



**MISSOURI DEPARTMENT OF MENTAL HEALTH**

KEITH SCHAFFER, DEPARTMENT DIRECTOR



DEPARTMENT  
OPERATING  
REGULATION  
NUMBER

DOR  
6.675

CHAPTER Human Resources	SUBCHAPTER Employee Rules	EFFECTIVE DATE 6/22/15	NUMBER OF PAGES 3	PAGE NUMBER Page 1 of 3
SUBJECT Social Media Policy		AUTHORITY 630.050	HISTORY See Below	
PERSON RESPONSIBLE Director, Office of Human Resources			SUNSET DATE 7/1/18	

**Purpose:** Prescribes policy for employee use of electronic technology such as personal computer based files and records, e-mail, the Internet, personal cell phones, smart phones, etc., and associated activity involving social media.

Electronic technologies are powerful tools that allow employees to be more productive and efficient. Yet with these tools comes the responsibility to use them appropriately for work related reasons. Employees need to follow the same behavioral standards online as they would in real life. The same laws, professional expectations, and guidelines for interacting with clients, providers, other employees, and the public apply online as in the real world. Inappropriate use of these technologies may interfere with an employee’s productivity; may compromise the confidentiality of protected client, employee and other information; may create an intimidating or hostile work environment; and may undermine the public’s trust in the competency, professionalism and character of our employees. Therefore, the department prohibits certain activity as described below and may access employees’ files and records created on state owned computer equipment, state e-mail records, and Internet use on state equipment. In addition, the department prohibits the use of personal social media such as Facebook, Twitter and other similar media while on duty. Off duty use of social media which adversely affects an employee’s job performance, department operations, the employing agency, or which threatens, intimidates or harasses other employees is also prohibited.

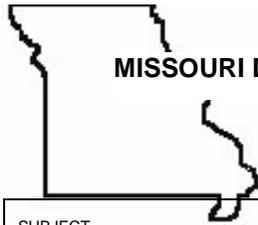
(Please also see DOR 8.300)

**Application:** Applies to all department employees.

**(1) Access to Electronic Media – Internet and E-Mail**

**(A) Users are required to abide by the following guidelines when using the Department’s electronic mail systems and Internet access systems.**

1. The Internet and e-mail are intended to be used primarily for business purposes.
2. The Internet may be used to access external databases and files to obtain reference information or to conduct research.
3. E-mail may be used to disseminate business-related newsletters, press releases, or other documents to groups of people.
4. E-mail and the Internet may be used for discussion groups on job-related topics.



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5. Only access those social media sites (such as Facebook, Twitter, etc.) that are specifically authorized for job related duties and related to Department business.

6. Personal use of e-mail must be limited and must not interfere with the performance of work duties.

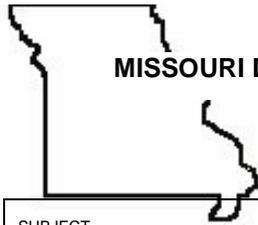
(B) Department’s electronic mail and/or the Internet may not be used for:

1. Any illegal or unethical purpose;
2. Private purposes such as advertising products or services, business transactions, or for private business activities;
3. Operating a business, sending chain letters, or soliciting money for any purpose except for employee relations committee activities, coworker retirements or other milestone events, or events sanctioned by the Office of Administration such as blood drives or charitable campaign;
4. Transmitting, downloading or viewing material that is obscene, pornographic, threatening or harassing, or information that may reasonably be perceived to be obscene, threatening or harassing to another individual;
5. Disseminating, copying, or printing copyrighted materials (including articles, software, music and movies) in violation of copyright laws;
6. Subscribing to mailing lists and broadcast services that do not relate to the business of the Department;
7. Downloading software of any kind without prior approval of the Information Technology Services Division (ITSD);
8. Participating in Internet chat rooms or instant messaging for other than authorized Department business purposes;
9. Playing games;
10. Conducting any political activity; or
11. Conducting any religious activities that are not directly business related (e.g. chaplains doing research on the Internet).
12. Accessing social media sites for other than authorized Department business purposes.

**(2) Personal Use of Social Media**

Employees may not access personal social media sites (such as Facebook, Twitter, etc.) using state equipment while on or off duty. Employees may not access personal social media accounts using personal equipment such as laptops, smart phones, etc. while on duty.

When using personal social media while off duty, employees must protect confidential information and follow applicable laws such as HIPAA. Employees may not disclose any identifying information about consumers or their families on a social media site. Employees may not use any symbols of the department or



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the state for personal social media. It should be clear that any views expressed are personal and not those of the department or the state. In addition, employees may not use social media to bring state service into disrepute, threaten, intimidate or harass other employees or otherwise create a hostile work environment.

**(3) Use of Personal Cell Phones, Smart Phones, Laptops, etc.**

Supervisors may prohibit or department facilities may establish policies that prohibit the use of personal cell phones, smart phones, laptops and/or other communicating or recording devices while on duty or on facility grounds.

**(4) Monitoring Compliance with the DOR**

Supervisors may monitor an employee's use of the Department's electronic mail system and Internet access system as set forth in DOR 8.300 at any time to ensure efficient and appropriate use of the technology. Supervisors wanting to monitor activity should contact their local human resource department to facilitate coordination with Central Office.

***HISTORY: Original DOR effective July 12, 2011. Amendment effective June 22, 2015.***