



TITLE	POLICY NUMBER	
Email Etiquette	DCS 11-05	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Communications	4/6/2016	5

I. POLICY STATEMENT

To provide excellent customer service and ease of communication with the external public, the Department shall implement standard e-mail etiquette for consistency across the agency.

II. APPLICABILITY

This policy applies to all DCS employees (including contracted employees, temporary employees, volunteers and interns) who have Department e-mail accounts.

III. AUTHORITY

[DCS 02-24](#) Records Management Policy

[DCS 06-02](#) Litigation Hold

[DCS 05-20](#) Email Encryption

IV. POLICY

A. Security and Privacy of DCS Email

1. Email users have a responsibility to learn about and comply with the DCS policy on Acceptable Use ([DCS 05-8280](#)) of electronic services. Examples of prohibited uses of email include:

- a. use of email for personal purposes, personal gain, or commercial activities;
 - b. intentional and unauthorized access to other people's email;
 - c. sending "spam", chain letters, or any other type of unauthorized widespread distribution of unsolicited mail;
 - d. use of email for partisan political or lobbying activities;
 - e. creation and use of a false or alias email address in order to impersonate another or send fraudulent communications;
 - f. use of email to transmit materials in a manner which violates copyright laws.
2. Email security must comply with the Email Encryption Policy ([DCS 05-20](#)).
 3. To ensure confidentiality of data and information via email, new threads should be used as often as possible. It is strictly prohibited to forward confidential data and information to unauthorized parties or other employees not relevant to the case.
 4. Employee email users are advised that electronic data may be reviewed and/or accessed by authorized DCS officials for purposes related to DCS business. DCS has the authority to access and inspect the contents of any equipment, files, or email on its electronic systems.
 5. Employee email users are advised that electronic data is public record and may be reviewed and/or accessed by authorized members of the public upon request, after sufficient data redaction has occurred.
 6. Email services are provided only while a user is employed by DCS and once a user's electronic services are terminated, employees may no longer access the contents of their mailboxes, nor should they export their mailbox to a personal account before departure.

B. Email Branding, Etiquette, and Retention

1. All employees, including contracted and temporary employees, volunteers, and interns, shall use the standardized *signature* summarized in section V

with the required information in all new e-mail communications and replies to emails. Mobile devices should also be set to use the standardized signature and not the pre-loaded mobile-device branding.

2. All employees, including contracted and temporary employees, volunteers, and interns, shall use the standardized email *format* summarized in section V, with the required information in all new e-mail communications. This includes placing the case name at the beginning of each new thread and any response to emails received where the thread did not already have the case name properly mentioned.
3. Emails should be answered within an appropriate amount of time, depending on the circumstance and topic of the content.
 - a. Urgent matters requiring a response, such as client communication, legal correspondence, communication with supervisors, and matters concerning a deadline should be answered immediately but not more than one business day of the message's original delivery time.
 - b. All other email messages should be answered within three business days.
4. Official DCS communications, such as urgent bulk email and policy announcements, should be reviewed at least once a day within 24 hours of the message's delivery, since those communications may affect day-to-day activities and responsibilities.
5. All emails should be retained consistent with the guidelines provided in DCS 02-24; see the [Records Management Policy \(DCS 02-24\)](#) for more information.
6. All emails under litigation hold should be retained in compliance with policy DCS 06-02; see policy [DCS 06-02](#) for more information.
7. Automated Out-of-Office responses should be used to notify senders that the recipient is out of the office or not available for one or more business days. The automated response should include:
 - a. How long the recipient will be out of the office;
 - b. What date the recipient is expected to return to the office to review

messages; and

- c. Who the sender may contact in place of the absent employee in the case of an emergency.

C. Attorney-Client Privilege

1. Emails should be clearly and appropriately titled in the subject line when Attorney-Client Privilege applies to the content of the message. This generally applies to:
 - a. a communication between lawyer and client (person or corporation);
 - b. communication in which the purpose is to seek or obtain legal advice about a case; and
 - c. communication that is made to a lawyer acting in their capacity as a lawyer.
2. When Attorney-Client Privilege applies, under no circumstances should email communications be shared or forwarded outside of the department, including contracted employees. Exchange of communications where Attorney-Client Privilege applies is acceptable if occurring between internal department employees, as long as each recipient has relevance in receiving such information.
3. When an inquiry is being sent to an attorney, the email message should be sent as a new thread with any supporting documentation, such as other emails, attached to the new message.
4. When attorneys are sending communication as a response to inquiries, the response must clearly indicate their role as a legal advisor.
5. Only the Director of the Department, or designee, is permitted to waive Attorney-Client Privilege in situations which they deem appropriate.


V. PROCEDURES

A. Email Content and Format

To...	example@azdcs.gov
Cc...	
Send	Subject: ATTORNEY/CLIENT PRIVILEGE: Message Subject

Case Name: Example Case

This is an example of how an email should be drafted. Please use this format when sending emails.



ARIZONA
DEPARTMENT
of CHILD SAFETY

Name, First, Last (pronouns)
Full Title
Arizona Department of Child Safety
Street Address
City, State, Zip code
Phone (including area code)
Mobile (if applicable, include area code)
Fax (if applicable)
Full E-mail Address
[AZDCS Website](#) | [Twitter](#) | [Facebook](#) | [LinkedIn](#) | [IG](#)
To report child abuse or neglect: 1-888-SOS-CHILD

Safety · Accountability · Change · Family · Engagement · Compassion · Teaming · Advocacy · Equity

B. Email Signature

1. Create and Email Signature Block
 - a. Begin a New E-mail.
 - b. Go to the “Message” tab.
 - c. Select “Signature.”
 - d. Click on “Signatures.”
 - e. Select “New.”
 - f. Name the Signature such as “Main Signature.”
 - g. Paste the DCS Logo in V.A. into the blank box.
 - h. Choose “Century Gothic” font.
 - i. Enter the required information in V.A.
 - j. Paste in the blue footer that says, “Safety, Accountability...” at the bottom of the signature.
 - k. Edit Information as needed (e.g. manual spell check).

- l. Save the signature.
- m. Make sure this is the “default signature.”
- n. In the top right corner of the signature box, click on the drop boxes that say, “New Signature” and “Replies/Forwards,” and click on the name of the new signature, so that all emails will have the signature block at the bottom.

2. Design

The following design including font, font and logo size, and placement of information shall be used on all new emails. The use of background designs is not permissible. Pronouns may be used after the person’s name, but they are not required.



Name, First, Last (pronouns)

Full Title

Arizona Department of Child Safety

Street Address

City, State, Zip code

Phone (including area code)

Mobile (if applicable, include area code)

Fax (if applicable)

[Full E-mail Address](#)

[AZDCS Website](#) | [Twitter](#) | [Facebook](#) | [LinkedIn](#) | [IG](#)

To report child abuse or neglect: 1-888-SOS-CHILD

Safety · Accountability · Change · Family · Engagement · Compassion · Teaming · Advocacy · Equity

3. Use

All DCS employees, including contractors, temporary employees, volunteers, and interns who have a Department e-mail account shall apply the required signature in section V.A. in all new e-mails and replies to emails.