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<b>Written Communications</b>	<b>ACA Standards: None</b>		
<b>Scott Crow, Director Oklahoma Department of Corrections</b>		<b>Signature on File</b>	

## **Guidelines for Written Communications**

The Oklahoma Department of Corrections (ODOC) has established guidelines for written communications for internal and external communications.

### **I. Definitions**

#### **A. Block Business Format**

A business letter format where all text is left aligned and single-spaced.

#### **B. Business Cards**

Cards that identify agency personnel to others inside and outside the agency.

#### **C. Electronic Mail**

Electronic mail (e-mail) is a digital mechanism for exchanging messages through internet or intranet communication platforms.

#### **D. Broadcasts**

Broadcasts are e-mails sent statewide or to area-specific through

GovDelivery, a web-based e-mail subscription management system.

E. Interoffice Memorandum

An informal correspondence intended to expedite the exchange of written messages within the organization.

F. Letter

A formal business correspondence written to anyone inside or outside the agency.

G. Microsoft Office Profile Photograph

The Microsoft Office profile photograph will appear in all Microsoft 365 applications (e.g., Outlook, SharePoint, Word, Excel, PowerPoint, OneNote, Teams, Yammer, etc.).

II. Written Correspondence

All written correspondence is a direct reflection on the Oklahoma Department of Corrections and will promote an image of quality. All handwritten and/or printed correspondence, legal documents, ODOC attachments/forms, and other state and federal forms will be done in black ink unless instructed otherwise by the agency director or their designee.

A. External Letters

1. Letters will be prepared in the block business format.
2. All letters will be printed using the standard agency letterhead and envelopes as outlined below.
  - a. All external letters will utilize the "ODOC Letterhead" ([Attachment A](#), attached). Attachment item references at the top right and bottom right will be removed prior to submission.
  - b. Continuation Pages of Letters
    - (1) Continuation pages of letters will be prepared on plain paper of the same quality as the stationery.
    - (2) A continuation page heading will be used in a style consistent with the style of the letter.
3. Envelopes
  - a. Standard business envelopes will be #10, 24 lb., recycled stock, white in color, with or without window.

- b. Envelopes will be printed with the name and address of the appropriate work location as the return address in black ink.
- c. All envelopes will utilize the example in “ODOC Standard Envelope” ([Attachment B](#), attached).

B. Interoffice Memorandums

Interoffice memorandums will be prepared in the block business format consistent with the agency format in “ODOC Interoffice Memorandum” ([Attachment C](#), attached) and “ODOC Interoffice Memorandum – Director’s Approval” ([Attachment D](#), attached). Attachment item references at the top right and bottom right will be removed prior to submission.

C. Business Cards

The business card format is illustrated in “ODOC Business Card Format” ([Attachments E](#), attached). Business cards will be standard size (3.5” x 2”), 80 lb. recycled cover stock paper, white in color; imprinted with the new corrections logo; the person’s name and title; appropriate work location name; the person’s work location address, telephone number, and fax number, e-mail address; and the website address. Business cards will be purchased through Central Printing or printed in-house.

III. Electronic Mail

A. Signature Block Requirements

The e-mail signature block will appear as in “ODOC E-mail Signature Block” ([Attachment F](#), attached) with exception to items that are not applicable to all staff (e.g., facility name, fax number, or cell phone number). The first line of the signature block will be in 12-point Arial Bold, while the rest is to be in 12-point Arial Regular. Please note no other information besides the following, including the ODOC mission and disclaimer, will be included in the signature block.

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1. Name;
2. Job Title;
3. Facility Name (if applicable);
4. Division or department or unit;
5. Agency name;
6. Phone number;
7. Fax number (if applicable);
8. Cell phone number (if applicable);
9. Oklahoma website (Oklahoma.gov);
10. Agency Website (Oklahoma.gov/doc); and
11. Oklahoma Corrections logo.

#### IV. Broadcasts

##### A. GovDelivery System

1. The following guidelines will be observed when submitting content for broadcasts through the GovDelivery system.
  - a. Promotions of upper managers (including deputy wardens, regional administrators, and chiefs of security) to include a brief bio of career progression and education. Please ensure that promotion announcements are not lengthy and do not appear boastful;
  - b. Obituaries for current or retired employees, if available, will include a warm, smiling, informal photograph (not work headshot) of the employee. The text will help staff see the human side of the employee, not just career progression. Only one announcement per death will be sent statewide;
  - c. Funeral service information for immediate family only (spouse, children, siblings, parents, mother/father-in-law; will not include grandparents or grandchildren unless individual was raised by grandparent or was raising grandchild). Funeral service information will be included. Only one announcement per death will be sent statewide;
  - d. Missing field files;

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- e. Facility need for inmates with specific skills;
- f. Fundraisers for employee committees. Fundraising items (excluding bake sale items) will be ODOC-related, i.e., include badge, logo, ODOC, corrections, Department of Corrections, etc. When a question of appropriateness arises, the chief of Staff's judgment will prevail;
- g. Training, programs or conferences and other events or activities available to all ODOC staff;
- h. Power outages resulting in interruption of e-mail and phone services;
- i. Change of addresses and/or phone numbers for facility, unit, etc.;
- j. Communication updates, (i.e., Director's Update, news releases, COVID information, etc.);
- k. Personnel and protocol information (i.e., new letterhead, how-to, affecting all ODOC employees);
- l. Governor's Executive Orders;
- m. Information Technology updates and interruptions of service;
- n. Retirements; and
- o. Other broadcasts as defined by the agency director or their designee.

B. Approval Process

All content will be submitted through the chain of command to the appropriate executive staff member utilizing the "ODOC Request for Broadcast" form ([Attachment H](#), attached).

Each executive staff member may designate an individual in their unit responsible for management questions regarding broadcasts and approval. Designees' names will be forwarded to the social media manager. These individuals will coordinate, review, and approve content to be broadcast utilizing the GovDelivery system. All content, once reviewed and approved, will be submitted along with the "ODOC Request for Broadcast" form ([Attachment H](#), attached) to the social media manager.

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V. Microsoft Office Profile Photograph

The Microsoft Office profile photograph will appear as in “ODOC Microsoft Office Profile Photographs” ([Attachment G](#), attached). The Corrections logo will be smaller than 4MB and be a .jpg, .png, or .gif file. It may take up to 48 hours for the new image to appear.

VI. References

Policy Statement P-020100 entitled “Management of Oklahoma Department of Corrections Information”

VII. Action

All upper management staff will be responsible for compliance with these procedures.

The Public Information Manager will be responsible for the annual review and revisions.

Any exceptions to this operations memorandum will require prior written approval from the director.

Replaced: OP-020107 entitled “Guidelines for Written Communication” dated June 30, 2021

Deleted: OP-020107 Revision-01 dated December 17, 2021

Distribution: Policy and Operations Manual  
Agency Website

<u>Attachments</u>	<u>Title</u>	<u>Location</u>
<a href="#">Attachment A</a>	“ODOC Letterhead”	Attached
<a href="#">Attachment B</a>	“ODOC Standard Envelope”	Attached
<a href="#">Attachment C</a>	“ODOC Interoffice Memorandum”	Attached
<a href="#">Attachment D</a>	“ODOC Interoffice Memorandum – Director’s Approval”	Attached
<a href="#">Attachment E</a>	“ODOC Business Card Format”	Attached
<a href="#">Attachment F</a>	“ODOC E-mail Signature Block”	Attached
<a href="#">Attachment G</a>	“ODOC Microsoft Office Profile Photographs”	Attached
<a href="#">Attachment H</a>	“ODOC Request for Broadcast”	Attached