Florida
Division of Emergency Management

CORRESPONDENCE GUIDE

Division of Emergency Management
2555 Shumard Oak Boulevard
Tallahassee, Florida 32399-2100

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SECTION I - CORRESPONDENCE

Division Font Style

The preferred fonts for DEM text are Arial, font size should be 12.

A. Letters to be Signed by the Director

Date the final letter for signature two business days after the typing date.

If the letter is for your signature, the opening paragraph should say: “Director Koon asked that I respond to your letter of (date) concerning (subject) on his behalf.” This can be altered slightly but should be kept simple.

The signature block for all letters is indented seven tabs (3.5 inches) from the (1 inch) left margin and aligned with the date.

Sincerely, (*press Enter four times)*

Bryan W. Koon, Director

BWK/writer’s initials/typist’s initials

A sample letter follows on the next two pages showing the signature block for Deputy Director.

(LETTERHEAD HERE)

Date (*press Enter four times, 3.5inches)*

Mr. John Doe, Executive Director
Florida Housing Finance Corporation
123 Jones Street
Tallahassee, Florida 32399 (*press Enter twice)*

Attention: Mr. Vera Plain *(press Enter twice) [optional line]*

Re: If the subject is more than one line, the second line is to begin directly under the beginning of the first line *(press Enter twice)*

Dear Mr. Doe:

Left and right margins should be set at one (1) inch each. If tabs are set on default, tab over six times (3 inches) to type the date. To begin a new sentence, there should be two (2) spaces after each period. There should be at least three blank lines between the date and inside address and two spaces between the state and the zip code. For proofing, it's best to show your paragraph markings on the Home Tab in Word 2007.

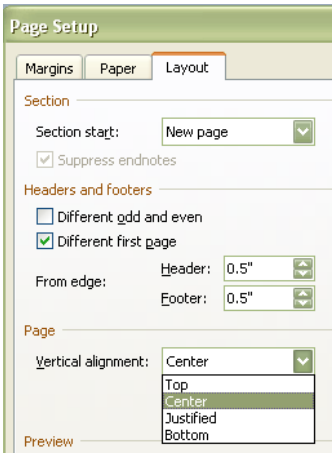
There should be one blank line between paragraphs. *(press Enter twice)*

If you are responding to a letter to be signed by Director Koon suggested beginning is: "Thank you for your (date) letter regarding...." or "Thank you for contacting the Florida Division of Emergency Management (DEM), State Emergency Response Team (SERT). We send our best wishes and commend your commitment to public safety. Please know that the Florida Division of Emergency Management and, by extension, the State Emergency Response Team (SERT) is aware of your concerns to improve the methods and ways in which we prepare for, respond to, recover from and mitigate against disasters."

If you have been asked to respond over your own signature, an appropriate beginning would be: "Thank you for your letter of (date) to Director Koon regarding…. The Director asked that I respond to his behalf."

Do not write overly long sentences. If a sentence runs on for several lines, end it earlier and begin another sentence. Center the letter vertically on the first page. (Page Layout, Page Setup and change Page Vertical alignment to Center.)

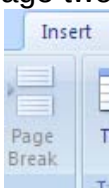
Mr. John Doe
Date
Page Two (spell out number) *(press Enter three times)*



Date the final letter for signature two business days after the typing date. Begin typing the body of the second page on the third line below the "Page Two" as shown on this page.

All lines of the signature block are aligned with the date (i.e., seven tabs from the left margin [or 3.5 inches]).

Insert a Page Break to continue on page two (do not hold down the Enter key).



All employees should be familiar with this information. Please remember how you present the division or yourself on paper is how people see the division and you.

Sincerely, *(press Enter four times)*

David Halstead, Deputy Director

BWK/writer's initials/typist's initials *(press Enter twice)*

Enclosure *(press Enter twice)*

cc: Ms. Barbara Watson *(Use one tab between the colon and name.*
If there are two cc's, use a tab to align the names.)

B. Memoranda

Memoranda are considered an informal way to communicate. There is no adopted format that you must follow as long as it is neat and easy to read. See the sample below.

EXAMPLE #1

Date (center date)

M E M O R A N D U M

TO: County Emergency Management Directors

FROM: John Doe, Planner II

SUBJECT: Example of a Memorandum

This is one example of how to format a memorandum (memo). Always write external memos on letterhead. Memorandums can be sent to County Emergency Management Offices and the Emergency Coordinating Officers, all other correspondence must be in letter format.

JD/em/ws

EXAMPLE #2

Date

M E M O R A N D U M

TO: State Emergency Coordinating Officers

FROM: John Doe, Planner II

SUBJECT: Example of a Memorandum

This is one example of how to format a memorandum (memo). Always write external memos on letterhead. Memorandums can be sent to County Emergency Management Offices and the Emergency Coordinating Officers, all other correspondence must be in letter format.

JD/em/ws

C. DEM Signature Block for E-mails

DEM has adopted a standard signature block for all emails. Below is the required format for all DEM staff to adhere to in regards to the signature blocks on emails in Outlook. The only exception is the inclusion or exclusion of cellular phone numbers in the signature block; otherwise this format should be followed exactly. No other fonts, colors, sizes, quotes or graphics should be used in the signature block.

If you have questions please contact your supervisor and/or your Bureau's Administrative Assistant.

STANDARD DEM SIGNATURE BLOCK FOR E-MAIL:
Arial standard font size should be 12.

Name
Title
Florida Division of Emergency Management
Office: (850) 413-0000
Mobile: (850) 519-0000 (optional)
Fax: (850) 413-0001
www.FloridaDisaster.org

D. Telephones

Telephone Information

Please answer the telephone with the name of our Division and your name. If you are a new employee be sure and check with your Bureau's Administrative Assistant or your Section's Administration Assistant on making a new message with your name. All messages should be responded to in a timely manner. If you travel or are away from the office you can access your telephone messages remotely (see instructions below).

VOICE MAIL

To contact the state voicemail system you can press the "Voice Mail" button on your phone or call 850-487-1070 (or *90) and enter your pass code. If the voice mail has just been set up, the pass code should be the seven-digit number associated with that phone. The tutorial under "user options" will walk you through the setup process.

To access your telephone from outside of the office you can either dial the state voicemail message center at 850-487-1070 and enter your telephone number or dial your own number, once your message starts playing you will need to press the asterisk (*) key, the system will ask for your pass code.

CALL FORWARD

To forward your calls to another number you can press the "Call Forward" button which will show a flashing symbol, dial the number your are forwarding your calls to and press "Call Forward again, which should now show a solid symbol OR dial *72; hear special dial tone. Dial the number you want to receive your calls; you will hear a confirmation tone; hang up. When away from the office you can forward your calls to voice mail so that callers will go directly to voicemail rather than listening to 5 or 6 rings and then going to voicemail. (*72; hear tone; dial 850-487-1070; hang up) Red light or a solid arrow pointing to the right (▷) will appear.

RECALL FORWARDING

To bring your phone back to normal operation simply dial *73 or press the "Call Forward" button once (the ▷ will disappear.)

3 WAY CONFERENCING

Ask caller to hold. Press "Link" or "Transfer" once you hear a dial tone dial the new number; tell recipient that you are conference calling or transferring the call and press "Link" or "Transfer" once. All three phone lines should be able to talk. To silently disconnect your call and leave the others talking, press the orange "Rls" button.

PICKUP SOMEONE ELSE'S PHONE

*76 will allow you to pickup a ringing telephone as long as the ringing phone is in your same group.

CALL PARK

While on the phone, press "Call Park", go to another phone and dial the number you "parked" the call on.

E. FloridaDisaster.org Emails

Emails from the Division's website, FloridaDisaster.org, is checked daily and the content of the message is read and determined which staff member could respond most effectively.

For closure the responding staff person sends a copy to EOC-FloridaDisaster (address is in Outlook's Global Address List).

Please respond within three (3) business days – if not sooner.

SECTION II - ROUTING OF DEM CORRESPONDENCE

All correspondence should have a Correspondence Routing/Review Form on the front. This allows the writer, support staff and reviewers/managers to review and make comments and/or sign-off on the documents. All correspondence should be routed in a folder. The correspondence routing folder should be arranged with the original correspondence on the left side and the draft or final letter on the right side. If multiple drafts are needed, please number as appropriate. A Correspondence Review Form must be attached to the outside of the folder to be initialed by those who review and approve the letter.

Once the draft is approved by all reviewing/supervisory levels, it is returned to the originator or their support staff to finalize (single-spaced on letterhead). Once finalized, it can be given directly to the signer, keeping all versions of the draft letter in the folder in order. If the signer makes changes, the letter does not have to be routed through all levels again. If the letter is to be signed by the Director, the bureau contact person walks it to the Director's Office for tracking.

NOTE: *If someone is out of the office for an extended period and no one has been delegated to act on his/her behalf, the correspondence should go on to the next supervisory level for approval. Do not delay correspondence because someone is away from the office.*

The majority of DEM's correspondence is signed on the Bureau Chief level. However, if a correspondence requires the Director or Deputy Director's signature, please take it to the Director's Assistant for handling. If she/he is away from their, place the file in the in-tray/basket.

FLORIDA DIVISION OF EMERGENCY MANAGEMENT

CORRESPONDENCE ROUTING/REVIEW FORM

TRANSMITTAL DATE:_____**DUE DATE:** _____

ASSIGNED TO/or AUTHOR:_____**Phone #:**_____

TOPIC:

_____

_____

_____

ROUTE IN NUMBER ORDER

#	Route To	Initials	Date	#	Route To	Initials	Date
	Director				Preparedness		
	General Counsel				Response		
	Legislative/External Affairs				Recovery		
	County Liaison				Mitigation		
	Military Liaison				Finance & Administration		
					Community Program Manager		
					Planning Manager		
					Administrative Assistant		
					Additional lists for customizing		
					per Section and/or unit		

IS THE CORRESPONDENCE YOU ARE REPLYING TO ENCLOSED?_____

Comments_____

_____

_____

SECTION III - GOVERNOR'S CORRESPONDENCE

WRITTEN MAIL

The Governor's Citizens Services Office forwards DEM-related written correspondence and emails from citizens, to the Correspondence Coordinator in the Director's Office. These correspondences are answered directly by the coordinator or forwarded to the appropriate Bureau's Administrative Assistant. The AA reads the correspondence, assigns staff and tracks. This correspondence will have a cover sheet, listing ways to handle, i.e., Letter/Phone Call/E-Mail/Other, Special Notes and the Due Date.

Once you have handled, please fill out the cover sheet appropriately and return it and if applicable the corresponding letter to the Bureau AA and she/he will insure it is completed and returned to the coordinator for closure with the Governor's Office of Citizen Services.

If you need to prepare a letter for the Governor's signature, please see the Correspondence Coordinator for the EOG Correspondence Manual – January 2011 (Provided in the Correspondence Portfolio)

ELECTRONIC MAIL

If an e-mail is sent to you to respond to, please do so within three (3) business days. If a response requires substantive research and will take more than a few days, please notify the citizen right away to let them know the Governor received their e-mail and asked you to look into the situation. Try to give the citizen an anticipated date that you will contact them again. It is intended that most emails to the Governor will be answered directly by the DEM staff. Please COPY the Correspondence Coordinator on all email correspondences.

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SECTION IV - HELPFUL HINTS

Acronyms and Abbreviations
When using acronyms and/or abbreviating, spell out the name the first time and follow with the acronym/abbreviation in parentheses. [Example: Florida Division of Emergency Management (FDEM).] Be consistent throughout the document using either the acronym/abbreviation or the complete spelling.

Additional Pages and Letterhead

- Use letterhead on the first page only. One-page letters are preferred, however, use more if the first page appears crowded. There is a "Make it Fit" option in Word that can be used to change font size and line spacing.
- Second page - if it looks better to move the entire last paragraph to the second page, do so. However, do not leave a large blank area on the first page. Use your judgment to make the letter attractive and balanced.

Address Block

When addressing a letter, the only thing that can be abbreviated (other than "Mr." or "Ms.") is the state, through spelling out the state is preferable inside the letter (not on the envelope). ***Use either a street address or a post office box but not both!*** If a line in the address is very long (crosses the center of the page or date), use two lines and indent the second line three spaces from the left margin.

Example:
Mr. John Doe
Chairman, Leon County Board
of County Commissioners
123 Main Street
Tallahassee, Florida 32333

Attachments/Enclosures

When sending additional material with your letter, make sure to note "Enclosure(s)" at the bottom, below the identifying initials. See the sample letter on pages 3-4. Leave one blank line between the initials and "Enclosure." (NOTE: *When sending additional material with a letter, use the word "enclosed" in the body of the letter; when sending additional material with a memo, use the word "attached" in the body of the memo.)* At the end of a memo, note "Attachment(s)" in the same way stated above for enclosures.

Carbon Copy (cc:)

We realize no one uses carbon paper anymore, but that's what "cc" (carbon copy) originally meant. Place a notation (cc:) at the left margin two lines (*press Enter key twice)* below identifying initials or enclosure notation, if there is one. Use one tab between the colon and the name. If more than one person is copied, align additional name(s) by tabbing one time from the margin. Blind carbon copies (bcc:) are not shown on the face of the letter.

SECTION IV - HELPFUL HINTS (cont'd.)

Date and Signature Block

Tab over seven times (3.5 inches) for date *and* signature block to keep them aligned.

Font

The preferred font for DEM is Arial 12.

Identifying Initials

Signer's initials should be in caps. Follow them with the author's initials and the typist's initials in lower case letters. (Example: TGP/jp/ws)

Indenting and Spacing

To indent, tab once (0.5 inch) from the left margin. Double-space between paragraphs (one blank line).

Interoffice Mail

When sending items to other state offices located in Tallahassee, use interoffice mail whenever possible. If you need to have a postmark date for some legal reason, use regular mail.

Margins

Set your margins at one inch for top, bottom, left and right.

Path and Filename

Place the path and filename at the end of a draft document in a smaller font to make it easier to locate and edit if the originator is out of the office. (Example: C:\wpmanual.2.wpd) *Do not include this on the face of the final letter*.

Punctuation and Quotation Marks

When using proportionate spacing font, such as Arial, place two spaces after periods at the end of sentences. Periods are always inside quotation marks.

SECTION V - ADDRESSING PUBLIC OFFICIALS

Elected officials are addressed as "The Honorable." Agency heads (i.e., Secretaries) are not addressed as Honorable. See the Governor's Correspondence Manual for more details.

Agency Heads: http://www.myflorida.com/directory/

Director		Mr. Bryan W. Koon, Director Division of Emergency Management
	Salutation:	Dear Director Koon:
	Deputy Director	Mr. David Halstead, Deputy Director Division of Emergency Management
	Salutation:	Dear Mr. Halstead
Secretary		(Sal) (First Name) (Last Name), Secretary Agency Name
	Salutation:	Dear Secretary (Last Name):
	Visit the agencies webpage for current information:	http://www.myflorida.com/directory/

State Officials

Governor		The Honorable Rick Scott Governor of Florida
	Salutation:	Dear Governor Scott:
Lieutenant Governor		The Honorable Jennifer Carroll Lieutenant Governor of Florida
	Salutation:	Dear Lieutenant Governor Carroll:

Local Officials

(use links below for current information)

County: http://www.fl-counties.com/Pages/About_Floridas_Counties/County_Statistics.aspx

Cities: http://www.floridaleagueofcities.com/Directory.aspx

Mayor		The Honorable First name Last Name Mayor, City of NAME
	Salutation:	Dear Mayor Last Name:
Chairman (if female, use Chair)		The Honorable First name Last Name Chairman, NAME County Board of County Commissioners
	Salutation:	Dear Commissioner Last Name:
County Commissioner		The Honorable First name Last Name NAME County Board of County Commissioners
	Salutation:	Dear Commissioner Last Name:

SECTION V - ADDRESSING PUBLIC OFFICIALS (cont'd.)

Florida Cabinet: http://www.myflorida.com/myflorida/cabinet/members.html

Attorney General (if female, use Madam instead of Mr.)		The Honorable First name Last Name Attorney General of Florida
	Salutation:	Dear Mr. Attorney General:
Commissioner of Finance		The Honorable First name Last Name Treasurer and Insurance Commissioner
	Salutation:	Dear Commissioner Last Name:
Commissioner of Agriculture		The Honorable First name Last Name Commissioner of Agriculture
	Salutation:	Dear Commissioner Last Name:

Legislature in General

[Effective Communication you're your Representative (http://www.myfloridahouse.gov/contentViewer.aspx?Category=PublicGuide&File=About_The_Representatives_Effective_Communication_With_Your_Representative.html)]

During the legislative session, all mail to legislators should be sent by interoffice mail to their Capitol complex office, as found in the House and Senate directories or at Online Sunshine **(http://www.leg.state.fl.us).** The rest of the year, mail should be sent to their district address unless otherwise indicated in their correspondence. Legislators who hold office within the House or Senate (such as Speaker, Committee Chair, etc.) are addressed as such *only* when they are being addressed in their capacity as holder of that office. A list of all Florida legislators, with addresses, can be found on the Internet at the following website: **http://www.leg.state.fl.us** . It would be wise to check this site after each election.

Senators

http://www.flsenate.gov/Welcome/index.cfm?CFID=106819971&CFTOKEN=72282149

Publications

- Directory 2010-2012 (PDF)

President of the Florida Senate		The Honorable First name Last Name President, The Senate of Florida
	Salutation:	Dear Mr. President: (if female, use Madam)
State Senator (as committee chair)		The Honorable First name Last Name Chairman, Senate Committee on Community Affairs
	Salutation:	Dear Chairman Last Name:
State Senator		The Honorable First name Last Name Senator, District NUMBER

Salutation: Dear Senator Last Name:

SECTION V - ADDRESSING PUBLIC OFFICIALS (cont'd.)

Representatives

Speaker of the Florida House		The Honorable First name Last Name Speaker, Florida House of Representatives
	Salutation:	Dear Mr. Speaker: (if male use Mr., if female use Madam)
State Representative (as committee chair)		The Honorable First name Last Name Chairman, House Committee on Local Government and Veterans Affairs (committee name has changed)
	Salutation:	Dear Chairman Last Name:
State Representative		The Honorable First name Last Name Representative, District NUMBER
	Salutation:	Dear Representative Last Name: