

Code of Conduct - Community Spaces on Social Media

Created - October 6, 2023

Last updated - May 2, 2026

The social media accounts, posts, and pages of Councillor Cameron Kroetsch and the Ward 2 Team are intended to inform and engage Ward 2 and Hamilton residents about -

- City Council and Committee decisions and deliberations
- City Services
- Community meetings organized by the Ward 2 Team and the City of Hamilton
- Community events, neighbourhood initiatives, and other items and issues considered of interest to the residents of Ward 2 and Hamilton

These pages are intentional online spaces that will be governed by the following Code of Conduct.

Much of the content in this Code of Conduct has been taken from the [Community Standards and Guidelines](#) developed by the office of Ward 3 City Councillor Nrinder Nann.

Definitions

[Anonymous accounts](#) are social media accounts or identities that are not easily connected to a real person. These are common on X.

[Anonymous posts](#) are entries on social media either not associated with a screen name or using an unidentifiable pseudonym. These are common on Facebook.

[Misinformation](#) is incorrect or misleading information.

[Disinformation](#) is false information deliberately spread to deceive people or misinformation that is shared repeatedly despite being made aware that the information is incorrect or misleading.

Fostering a community of mutual respect and care

In an effort to foster mutual respect, clear expectations, and care among our online communities, we ask that all engagement, including any disagreements or criticism, be constructive and respectful.

Criticism and negative feedback is expected and welcomed, and it helps us do better, but the Ward 2 Team will delete or block any comment, post, or account that causes harm. This includes content that is -

- Hateful, racist, xenophobic, homophobic, transphobic, sexist, or otherwise violates the [Ontario Human Rights Code](#)
- Defamatory, derogatory, violent, or inciting violence
- [Misinformation](#)
- [Disinformation](#)
- Insulting, threatening, abusive, or harasses City of Hamilton staff or the Ward 2 Team (in accordance with the [Occupational Health and Safety Act](#))

Deletion and blocking will be at the discretion of the Ward 2 Team, dependent on the functionality of the social media platform, and will be logged in the event of an appeal.

Appeals Process and Reporting

We want you to be able to appeal if you believe that you were wrongly blocked or if you want access to our social media and would like to commit to doing better in the future. We also want you to be able to report a post or account that you think violates this Code of Conduct.

If you would like to appeal any action taken in response to this Code of Conduct or report a post or account that you think violates this Code of Conduct please send an email to Cameron.Kroetsch@hamilton.ca with as much information as possible including any links to blocked or deleted content.

Actions taken in response to appeals and reports are at the sole discretion of the Ward 2 Team.

Responsiveness on social media

We do our best to monitor the posts and comment sections on the content we share, and we may answer when appropriate, but we are not committing to the same reply standards with which official correspondence is sent to our office by email. Replying to social media comments and posts is at the discretion of the Ward 2 Team, especially when they are anonymous posts or come from anonymous accounts.

If you have any City related questions, concerns, or requests that you would like our office to respond to, please email us directly at Ward2@hamilton.ca or call us at (905) 546-2197. If you would like the Ward 2 Team to follow up on something you have posted on social media that you are concerned we may have missed, please include a link to your post in the email you send to us. Councillor Kroetsch will not action requests from any of his personal accounts (for a list of personal and official accounts, see below).

Updates to our Code of Conduct

As we review and receive feedback related to these standards, we will amend them and change the date at the top of this document.

Links to Social Media Accounts

Ward 2 Team - official

- Facebook - <https://www.facebook.com/ward2hamilton>
- Instagram - <https://www.instagram.com/ward2hamilton/>
- Bluesky - <https://bsky.app/profile/ward2hamilton.bsky.social>

Councillor Cameron Kroetsch - personal

- Facebook - <https://www.facebook.com/cameronkroetsch>
- Instagram - <https://www.instagram.com/cameronkroetsch>
- Bluesky - <https://bsky.app/profile/cameronkroetsch.bsky.social>
- TikTok - <https://www.tiktok.com/@cameronkroetsch>