



Ag Rialáil Gairmithe Sláinte
agus Cúraim Shóisialaigh

Regulating Health +
Social Care Professionals

Twitter Policy

July 2018

An Chomhairle um Ghairmithe Sláinte agus Cúraim Shóisialaigh
Health and Social Care Professionals Council



CORU Twitter Policy

Introduction

This document sets out how the Health and Social Care Professionals Council, CORU, uses Twitter, the online social networking service.

CORU will use Twitter to inform members of the public, healthcare professionals and other relevant stakeholders about our work.

Who we are

CORU is Ireland's multi-profession health and social care regulator. The role of CORU is to protect the public by promoting high standards of professional conduct, education, training and competence through statutory registration of health and social care regulators.

If you follow us, you can expect Tweets covering some or all of the following:

- Alerts about new content on our website. These will generally relate to important updates and notices published by CORU about the regulation of the designated professions, CORU events and occasional tweets from other conferences and meetings;
- Press releases and other CORU news and announcements, recruitment notices;
- CORU publications, reports and public consultations.

@Replies and Direct Messages (DM's)

We welcome feedback from our followers and will try to join the conversation where possible.

However, we may not be able to reply individually to all @replies or direct messages we receive via Twitter. Therefore, sending a message via Twitter will not be



considered as contacting CORU for official purposes. The best way to submit a query to us is by e-mailing our communications team at info@coru.ie or by phoning us on +353 (1) 293 3160.

We monitor our Twitter account during office hours only, Monday to Friday. While we usually check Twitter once daily, sometimes, due to workflow and staff resources, we may not see a tweet for several hours. For this reason, please do not use twitter for any urgent queries.

Please note that CORU does not give health or employment advice. If you have any concerns about your health or the health of someone in your care, then you should contact a healthcare professional.

If you wish to find out more information about CORU and our role, please visit our website www.coru.ie.

If you have a media query relevant to the work of CORU, then please email communications@coru.ie.

Retweets ≠ Endorsements

Retweets of content does not mean the CORU endorses that tweet. CORU will retweet tweets from other accounts from time to time, but this should not be considered an endorsement of the content or the account. We will retweet regulatory and public safety information, as well as general public health and consumer information, if we think that the details may be of interest to our followers.

Who we follow

If you follow us, we will not automatically follow you back. Sometimes we will follow you so that we can exchange direct messages. If we do follow a Twitter account, it does not imply endorsement of any kind.

Privacy and Data Protection

CORU's Twitter account is hosted by Twitter. You should read [Twitter's privacy policy](#). When you participate on Twitter you do so at your own risk, taking personal responsibility for the content of your tweets.



We strongly recommend that you avoid tweeting anything personal or private about yourself or anyone else. You should not discuss personal health matters, or give out any personal details. This is for the protection of personal data and private information.

CORU does not record the contact details of those following our Twitter account.

Availability

As already outlined, we do not use Twitter to manage general queries. Request for information should be e-mailed to our communications team at info@coru.ie or you can contact us by phone on +353 (1) 293 3160.

CORU will normally update and monitor our Twitter account during office hours only, Monday to Friday.

Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to Twitter downtime.

Moderation and Inappropriate Content

CORU will not engage with user content that is:

- Spam;
- Inappropriate or misleading;
- Malicious;
- Potentially defamatory or harmful to CORU.

CORU will moderate and remove any comments which are abusive, derogatory, defamatory or malicious in nature, or that do not comply with our social media policy. Abusive or spam tweets will result in followers being blocked and reported directly to Twitter. Comments or opinions expressed by followers of CORU on Twitter do not represent the views of CORU in any way.