

## OFFICIAL



### Social Media House Rules

The Glasgow City Alcohol and Drug Partnership (ADP) is a multi-agency group tasked by the Scottish Government with tackling alcohol and drug issues through partnership working.

Our social media channels aim to promote the work of the whole partnership, exciting new developments, highlighting local services and providing a source of information for people with lived/living experience and their loved ones.

We appreciate people have a wide variety of opinions and experiences, so we encourage healthy debate on our channels. However, it is vital our social media channels remain an informative and respectful space.

We ask that everyone who is interacting with Glasgow City ADP content on twitter follows our House Rules:

- Do not share your own or other's identifiable details including addresses or phone numbers.
- Be respectful. Differences of opinion and discussion are welcome however we ask that all comments on our social media channels are mindful of others, including our staff, volunteers and partners. We will not allow:
  - Targeted or directed abuse and/or harassment of individuals
  - Using language that causes offence
  - Continued deliberate misinformation

Users who repeatedly disregard these House Rules may have their comments removed and may be temporarily blocked. For anyone posting abusive, discriminatory, harassing, violent or threatening content we reserve the right to report their behaviour to Twitter. Please let us know if you think any of the comments on our Tweets violate these House Rules by emailing [ADP@glasgow.gov.uk](mailto:ADP@glasgow.gov.uk), sending us a message or reporting them to Twitter directly.

Our social media channels are actively managed Monday - Friday between the hours of 9am to 5pm. Outside of these hours, our channels are only monitored for urgent enquiries. We aim to respond to direct enquiries as quickly as we can.

The Glasgow City ADP is not a treatment and care service so we cannot offer health or medical advice. If you have a medical or treatment related enquiry, we ask that you contact the Glasgow Alcohol and Drug Recovery Services (GADRS):

North East ADRS	0141 565 0200
North West ADRS	0141 800 0670
South Glasgow ADRS	0141 276 8740
Complex Needs Team	0141 553 2801

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If you have any concerns that you are not being listened to or understood by services, the Advocacy Service offers independent, professional support to people experiencing alcohol and drug problems: 0141 420 0961.

Please help us create a safe space on our social media channels for everyone participating in tackling alcohol and drug issues in Glasgow City.

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