

Suspicious Packages

Effective Date	September 1, 2023
Approving Authority	Executive Leadership Team
Procedure Owner	Manager, Cross Functional Solutions, Technology

PURPOSE & SCOPE

Purpose

- 1 This procedure outlines the steps to follow when handling or receiving suspicious letters and parcels. It explains what a suspicious package looks like, what to do when one is received and how to handle it properly.

Scope

- 2 This procedure applies to all City of Regina employees.

PROCEDURAL CONTENT

Suspicious Packages

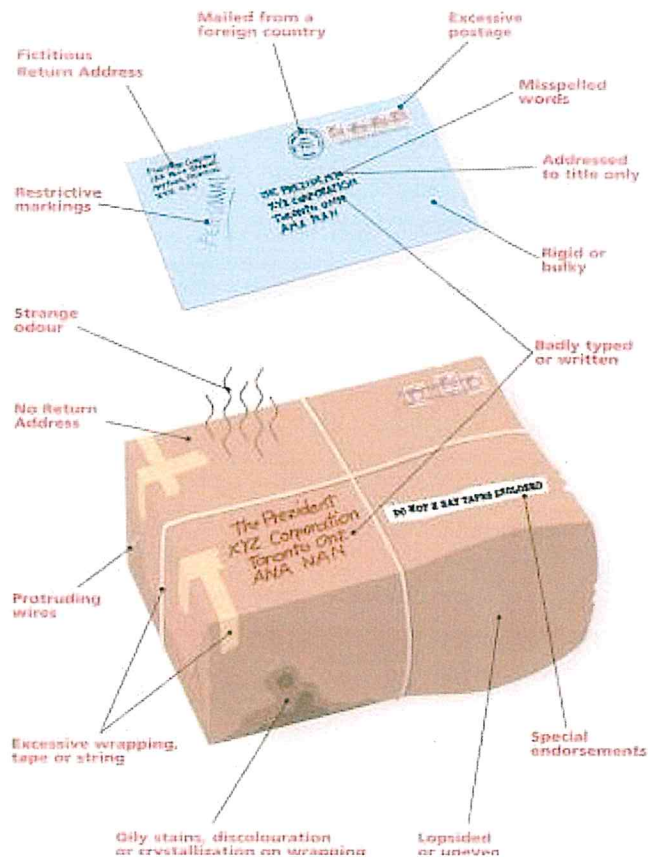
- 3 An employee who handles or receives a suspicious package must take all necessary precautions and activate the City's emergency response for any letter or package that appears to be suspicious or out of the ordinary.

Identifying Suspicious Packages

- 4 A suspicious package is any package that is out of the ordinary, cannot be accounted for or is suspected of being an explosive device.
- 5 Diagram 1 below identifies the unique characteristics of suspicious packages which may assist to recognize them.

Diagram 1: Characteristics of Suspicious Packages

- Unfamiliar return address, or none at all
- Strange odor or noise
- Protruding wires
- Excessive postage
- Misspelled words
- Addressed to a business title only (e.g., Mayor, Councillor, City Manager)
- Restrictive markings (e.g., Do not X-ray)
- Badly typed or written
- Rigid or bulky letters
- Lopsided or uneven
- Excessive wrapping, tape or string
- Oily stains, discoloration or crystallization on wrapping
- Leaking



Handling Suspicious Packages

- 6 An employee who suspects a package may be suspicious shall:
 - (a) stay calm and carefully place the package on the nearest level surface which may be on a desk or on the floor
 - (b) not open, handle, shake or smell the letter or parcel, no matter how much it may have already been handled before it was received
 - (c) isolate the area and cordon it off from other staff and the public
 - (d) immediately report the package to a supervisor
 - (e) wash your hands and other exposed skin with soap and water and
 - (f) wait in a safe place until further instruction is received.
- 7 A supervisor who receives a report of a suspicious package or a package that is inadvertently opened shall:

- (a) notify the manager of the Facilities Building Services (Corporate Security) to report the suspicious package, and receive further direction
- (b) if deemed there is imminent or immediate danger, call 911 and follow instructions given
- (c) if 911 is required, call 911 first then notify the Manager of the Facilities Building Services branch so the air circulation system can be shut down
- (d) notify the manager of the Workplace Health & Safety branch, and
- (e) follow all directives provided by 911, the Workplace Health & Safety Branch and the Facilities Building Services branch.

8 In the event a package is inadvertently opened:

- (a) do not try to clean it up
- (b) leave the package where it is
- (c) remove any clothing that has powder or liquid on it and seal it in a plastic bag
- (d) isolate the immediate area and cordon it off from other staff and the public
- (e) immediately tell a supervisor
- (f) wash your hands and other exposed skin with soap and water, and
- (g) wait in a safe place until the arrival of Regina Police Service and/or Regina Fire & Protective Services.

Date Approved	September 29, 2023
Date of Last Review	September 1, 2023
Date of Next Review	September 1, 2026

1.0 Purpose

This is the Standard Operating Procedure for social media use at the City of Regina Authorized Administrators.

2.0 Scope

This procedure will assist City of Regina employees in making appropriate corporate use of social media.

3.0 Definitions

Social media is a powerful and important communication tool for gathering and disseminating information. Social media enables people to create and share content or to participate in social networking.

Authorized Administrator: A City of Regina employee who has access to manage and post content on the City of Regina's social media accounts.

Main Social Media Accounts: The primary social media accounts that inform and engage a broad audience with City-related information and correspondence. These include Facebook.com/CityRegina and Twitter.com/CityofRegina, etc.

Departmental Social Media Accounts: The social media accounts providing specific content around a highly defined topic or department. These include Facebook.com/ReginaRevitalizationInitiative and Twitter.com/Regina_Fire, etc.

The City of Regina currently operates:

Twitter: Twitter is a social networking service where members can post short 140 character Tweets and follow other users.

YouTube: YouTube is a social networking site where members can watch, share and comment on videos.

Facebook: Facebook is a social networking site that makes it easy for users to connect and share information between family, friends and organizations.

Flickr: Flickr is an image and video hosting website.

Pinterest: Pinterest is a social networking site where members can upload and view pictures and videos through collections known as pinboards.

Instagram: Instagram is a social networking site where members share photos and videos.

4.0 Roles & Responsibilities

Interactive Communications Branch

- Maintain and interpret the Social Media Standard Operating Procedure
- Own and operate the City of Regina main social media accounts
- Provide training and support for all City of Regina departmental social media accounts
- Represent the City of Regina's brand on social media
- Deliver social media reports to stakeholders
- Monitor other municipalities' and organizations' social media pages for ideas on how to increase engagement
- The Interactive Communications Branch does not have a formal social media tool to track all social media activity. However, if the team notices that the Social Media Standard Operating Procedure, Code of Conduct, or the Accepted Use Policy for Internet has been violated by an employee, they will notify the employee. If the violation is not removed or persists, the situation will be brought forward to that employee's manager
- Ensure the security of all City of Regina social media usernames and passwords
- Research and share social media trends, technologies, and best practices
- Train and support all Authorized Administrators
- Analyze statistics to determine optimal quantity, frequency and timing of posts and manage the social media schedule to balance requests to meet the optimal social media engagement
- Approve requests for new departmental social media accounts

Authorized Administrators

- Ensure data security and safeguard their social media log in credentials from disclosure to any person. Report if their credentials have been compromised
- Complete social media training prior to posting content on behalf of the City of Regina and complete additional training as required
- Acknowledge in writing that they understand and will comply with the City of Regina's Social Media Standard Operation Procedures (SOPs)

- Post content and respond to users' questions and concerns on social media

City of Regina Departments

- Prepare responses within one business day that the Authorized Administrators will use to respond to social media inquiries using the following guidelines:
 - During emergency pre-planning, prepare message templates to use for responses and posts
 - Respond with factual information
 - Ensure messages are consistent
 - Acknowledge incorrect information
 - Strive to provide a response within the same business day. If not possible, inform the person who posed the question of the delay and respond on the following business day

5.0 Corporate Use of Social Media

How to Become an Authorized Administrator

An employee will require approval from their manager or director and the Manager of Interactive Communications.

Rules of engagement for Authorized Administrators

- When/How to engage:
 - When it benefits the corporation, not simply because the City of Regina was mentioned
 - To inform, clarify facts, and respond to questions and concerns
 - Respond that business day if possible. If not, inform resident you will respond the following business day
 - Post will be responded to publicly so the community can be informed and the City of Regina brand is seen as responsive and transparent, unless the topic is related to personal information or has legal implications. In that case, respond publicly to ask them to send us a private message because of sensitivities around their comment/question
- When not to engage:
 - To win or argue
 - When users are venting
 - External content that is offensive, obscene, defamatory, inappropriate, harassing, bullying, discriminatory, racist, sexist, infringes copyright, that is confidential or would otherwise be unlawful
 - When it is concerning an ongoing legal matter, such as a police or fire investigation
- What to post/tweet:
 - Post all City of Regina PSAs and News Releases
 - Disclose and comment only on information classified as public domain
 - Ensure content is accurate, clearly written and follows the City of Regina Style Guide
 - Comply with City of Regina policies

- The critical area of the post should be located in approximately the first two sentences. After that, readers will have to click “Read More” to see the rest of the message
- During a City of Regina declared emergency, only the City of Regina main social media accounts will post information and departmental social media accounts will only be able to share or retweet information about the emergency from the main social media accounts
- Provide good customer service to enhance the City of Regina brand by maintaining a respectful, constructive, genuine tone (apologetic if necessary). Always start by addressing the individual by name, respond as “we” as in the City of Regina (but can still refer to other departments in the 3rd person), and thank people when appropriate
- Comment only with answers from Service Regina scripts, recent PSAs, Regina.ca, approved responses from Program Areas and/or Communication Strategists
- Adhere to the social media platform Terms of Use along with all privacy, defamation, applicable laws, and the City’s Code of Conduct Policy and Acceptable Internet Use Policy
- Maintain the City of Regina Corporate Values
- Consult Legal, Privacy and Access, Communications, etc. if required
- If content to be posted defies this social media standard operating procedure, it must be approved by the Director of Communications
- When posting content about candidates during a municipal election, ensure all candidates receive equal exposure
- Minor mistakes that don’t alter the message can be edited without letting the public know of the error. However, inaccuracies that alter the message require an editor’s note on the post explaining the correction made.
- Before any retraction or apology is made, a consultation with the legal department is required to consider the legal implications
- Encourage users to be respectful when making a generally degrading comment regarding City of Regina employees
- Information about community investment programs (CIP) that the City of Regina sponsors, including hosting events, special events (major and minor) and council-approved events
- What not to post/tweet:
 - Content that does not adhere to the User Comment Policy (see “Abuse Section”)
 - Content that the City of Regina does not own or have permission to post/tweet
 - Assumptions
 - Partisan, political comments
 - Criticism of policies of the Municipal, Provincial, or Federal Government
 - Personal agenda if it conflicts with that of the City of Regina
 - Content that is of a religious nature
 - Someone’s personal information
- When to share/like/retweet/favourite:
 - Positive posts/tweets mentioning the City of Regina
 - Major announcements on City of Regina departmental social media accounts
 - Major announcements on City of Regina partner’s social media accounts including Regina Downtown BID, Economic Development Regina, Tourism Regina, the Regina Warehouse District, Evraz Place-Regina Exhibition Association and the Wascana Centre Authority
 - Amber Alerts from the City Police or RCMP

- Posts or tweets from organizations that the City of Regina is not partnered with or is a sponsor of if the message will affect the safety of residents or is of general interest to the public, and will not result in a profit for the organization
- Do not like/favourite City of Regina posts/tweets from the City of Regina account

Pictures/Video

- When practical, obtain a signed waiver form from a person before having his/her picture taken or being shot on video
- If the setting does not allow for the ability to have subjects sign a waiver form, the photographer/videographer must verbally ask for the subject's permission if it isn't in a public place
- If the picture/video is a wide shot encompassing many people and does not draw focus to a certain person or individuals, then no permission is necessary
- A sign will be used at City of Regina events to notify people that a photographer/videographer will be present and that by attending they are permitting their images to be used by the City of Regina
- If taking pictures/shooting video in a location that is not public or owned by the City of Regina, permission must be given by the owner first
- When filing pictures, it should be noted in the file name if a waiver form was signed or not in case it is ever used for future promotional or marketing campaigns
- When posting/tweeting archival pictures/video, it should not misrepresent the context of its original use. The archived material should also not be passed off as taken in the present. If there is no time to shoot a new picture or video, and there is concern the public may not know it is an archival piece, it must be made known that it is
- When conducting an interview, the interviewer should inform the interviewee about the subject matter of the interview, what it will be used for and what social media pages it'll be shared on. Consent is needed before any filming begins or questions are asked
- The interviewee's name and title (if applicable) must be shown during the interview
- When editing an interview, the end result must not change the interviewees' original meaning
- Parents/guardians of children (18 and younger) must provide permission on behalf of their children for their picture to be taken/shot on video

Contests

- State in the contest description or entry form that the name of the winner will be announced on City of Regina social media pages
- Email/call/Facebook message/tweet the winner before announcing them as the winner to make sure he or she is OK with using their name in your announcement
- Instruct the winner that if he/she does not respond in 24 hours, another winner will be selected
- Ask for them to provide a picture to use along with the announcement
- Tag the winner/use their handle if they approve
- Include a link back to the contest

Abuse:

- **Social media authorized administrators are responsible for enforcement of the User Comment Policy, listed on the City of Regina's Facebook page under the "About" tab:**

Comments are monitored during business hours and if they are determined to be profane, inappropriate, offensive, promote 3rd party events/business/information**, are hateful or violate privacy *** etc. they will be removed. Individuals or businesses who repeatedly post inappropriate material may be banned.*

* Inappropriate includes anything that is defamatory, harassing, racist (e.g. natives, blacks, or other racial slurs), sexist, infringes on copyright, is illegal, or general accusations with legal implications.

** When removing posts that promote 3rd party events or business, always recommend alternative ways of promotions such as the Tourism Event Calendar.

*** Personal Information may include but is not limited to information about an individual's: race; religion; family status; age; birthdate; place of origin; employment or criminal history; financial information; health services number; driver's license number; social insurance number; home address or telephone number. Personal Information may also include the views or opinions of someone about that person or information about the physical or mental condition of an individual.

Employee Personal Information **does not** include:

- "business card" information such as name, business title and business contact information when used or disclosed for the purpose of business communications
- classification, salary, discretionary benefits or employment responsibilities
- business travel expenses
- professional opinions, or other information as identified by legislation

If a City of Regina employee is named, and the post violates the User Comment Policy, the post shall be removed and the employee and his/her manager notified. If a City of Regina employee is named and the User Comment Policy is not violated, the employee and his/her manager will still be notified but the comment won't be removed.

Negative comments naming the Mayor, a Senior City Executive or Council Member are tolerated more than a City of Regina employee. The Mayor, Senior City Executive or Council Member will be notified if the comment is to be removed, if it is concerning a contentious issue, or if the comment is a positive one.

• **Procedures for User Comment Policy violators:**

- Maintain the auto filter settings that automatically hides posts with profanity
- Take a screen shot of the user's comment and save it in [I:\InteractiveCommunications\1525-01 General\Social Media - Concerns & Issues](#)
- Respond on the post with a warning / reminder of our User Comment Policy, such as, "We have removed a comment from this thread because it violated our User Comment Policy, which can be found under the "About" tab on our Facebook page"
- Remove the post after the above two steps have been completed
- Any future posts from the offending user that violate our User Comment Policy will be removed and users' accounts may be banned from the City of Regina's social media page
- To ensure all users are treated equally, authorized administrators must have a record of a first offense of violation along with a warning from the City of Regina

and approval from the Interactive Communications Manager before a user is banned. It is not our intention to ban users but is a tool available to discourage users from violating the User Comment Policy

- An inappropriate direct Facebook message or tweet to the City of Regina also counts against one of their violations. It does not have to be posted publicly
- The above steps should take place as soon as possible with the goal of removing posts that violate our User Comment Policy within 15 minutes during business hours
- City of Regina social media accounts are only monitored during business hours. If posts need to be removed outside of regular business hours, City of Regina employees who notice the posts can contact the Interactive Communications Manager

- **Departure of Authorized Administrators**

- If an authorized administrator violates the City of Regina Social Media Policy, the administrator may be banned from the City's social media account at the discretion of his/her supervisor. If that occurs, the administrator's access must be removed
- If the administrator is the manager of the account, that role must be transferred to another authorized administrator. All social media usernames and passwords will then be changed. This same procedure must occur if the manager chooses to leave his/her City of Regina position

6.0 Related Forms

The following documents / procedures need to be completed prior to being approved for posting on our social media platforms:

- Training Completion and SOP Acknowledgement document

7.0 Revision History

Date	Description of Change	(Re)-Approval Required (y/n)
09-Jul-2012	Revisions	N
20-Mar-2013	Revisions	N
08-Jan-2015	Revisions to add Taron Cochrane	N
01-May-2015	Revision to add Melissa Butler	N
04-April-2016	Policy Update by Melissa Butler & Ryan Pilon	Y
11-April-2016	Policy Update by Myrna Stark Leader & Legal	Y