Policy Title: Email Policy

Program or Department: IS Department

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Title of Staff Member(s) Responsible for Implementation: All

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Procedures Written/Revised by:
Procedures Date Revised:
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Policy:
Children’s Friend considers e-mail as an important means of communication and recognizes the importance of proper e-mail content and speedy replies in conveying a professional image.

Electronic mail systems (i.e. e-mail) and all messages generated on or handled by them are considered to be the property of Children’s Friend, not the users that create them. Children’s Friend reserves the right to access and disclose all messages sent over its electronic mail system, for any purpose. The company may also disclose electronic mail messages to law enforcement officials without prior notice to the workers who may have sent or received them.

By following the guidelines in this policy, the user can minimized the legal risks involved in the use of e-mail. If any user disregards the rules set out in this e-mail policy, the user will be fully liable and Children’s Friend will disassociate itself from the user as far as legally possible.
Procedures:

E-mail Accounts
Employees needing company e-mail must first have their manager complete the E-mail Account Request Form. This form is to be approved and signed by the Manager and then forwarded to the Information Services Manager for final approval.

Legal Requirements
It is prohibited to:
1. Send or forward e-mails containing offensive or disruptive content, which includes, but is not limited to defamatory, offensive, racist, or obscene remarks. If you receive an e-mail of this nature, notify your Supervisor.
2. Forge or attempt to forge e-mail messages.
3. Disguise or attempt to disguise identity when sending mail.
4. Send e-mail messages using another persons e-mail account.
5. Use E-mail for any illegal purpose.

E-mail Usage
The company’s e-mail system is meant for business use only. No employee should have any expectation of privacy as to his/her e-mail usage. Personal misuse causes a waste in valuable system bandwidth resources. It also increases the opportunity for viruses to enter the system and cause organizational downtime.

E-mail messages carry the Agency’s name, and therefore all e-mail communication shall be conducted in a professional manner. E-mail users must be timely in both checking and responding to e-mail messages. Users should also show care in the content of the messages they create.

System Monitoring
Users expressly waive any right of privacy in anything they create, store, send or receive on the company’s computer system. Children’s Friend can, but is not obliged to, monitor e-mails without prior notification. If there is evidence that you are not adhering to the guidelines set out in this policy, Children’s Friend reserves the right to take disciplinary action, including termination and/or legal action.

E-mail Requests To The Agency
The Development Director will check the Agency e-mail address on a regular basis. If a request for information has been made via e-mail, the Development Director will forward the request to the appropriate Manager or Administrator. Once the original e-mail request has been forwarded, the Development Director will delete the original e-mail. No requests for information will be kept in the general Agency e-mail account.