



## Comanche Nation Social Media Conduct and Moderation Policy

### Purpose

The Comanche Nation is committed to creating a respectful, safe, and culturally appropriate environment on its social media platforms and during all live-streamed events. Social media is designed to create two-way communication where a robust exchange of ideas, thoughts and opinions can occur. The Comanche Nation encourages all courteous feedback and discussion, including dissenting opinions and perspectives. This policy outlines expectations and acceptable behavior for all participants on Comanche Nation social media, as well as the the procedures moderators will follow when addressing inappropriate behavior during live stream events.

### Expected Conduct

All followers of and participants on Comanche Nation social media platforms, including but not limited to Meta (Facebook), TikTok, Instagram, X, LinkedIn, and any future social media platforms, as well as its viewers who participate in Comanche Nation live streams are expected to abide by the following standards (whether through comments, reactions, or messages):

1. **Show Respect:** Honor Comanche traditions, leadership, community members, and guests.
2. **Use Appropriate Language:** Comments must remain free of offensive, harmful, or disruptive content.
3. **Engage Constructively:** Questions and feedback are welcome when expressed respectfully and in good faith.

### Prohibited Behavior

The following types of content, including comments or visuals (e.g., memes and emojis) are **not allowed** and will result a follower (or participant) being muted, suspended or permanently blocked from Comanche Nation social media platforms:

1. **Hate Speech & Harassment**
  - Using rude, slanderous, or insulting remarks toward individuals or groups.
  - Attacking someone's race, ethnicity, tribal affiliation, gender, identity, religion, or disability.
  - Bullying, threatening, intimidation, or harassment of any kind.



## 2. **False or Defamatory Claims**

- Spreading knowingly false information about the Comanche Nation, its leadership, or community members
- Accusations without evidence or attempts to incite conflict within the community

## 3. **Disruptive or Harmful Content**

- Trolling, spamming, or offering unnecessary repetitive comments
- Using vulgar or obscene language
- Promoting or insinuating violence or illegal behavior

## **Moderator Procedures**

Members of the Comanche Nation's administration team or communication team will now serve as moderators for all social media and live stream events. They are there to facilitate and respond to those engaging in social media, and ensure participants who spread false, hateful and unsubstantiated legal claims do not overshadow those who have valid needs, comments or opinions. They will enforce this policy consistently to maintain a respectful online community and welcoming environment during live streams.

**Step 1 – Warning (optional):** For minor issues, moderators may issue a written warning reminding the commenter of the policy.

**Step 2 – Comment Removal:** Comments violating this policy will be removed without debate or explanation.

**Step 3 – Temporary Suspension:** Repeated offenses will result in temporary suspensions that can result in permanent removal. During live stream events users may be muted to prevent further inappropriate comments.

- First Offense – 30 days
- Second Offense – 6 months
- Third Offense – Permanent Removal

**Step 4 – Blocking:** For repeated or severe violations including hate speech, threats, or harassment users will be permanently blocked from participating on the Comanche Nation social media platforms, including commenting on future live streams.

**Step 5 – Documentation:** Moderators may document serious incidents by:

- Taking screenshots
- Noting usernames and timestamps
- Reporting threats to appropriate tribal or law-enforcement authorities if necessary



## **Appeals – Permanent Removal Only**

Individuals who believe they were removed or blocked in error may submit an appeal by contacting the Comanche Nation’s designated communications office. Appeals must include:

- Username
- Date and type of live stream
- Reason for appeal

The Comanche Nation reserves the right to uphold or reverse moderation decisions at its sole discretion.

## **Reservation of Rights**

The Comanche Nation reserves the right to:

- Modify this policy at any time.
- Remove, restrict, or block any user to safeguard community well-being.
- Report any threats or illegal activity to appropriate authorities.

# **Platform-Specific Moderator Instructions**

## **Meta (Facebook), Facebook Live (Facebook Page / Professional Dashboard)**

### **A. How to Delete Comments**

1. Hover your mouse over the comment.
2. Click the three dots ( ... ) next to the comment.
3. Select **“Delete.”**
4. Optional: Click **“Hide Comment”** if you want to hide it from public view but not delete it permanently.

### **B. How to Issue a Warning**

1. Type a brief public reply: **“Please keep all comments respectful. Further violations may result in removal.”** (If you prefer, you can reply privately via Messenger, but not required.)
2. For abusive or threatening comments reply: **“We welcome respectful feedback and discussion, including opposing opinions. However, we must remove comments that contain personal attacks, threats, and/or abusive language. If you have a concern, please contact the Public Information Office, and we can address it directly.”**
3. For misinformation or confusion reply: **“Thank you for your comment (insert name). To clarify, the current policy for (issue) is (short explanation). More details are available at (link), or you can call (office/number) for assistance.”**



4. For constructive complaints reply: **“Thank you for sharing your concern, (First name.) We’re sorry you’ve had difficulty with (program/issue). Please send us a private message with your contact information or call (office /number) so we can look into your situation. We value your feedback as we work to improve services for all Comanche people.”**

#### **C. How to Mute/Timeout a User**

Facebook does not have a “timeout” button like YouTube or TikTok. However, to temporarily mute someone:

1. Click the commenter’s profile picture.
2. Select **“Restrict”** or **“Take a Break”** (depending on Facebook version).
3. This limits their interactions without fully blocking them.

#### **D. How to Block a User** (The user can no longer comment on any of the pages content.)

1. Click the commenter’s profile picture or name.
2. Select **“Block.”**
3. Confirm the block.

#### **E. How to Report Threatening or Dangerous Activity**

1. Click the comment’s three dots.
2. Select **“Find support or report comment.”**
3. Choose the category (e.g., hate speech, threats, harassment, etc.).
4. Screenshot the threat for internal documentation.

### **YouTube Live (YouTube Studio / Live Control Room)**

#### **A. How to Delete Comments**

1. Hover over the comment in the Live Chat.
2. Click the three vertical dots (⋮).
3. Select **“Remove.”**

#### **B. How to Timeout a User (5-minute timeout)**

1. Hover over the comment.
2. Click the three dots.
3. Select **“Put user in timeout.”**

**C. How to Hide a User (or Shadowban).** Shadowbanning blocks or partially blocks a user or their content from certain areas of an online community without their knowledge. This means the user can still post and interact, their content becomes less visible to others, effectively muting their presence on the platform. It is also known as stealth banning, ghost banning, or comment ghosting. The goal of shadowbanning is often to limit the reach of users who may be violating platform rules or posting low-quality content.

For repeat offenders:



1. Hover over their comment.
2. Click three dots.
3. Select **“Hide user from channel.”**
  - This blocks them across all future livestreams and videos.
  - They can still write comments, but no one (except them) will see them.

#### **D. How to Block a User**

To fully block:

1. Click the user’s profile picture.
2. Go to their channel page.
3. Click About → Flag Icon → Block user.

#### **E. How to Report Threats**

1. Hover over the comment.
2. Click three dots → Report.
3. Select the correct category.  
Document the incident internally.

### **TikTok Live (Mobile App Moderation Panel)**

#### **A. Accessing the Moderator Controls**

While hosting a live:

1. Tap Settings or Mod Tools (shield icon).
2. Scroll through moderation options such as mute, block, and filtering.

#### **B. How to Mute a Commenter**

TikTok provides preset timeouts:

1. Tap the comment you want to moderate.
2. Select **“Mute for 5 seconds / 1 minute / 5 minutes / entire LIVE.”**

#### **C. How to Delete a Comment**

1. Press and hold the comment.
2. Choose **“Delete.”**

#### **D. How to Block a User**

1. Tap on the commenter's profile picture.
2. Select **“Block.”**
3. Confirm.  
The user is immediately removed from the live chat.

#### **E. Auto-Moderation Features**

TikTok offers tools to reduce moderator workload:



- **Filter Keywords:** Add slurs or targeted phrases to automatically block or hide them.
- **Mute All Comments:** Useful during sensitive segments.
- **Comment Approval Mode:** Comments only show after approval.

#### **F. Reporting Threats**

1. Tap the comment.
2. Select **“Report.”**
3. Choose category (harassment, hate speech, threats).

Also screenshot the threat to share with Comanche Nation communications/security.

#### **Optional Add-Ons for All Platforms**

The Comanche Nation will auto-filter the following phrases:

- Slurs
- Vulgar language
- Threat phrase keywords
- Harassment words (e.g., “kill,” “attack,” etc.)

#### **Moderation Tips That Apply Everywhere**

- Remove first, discuss later, because safety is the priority.
- Stay neutral and non-emotional when responding.
- Work in pairs if platform allows multiple moderators.
- Immediately escalate any threats to proper authorities.

## **Moderator Quick-Reference Guide**

The following guide provides instructions for responding to inappropriate comments during live events.

#### **Moderator Best Practices**

- Stay calm and neutral—never argue with viewers.
- Apply rules consistently to avoid perceived bias.
- Focus on keeping the environment respectful and culturally appropriate.
- Communicate with fellow moderators during the stream through the private mod channel.
- If uncertain, remove the comment first, then seek clarification after the stream.

#### **What to Watch For**

##### **Immediate Action Violations (No Warning Needed)**

- Hate speech or slurs



- Bullying or harassment
- Threats or violence
- Sexually explicit or obscene content
- Repeated trolling or spam
- Defamatory or false claims targeting individuals or the Comanche Nation

### **Warning-Level Violations**

- Mildly rude or disrespectful comments
- Off-topic disruptions
- Excessive negativity
- Excessive use of caps (shouting)
- Minor inappropriate language

## **How to Respond**

### **Issue Warning**

- **Action:** Write comment reinforcing the Comanche Nation's standard of behavior.
- **When to use this action:** If the comment is disrespectful, but not hateful or harmful.
- **Sample message:** "Please keep comments respectful. Further inappropriate comments may be removed."

### **Remove Comment**

- **Action:** Delete the comment.
- **When to use this action:** If the user continues after a warning *or* posts something clearly inappropriate.
- **Optional message:** "Your comment has been removed due to violation of our community guidelines."

### **Timeout / Muting**

- **Action:** Apply temporary mute (30 seconds, 5 minutes, or platform equivalent).
- **When to use this action:** If a user repeatedly disrupts a live stream or ignores a warning.
- **Optional Message:** "You have been placed in a timeout due to continued violations of the comment policy."

### **Permanent Block**

- **When to use this action:** When there is hate speech, threats, slander, bullying, or repeated disruptive behavior.
- **Action:** Block the user from commenting on the live stream or future streams.



- **Optional Message (only if safe/appropriate):** “Due to repeated or severe violations, you have been blocked from participating in live chat.”

## Documentation Process

**When to Document** – Take screenshots and record details when:

- Threats or violent language are posted
- Defamation or serious accusations are made
- A user repeatedly violates rules
- A situation may require follow-up or legal reporting

**What do you document** (This information is shared only with authorized Comanche Nation communications or security personnel)

- Username
- Time of incident
- Screenshot of comment
- Moderator action taken

**When to Report to Authorities** – Escalate immediately if a comment includes:

- Threats of harm to individuals, leadership, or the Comanche Nation
- Stalking or targeted harassment
- Statements suggesting imminent danger
- **Follow internal reporting procedures before contacting external authorities.**

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