

Netiquette of the Edmundston Regional Hospital Foundation

The Edmundston Regional Hospital Foundation is present on social networks to communicate with people in the community. Follow our accounts to learn more about:

- how to make donations to improve health care in our hospital;
- the investments made thanks to your donations;
- our funding activities;
- much more!

All your messages and comments are given careful attention. Know that they are all forwarded to our team. Although we appreciate your messages and comments, our exchanges must be guided by a netiquette, a set of rules and standards of behaviour to follow when interacting online. This netiquette aims to promote respect and courtesy in Internet exchanges.

The ERH Foundation is committed to engage in community management twice a day (morning/night), Monday through Friday, and to address you formally.

We respond professionally to comments on the following:

- Questions about potential donors;
- Questions on how to make donations;
- Publications that mention us;
- Complaints or unfavourable comments about us.

To maintain a pleasant atmosphere and ensure the quality and relevance of page content and follow-up requests, we reserve the right to remove and to not reply to any comments containing:

- discriminatory, denigrating, offensive, abusive, hateful, racist, homophobic, sexist, misleading or defamatory statements;
- inappropriate content or content promoting illegal practices;
- personal or confidential information on a client, employee or partner.

If a user is deemed to be intervening in an inappropriate or harassing way, we will remove or block the latter without warning. Please note that we accept no responsibility for the content and the opinions conveyed by Internet users on their social networks.

In response to negative comments, we:

- remain calm and professional;
- thank the user for their comment;
- invite the user to contact us by email at fondation.hre@vitalitenb.ca to solve their problem.

The ERH Foundation reserves the right to change this netiquette at any time and without notice.

If you witness a situation that violates any of these rules and which should be addressed by the ERH Foundation or Edmundston Regional Hospital, contact us immediately at fondation.hre@vitalitenb.ca.

Thank you for your cooperation.