



DEPARTMENT OF CORRECTIONS



Employee Services

Title:	Email Standards	DOC Policy: 20.1.9
Effective:	11/1/24	Supersedes: N/A
Applicability:	All DOC Employees, Contractors, and Volunteers who have a Department of Corrections email address	
Attachments:	None	

I. PURPOSE

To create a unified, professional appearance for all agency email correspondence which is in line with the Department of Corrections (DOC) digital brand and projects the official nature of any communication from a department employee.

II. POLICY

A. General Guidelines for Email Body and Signature

1. Size: 10-point to 14-point font
2. Font type: Use of common sans serif fonts, designed without small lines attached to the end of letters, is recommended (for example, Aptos or similar).
3. Color: Use the automatic color setting.

B. Email Body

1. Recommended: Spell out any acronyms. An external audience may not be aware of Department of Corrections' abbreviations.
2. Optional Elements:
 - a. Screenshots or images, for business purposes
 - b. Spraying use of red or other color font or highlights to emphasize key information for the reader.
3. Prohibited Elements: Do not include background patterns (such as, themes and stationery).

C. Email Signature

All employees are encouraged to have an email signature line and the requirements are below.

1. Required elements:

- a. Employee name (may be bolded or a larger size font)
- b. Working title
- c. Agency name (“Oregon Department of Corrections”)
- d. Institution or Division

2. Optional elements:

- a. Department logo
- b. Work unit
- c. Work hours
- d. Unit-specific links (for example, Payroll including a link to information about Open Enrollment), upon approval by supervisor.
- e. Phone number (phone numbers should be identified as either desk or mobile number) and fax number (fax numbers should be identified as such)
- f. QR code for contact card information or the Department of Corrections’ recruitment webpage
- g. Link to the Department of Corrections’ website
- h. Credentials after the name (for example, QMHP, MBA, MD, JD, etc.)
- i. Pronouns
- j. Mailing address
- k. Other Department of Correction titles, upon approval by supervisor
- l. Confidentiality notice placed after the signature block.

“Confidentiality notice: This email may contain information that is privileged, confidential, or otherwise exempt from disclosure under applicable law. If you are not the addressee or it appears from the content, context, or otherwise that you have received this email in error, please advise me immediately by reply email, keep the contents confidential, and immediately delete the message and any attachments from your system. Thank you.”

3. Prohibited Elements:

- a. Quotations
 - b. Images
 - c. Links or QR Codes to Department of Corrections social media, excluding elements listed as optional according to this policy
 - d. Links to other agencies, businesses, organizations, or services
4. Samples of initial email signatures:



Bobby Bonotz
 Correctional Sergeant
 Oregon State Penitentiary
bobby.bonotz@doc.oregon.gov
 503-555-5555

Bobby Bonotz
 Volunteer Services Coordinator
 Correctional Services
 Oregon Department of Corrections
bobby.bonotz@doc.oregon.gov
 503-555-5555



5. Sample of reply signature with optional closing line:

Regards,

Bobby

III. IMPLEMENTATION

This policy will be adopted immediately without further modification.

Certified: _____ signature on file _____

Julie Vaughn, Rules Coordinator

Approved: _____ signature on file _____

Heidi Steward, Deputy Director