Community and Social Services
Digital Communication Do's and Don'ts

Information Collection

Anytime personal information is collected, provide the Common Notification or relevant program specific information collection notice (i.e. declaration).

Note: Communication of decisions must follow current program policy

All Methods	Email
✓ Only use GoA devices and Government of Alberta (GoA) accounts ✓ Use the correct email address, phone/fax number for recipient ✓ Do not send identifying or sensitive info ✓ Use other channels if you don't receive a response ✓ Send a confirmation email, fax or text before sending additional information	✓ Use to exchange info, such as sending and receiving documents. ✓ To send a document either 1) use https://sendfile.alberta.ca or 2) password protect and email

Fax	Videoconferencing (for program purpose)
✓ Send a confirmation fax first ✓ Send separate faxes for each individual's information ✓ If faxing a public machine, ensure individual is waiting for fax	✓ Use a private workspace with a closed door ✓ Do introductions at start of meeting ✓ Obtain consent for recording

Skype/Lync	Cloud Storage
✓ Can be used for external and internal communications	✗ Use of cloud storage is not supported for sharing documents

Social Media/Facebook	Text Messages
✗ Do NOT use any social media platforms including	✓ Free apps and Wi-Fi have increased use of text messaging ✓ Keep text conversations to general information (no personal information or CSS decisions)

Identity Verification

- Email/text the individual for the first time while meeting with them or in a phone conversation to ensure they receive the email/text
- Ensure individual verbally shares 3 pieces of Identifying Information (ID)

Documentation

- Summarize the communication in a contact note specifying the communication method
- Print and file (or image) documents or attachments
- Once documented, retain email for one year period

Alberta