

CCSA Chatter Facebook Page Guidelines

This page is intended for Studio owners, Supplier Members, and Supplier Member employees only. Studio employees and Studio managers cannot have access to this page. By remaining a member of this group, you agree to comply with and adhere to the following guidelines/code of conduct. The group admin may at any time deny entry to or remove a member and/or content that does not comply with or adhere to the following guidelines:

1. To ensure a professional experience for our members, all posts must be business related. There is a dedicated thread that members can comment their personal news. Members can “hide” this post from their newsfeed or “turn on notifications” based on their preference. When in doubt, contact an admin before posting.
2. When commenting or responding to a post, aim to contribute to the conversation in a relevant and valuable manner. Be friendly, be fair and use common sense.
3. The CCSA is a diverse group of studios and suppliers. All members and opinions should be treated with respect in accordance with our Mutual Respect Policy (*linked to below*). If a member personally attacks another member with words that are harmful, threatening or not in-line with our Mutual Respect Policy, that member will receive a warning. Three warnings and you will be removed from the group.
4. If you have a specific issue with a member (Studio, Supplier, and/or Staff), please address it directly with that person and/or company. It is not appropriate to discuss specific supplier/studio interactions or “air dirty laundry” on CCSA Chatter. Posts that are personally critical, abusive, or constitute bashing of any member (Studio, Supplier, and or Staff) will not be tolerated.
5. Any original photos, videos, forms, or other content shared in this group is considered fair game for use by other members and/or the CCSA. Content that a member would prefer not to be used by others must contain a watermark with the member’s logo or company name OR a disclaimer in the text of the post. Members should not post as their own photos or other materials protected by copyright without the permission of the copyright owner.
6. Only Supplier Members may advertise or promote products, events, or services for sale. If you own a studio and a supplier business, you must hold a Supplier Membership to advertise your business. This includes Affiliate Links.
7. We encourage members to support Suppliers who support our industry. Please use common courtesy when making posts and comments.
8. Members should try to search the group before posting, as many questions have been addressed before. Use the Chatter Hashtag Master List (linked) as a starting point for searches.
9. If mentioned or tagged in a post or comment, members should respond directly to the original post or comment. If the comment is inflammatory please report it to a group admin.
10. When sharing attachments or outside posts to the group, make sure the settings are set to “public” so that all members may see the posted information
11. Please refrain from swearing or using foul language in your posts and replies. Inflammatory or libelous language, statements and/or posts may be deemed inappropriate by a group admin and removed.
12. Please do not block group admins. Content not visible to blocked admins runs the risk of being removed as off topic or irrelevant.
13. It is considered bad form to repost a comment or draw attention to the fact that a group admin has deleted a comment or post. If you believe your post or comment has been removed in error, please contact a group admin privately.
14. If you have an issue, question, or concern, please **email** a CCSA staff member. Due to member privacy settings, Facebook messages may not be seen through messenger. For a list of CCSA staff, please consult the CCSA website at www.ccsaonline.com

Mutual Respect Policy – adapted from the TODO open source Code of Conduct.

- **Be friendly and patient.**
- **Be welcoming:** We strive to be a community that welcomes and supports people of all backgrounds and identities. This includes, but is not limited to members of any race, ethnicity, culture, national origin, color, immigration status, social and economic class, educational level, sex, sexual orientation, gender identity and expression, age, size, family status, political belief, religion, and mental and physical ability.
- **Be considerate:** Your work or ideas may be used by or inspire other members, and you in turn will use or be inspired by the work of others. It is polite to ask if you may borrow an idea from a member post and give credit if necessary. If a member declines, please do not take it personally. Remember, any post or comment you make may affect other members and industry colleagues, and you should take those consequences into account when making decisions on what to post.
- **Be respectful:** Not all of us will agree all the time, but disagreement is no excuse for poor behavior and poor manners. We might all experience some frustration now and then, but we cannot allow that frustration to turn into a personal attack. It's important to remember that a community where people feel uncomfortable or threatened is not a productive one.
- **Be careful in the words that we choose:** We are a community of professionals, and we conduct ourselves professionally. Be kind to others. Do not insult or put down other participants. Harassment and other exclusionary behavior aren't acceptable.
- **Try to understand why we disagree:** Disagreements, both social and technical, happen all the time. It is important that we resolve disagreements and differing views constructively. Remember that we're different. The strength of our community comes from its diversity, people from a wide range of backgrounds. Different people have different perspectives on issues. Being unable to understand why someone holds a viewpoint doesn't mean that they're wrong. Don't forget that it is human to err and blaming each other doesn't get us anywhere. Instead, focus on helping to resolve issues and learning from mistakes.