

**BEFORE THE BOARD OF DIRECTORS OF THE
KLAMATH 9-1-1 EMERGENCY COMMUNICATIONS DISTRICT**

IN THE MATTER OF UPDATING POLICY)
CHAPTER 2: Personnel, Social Media Team)

RESOLUTION 26-05

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BE IT RESOLVED that Klamath 9-1-1 Emergency Communications District operates under its adopted District Policy and Procedures.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of Klamath 9-1-1 Emergency Communications District do hereby authorize and adopt the added and updated policy language to district policy chapter two.

Add red letter language to Chapter 2-51 following Personal Activities

Social Media Team

This policy establishes guidelines for the authorized use of social media on behalf of Klamath 911, ensuring that all content aligns with the agency’s mission and values.

This policy does **not** address:

- A. Personal use of social media by Klamath 911 members.
- B. Use of social media in personnel or hiring processes.
- C. Use of social media in criminal investigations, except for public information dissemination.

Definitions

- **Social Media:** Internet-based platforms and tools that allow users to create, share, and interact with content. This includes, but is not limited to, the agency website, social networking services, blogs, RSS feeds, wikis, podcasts, and photo/video sharing platforms.

Authorized Users

- The Social Media Team will be supervised by the Klamath 911 Director, who will also serve as the Social Media Manager.
- Only members authorized by the Director or the Director’s designee may post on behalf of the agency.
- Authorized members must use agency-approved equipment during normal duties unless otherwise permitted.
- The Director may issue specific content guidelines. Any content outside these guidelines must be approved by the Director.
- Members not authorized to post must submit requests through the Social Media Team. Approved content will be posted by a team member.

General Information

- All Klamath 911 social media accounts must clearly state that they are not monitored for emergency or non-emergency reporting.

Required disclaimer:

“This site IS NOT MONITORED by Klamath 911 for the reporting of emergencies or non-emergencies.”

- Each account must include instructions for proper emergency and non-emergency reporting.
- Social media is primarily an informational tool to broaden the agency’s communication reach.
- Social media may be used during emergencies but is not the primary method for emergency communication.
- The Director or designee is responsible for the content, maintenance, and monitoring of all agency social media platforms.
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Authorized Content

Only content that is:

- Appropriate for public release,
- Supports the agency's mission,
- Complies with all Klamath 911 policies and procedures,

may be posted.

Examples of authorized content include:

1. News/ Press releases
2. Agency announcements
3. Crime/fire prevention tips
4. Public engagement initiatives
5. Real-time safety alerts (e.g., in-progress crimes, disasters)
6. Traffic updates
7. Recruitment information
8. Community relations events (e.g., Community Safety Fair, Dispatch Appreciation Week)
9. Employee recognition
10. Shared posts from partner/user agencies

Prohibited Content

The following content is strictly prohibited:

1. Abusive, discriminatory, inflammatory, or sexually explicit material
2. Information violating privacy, confidentiality, or legal rights
3. Content that may compromise ongoing investigations
4. Content that could harm Klamath 911's mission, reputation, or professionalism
5. Information that endangers agency operations, personnel, victims, suspects, or the public
6. Personal content or opinions
7. Profanity
8. Solicitation of goods or services
9. Any content not authorized by this policy or a supervisor

Reporting Violations:

- Any member who identifies unauthorized or inappropriate content must report it to the Director.
- If the Director is unavailable, the on-duty supervisor should be contacted.
- The Director will ensure the content is removed and investigate the incident.

Agency Use of Social Media During a Major Event or Emergency

- Social media may be used to provide and receive information during emergency situations.
- Members of the Social Media Team are authorized to post updates during major events or emergencies under the following conditions:
 1. Evacuation Orders:
Must include a clear statement such as:
"This is a courtesy notification only... As of [date/time], the following areas are under mandatory/voluntary evacuation orders per [department name]."
 2. Shelter Information:
Locations and addresses of shelters during emergencies (e.g., fire, flood, cooling centers).
 3. Road Closures/Traffic Incidents
 4. Weather-Related Incidents
 5. Phone Outages:
Affecting the public's ability to contact 911.

Monitoring Content

- A. The Social Media Team will conduct an annual review of the agency's social media use. This review will include:
 - Resources used
 - Effectiveness of content
 - Identification and resolution of unauthorized or inappropriate content

Retention of Records

- All records generated through social media use shall be retained in accordance with Klamath 911's established records retention schedules.
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Training

- All authorized Social Media Team members shall receive training that includes:
 - Legal considerations for social media use
 - Privacy and civil rights protections
 - Proper dissemination and retention of public information

This matter having come before them at their meeting on February 18th, 2026.

ATTEST: _____
Amanda Rose, Executive Director

Sandra Fox, Board Chair