Approved by: | Original Effective Date: | Revision no: | Page: 1 of 6 |
|---|---|---|---|

| | |
|---|---|
| **SUBJECT: Electronic Communications & Social Networking** | **Policy Number HR 0019** |
| | Section: Human Resources |
| | Sub-Section: Standards |
| | Date: November 1, 2013 |

- Do not post any financial, confidential, sensitive or proprietary information about the Parish or any of our faithful followers, students, volunteers, employees, and candidates.

- Speak respectfully about our current, former and potential parishioners, students, volunteers, and employees. Do not engage in name-calling or behavior that will reflect negatively on your or the Parish's reputations. The same guidelines hold true for the Parish vendors and business associates.

- Beware of comments that could reflect poorly on you and the Parish. Social media sites are not the forum for venting personal complaints about supervisors, students, co-workers, or the Parish.

- As a Parish employee, be aware that you are responsible for the content you post and that information remains in cyberspace forever.

- Use privacy settings when appropriate. Remember, the internet is immediate and nothing posted is ever truly private nor does it expire.

- If you see unfavorable opinions, negative comments or criticism about yourself or the Parish, do not try to have the post removed or send a written reply that will escalate the situation. Forward this information to the Diocesan Human Resources Director or Director of IT.

- If you are posting to personal networking sites and are speaking about job related content or about the Parish, identify yourself as a the Parish employee and use a disclaimer and make it clear that these views are not reflective of the views of the Parish. *"The opinions expressed on this site are my own and do not necessarily represent the views of the Parish."*

- Many sites like Facebook and Twitter blur the lines between work related and personal. Keep this in mind and make sure to have a balance of information that shows both your professional and personal sides. And always balance negative with positive comments.

- Be respectful of others. Think of what you say online in the same way as statements you might make to the media, or emails you might send to people you don't know. Stick to the facts, try to give accurate information and correct mistakes right away.

- Do not post obscenities, slurs or personal attacks that can damage both your reputation as well as the reputation of the Parish.

| | |
|---|---|
| | **Policy Number HR 0019** |
| **SUBJECT:  Electronic Communications & Social Networking** | Section:  Human Resources |
| | Sub-Section: Standards |
| | Date:  November 1, 2013 |

- When posting to social media sites, be knowledgeable, interesting, honest and add value. The Parish's outstanding reputation is a direct result of our employees and their commitment to uphold our core values of Integrity, Dedication, and Excellence.

- Do not infringe on copyrights or trademarks. Do not use images without permission and remember to cite where you saw information if it's not your own thoughts.

- Be aware that you are not anonymous when you make online comments. Information on your networking profiles is published in a very public place. Even if you post anonymously or under a pseudonym, your identity can still be revealed.

- If contacted by the media refer them to the Pastor/Administrator.

- If an employee violates the social networking procedures/policies this can lead to disciplinary action up to and including termination.

- Any and all media and non-media use must be in compliance with the *Diocese of Burlington Policies on Ethics and Integrity in Ministry*

**PROCEDURE**

1.  Business Use

Electronic media cannot be used for knowingly transmitting, retrieving, or storing any communication for personal or professional use that is:

- Discriminatory or Harassing;
- Derogatory to any individual or group;
- Obscene or pornographic;
- Defamatory or Threatening;
- Engaged in for any purpose that is illegal or contrary to Parish's mission or the faith and moral teachings of the Roman Catholic Church.

2.  Personal Use

Electronic media and services are provided by the Parish primarily for employee's business use. Limited, occasional, and incidental use of electronic media (sending or receiving), is permitted

# The Roman Catholic Diocese of Burlington
## Parish H.R. Policies and Procedures

| | |
|---|---|
| **SUBJECT:  Electronic Communications & Social Networking** | **Policy Number HR 0019** |
| | Section:  Human Resources |
| | Sub-Section: Standards |
| | Date:  November 1, 2013 |

on the employee's own time, unless it interferes with the expected productivity of the workday and or creates disruption to fellow employees.

The sending, receiving or forwarding of inappropriate or non-business related materials, emails or voice messages are not permitted.  Such conduct may result in the suspension of access to the medium and, or, disciplinary action up to an including termination.

3.   Access to Employee Communications

The Parish does not routinely access or monitor employee communications directly.  However, individual use patterns, for example, telephone numbers dialed, sites accessed, call length and time are monitored for the following purposes:

- Cost analysis;
- Resource allocation;
- Optimum technical management of information resources; and
- Detecting patterns of use that indicate employees are violating policies or engaging in illegal activities.

The Parish reserves the right, at its discretion, to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, the policy, and other policies.

Electronic communications should not be assumed to be completely private.  *If sensitive data needs to be transmitted, alternative means should be selected. All data should follow federal and state rules on encryption, especially when sharing information that could be used for purposes other then what was originally intended.*

The Parish will follow all federal and state guidelines when monitoring electronic communications.

4.   Security/Appropriate Use

Employees must respect the confidentiality of other individuals' electronic communications. Except in cases in which explicit authorization has been granted by the Parish Pastor/Administrator, employees are prohibited from engaging in, or attempting to engage in:

# The Roman Catholic Diocese of Burlington
## Parish H.R. Policies and Procedures

| | |
|---|---|
| | **Policy Number HR 0019** |
| **SUBJECT:  Electronic Communications & Social Networking** | Section:  Human Resources |
| | Sub-Section: Standards |
| | Date:  November 1, 2013 |

- Monitoring or intercepting the files or electronic communications of other employees or third parties;
- Hacking or obtaining access to systems or accounts without appropriate authorization;
- Unauthorized use of log-in codes or passwords, other than their own; and
- Breaching, testing or monitoring computer or network security measures.

No e-mail or other electronic communications can be sent that attempt to hide the identity of the sender or represent the sender as someone else.

Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of others to access and use the system.  Any employee that obtains electronic access to other companies' or individuals' materials, must respect all copyrights and cannot copy, retrieve, modify, or forward copyrighted materials, except as permitted by the copyright owner.

Network-connected systems must employ hardware and software controls approved by the Diocesan IT Office that prevent unauthorized access including a screen blanker triggered by a certain period of no keyboard activity.  A password should be established for protection of all data and usage.

5.  Participation in On-line Forums

Messages or information sent on Parish provided facilities to one or more individuals via an electronic network (i.e. Internet mailing lists, bulletin boards, and on-line services) are statements identifiable and attributable to the Parish.

Although it is recognized that participation in such forums might be important to job function, discretion should be used to determine the appropriateness of the communication within the guidelines of the position.

Employees should be aware that even the use of a disclaimer does not insulate the Parish from the comments and opinions that may be contributed to forums.  Instead, communications should be limited to matters of fact and avoid expressing opinions while using the Parish systems or the Parish paid account.  These communications should not reveal information about the Parish processes, techniques, or confidential information.

# The Roman Catholic Diocese of Burlington
## Parish H.R. Policies and Procedures

| | |
|---|---|
| | **Policy Number HR 0019** |
| **SUBJECT:  Electronic Communications & Social Networking** | Section:  Human Resources |
| | Sub-Section: Standards |
| | Date:  November 1, 2013 |

6. The Parish shall insure that backups are completed on a daily basis of all computers; this will eliminate the chance of lost data on computers.

**POLICY VIOLATION**

Abuse of the Parish's facilitated access to electronic media or services or social networking could result in the risk of having the privilege removed for the user and other employees and corrective action, up to and including termination.  This also includes employees who witness this abuse of electronic media and services or are formally or informally informed of such use.

Anyone who knowingly violates this policy is subject to disciplinary action up to and including discharge.

This policy replaces, revokes or rescinds any previous policy on electronic media, communication, internet use, E-mail, etc.