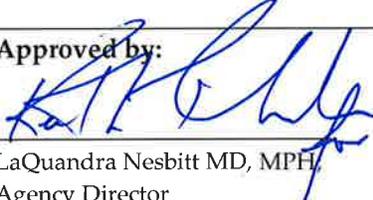
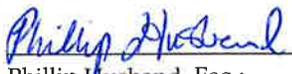


District of Columbia Department of Health <h2 style="color: #0056b3;">Electronic Mail Use</h2>		PROCEDURE 720.300 Implementing Office: Office of the Director Training Required: No Originally Issued: 1/13/2014 Revised/Reviewed: NOV 02 2017.
Approved by:  LaQuandra Nesbitt MD, MPH Agency Director	Review by Legal Counsel:  Phillip Husband, Esq.; General Counsel	Effective Date: NOV 02 2017, Valid Through Date: NOV 02 2020

I. Authority	Reorganization Plan No. 4 of 1996; Mayor's Order 1997-42; OCTO Policy 4040.2- Email Use Policy (4/22/16)
II. Reason for the Policy	To establish and define standards for the proper use of District-provided electronic mail (email) services.
III. Applicability	This policy applies to all Department of Health (DOH) employees, contract employees, volunteers, interns, summer youth employees, and federal employees assigned to the District government (collectively referred to herein as "employees" or "DOH employees.")
IV. Policy Statement	<p>The email system software and hardware are the property of the District government. All messages composed, sent, or received on the email system are the property of the District government. DOH, or the Office of the Chief Technology Officer (OCTO), reserve the right to review, audit, intercept, access, or disclose messages created, received or sent. The DOH electronic mail system is intended for District government uses only. Personal use is permissible only within reasonable limits and in accordance with the guidelines of this policy.</p> <p>DOH employees are responsible for all content in outgoing emails and ensuring that all outgoing messages reflect the highest customer service standard (see SOP 240.500 Customer Service). Examples of prohibited uses of email include, but are not limited to:</p>

1. Any purpose which violates a federal or District government law, code, policy, standard, or procedure;
2. Private business, including commercial advertising;
3. Links to personal social media accounts;
4. Transmission of information or statements that contain profane language, pander to bigotry, sexism, or other forms of prohibited discrimination, or can in any way be construed as intending to harass or threaten another individual;
5. Unapproved "broadcast" or chain letter-type emails, that are not considered DOH government business, in which an email message, regardless of its content or purpose, is sent or forwarded to a group list or multiple email accounts;
6. Sending email under names or addresses other than the authorized user's own officially designated DOH government email address.
7. Adding, removing, or modifying identifying network header information in an effort to deceive or mislead recipients;
8. Any activity meant to foster personal gain;
9. Any activity with religious or political purposes;
10. Copyrighted materials that belong to entities outside DOH;

DOH employees are prohibited from using a personal email address to conduct government business, regardless of the intent of such an action. All emails pursuant to any government business shall be sent from the employee's assigned government email address.

Any employee whose job duties include access to information protected under federal or District law is responsible for maintaining compliance with those protections and is responsible for knowing when such information may, and may not, be transmitted by email. Such information includes, but is not limited to, protected health information, and protected employee information. Managers supervising employees with access to legally protected information are responsible for ensuring that each employee in their office has access to the resources needed to determine if information may, or may not, be transmitted by email. Managers may, at their discretion, mandate training to ensure compliance with relevant laws and prevent unlawful disclosure of information.

	<p>DOH reserves the right to regularly review an authorized user’s email records. Authorized users should have no expectation of privacy regarding email messages. The contents of email may be disclosed within DOH without the permission of the authorized user. DOH email records are subject to disclosure and applicable record retention policies.</p> <p>All messages shall contain an email signature which contains the following information: Employee name; employee title; administration; office/bureau; desk phone number; cellular phone number (if applicable); DOH address; DOH website URL. The employee may include links to DOH official social media accounts in his/her email signature. The email signature must appear in Calibri font. The listed job title in the email signature shall be the employee’s title of record as it appears in his/her electronic personnel record. All outgoing emails shall have a plain, unadorned, white background.</p> <p>Any authorized user who violates this policy may be subject to suspension of email privileges and shall be subject to disciplinary action up to and including termination. DOH shall cooperate fully with any investigation, within the District government, or from an external investigating authority, concerning a prohibited use of email.</p>
IV. Definitions & Acronyms	N/A
VI. Procedures	None
VII. Contacts	Chief Information Technology Officer- (202) 442-4805
VIII. Related Documents, Forms and Tools	None