

Outreach Angels recognises that many volunteers enjoy networking with friends and family via social media. However we have to balance this against our duty to maintain the confidentiality of those joining our organisation and the homeless people we serve, as well as ensuring that our good reputation is upheld. Volunteers must remember that they are ambassadors for our organisation both within and outside of working hours and are expected to conduct themselves accordingly when using social media sites.

This policy covers (but is not limited to) social media platforms such as:

- Twitter
- Facebook
- YouTube
- Instagram
- Tik Tok
- Personal blogs and websites
- Comments posted on third party blogs or websites
- Online forums

Social media rules

When using social media sites, volunteers must not:

- Post anything that could damage our organisations reputation.
- Post anything that could offend other volunteers, management or those we serve.
- Publish any photographs or materials that could identify the people we serve.
- Discuss with others any issues relating other volunteers or those we serve. Instead raise the issue with the Management at the next outreach session or sooner if the matter is more urgent.

Any volunteer who posts content or comments that breach confidentiality or which could harm the reputation of our organisation or other volunteers, or who publishes photographs of those we serve, will face disciplinary action.

General cautions for using social media

When using social media in any context it is wise to bear in mind the following points:

- No information published via the internet is ever totally secure; if you don't want information to become public, do not post it online.

Once an image or information is in the public domain, it is potentially there forever – Google never forgets!