

# Moderators' Rulebook



United Resource Connection,  
Office of Quality Assurance

version 26.10

## Public content on our website resides within three locations:

- Public Document Servers
- Social Service News Feed
- Comments & Discussion Forums

# Rules for the Document Server:

To be accepted on the site, URLs and Documents must comply with Article V of the [Terms of Service](#), specifically the following guidelines:

- **Is the information accurate?** We will not knowingly accept inaccurate information, and we will remove or edit any URLs, articles, or documents containing inaccurate information when brought to our attention.
- **Is the URL a direct link to the promised information?** We generally don't accept URLs that require the visitor to click through several more links to reach the promised information.
- **Does the content exist elsewhere in a more user friendly format?** In situations where competing portals of similar content exist, we preferentially select the one that is most user friendly, as determined by the local Quality Assurance team.

# ...Rules for Document Server, continued.

- **Are there advertisements or pleas for donations?** We generally don't accept articles, URLs or documents that serve primarily as an advertisement for paid services, or as a plea for donations to a specific organization. Exceptions to this rule are made at the sole discretion of the local Quality Assurance team.
- **Does the content contain any political or sectarian religious endorsements, or any blatant favoritism toward a for-profit organization or cause?** Such content threatens our tax exempt status and will therefore be rejected.

NOTE: an email is sent to the content provider when the Quality Assurance team has made their decision (typically between 24-72 hours). In some cases documents may be edited by the Quality Assurance team prior to publishing to bring these documents into compliance with the Terms of Service.

# Rules for Social Service News Feed

- The content must pertain to **service availability** and/or **application protocols**, **public health** information, or commercially available **discount programs** for low income individuals and families. Exceptions are made at the sole discretion of our Quality Assurance team on a case-by-case basis.
- Content may not be inaccurate or misleading (see Section VI of our [Terms of Service](#)).
- The acceptability of URL links within the content of news feed will be determined by our Document Server rules (see previous section).
- An [application form](#) must be completed if you would like to have your agency's RSS news feed automatically posted on our social service news channel. (The application is reviewed by our Quality Assurance team).

## ...Rules for Social Service News Feed, continued.

– Individual articles may be rejected, edited, or removed by our Quality Assurance team if the content of the article does not comply with these rules. We will insert a notification into any articles we edit, for example:

*“The format and/or content of this post has been edited to fit guidelines of the Cincinnati Chapter of United Resource Connection for this rebroadcast.”*

(There will additionally be a URL link to the original article.)

– Articles may additionally be edited by our Quality Assurance team to fit the formatting requirements of our news server and/or the text-to-speech synthesis protocols of our Apple Podcast.

# Rules for Comments & Discussion Forums

Comments, including those in our discussion forums, will be removed if they violate Article VII of the [Terms of Service](#), specifically the following guidelines:

- Treat all people respectfully
- Do not threaten harm to yourself or others
- Do not harass anyone
- Do not use hate speech or profanity, or post images depicting pornography or threats of violence to any individual or group.

# ...Rules for Comments & Discussion Forums, continued.

Additionally, posts will be removed from public view (to be reviewed by our Quality Assurance team) in the following circumstances:

- Posts will automatically be held for review if they contain more than one URL link in the content.
- Any comment that is flagged as inappropriate by three or more registered members will be removed for review.
- Certain words (e.g., profanity) will automatically trigger removal for review.

Upon completion of their review, the Quality Assurance team may either repost, edit, or delete the content in question. Edited content will include a notification that the content has been edited by United Resource Connection to be compliant with guidelines.