



## Judiciary of Guam 2012-2015 Strategic Plan: Our Way Forward MANAGEMENT RESPONSE PLAN

Date: January 11, 2013

### Strategic Focus Area 4: Stakeholder and Community Relations

**Chair: Presiding Judge Alberto C. Lamorena III**

**Co-Chair: Judge Arthur R. Barcinas**

**Management Lead: Joshua F. Tenorio**

**Report Period: August 21 – November 6, 2012**

#### Strategic Projects

1. Use radio, television and social media to educate and assist the public with court services and processes

**Goal 4.1: The Judiciary will have strong, collaborative relations with stakeholders and partners.**

- Objectives:
1. Identify, reach out to, and educate stakeholders and partners.
  2. Share, coordinate, and save resources among stakeholders and partners.
  3. Communicate more effectively with stakeholders and partners.

**Goal 4.2: The Judiciary will promote public understanding and support of the court system.**

- Objectives:
1. Educate the public about the Judiciary's needs and priorities to inform the public about court functions, services, fees, and processes.
  2. Instill confidence and gain public support.

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE:
Review the use of social media in other jurisdictions and identify social media tools, best practices and recommended methods for consideration in Guam including the development of a social media policy.	Ongoing	100%	Committee Members	September 30, 2012	Management acknowledges the issuance of Social Media policy # UJ12-01 dated November 26, 2012, and is pleased with the completion of this activity.
Develop a public information media plan that will identify topics and issues to be periodically discussed on radio, television and social media by judicial officers and court staff.	Ongoing	100%	Committee Members	October 22, 2012	Management is pleased with the completion of this activity.
Organize public events and educational activities calendar that is designed to inform the public about the judiciary and its services and programs.	Ongoing	100%	Committee Members	October 22, 2012	This item is instrumental for planning and projecting.
Launch social media platforms.	Ongoing	30%	Joshua Tenorio & Cameron Mantanona	January 1, 2013	Management is pleased with the progress made thus far.

**2. Periodically identify stakeholders and develop directory of their services**

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE:
Create a list of government and non-government stakeholders and court partners.	Completed	100%	Committee Members	June 12, 2012	This item is instrumental for coordinating efforts and resources, and for planning purposes.
Develop and publish a directory of services.	Ongoing	50%	Committee Members	December 31, 2012	Management is pleased with the progress made thus far.

**3. Hold annual retreat and regular meetings with stakeholders, including the Guam Bar Association**

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	MANAGEMENT'S RESPONSE:
Identify government and non-government stakeholders and court partners to attend meetings and retreat.	Completed	100%	Committee Members	June 12, 2012	Management is pleased with the completion of this activity.
Develop and compete a survey of stakeholders and court partners to identify areas for growth and improvement.	Ongoing	75%	Committee Members	December 31, 2012	Management is pleased with the progress made thus far.
Invite stakeholders and court partners to be in a special subcommittee on stakeholder and community relations	Ongoing	50%	Committee Members	February 2013	Management is pleased with the progress made thus far.
Conduct Annual Retreat/Court Conference	Ongoing	50%	Committee Members	February 2013	Management looks forward to realizing this activity.

**4. Create a method/vehicle for attorneys to raise non-case specific concerns without fear of reprisal**

Activity	Status	Percentage of Completion	Responsible Party	Completion Date	<b>MANAGEMENT'S RESPONSE:</b>
Meet with Guam Bar Association President to discuss attorney concerns and develop method/vehicle for attorneys to raise non-case specific concerns without fear of reprisal	Ongoing	50%	Committee Members	November 30, 2012	Management is pleased with progress made thus far.

**MANAGEMENT RESPONSE PLAN for  
Strategic Focus Area 4: Stakeholder and Community Relations**

Approved by:   
**PERRY C. TAITANO, Administrator of the Courts**

Date: 3/8/13

Concurred by:   
**F. PHILIP CARBULLIDO, Chief Justice of Guam**

Date: 3/13/13



# JUDICIARY OF GUAM

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F. PHILIP CARBULLIDO  
Chief Justice

ALBERTO C. LAMORENA III  
Presiding Judge

PERRY C. TAITANO  
Administrator of the Courts

November 26, 2012

TO: Division Heads  
FROM: Administrator of the Courts  
SUBJECT: Administrative Policy #UJ12-01 – Social Media Policy

Please find Administrative Policy #UJ 12-01, which establishes a social media policy for court employees. This policy is in full compliance with all federal and local laws governing the employee's rights to communicate information and engage in protected, concerted activity.

Based on Administrative Policy #UJ12-01, any conduct by an employee utilizing social media that adversely affects job performance, the performance of fellow Court personnel or otherwise adversely affects the Court or our stakeholders or which interferes with the Court's legitimate business interests, may result in disciplinary action up to and including termination.

Please encourage your employees to read this policy to ensure their conformance.

  
PERRY C. TAITANO

Attachment:  
Administrative Policy #UJ 12-01



## **SOCIAL MEDIA POLICY**

### **ADMINISTRATIVE POLICY #UJ 12-01**

At the Court, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. We at the Court rely upon Social Media to communicate important information to the general public and to our stakeholders. However, use of the social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all persons who work for the Court and who are affiliated with the Court.

#### **GUIDELINES**

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, as well as any other form of electronic communication.

Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow Court personnel or otherwise adversely affects the Court or our stakeholders or which interferes with the Court's legitimate business interests, may result in disciplinary action up to and including termination. Of course, the Court is in full compliance with all federal, state, and local laws, rules and regulations governing employees' rights to communicate information and the rights of employees to engage in protected, concerted activity.

#### **Know and follow the rules**

Carefully read these guidelines, the EEO Policies (Harassment Prevention and Sexual Harassment Policies), the Code of Conduct for Non-Judicial Court Employees, the Policy and Procedure Governing Computing and Technological Resources in the Judiciary of Guam (UJ05-03), and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

#### **Be respectful**

Always be fair and courteous to all personnel affiliated with the Court, to the general public, as well as to our stakeholders. Also, keep in mind that you are most likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio derived from confidential Court proceedings, or which could be viewed as obscene, threatening, intimidating, or disparaging to litigants or anyone else participating in judicial processes. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work

environment on the basis of race, sex, color, national origin, age, disability, religion, genetic information or any other status protected by law or Court policy.

#### **Be honest and accurate**

Make sure you are always honest and accurate when posting information or news. Remember that the internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that disparage or comment upon attorneys practicing before or litigants participating in proceedings before the Court. Certainly no Court personnel should comment on pending matters in any way that might call into question the integrity or independence of the Court.

#### **Post only appropriate and respectful content**

- Maintain the confidentiality of information derived from the proceedings before the Court.
- Do not create a link from your blog, website, or other social networking site to the Court's website without identifying yourself as having an affiliation with the Court.
- Express only your personal opinions. Never represent yourself as a spokesperson for the Court. If the Court is a subject of the content you are creating, be clear and open about the fact that you are an associated person and make it clear that your views do not represent those of the Court or others affiliated with the Court. If you do publish a blog or post online related to the work you do or subjects associated with the Court, make it clear you are not speaking on behalf of the Court. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of the Court."

#### **Using social media at work**

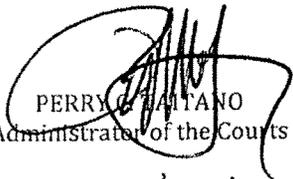
Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your Division Manager or Administrator. Do not use the Court's email addresses to register on social networks, blogs or other online tools utilized for personal use.

#### **Media relations**

Court personnel should not speak to media on behalf of the Court without proper authorization. If anyone has questions or needs further guidance on any issues related to this policy, please contact the Judiciary's Director of Policy Planning and Community Relations.

#### **Violations**

Any classified employee who violates this policy will be sanctioned in accordance with Rule 11 of the Judiciary of Guam's Personnel Rules and Regulations. Any unclassified employee may be subject to immediate termination.

  
PERRY MATTANO  
Administrator of the Courts

Date:

11/26/12