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Next Review Date: 4/2021

Last Reviewed: 4/2018

Review Responsibility: Director of Information Technology

FCCS PROCEDURE

NO.: 12C.3

SUBJECT: Responsible Use of Agency E-mail

Approved by: Executive Council

Effective Date: Sep. 4, 1998

Date(s) of Revision: Oct. 1, 1998; Jan. 1, 2001; Apr. 1, 2003; May 4, 2005; Feb. 27, 2009; Jun. 4, 2009; Mar 15, 2010; Nov 18, 2010; Jun 17, 2013; Apr 24, 2018

Responsible for Implementation: All Staff

Information Technology (IT) is tasked with protecting the security of data stored in the agency's information technology systems. IT must preserve the security and confidentiality of the agency's data especially the private information about the families and children we serve. E-mail is considered agency information and may contain agency data.

Users who need remote e-mail access are allowed to use webmail through a browser, but must refrain from downloading attachments.

Procedures:

Responsible Use:

- 1)** Refrain from sending, printing or recording any written verbal messages – such as chain letters, jokes, advertising, fundraising or political messages – that may expose the agency to risk or embarrassment because they may be insulting, disruptive, harmful, offensive or illegal.
- 2)** Report to immediate supervisor any offensive communications sent via agency-issued equipment or services or any irresponsible use of equipment or services.
- 3)** Protect client confidentiality by using client names in e-mails only when doing so is essential for fulfilling job responsibilities.

- 4) Refer to clients, perpetrators, co-workers and community partners in respectful ways.
- 5) Refer to perpetrators as “alleged” perpetrators unless a substantiated or indicated finding has been made following an investigation or they have been found guilty of a criminal offense.

Expectations for Managers

Managers serve as role models regarding the fulfillment of agency policies; therefore, managers are expected to demonstrate strict adherence to the agency's Responsible Use policies. It would be especially problematic for managers to send any e-mail messages that violate agency policy to their subordinates. For example, supervisors who forward political campaign information of any kind to subordinates are abusing their authority and are setting a poor example for their staff.

Managers are responsible to act when they receive inappropriate e-mails from other agency employees. When managers receive inappropriate e-mails from someone under their supervision, they are expected to point out the violation of the Responsible Use policy to the sender and to make clear the expectation that this not happen again. In addition, they should follow the agency's disciplinary procedures. When the e-mail is from someone not under the manager's direct supervision, the responsibility is to notify the employee's supervisor so that he/she will follow up accordingly. In addition, any e-mails that come to the attention of a manager – whether from a subordinate or other employee – that violate our agency's Discrimination and Harassment policy (Employee Handbook, section 5A) should be sent to the attention of Human Resources.

Confidentiality:

Agency employees are prohibited from sending, forwarding or copying e-mails from their work computer to their home or personal computer with an e-mail account such as Hotmail, Yahoo, or other private e-mail services.

Disclaimer:

All e-mails transmitted outside of our agency have the following disclaimer posted at the end of the message:

This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain private, confidential and/or privileged information. Any unauthorized review, use, disclosure, or distribution is prohibited. If you are not the intended recipient, employee, or agent responsible for delivering this message, please contact the sender by reply e-mail and destroy all copies of the original e-mail message.

This message will be automatically added by the e-mail system to all e-mails transmitted outside of the agency.

Please be advised that the disclaimer does not exempt an e-mail message from the public records law. In light of the fact that e-mails, voice mails and electronic documents created using agency-issued equipment or services may be read or listened to by individuals other than the audience for whom the information was intended, staff are prohibited from:

- 1) Downloading the MicroSoft Outlook Mobile Application to their personal device and syncing their FCCS e-mail box to their personal device.
- 2) Downloading any iTunes Applications on agency issued devices, which includes the MicroSoft Outlook Mobile Application.
- 3) Using any abusive or objectionable language in documents and recordings that you create.
- 4) Creating any document or recording or using agency-issued equipment in a manner that would have the potential for embarrassing the staff, management or Board of Children Services.
- 5) Forwarding or copying (CC'ing) confidential agency e-mails to an employee's personal e-mail account (e.g. Yahoo, AOL, Hotmail).
- 6) Providing your agency e-mail address for any reasons but legitimate agency business.