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**Intent/Purpose** To provide an operating policy to guide the moderation of RMTAO Facebook Group and a code of conduct for Facebook Group members.

<b>Definitions</b>	<b>Group members</b>	An individual who has been accepted as a RMTAO Facebook Group member.
	<b>Employee</b>	A staff person employed by the RMTAO.
	<b>RMTAO members</b>	For the purpose of this policy, a member is any individual who is classified as a member under the By-laws and relevant Board policy of the organization, regardless of classification of membership.
	<b>Massage Therapists</b>	Those whose profession is massage therapy including registered massage therapists, massage therapists who belong to professional massage therapy associations, and others recognized to conduct massage therapy within the jurisdiction they work in.
	<b>Post</b>	To post, comment, reply, message, or otherwise make content available to Group members via the RMTAO Facebook Group.
	<b>Moderator</b>	An employee or volunteer chosen by the RMTAO to have administrative or moderating privileges for the RMTAO Facebook Group.

**Policy** **General** The use of the RMTAO Facebook Group is a privilege provided to employees, volunteers, RMTAO members, and other interested individuals by the RMTAO. Use of the RMTAO Facebook Group is limited by the following code of conduct. Posts or group members found to violate the code of conduct will be subject to moderation or removal from the group.

Employees will follow all other RMTAO communications policies. Communication by employees will be respectful and professional at all times.

If content is found to violate the RMTAO Facebook Group Code of Conduct Policy, the post will be deleted and a reply post will be provided indicating the post was deleted due to Code of Conduct violation with a link to the RMTAO Facebook Group Code of Conduct. Those group members who repeatedly violate the Code of Conduct will be removed from the group as per the Code of Conduct.

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Code of  
Conduct

All RMTAO Facebook Group members are expected to:

- Be respectful of each other, the profession of massage therapy, the RMTAO, RMTAO partner organization, and other stakeholders.
- Be honest and open about their identity, relationship with the RMTAO or other pertinent organizations.
- Provide information in good faith with the understanding that it is accurate and truthful.
- Identify their association with any group or organization that creates a potential conflict of interest relating to the post content provided.

All massage therapist RMTAO Facebook group members are expected to:

- Be professional in their communication.
- Identify themselves as massage therapists.
- Identify themselves as RMTs if they are registered.
- Identify their membership in a professional massage therapy association.
- Identify the jurisdiction they practice under if they work in a jurisdiction that recognizes massage therapy in law and they are not a member of a professional massage therapy association.
- Provide information regarding their profession or the practice of massage therapy that is accurate, representative of current evidence-informed practice, and follows the requirements of any professional association or regulatory body they belong to.

All RMTAO members are expected to:

- Identify themselves as registered massage therapists and RMTAO members.
- Communicate as would be expected of representatives of the profession and the RMTAO while respecting the values and policies of the RMTAO.

All moderators are expected to:

- Be professional in their communication.
- Identify their relationship with the RMTAO.
- Provide information regarding this policy or a link to this policy on request.
- Use their moderation capability only according to this policy and in the spirit of allowing open dialogue.
- Indicate the deletion of a post due to violation of this policy via a private message as described below.
- Remove group members who repeatedly or

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egregiously violate this policy. Those who are removed from the group will be told that they have been removed due to violation of this policy via a private message as described below.

Post content restrictions

Posts will not contain the following content or links to content:

- That is disrespectful, aggressive, abusive, or threatening towards other group members.
- That is illegal or damaging to other group members' computers or electronics.
- That is disparaging, disrespectful, or slandering of the profession of massage therapy, the RMTAO, other professional massage therapy associations, massage therapy regulatory colleges, or RMTAO partners.
- That contains health advice or information that is inaccurate, incomplete, or potentially harmful.
- That contains massage therapy professional information that is against the requirements of the regulatory colleges, professional associations, or laws in the jurisdiction that poster lives or works in.
- That is objectionable or inflammatory.
- That advertises for goods or services that are in direct competition with goods or services provided by the RMTAO or its partners.

Self-Identification

Acceptable self-identification, as required above, will be achieved by including this information in all posts. For example:

- A RMT and RMTAO member would include "RMT, RMTAO member" in their posts.
- A massage therapist in Alberta who is a member of the MTAA would include "MT, MTAA member" in their posts.
- A massage therapist in Quebec who is not a professional massage therapist association member would include "MT, Quebec" in their posts.

Disputing moderator actions

Any group member or former group member may dispute the removal of a post or their removal from the group by contacting the Executive Director/CEO via email.

Reporting suspected violations

Any group member may report suspected violations to this policy via email to the RMTAO info email account ([info@rmtao.com](mailto:info@rmtao.com)) or via private Facebook message to a moderator.

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Post deletion notification	<p>When a moderator deletes a post for violating this policy, the following message will be provided as a private message to the poster:</p> <p>"A post has been deleted due to violation of the RMTAO Facebook Group Code of Conduct Policy [link to policy]. To dispute the application of the policy contact the RMTAO Executive Director/CEO [mailto: ED email]. Repeated policy violations will result in removal from the group."</p>
Group member removal notification	<p>When a moderator removes a group member from the group, the following message will be sent as a private message to the previous group member:</p> <p>"You are no longer a member of the RMTAO Facebook Group due to violation of the RMTAO Facebook Group Code of Conduct Policy [link to policy]. To dispute the application of the policy contact the RMTAO Executive Director/CEO [mailto: ED email]."</p>
Evidence of violation	<p>Moderators will provide a copy of the content of any deleted post or content relating to evidence for removal of a group member to the Executive Director/CEO via email.</p>
Reason for group removal	<p>The following are reasons for removal of a RMTAO Facebook Group member:</p> <ul style="list-style-type: none"> <li>• Any repeated policy violations.</li> <li>• Threatening or abusive posts.</li> <li>• Providing harmful health information.</li> <li>• Illegal posts or communication.</li> <li>• Refusal to identify self if group member is a massage therapist or a RMTAO member.</li> <li>• Misrepresentation or dishonesty about identity.</li> </ul>
Moderator privileges	<p>Moderator privileges will be provided to staff members or volunteers at the discretion of the Executive Director/CEO or other individuals approved by the Executive Director/CEO. Moderator privileges will be removed for those moderators found to violate this policy or at the discretion of the Executive Director/CEO.</p>
Referral to the Board	<p>In the event that the Executive Director/CEO is a party to a dispute with a group member or former group member who is also a RMTAO member, the matter shall be referred to the Board of Directors.</p>

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