

## PATHWAYS ABILITIES SOCIETY

### **POLICY: INTERNET, SOCIAL MEDIA AND EMAIL USAGE**

**Applies to:** All Personnel, Volunteers and Persons Served

Original Approval Date: April 28, 2003

Date Board Approved: December 21, 2023

Replaces Policy Dated: March 2, 2020

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Board Member's Signature

### **PREAMBLE**

Pathways Abilities Society provides access to the vast information resources of the Internet to help employees do their job better. The facilities to provide that access represent a considerable commitment of Pathways Abilities Society resources for telecommunications, networking, software, storage, etc. This policy will assist employees to understand our expectations for the use of those resources in the particular conditions of the Internet and to help use those resources wisely.

The chats, newsgroups, social media and email of the Internet give each individual Internet user a larger and unprecedented (first-time) reach to spread messages, values and tell our agency story. Because of that power, we must take special care to maintain the clarity, consistency and integrity of the agency's image and appearance. Anything any employee writes in the course of acting for the agency on the Internet can be taken as representing the agency. That is why we expect employees to forgo a measure of individual freedom when participating in chats or newsgroups on agency business.

This policy complements the Information Technology Standards and Guidelines policy and procedures.

### **POLICY**

The Internet for our association is an education and business tool. The Internet is used to conduct society business, to communicate with families and colleagues, to research relevant topics and obtain useful information. Unlawful or unethical (not moral) Internet usage may get bad publicity (advertising) for the agency and expose us to significant legal liabilities. Employees, volunteers, and persons served must conduct themselves honestly and appropriately **online**. All existing agency policies apply.

Only those employees or officials who are duly authorized to speak to the media, to analysts or in public gatherings on behalf of the agency may speak/write in the name of the agency to any newsgroup or chat room. Other employees and volunteers may participate in newsgroups or chats in the course of business when relevant to their duties, but they do so as individuals speaking only for themselves. Where an individual participant is identified as an employee, volunteer or agent of this agency, the person must refrain from any unauthorized political advocacy and must refrain from the

unauthorized endorsement (backing) or appearance of endorsement by the agency of any commercial product or service not sold or serviced by this agency, its divisions or its partners.

Social media sites, chats and newsgroups are public forums. Employees and volunteers are prohibited from revealing confidential agency information, client data (including photos) and any other material covered by existing agency confidential policies and procedures. While using social media, make it clear these are your views and not necessarily those of Pathways Abilities Society. Employees or volunteers releasing protected information via social media, a newsgroup or chat, whether or not the release is inadvertent, will be subject to disciplinary action.

User IDs and passwords help maintain individual accountability for Internet resource usage. Any employee or volunteer who obtains a password or ID for an Internet resource must keep that password confidential and notify management personnel.

Any file that is downloaded must be scanned for viruses before it is run or accessed.

Employees, volunteers and persons receiving services must take reasonable steps to ensure they do not cause offence to others (sending messages that are not of a professional nature and receiving, storing distributing inappropriate material).

Any software or files downloaded via the Internet into the agency network become the property of the agency. The agency also retains the copyright to any material posted to any forum, newsgroup, chat or World Wide Web page by any employee in the course of his or her duties.

The agency has software and systems in place to monitor and record all Internet usage. Our computer systems are capable of recording (for each and every user) each World Wide Web site visit, each chat, newsgroup or email message, and each file transfer into and out of our computers, and we reserve the right to do so at any time. No employee, volunteer or individual receiving services should have any expectation of privacy as to their Internet usage. We reserve the right to inspect any and all files stored in our computers or network in order to assure compliance with policy. From time to time, we will review Internet activity and examine how it is being used to see if there are patterns.

The display of any kind of sexually explicit image, document or inappropriate material on any agency system is a violation of our policies and is prohibited. In addition, sexually explicit or inappropriate material may not be (archived) stored, distributed, edited or recorded using our network or computing resources. We may block access from within our networks to sites that we know contain sexually explicit or inappropriate material.

This society's Internet facilities and computing resources must not be used knowingly to violate the laws and regulations of Canada or any other nation or the laws and regulations of any province, city, state or other local jurisdiction in any material way.

Use of any agency resources for illegal activity is grounds for immediate dismissal, and we will cooperate with any legitimate law enforcement activity.

The society's Internet facilities and computing resources must not be used to violate any of Pathways Abilities Society's policies and procedures.

No employee, volunteer or individual receiving services will use Pathways Abilities Society's Internet facilities to deliberately spread any virus, worm, Trojan horse or trap-door program code.

No employee, volunteer or person served will use Pathways Abilities Society's Internet facilities knowingly to disable or overload any computer system or network or to circumvent any system intended to protect the privacy or security of another user.

No employee, volunteer or individual served will change the systems or data configurations in any way that could affect the system's integrity.

Employees and volunteers may use their Internet facilities for non-business research or browsing during mealtimes or other breaks or outside of work hours provided that this policy in its entirety is adhered to and prior approval from the Supervisor has been obtained.

All Internet users except volunteers, must digitally sign the following statement upon hire, confirming their commitment to uphold the policy and on an annual basis as identified by the relevant ShareVision list at their performance appraisal meeting. Volunteers sign a paper copy.

"I have received and/or have access to a written copy of the Pathways Abilities Society's Internet, Social Media and Email Usage and Information Technology Standards and Guidelines policies and procedures. I fully understand the terms of these policies and procedures and agree to abide by them. I realize that the agency's security software may record for management use the Internet address of any site that I visit and keep a record of any network activity in which I transmit or receive any kind of file. I acknowledge that any message I send or receive will be recorded and stored in an archive file for management use. I agree not to use remote desktop access or terminal services unless I am using a Pathway's computer or a computer that has been authorized by Pathways. I understand I cannot connect or use personal devices at work and cannot connect to Pathways' public wireless networks without first obtaining Pathways' permission. I know that any violation of these policies or procedures could lead to dismissal or criminal prosecution".