**MA Developmental Disabilities Council**

**Social Media Policy**

To highlight our commitment to transparency in government, the Massachusetts Developmental Disabilities Council (MDDC) has launched several new web based tools for outreach, education and information. These tools are not intended to replace the channels currently in place for press and constituent communication. Press inquiries and questions or complaints regarding agency services should be directed to the MDDC at 617-770-7676 ext. 120.

IMPORTANT: The Massachusetts Records Retention Law requires the MDDC preserve records created or received by a state employee. Pursuant to this retention requirement, comments posted by or messages received from others via an official state agency page on a third-party Web site *(such as an official agency profile on a social network or on a micro-blog such as Facebook or Twitter)* will be treated as state governmental records and may be permanently archived. All information that any individual voluntarily submits through social media sites associated with this agency, where such information is publicly available, including name, city or town, and the substance of anything posted may be disseminated further by being posted online at this website or be publicly discussed by a member of the MDDC.

**Facebook™:**

Facebook is a free social networking site that allows users to create and customize their own profiles with photos, videos, and information about themselves and to search for other profiles on the Facebook site. While people use Facebook in many different ways for both personal and professional reasons, MDDC is using Facebook to facilitate an ongoing dialogue between the public and MDDC and encourages comments, ideas and concerns as they relate to disability issues and policies.

* The MDDC Facebook page is located at [www.facebook.com/MassDDCouncil](https://www.facebook.com/MassDDCouncil). The Facebook page is maintained and monitored by MDDC employees. While MDDC may link to other Facebook pages or Web sites, and other Facebook pages or Web sites may link to MDDC’s Facebook page, a link does not constitute a formal endorsement or approval of opinions or ideas expressed on the linked Facebook page or Web site.
* The opinions expressed in comments responding to MDDC's wall posts reflect those of the author of such comments, and may not reflect the official views of MDDC or the Commonwealth of Massachusetts. The appearance of such comments on MDDC's Facebook page does not constitute a formal endorsement or approval of the content of the comment. Your use of and comments to MDDC on Facebook are also subject to the MDDC Web Site policies.
* MDDC on Facebook is hosted by Facebook. As such, the site is subject to [Facebook's Amended Terms for State and Local Governments](http://www.facebook.com/terms_pages_gov.php) and also to [Facebook's policies, including their Privacy Policy and Terms of Service](http://www.facebook.com/#%21/terms.php). These policies apply to your use of Facebook as well.
* The MDDC does not endorse any product, service, business, or individual whose name or image appears on the Facebook page in comments, photographs, videos, URL links or third party advertisements. MDDC is responsible solely for the content it posts on its official Facebook page, and not for any videos or photos linked from other users, nor for any comments posted by other users, nor for any advertising or other content contained on the Facebook Web site.
* Although we try to respond to questions on Facebook as much as possible, individuals with questions, concerns or comments may contact our office at 617-770-7676 ext. 120

**Twitter™:**

Twitter is a free social networking site that allows users to send and read other users' updates of up to 140 characters in length. While people use Twitter in many different ways for both personal and professional reasons, the MDDC uses Twitter as another way to keep citizens informed about what we are doing, important disability issues and as another way to solicit feedback. The account is maintained and monitored by employees of MDDC.

* The MDDC Twitter account is located at [www.twitter.com/MA\_DDC](http://www.twitter.com/MA_DDC). This is the official Twitter account for the Massachusetts Developmental Disabilities Council and, as such, cannot and will not be used to reply to political campaign-related questions or engage in dialogue or issues with a candidate. While it is not always easy to tell who is on the other end of a tweet, we will maintain a diligent effort to adhere to this policy.
* The MDDC will follow most people who follow us. Any Twitter account holder that does not wish to be followed may send us a direct message and we will remove them.
* Although we try to respond to questions on Twitter as much as possible, individuals with questions, concerns or comments may contact our office at 617-770-7676 ext. 120 (especially if what you have to say requires more than 140 characters!).
* Unless updates are protected, messages posted on Twitter are public. Because not everyone knows that we are on Twitter, we occasionally search for 'tweets' that talk about MDDC or disability services but don't reference our account, "@MA\_DDC". We perform this search and outreach so that we can let as many people as possible know that we're listening and engaging.
* This micro-blog is hosted by Twitter and is governed by Twitter's separate website policies, including its [Privacy Policy](https://twitter.com/privacy) and [Terms of Service](http://twitter.com/tos). These policies apply to your use of Twitter. For questions, please contact us.
* The Massachusetts Records Retention Law requires the MDDC preserve records created or received by a state employee. Pursuant to this retention requirement, comments posted or messages received via an official state agency page on a third-party web-site (such as an official agency profile on a micro-blog such as Twitter) will be treated as state governmental records and may be permanently archived. All information that any individual voluntarily submits through social media sites associated with this agency, where such information is publicly available, including name, city or town, and the substance of anything posted may be disseminated further by being posted online at this website or be publicly discussed by a member of the administration.

***RSS Feeds***

Although individuals can check the MDDC portal for regular updates, it's often easier to have information sent automatically. RSS lets you do just that. When you subscribe to an RSS feed, updates come to you as we post them. Mass.Gov and many agencies offer RSS feeds for News and Updates and Press Releases. If you're unfamiliar with RSS Feeds and how to use them, please check out [what is RSS?](http://www.mass.gov/portal/rss-info.html)

## YouTube™

To both increase transparency and save money on video hosting and streaming, the MDDC publishes all of our video content to our YouTube channel at <http://www.youtube.com/user/MassDDCouncil>

The MDDC is responsible solely for the content uploaded to the MDDC official YouTube channel, and is not responsible for any related videos or videos linked from other users, nor for any advertising or other content contained on the YouTube website.

Also note that this video share is hosted by YouTube and is governed by YouTube’s separate website policies, including its [Privacy Policy](http://www.google.com/intl/en/policies/privacy/) and [Terms of Service](http://www.youtube.com/t/terms).  These policies apply to the use of YouTube.  For questions, please contact the MDDC at 617-770-7676 ext. 120.