

## Operational Policy

<b>Policy title:</b>	Use of Collaborative Messaging, Video, and Recording Tools		
<b>Policy number:</b>	ODHS OHA 010-024		
<b>Original date:</b>	11/02/2020	<b>Last update:</b>	11/02/2020
<b>Approved:</b>	Don Erickson, ODHS Chief Administrative Officer Kris Kautz, OHA Deputy Director		

### Purpose

The Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) are committed to the appropriate and professional use of the tools within collaborative software.

### Description

This policy describes the appropriate use of messaging, video, and recording tools available to agency staff through collaborative software.

### Applicability

This policy applies to all ODHS and OHA staff including employees, volunteers, trainees and interns.

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service.

### Policy

1. ODHS and OHA staff shall use all agency-provided collaborative tools only for the purpose of performing or facilitating work or improving job performance.
2. Messages relayed through instant messaging, chat, and group chat, and videos or meeting recordings posted to internal agency sites are:
  - a. Subject to record retention policies.
  - b. Subject to public records requests.
  - c. Retained by the ODHS|OHA data systems for the appropriate retention period even when deleted by the user.
3. ODHS|OHA staff shall notify all meeting participants before recording meetings or events with any tool. Other requirements may apply to:
  - a. Recording in situations involving manager-staff meetings, grievances, discipline, or other processes guided by the ODHS|OHA Offices of Human Resources or union contracts that may only be recorded with the consent of all parties.

- b. Broad based communications projects that are managed by the ODHS|OHA Offices of Communications. These recordings may require written releases from some or all parties.
  - c. Recording of contracted services may require special permissions from the contractor prior to posting or sharing.
4. Audio or video recording applications shall not be used to record meetings that include information that would identify an individual served by the agencies whether the information is written and screenshared or spoken. Staff sharing audio or video meeting recordings should review agency privacy and security policies.
  5. ODHS|OHA staff shall post only work-related or approved audio or video (no individual, personal, performance or pet video) to ODHS|OHA channels or sites.
  6. Participants in audio or video posted to ODHS|OHA channels or sites shall adhere to professional standards of conduct.
  7. Staff shall not make unapproved modifications to original audio or video recording of meetings.
  8. Staff shall not share audio or video created with ODHS|OHA-provided applications outside the ODHS|OHA channels or networks, except through approved Communications or Public Records processes.
  9. The creation of specific video sharing channels or Live Events through the agencies' access to Microsoft 365 products is through a process approved by the Enterprise Communication, Collaboration and Productivity Strategy Team (ECCP) and managed through Office of Information Services.
  10. Staff creating and uploading audio or video recordings shall review the related policies and guidelines below.

## **References**

[ODHS|OHA Security and Privacy Services Office](#)

## **Forms referenced**

## **Related policies**

[DAS 50.010.03 Maintaining a Professional Workplace](#)

[DAS 50.010.01 Discrimination and Harassment Free Workplace](#)

[ODHS|OHA 010-003 Political Activity Policy](#)

## **Contact**

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## **Policy history**

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