

	LANE COUNTY SHERIFF'S OFFICE POLICY	Number: G.O. 5.16
		Issue Date: May 5, 2009
		Revision Date: July 17, 2019
CHAPTER: : Fiscal Management and Agency-owned Property		Related Policy: APM 1.22
SUBJECT: Email Protocol		Related Laws:

POLICY: Email is provided by Lane County and shall be used to conduct Sheriff's Office or Lane County business.

RULE: Email within the Sheriff's Office will be used in accordance with the direction located in the Lane County Administrative Procedures Manual (APM) Chapter 1, Section 22. All County email is considered public record and should conform to G.O. 4.02 Code of Conduct.

PROCEDURE:

I. Email Uses

- A. Email is appropriate to disseminate information to colleagues, provide project updates and status reports, share meeting time and scheduling information, provide reports and information, and inform a supervisor of important changes and developments.

II. Protocol

- A. Email should be sent only to the targeted audience. Department-wide email should be carefully considered prior to sending.
- B. Flagging of email messages should be used only on those messages that need immediate attention or reply. These email messages should be considered as "absolutely must be read", and should be viewed as soon as possible.
- C. The subject line should clearly communicate the purpose of the email.
- D. The "reply to all" option should not be used, unless all recipients are involved in a decision or have a need to know. A reply to the solicitation of information should only be sent to the requester. The "CC" option should only be used when important information is shared or forwarded, or when others need to be aware of the topic.
- E. Courtesy is expected. Capitalization or other forms of exclamation should not be used.

- F. Email is a public record. Users should not expect privacy. This must be considered when using email.
 - 1. If an employee receives inappropriate email, the employee should take appropriate steps to inform the sender to not send such email and delete the message without forwarding it. If an email is in violation of Lane County email policy, employees are obligated to report it to their supervisor, prior to deleting it.
 - 2. Remember emails can be forwarded or disclosed to people other than the intended recipient without the knowledge of the sender.
 - 3. Confidential emails should not be forwarded without the approval of the sender.

III. Announcement – Privacy Issues

- A. Some announcements such as the birth of a baby, marriage, employee illness, death or other personal related emails are permitted with the authorization from the involved party. These types of announcements will be sent to the Sheriff, Chief Deputy and the Division Captain by email. If the announcement is approved for publication by the involved party, it can be disseminated by a supervisor.
 - 1. County-wide email will not be used for any personal announcements.
- B. Work related announcements, such as a request for a shift trade, are permissible.

IV. General Info Share

- A. Approval from the Sheriff or Chief Deputy is required to send special interest emails, such as information on the LCPOA Christmas party and fund raisers.
- B. Emails concerning training topics, such as officer safety information from the Internet, should be forwarded to an employee's immediate supervisor or the Training Section. The Training Section or a supervisor will determine whether the information is valuable or pertinent, and then forward to applicable employees via email, if deemed appropriate or necessary.