

## Social Media Engagement Guidelines

Twitter asks a very basic question of its users: “What’s happening?” and, we know the answer to that question – we’re working every day to help Veterans, Military, children and adults with disabilities and their families live, work, learn and play in our community. Through our social media accounts we will provide you with information on Easter Seals Greater Houston’s major activities, programs, opportunities and initiatives. We welcome your thoughts on any and all of those topics.

Please note that while it is important to us to respond to suggestions, issues or complaints, we will not do so through the use of social media. If you need information regarding programming, staff, appointments, events etc, please contact your service provider, Development Department or the Program Director directly – either through phone or email or via [Info@EasterSealsHouston.org](mailto:Info@EasterSealsHouston.org). You will receive a timely response through this route.

Here are a few things you should know about our social media engagement:

Our official Easter Seals Greater Houston Twitter account is [@eastersealshou](https://twitter.com/eastersealshou). Our official Easter Seals Greater Houston Facebook page is [“Easter Seals of Greater Houston”](https://www.facebook.com/EasterSealsGreaterHouston). We additionally have pages for [“Easter Seals Walk With Me Houston”](https://www.facebook.com/EasterSealsWalkWithMeHouston), [“YUPES – Young Urban Professionals of Easter Seals”](https://www.facebook.com/YUPES-YoungUrbanProfessionalsofEasterSeals) and our program page for [“BridgingApps”](https://www.facebook.com/BridgingApps). Official Instagram is [@EasterSealsHouston](https://www.instagram.com/EasterSealsHouston) and LinkedIn [@Easter Seals Greater Houston](https://www.linkedin.com/company/EasterSealsGreaterHouston).

We are committed to having a dialogue with our followers. We count on you to use @ message in a way that contributes to the dialogue. We love opinions; we love them even more when you back them up with facts. Please be patient, we will respond as quickly as possible.

Following a Twitter/Facebook/Instagram/LinkedIn account or including an account in a social media list does not constitute an endorsement; the same applies to re-tweeting messages posted on accounts that ESGH does not own, or marking them as “favorites.”

The posting and presence of content on social media does not necessarily mean that ESGH agrees with the content, ensures its accuracy or otherwise approves of it. Nothing in any social media page constitutes a binding representation, agreement or an endorsement on the part of ESGH. Please review Twitter, Instagram, LinkedIn and Facebook’s terms of use carefully when engaging on the site.