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| <br><b>Central Health</b> | Name of Manual:<br><b>INFORMATION MANAGEMENT &amp; TECHNOLOGY</b> | Number:<br><b>1-30</b> |
|                                                                                                            | Section:<br><b>ACCEPTABLE USE</b>                                 |                        |
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## PURPOSE

E-mail is a critical mechanism for business communications at Central Health. However, Central Health's electronic mail systems and services must be used with respect and in accordance with the policies and procedures of Central Health. The objectives of this policy are to outline appropriate use of Central Health's e-mail systems and services in order to minimize disruptions to services and activities, as well as comply with applicable policies and laws. This policy applies to all e-mail systems and services owned by Central Health, all e-mail account users/holders at Central Health (both temporary and permanent), and all organizational e-mail records.

### Account Activation/Termination

E-mail access at Central Health is controlled through individual accounts and passwords. Each user of Central Health's e-mail systems is required to read and sign a copy of the [Network Access Request Form](#) (hyperlink) prior to receiving an e-mail access account and password. It is the responsibility of the employee to protect the confidentiality of their account and password information.

Employees of Central Health will receive an e-mail account if it is required to perform their work duties. E-mail accounts will be granted to third-party non-employees on a case-by-case basis. Possible non-employees that may be considered for access include:

- Contractors
- Consultants
- Creditors
- Visiting Agencies

Applications for permanent/ temporary accounts must be submitted to the Help Desk using the Network Access Request Form. All terms, conditions, and restrictions governing e-mail use must be in a written and signed agreement.

E-mail access will be terminated when the employee's or third party's association with Central Health is terminated, unless other arrangements are made. Central Health is under no obligation to store or forward the contents of an individual's e-mail inbox/outbox after the term of their employment has ceased.

### **General Expectations of End Users**

Central Health delivers official communications via e-mail. As a result, employees of Central Health with e-mail accounts are expected to check their e-mail in a consistent and timely manner so that they are aware of important announcements and updates, as well as for fulfilling business and role-oriented tasks.

E-mail users are responsible for mailbox management, including organization and cleaning. Based on role definition users will be given the follow space allocations for their emails:

| User Categorization | Space Allotment |
|---------------------|-----------------|
| Standard            | 50 megabytes    |
| Medium              | 100 megabytes   |
| Large               | 200 megabytes   |

Users who exceed their space allocation will be restricted from sending any new messages; they will however be able to receive. To remove the restriction the user must clean out their mailbox so they no longer exceed the space allotted to them.

E-mail users are expected to remember that e-mail sent from the Central Health's e-mail accounts reflects on the organizational image. Compliance with standards of professional courtesy and conduct is required.

### **Appropriate Use**

Individuals at Central Health are encouraged to use e-mail to further the goals and objectives of Central Health. The types of activities that are encouraged include:

- Communicating with fellow employees, business partners of Central Health, and clients within the context of an individual's assigned responsibilities.
- Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities.
- Participating in educational or professional development activities.

### **Inappropriate Use**

Employees should be aware that they have no reasonable expectation of personal privacy in e-mail transmitted, received and stored on and/or through Central Health's network. E-mail, whether created or received, is the property of the Employer and is not a private employee communication. Central Health's e-mail systems and services are not to be used for purposes that could be reasonably expected to strain storage or bandwidth (e.g. e-mailing large attachments instead of pointing to a location on a shared drive).

Individual e-mail use must not interfere with others' use and enjoyment of Central Health's e-mail system and services. E-mail use at Central Health must comply with all applicable laws, all Central Health policies, and all Central Health contracts.

The following activities are deemed inappropriate uses of Central Health e-mail systems and services, and are strictly prohibited:

- Central Health's e-mail communication systems are primarily a business tool and are not intended for clinical use. They must not contain identifiable client information.
- Use of e-mail for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses).
- Use of e-mail in any way that violates Central Health's policies, rules, or administrative directives.
- Viewing, copying, altering, or deletion of e-mail accounts or files belonging to Central Health or another individual without authorized permission.
- Sending of unreasonably large e-mail attachments. The total size of an individual e-mail message sent (including attachment) should be 3 MB or less.
- Opening e-mail attachments from unknown or unsigned sources. Attachments are the primary source of computer viruses and should be treated with utmost caution.
- Sharing e-mail account passwords with another person, or attempting to obtain another person's e-mail account password. E-mail accounts are only to be used by the registered user.
- Excessive personal use of Central Health e-mail resources. Central Health allows limited personal use for communication with family and friends, independent learning, and public service so long as it does not interfere with staff productivity, pre-empt any business activity, or consume more than a trivial amount of resources. Central Health prohibits personal use of its e-mail systems and services for unsolicited mass mailings, non-Central Health commercial activity, political campaigning, dissemination of chain letters, and use by non-employees.  
Remember that, Employees should be aware that they have no reasonable expectation of personal privacy in e-mail transmitted, received and stored on and/or through Central Health's network. E-mail, whether created or received, is the property of the Employer and is not a private employee communication.
- Employees will not use the e-mail system to campaign to raise funds or generate personal revenue. The only approved entity to do this are our Health Foundations.

### **Monitoring and Confidentiality**

The e-mail systems and services used at Central Health are owned by the organization, and are therefore its property. This gives Central Health the right to monitor any and all e-mail traffic passing through its e-mail system. This monitoring may include, but is not limited to, inadvertent reading by designated IM&T staff during the normal course of supporting/managing the e-mail systems, review by the legal team during the e-mail discovery phase of litigation, observation by management in cases of suspected abuse or to monitor employee efficiency, observation by management in the employer's absence to ensure appropriate service to clients and review by the Privacy Officer during privacy and confidentiality complaints.

In addition, archival and backup copies of e-mail messages may exist, despite end-user deletion, in compliance with Central Health's records retention policy. The goals of these backup and archiving procedures are to ensure system reliability, prevent business data loss, meet regulatory and litigation needs, and to provide business intelligence. Backup copies exist primarily to restore service in case of failure. Archival copies are designed for quick and accurate access by organizational delegates for a variety of management and legal needs.

If Central Health discovers or has good reason to suspect activities that do not comply with applicable laws or organizational policy, e-mail records may be retrieved and used to document the activity in accordance with due process. All reasonable efforts will be made to notify an employee if his or her e-mail records are to be reviewed. Notification may not be possible, however, if the employee cannot be contacted, as in the case of employee absence due to vacation.

Employees are to use extreme caution when communicating sensitive information via e-mail. Keep in mind that all e-mail messages sent outside of Central Health become the property of the receiver. A good rule is to not communicate anything that you wouldn't feel comfortable being made public. Demonstrate particular care when using the "Reply" command during e-mail correspondence to ensure the resulting message is not delivered to unintended recipients.

### **Reporting Misuse**

Any allegations of misuse should be promptly reported to the Helpdesk. If you receive an offensive e-mail, do not forward, delete, or reply to the message; report it directly to the Helpdesk.

### **Disclaimer**

Central Health assumes no liability for direct and/or indirect damages arising from the user's use of Central Health's e-mail system and services. Users are solely responsible for the content they disseminate. Central Health is not responsible for any third-party claim, demand, or damage arising out of use the Central Health's e-mail systems or services.

### **Failure to Comply**

Violations of this policy will be treated like other allegations of wrongdoing at Central Health. Allegations of misconduct will be adjudicated according to established procedures. Sanctions for inappropriate use of Central Health's e-mail systems and services may include, but are not limited to, one or more of the following:

1. Temporary or permanent revocation of e-mail access;
2. Disciplinary action according to applicable Central Health policies; and/or
3. Legal action according to applicable laws and contractual agreements.

**APPROVED BY:**

Senior VP  
Quality, Planning & Priorities



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