TOLEDO FIRE & RESCUE DEPARTMENT

B-19 Email Procedure

Non-Emergency Manual

Date Revised: 02/01/2018

Last Modified: 08/29/2024 08:51

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Policy/Procedure

Purpose

This procedure, in conjunction with City of Toledo's Administrative Policy & Procedure 29, and Administrative Policy & Procedure 36, will provide the guidelines for Company Officers using City of Toledo email accounts. Email and Intranet are important tools that assist us in providing excellent customer service to the public as well as our internal customers. City electronic property or electronic communications systems should not be used for personal gain, including personal businesses, but rather to enhance service to the public. Harassment and pornography will not be tolerated. Jokes, junk mail, chain letters and other non-work related items should not be sent or forwarded.

Definitions

- **Administrative Policy & Procedure 29** - Internal and external electronic communication policy of the City of Toledo.
- **Administrative Policy & Procedure 36** - City of Toledo Social Networking/ Media policy

Policy/Procedure

1. Access to the City of Toledo's physical computer network is restricted to authorized users operating on authorized devices.

2. Company Officers and Relief Officers shall check their city email accounts a minimum of three times daily, at 0800, 2000, and 0630 before going off-shift, unless prohibited by runs, maintenance, training, etc. They shall also check the Fire station's email as often as possible in order to receive important directives or staffing changes, etc.

3. Any technical problems can be addressed through Information Technology (IT) at 419-245-1100.

4. All reports, requests and communications shall be emailed to the proper authority through the proper channels.

See Also:

Permanent link:
https://www.tfrdpolicies.com/dokuwiki/doku.php?id=b_manual:b19

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