

# Technology Policies and Procedures

<b>REVISION HISTORY</b>		
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## Technology Committee Policies

### Website

#### *Policy*

1. The Technology Committee is:
  - Responsible for supporting other committees and Members in updating or enhancing the website;
  - Responsible for maintaining the website's domain and where it is currently hosted; and,
  - Not responsible for website content.

### Email

#### *Policy*

1. The Technology Committee is responsible for maintaining Paloma's email list.
2. The Technology Committee will include all Members with an email address on the list unless the Member specifically emails the Technology Committee to request otherwise.
3. All Members not on the list will receive a hard copy of important messages.
4. Emails for distribution must follow the guidelines set forth below to be forwarded.

#### *Guidelines*

1. The Technology Committee, as part of its goal to foster positive communication and notification for all Members, would like Members to ensure that email sent to the committee for Co-op-wide distribution follows these guidelines:
  - Ensure that your email is neutral or positive in tone – emails deemed offensive, inappropriate, or inaccurate by the Technology Committee will not be forwarded; instead, the sending Member will be asked to resubmit their message to meet guidelines;
  - Refrain from sending messages that contain content that is harmful to others. As we are a community that respects each other, messages deemed by the Technology Committee to violate this respect may be rejected (see the previous guideline). However, we are also a community that is open to debate – if you disagree with the Technology Committee's decision,

you may email them at [technology@palomacoop.ca](mailto:technology@palomacoop.ca) for clarification, or appeal their decision to the Board;

- Send all emails to be forwarded to [palomacommunication@gmail.com](mailto:palomacommunication@gmail.com). Replies should be sent to the original sender, not the communications email account; and,
  - Include your name and suite number in all communications.
2. If a conversation between a subset of Members ensues that requires more than three mass emails to the entire Co-op, the communication may be removed from the group email list and instead copied to the Members directly engaging in the discussion to avoid an excessive number of messages being sent to the entire mailing list.

### *Procedures*

1. A designated Technology member will forward any emails sent to the Committee each evening.
2. The Committee will distribute hard copies of messages from the Board or Committees to Members without email addresses.
3. A designated Technology member will contact Members who have submitted emails that don't meet the Guidelines and give them the option to change their message and re-submit.

## Facebook Group

### *Purpose*

The Co-op Facebook group is a place for our community to connect, share updates, post items that we may want to give away or sell, and to share things we may be doing as individuals that might be of interest to our community.

### *Guiding Principles*

To maintain the Facebook group as a welcoming place to all members, please:

- Be kind and courteous – we're all neighbours and a part of a community. Let's create a welcoming environment and treat everyone with respect. Healthy debates and different opinions are natural, but kindness is required.
- Respect everyone's privacy – being part of this group requires mutual trust. Authentic, expressive discussions make groups great, but what's shared in the group should stay in the group.
- Remember that discussions in this group are casual – this Facebook group is not for repeatedly posting to gain attention or disturb others, nor is it a place for final decision-making. Any ideas

or suggestions about the Co-op made in the group will still need to go through due process to formally become Co-op policy.

- Do not debate political, religious and controversial issues in the Facebook group, and do not call out, shame or argue with other Members. If you have a disagreement with another Member or Members, speak to them directly.
- Post items for sale, fundraising notices, etc. only once. Repeated posts of the same information to the Facebook page will be removed.
- Consider Members' privacy when sharing pictures to our Members-only photo areas on the website or Facebook group. If you wish to post a photo of a Co-op event, the Technology Committee suggests you try to obtain permission from the Members before posting a photo of them.

### *Policy*

1. Facebook group members must be Members in good standing of the Co-op.
5. Failure to comply with the guiding principles may result in removal of posts, removal of ability to post and/or expulsion from the Group.
6. Members may appeal such actions to the Board.
7. The Board is responsible for approving any new social media accounts and relevant policy will be developed as instructed by the Board.

### *Procedures*

1. Group admins may remove any posts or comments from Paloma's Facebook Group that fall outside of the stated guidelines, or as requested by the Board.