

**Policy Title: Email - Employees**

Category:	<input type="checkbox"/> Institutional - Board <input type="checkbox"/> Academic - Administrative <input checked="" type="checkbox"/> Institutional - Administrative <input type="checkbox"/> Employment - Administrative		
Approved by:	<input type="checkbox"/> Board <input checked="" type="checkbox"/> President		
Date approved:	November 28, 2019	Effective date:	November 28, 2019
Policy Sponsor:	Vice President, Administration and Finance	Date last reviewed:	November 28, 2019
Date of Mandatory Review (expiry date):	November 2024	Date of last revision of Procedures:	November 28, 2019

**1. POLICY**

1. CMCC email accounts are to be considered a primary tool used throughout CMCC for written communication.
2. Employees are to use their CMCC email account appropriately and understand the limitations and responsibilities.
3. It is the obligation of all employees to regularly check their CMCC email account.
4. Employees are expected to respond to emails regarding internal matters within 48 hours of receipt, during regularly scheduled.
5. Those responsible for patient care, are required to check and respond to email on a daily basis.
6. If away from the office and unable to respond to emails, employees are responsible for setting up an "out of office" message which shall include the timeline of absence and who can be contacted in their absence, where appropriate.
7. If an employee chooses to forward their CMCC email to an alternate email account (personal or otherwise), they do so at their own risk with the understanding that they are fully responsible to ensure that there is no inappropriate disclosure of information.

8. An email message regarding CMCC matters sent from an administrative office, faculty, or staff member is considered to be an official notice. Faculty or staff who choose to also use another email system (e.g., gmail accounts) are responsible for receiving CMCC-wide broadcast messages by checking their CMCC account and/or forwarding all CMCC email to the chosen external email account.
9. Employee email signatures must adhere to the CMCC brand template in order to ensure consistency and the professionalism of the institution. An acceptable email signature is as follows:

Employee Name, *Verified Credentials/Designations*

*Approved* CMCC Title(s)

Canadian Memorial Chiropractic College

6100 Leslie Street

Toronto, Ontario, M2H 3J1

Phone number(s)

[www.cmcc.ca](http://www.cmcc.ca)

[cmcc social media links \(FB, Twitter, Instagram\)](#)

10. Employees may only include a professional photo of themselves, the CMCC logo and CMCC-related links or content in email signatures. No additional information and/or tag lines may be used, unless prior approval is obtained from the applicable Executive lead.
11. Employees must adhere to the appropriate use of CMCC email and not engage in inappropriate use – as defined in Section 6 below.
12. CMCC has the right to review and archive CMCC emails, as may be reasonably required.

## **2. PURPOSE**

To ensure proper use of CMCC email accounts, protect CMCC confidential data from breaches, and safeguard CMCC's reputation and technological property.

## **3. SCOPE**

All employees, vendors and partners who are assigned or given access to a CMCC email address, be it for an individual (employee@cmcc) or division/department (e.g. department@cmcc).

## **4. INFORMATION AND COMPLIANCE PLANS (not a comprehensive list)**

CMCC has established an institutional email system for employees. The system is used regularly to provide and receive information and documentation among all constituencies of the institution.

Email is not the only method of communication available at CMCC but it does provide a timely vehicle by which to reach employees located at different sites and working on diverse schedules.

Breaches of this policy, by employees, will be handled on a case by case basis based on circumstances and in a manner consistent with the conditions of employment for the employee involved. Anyone becoming aware of a pattern of non-response to email, by an employee, should contact the person's supervisor immediately.

- CMCC Code of Conduct Statement
- Confidentiality Statement

## **5. RELATED POLICIES (not a comprehensive list)**

- Computing and Information Technology Use
- Email – Students
- Intern Manual
- Sexual Violence, Assault and Harassment
- Workplace Violence and Harassment

## **6. DEFINITIONS**

### Appropriate use of CMCC email

Employees are allowed to use their CMCC email for work-related purposes without limitations to:

- Communicate with current or prospective customers and partners.
- Give their email address to people they meet at conferences, career fairs or other corporate events for CMCC business purposes.
- Sign up for newsletters, platforms and other online services that will help them with their job or professional growth.
- Reasonably use their CMCC email for personal use when necessary. However employees must adhere to this policy at all times, in addition to CMCC's confidentiality and data protection guidelines

### Appropriate use of CMCC email

Employees represent CMCC whenever they use their CMCC email address. Therefore they must not:

- Sign up for illegal, unreliable, disreputable or suspect websites and services.
- Send unauthorized marketing content or solicitation emails.

- Register for a competitor's services unless for institutional or educational purposes
- Send inappropriate, insulting or discriminatory messages and content.
- Intentionally spam other people's emails, including their coworkers

Business days are Monday through Friday (except holidays). Working days for employees are defined as Monday through Friday (except holidays) and for those working in the clinics, Monday through Saturday (except holidays).

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-----**END OF POLICY**-----

## 7. PROCEDURES

### Email Security

Email is often the medium of hacker attacks, confidentiality breaches, viruses and other malware. These issues can compromise CMCC's reputation, legality and security of equipment.

Employees are to:

- Select strong passwords with at least eight characters (capital and lower-case letters, symbols and numbers) without using personal information (e.g. birthdays).
- Remember passwords instead of writing them down and keep them secret. Sharing of passwords is prohibited. Individuals are responsible for their email account, including the safeguarding of access. All email originating from a CMCC account is assumed to have been authored by the account holder, and it is the responsibility of that holder to ensure compliance with this policy.

Employees are to always be vigilant to catch emails that carry malware or phishing attempts and are to:

- Avoid opening attachments and clicking on links when content is not adequately explained (e.g. "Watch this video, it's amazing.")
- Be suspicious of clickbait titles – headlines used to compel readers to crave information beyond the click; they tend to use exaggerated words like "unbelievable", "jaw-dropping", "life-changing" in their titles
- Check email and names of unknown senders to ensure they are legitimate

- Look for inconsistencies or style red flags (e.g. grammar mistakes, capital letters, excessive number of exclamation marks.)
- If an employee isn't sure that an email they received is safe, they must contact the IT division immediately

### **Email Review**

Employees are to review the content of their email prior to sending in order to avoid mistakenly forwarding sensitive information. Employees are to avoid using the "reply all" feature when responding to an all employee communication.

### **Email Usage while off Duty**

Non-management employees who are off duty are in no way responsible for performing any of the functions that pertain to their employment with CMCC. Non-management employees are not expected to perform their job duties outside the terms and regularly scheduled hours of their employment. While it is permissible for an employee to respond to an email or voicemail while on their own time, CMCC does not require this from any employee (except those who are on-call, or those who have overtime as part of their regular duties).

### **Disciplinary Action**

Employees who do not adhere to the Email policy will face disciplinary action up to and including termination. Reasons for termination include:

- Using a CMCC email address to send confidential data without authorization.
- Sending offensive or inappropriate emails to our customers, colleagues or partners.
- Using a CMCC email for an illegal activity

A CMCC email address may be immediately suspended or terminated for cause including but not limited to a breach of this policy or a complaint by a user relating to a "hacking" of a CMCC email address.

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## **8. ATTACHMENTS**

None.