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Section-02 Information Management	OP-021002	Page: 1	Effective Date: 10/27/2021
Use of Social Media	ACA Standards: None		
Scott Crow, Director Oklahoma Department of Corrections		Signature on File	

Use of Social Media

I. Purpose

This procedure is intended to address employee use of social media. The purpose is to ensure employees do not use social media in a manner that would violate existing laws and Oklahoma Department of Corrections (ODOC) procedure.

II. Definition of Social Media/Social Networking

Social media is defined as online platforms that facilitate social networking, blogging and/or photo and video sharing. This procedure applies to both official use of social media and personal use of social media by employees of the ODOC. All employees are reminded that they are strictly accountable for their conduct at all times, whether on or off duty.

III. Applicability

The guidelines within this procedure apply to all ODOC employees. The agency will take steps to ensure that other ODOC stakeholders, including vendors, volunteers and independent contractors are informed of this procedure.

IV. Guidelines for Employee Personal Use of Social Media

Given the nature of corrections work, agency employees are discouraged from referring to their employment when using social media in their personal life.

This procedure does not intend to discourage the expression of personal views by employees nor to limit discussion of workplace issues. Rather, the guidelines set forth in this procedure are designed to encourage an environment of respect for inmates/offenders, co-workers, and the agency's mission.

- A. If employees identify themselves as ODOC employees by rank, title, work location, uniform or any other means, or hold a department position known to the general public, employees must make it clear that their statements and views are personal and do not reflect the views of the agency. It is recommended that employees post a disclaimer.

Sample disclaimer: "The views reflected on this page represent my personal opinions and in no way represent the views of the Oklahoma Department of Corrections."

- B. The use of social media is not allowed on agency time or on agency equipment unless it is being used to conduct agency business by an individual acting in his or her capacity as a state employee. Conducting agency business includes following ODOC on social media sites and keeping abreast of agency-relevant information posted on social media.
- C. At no time shall an ODOC employee acting in their private capacity engage in the following activities in the use of social media networks, personal web pages or blogs:
1. Use of any image of an inmate/offender (with or without permission), other than those available to the public on ODOC website;
 2. Access or post to social media sites using agency equipment when such activity is not related to that employee's job responsibilities;
 3. Use the ODOC's logo or website address to make representations that their personal social media sites speak in an official ODOC capacity. Use of the ODOC logo that is automatically populated on personal social media sites, such as LinkedIn, is permitted; and/or
 4. Divulge confidential or non-public information obtained by virtue of their employment. Refraining from doing so is necessary to preserve the safety of affected inmates/offenders, employees, and institutional security. Confidential information includes, but is not limited to:
 - a. Personally identifiable inmate/offender information, other than information available to the public on ODOC website;
 - b. Inmate/offender or employee medical or mental health treatment information;
 - c. Criminal history, other than information available to the public;
 - d. Security and intelligence information;
 - e. Investigative information;
 - f. Operational concerns;

- B. No employee is authorized to post social media content on an official ODOC social media platform or website unless they are designated by the chief administrator of Communications and Government Relations (or designee).
- C. Authorized users of ODOC social media accounts shall:
1. Conduct themselves at all times as representatives of the ODOC and, accordingly, shall adhere to all ODOC standards of conduct;
 2. Identify themselves as a representative of the ODOC;
 3. Not make statements in regard to the guilt or innocence of any inmate/offender, comments concerning pending prosecutions, nor post, transmit, or otherwise disseminate confidential information, including photographs or videos, related to ODOC training, activities, or work-related assignments without receiving prior express written permission from the agency director (or designee); and
 4. Not conduct political activities or private business via social media use sanctioned by the ODOC.
- D. Monitoring/Mediating ODOC Social Media Platforms
1. The chief administrator of Communications and Government Relations shall designate staff within that unit to monitor comments on all agency social media platforms each hour of each workday and numerous times after hours.
 2. Staff designated by the chief administrator of Communications and Government Relations will moderate posts by the public to ODOC social media platforms.
 3. When appropriate, a monitor will respond to direct questions/concerns with information posted under fact check on the agency's website.
 4. If no answer to a direct question/concern exists on the agency's fact check page, the moderator will forward the question/concern to the chief administrator of Communications and Government Relations for an appropriate response.
 5. The question/concern and the appropriate response will immediately be placed on the fact check page on the agency's website for future reference.
 6. Moderators will forward to the Community Outreach supervisor any private message from inmate families or victims/victim families for an appropriate response.

7. Moderators will respond to vague criticism or complaints by requesting the person direct message the site and provide specific information regarding the issue, their name, and contact information so we may initiate an investigation or take further action if necessary. As soon as possible, the moderator will forward the information to the office of Inspector General, chief administrator of Institutions, or other divisions deemed necessary.
8. Moderators will not continue dialogue with those interested only in creating a toxic atmosphere.

E. Blocking Posts

1. ODOC's Communications unit reserves the right to regulate, delete, or remove any comments or messages to the agency's social media sites that are:
 - a. Profane (Facebook's profanity filter is in use);
 - b. Sexual or otherwise obscene;
 - c. Libelous or slanderous;
 - d. Threatening to others;
 - e. Containing racial slurs or other terms that perpetuate discrimination;
 - f. Compromising to public safety or the security of our facilities, staff, or inmates; or
 - g. Containing information protected by law or containing info that is not public about inmates or victims.
2. ODOC's Communications unit reserves the right to block contributors who, through their post, attempt to incite panic or violent behavior toward any inmate, staff, or agency facility.

VI. Applicability and Acknowledgement

This procedure applies to all ODOC employees as defined in this procedure. All employees will be directed to review this procedure and provide acknowledgement on the attached "Acknowledgment of Receipt and Understanding" ([Attachment A](#), attached). This documentation will be retained in the employee personnel file or volunteer/contract file.

VII. Discipline

Employees who violate these guidelines will be subject to appropriate disciplinary action in accordance with [OP-110415](#) entitled "Progressive Disciplinary Procedures."

VIII. References

OP-110415 entitled "Progressive Disciplinary Procedures"

State of Oklahoma Information Technology Accessibility Standards

State of Oklahoma Information Security Policy, Procedures and Guidelines

IX. Action

All ODOC employees will be responsible for compliance with this procedure.

The chief administrator of Communications and Government Relations will be responsible for the annual review and revisions.

Any exception to this procedure will require prior written approval from the agency director.

This procedure will be effective as indicated.

Replaced: OP-021002 entitled "Use of Social Media" dated October 19, 2020

Distribution: Policy and Operations Manual
Agency Website

AttachmentTitleLocation[Attachment A](#)

"Acknowledgement of Receipt and Understanding"

Attached