



Social Media Terms of Use

Thanks for following and engaging with Canopy Support Services on our social media platforms. We hope you find the content we provide a usual resource in you or your family's journey.

What you can expect from our online updates

Our accounts vary in terms of frequency and content, but usually publish a few times a week on weekdays (but not usually on holidays observed in Ontario). We'll publish helpful information and link you to more detailed information and resources when available

If you need emergency medical, police or other similar services, please call 9-1-1 to help you reach the emergency service you need.

Things to consider

- Accounts will be monitored during normal business hours, unless otherwise specified — during this time we will try to respond to your questions.
- Comments which do not follow our **Terms of Use** may be removed, and users that ignore these comment policies may be banned.
- For any matter that is confidential, or too complicated for posting to the public, please contact us via email at info@canopysupport.ca
- Depending on the volume of posts received, we cannot commit to responding to everyone.
- Don't forget that the social media service providers (such as Twitter or Facebook) also have additional or different terms of use. You should carefully review the terms and conditions that apply to you before obtaining the particular service.
- Although we will work hard to help you, we can't guarantee that we will understand your question completely or answer it accurately. By contacting us through a social media site, you acknowledge that any response we provide to you through the same site:
 - is intended to provide helpful information or resources
 - is not considered to be definitive advice or guaranteed to solve your issue

Commenting policy

- **Stay on topic.** We encourage focused, thoughtful comments and discussion which respond or relate to a particular topic, new initiative or upcoming event. Comments which are not related to our content or attempt to derail the conversation may be removed.



- **Be respectful.** If you choose to post content, please keep in mind that you **must not**:
 1. mislead us or anyone else as to your identity or the origin of the posted content, or falsely claim to represent a person, organization or entity
 2. post or transmit any message, content or link to content that:
 1. you either do not own or do not have the necessary rights to post or transmit;
 2. is in violation of any law, rule or regulation or any third party right, or promotes illegal activity or conduct that would contravene any law, rule or regulation or third party right;
 3. is abusive, hateful, homophobic, discriminatory, malicious, aggressive, threatening, violent, sexist, harassing, inflammatory, indecent, tortious, defamatory, knowingly false, misleading, deceptive, vulgar, obscene, offensive, scandalous, sexually explicit, profane;
 4. incites hatred, racism, bigotry, discrimination or physical harm of any kind against any individual or class of individuals based on a protected ground in the *Ontario Human Rights Code*, including: ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex (including pregnancy and breastfeeding) or sexual orientation.
 5. is unsolicited or unauthorized, such as unsolicited or unauthorized advertising, promotional material, "junk mail," "spam," "chain letter," "pyramid scheme," or any other form of solicitation (commercial or otherwise);
 6. is in breach of any confidence;
 7. includes personal data or information about others; or
 8. can result in us being liable to anyone else under any intellectual property rights law.

We may not respond to posts that violate any of these rules and we may notify the social media service provider of your violation. If we suffer costs or damages as a result of your violating these rules, we expect you to cover our costs and damages.

While we may moderate posts, we are not required to, nor should you expect that we will, take action in response to any content posted on our page or feed. The views expressed by others represent their own views and are not endorsed or approved by us, nor do we endorse or approve any events or other activities posted by a user.

Canopy Support Services supports an inclusive, diverse, equitable, and respectful work environment, free of discrimination and harassment. Any conduct on our social media platforms that is discriminatory or harassing will be removed and the user may be banned from future use.

We reserve the right not to keep any content that you post on our page or feed, and to remove, edit or move, at any time, any content posted which does not comply with these Terms of Use or which is otherwise objectionable in light of prevailing community standards.

We will cooperate with law enforcement officials and comply with any court order with respect to any claim or investigation due to any content posted and will provide such content and provide information regarding your identity as well as other relevant information.



- **Avoid posting personal or confidential information.** Our social media accounts are publicly accessible and posts are visible to the public. Therefore, please don't post any personal information about you or anyone else!

Do not solicit personal information from other users. All or part of any posts containing personal or confidential information (e.g. a person's home address, health card number) may be removed.

- **Use informative links.** If you provide external links for citations or advancing discussion through additional information, do not post links to advertising or solicitation content, spam/malware or other irrelevant material.

Links to other websites

We may display links to other websites because they may be of interest to you. Just to be clear, providing a link to them doesn't mean that we endorse or recommend them to you.

Also, since these other websites are controlled and maintained by other people, we can't be sure that the link will still work when you click on it or that the service or content is useful, appropriate, virus-free or reliable. Therefore, you need to decide for yourself whether you want to follow any link or to agree to receive or rely on any service or content that is made available to you.

Warranty disclaimer

Use of our social media sites and their contents is at your own risk. They and all of their content are provided "as is". You must not rely on any content published on or linked from our social media sites without first making your own enquiries to verify it is accurate, current and complete. We do not make, and expressly disclaim, any representations, warranties, covenants and conditions, express or implied, arising out of operation of law, course of performance, course of dealing, usage of trade or otherwise, including any express or implied warranties and conditions of: merchantability; merchantable quality; fitness for a particular purpose; non-infringement; safety; quality; freedom from defects or that defects will be corrected; uninterrupted, virus-free or error-free use of our social media site; or accuracy, currency, reliability, completeness or appropriateness relating to the content of them.

Limitation of liability

Under no circumstances will Canopy Support Services have any responsibility or liability for any loss or damage whatsoever (including without limitation direct, indirect, special, incidental, consequential, punitive, exemplary or other damages, and including without limitation to any loss of profit, costs, expenses, harm to business, business interruption, reputation, loss of information or programs or data, loss of savings, loss of revenue, loss of goodwill, loss of tangible or intangible property, legal fees or legal costs, wasted management or office time or damages of any kind whatsoever), whether based in contract, tort, negligence or any other legal basis, arising out of or in connection with our social media sites, any linked website or linked social media platform (including without limitation any damages suffered as a result of the use, inability to use or failure of, or any omissions or inaccuracies on, our social media sites, any linked websites or linked social media platforms, or any of the services or content of the



foregoing), even if we have been specifically advised of the possibility of such damage or loss, or if such damage or loss was foreseeable.

General

Canopy Support Services reserves the right to supplement, remove or modify these Terms of Use at any time and from time to time without notice. Please check this policy regularly for any changes. If you continue to access our social media sites following a change to these Terms of Use, you will be deemed to have accepted the changes.

If any term or condition set out in these Terms of Use is held to be invalid, unenforceable or illegal for any reason, the remaining terms and conditions will continue in full force.

Thank you for helping us foster a respectful exchange of ideas!