

POLICY NAME EMAIL AND ELECTRONIC COMMUNICATION

POLICY NUMBER 2.5.14

CATEGORIES

DATE PROPOSED: 8/10/18

DATE OF VOTE: 8/10/18

ACCEPT (Y/N): Y

Email, texting and other forms of electronic messaging are important communication tools. The Municipal Ice Complex (MIC) maintains email accounts for designated employees to facilitate efficient business communication. Employees may also use text messaging, direct messaging and other forms of electronic communication to stay in contact with co-workers, clients and other business contacts and the same policies will apply as to email. Although these forms of communication may seem less formal than other written communication, the same laws and policies apply.

Use of any of the MIC's communication resources serves as consent to monitoring and such resources should be used with the understanding that such use in general is not secure, not anonymous, and should not indicate any expectation of privacy for the employee. The MIC cannot guarantee the privacy or confidentiality of any e-mail message, Internet usage, facsimile usage, or any telephone usage. No electronic communication should contain confidential information.

Any email generated by an MIC employee using facility systems or equipment is the property of the MIC. Employees should have no expectation of privacy in anything they create, store, send or receive using MIC systems or equipment. MIC employees are responsible for all activity on their facility email accounts. Facility emails may be monitored without prior notification; however the facility is not obligated to monitor emails.

It is prohibited to:

1. Use facility email service to conduct personal business.
2. Use facility email service for any illegal, unethical or unprofessional purpose or any activity that is prohibited by MIC Policy.
3. Send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks, images or links to such material. Supervisors should be notified immediately if any email of this nature is received.
4. Send an email message from another employee's email account.
5. Share individual email information and/or passwords with others.
6. Send or forward messages with sensitive information without first acquiring permission from the original sender.

Employees should be mindful that once an email is sent, it cannot be undone. Recipients may choose to forward, copy, post, or otherwise publicize the content even if such a decision is not what the sender intended or anticipated. Therefore, employees should use caution and good judgment in all email communications, particularly those with recipients outside of the facility.

Employees should not forward or open emails or download attachments from unknown, untrustworthy or suspicious sources as such emails or attachments may include harmful viruses or malware that could damage the computer.

Employees should adhere to the following "best practices" in all email communication:

1. Use proper grammar.
2. Enable spell-checking.
3. Do not type in all capital letters.
4. Before sending, re-read all emails to proofread for errors.

While email is an effective tool for communicating with established patrons and for generating new business, MIC employees should adhere to the following guidelines when emailing those outside the facility:

1. When emailing to a group of patrons, the sender should use the “blind copy” function so as not to disclose the individual email addresses to the entire group.
2. Any request from a recipient to discontinue further email communication should be immediately honored.
3. Whenever possible, limit the amount of email sent so as not to be considered a nuisance.