

Terms of Use for Workers' Safety and Compensation Commission (WSCC) Social Media Accounts

The WSCC Communications Unit manages the WSCC's social media accounts. WSCC uses social media as a communications and outreach tool to engage with stakeholders.

WSCC cannot use social media to discuss individual accounts and claims. Stakeholders must contact us at 1-800-661-0792 to discuss personal and confidential information.

Please note: WSCC does not endorse the views expressed in tweets or posts of users interacting with our social media sites, and in no way verifies or confirms the accuracy of those posts.

Content and Frequency:

WSCC commits to generating and sharing content that is informative and valuable to stakeholders, and is consistent with our organizational vision, mission and values.

We will occasionally repost content that we believe is of value to our stakeholders.

The number of posts created each business day will vary.

Availability:

We recognize the Internet is a 24/7 medium, and your interaction with WSCC is welcome anytime. However, posting and moderating will occur during regular office hours, Monday to Friday (8:30am – 5pm, MST). Messages posted after business hours or on weekends and statutory holidays will be read within two hours of the next business day.

During emergency situations, we will provide additional coverage as required and available.

Social media platforms may occasionally be unavailable. We are not responsible for a lack of service caused by service provider downtime. Call 1-800-661-0792 if you require immediate assistance or information during this time.

Messages and @Replies:

We welcome feedback and ideas that are constructive and relevant to our stakeholders. The Communications Unit will read all messages and @Replies, and forward emerging themes or helpful suggestions to the appropriate people in the organization.

We may not be able to respond to all individual messages. We will address messages on a case-by-case basis. For general inquiries, contact us at 1-800-661-0792.

Inappropriate Material:

We discourage and will disregard comments or posts that:

- are libelous, abusive, rude;
- attack or discriminate against any other individual or group based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability;

- contain threats or harassment;
- violate an individual's privacy;
- break copyright rules; or
- contain spam or links to malicious websites.

We reserve the right to delete content or ignore and block users that reply or message us with content that is deemed inappropriate, as described above.

Language:

WSCC's social media accounts generate content jointly in English and French. When individuals interact with our accounts, the WSCC will respond in the conversation's initiating language.

Following and Likes:

Our decision to interact with a particular social media account does not imply endorsement of any kind. Similarly, the appearance of a social media user as a follower of WSCC does not imply endorsement.

Links to Other Websites:

Content posted on our social media accounts may include links to websites that are not under the responsibility of the WSCC. The WSCC is not responsible for the accuracy, currency or reliability of the content, and is not endorsing the sites, the site owners, and their content in any way.

Privacy:

We commit to respecting the privacy of all WSCC stakeholders.

WSCC's legislation states that information obtained by the WSCC through its legislative authority is confidential.

Exceptions to this exist within the *Access to Information and Protection of Privacy (ATIPP) Act* and the following WSCC policies: 07.01, *Claim File Information Access*; 07.02 *Employer File Information Access*; and 07.03 *Inspection Report Information Access*.

Contact the WSCC at 1-800-661-0792 for more information on privacy.

Third-party service providers host WSCC social media accounts. We encourage you to read the [Twitter Privacy Policy](#) and the [Facebook Privacy Policy](#).

Media Enquiries:

We request media representatives refrain from submitting questions or requests through our social media accounts. Direct media requests to media@wsc.nt.ca.

General Enquiries:

We commit to serving our clients in a prompt, reliable, courteous, and fair manner. For general enquiries, call or email us. A full listing of WSCC contact information, and our Vision, Mission, and Values, is available at wscn.nt.ca or wscn.nu.ca

We reserve the right to change or modify our social media protocol without notice.