



Section: Administrative

POLICY: AD 04

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Cellular Telephones/Portable Electronic Devices Policy

Preamble:

Employees may be provided with a cellular phone to provide for safety in their role or ease of contact for work. Other portable devices including but not limited to laptops, ipads, and USB keys may be provided by Contact Brant to support employees' work. Additionally there may be approved circumstances where employees may use personally-owned cell phones to connect to the server.

It is important to outline standards, guidelines, and procedures for appropriate use, reimbursement policies, and other issues related to the use of these devices. It is also important to protect corporate resources, protect employee safety, manage communication costs, and help minimize corporate liability.

Contact Brant will follow legislation including the Personal Health Information Protection Act 2004 (PHIPA), Child Youth and Family Services Act, and the Highway Traffic Act.

Policy:

Employees must ensure confidentiality and privacy are protected at all times on any agency-provided portable electronic device or their own cell phone used for Contact Brant-related business.

Cell phones and service packages provided by Contact Brant must be used responsibly, ethically, and cost-effectively.

Cell phones and other portable devices, whether owned by Contact Brant or personally, will be used safely at all times; use of cellphones and portable devices while driving is strictly forbidden unless using it in hands-free mode.

Procedure:

1. Employees must use cellular phones and other portable devices safely during their working hours and follow the safety information provided in the manufacturer's user's guide.
 - a. Employees are strictly forbidden to drive while holding or using a hand-held wireless communication device that is capable of receiving or transmitting telephone communications, electronic data, mail, or text messages, as outlined in Bill 118 of the Highway Traffic Act.
 - b. Employees are strictly forbidden to drive while holding or using a hand-held wireless electronic entertainment device that is unrelated to the safe operations of the motor vehicle as outlined in Bill 118 of the Highway Traffic Act.

- c. Employees are strictly forbidden to drive if the display screen of a television, computer or other device in the vehicle is visible to the driver as outlined in Bill 118 of the Highway Traffic Act.
- d. As per Bill 118 of the Highway Traffic Act, an exception to the above includes:
 - i. using a device in hands-free mode.
 - ii. a global positioning system navigation device while being used to provide navigation information, or a collision avoidance system device, or the vehicle's instrument or gauge systems that provide information on the status of various systems of the vehicle needing to contact ambulance, police or fire *department* emergency services.
 - iii. The vehicle is off the roadway or is lawfully parked on the roadway.
 - iv. The motor vehicle is not in motion.
 - v. The motor vehicle is not impeding traffic.

Employer's Responsibility

- 2. Possession and use of an agency-owned and supported cell phone is a privilege, not a right. The Chief Executive Officer has sole discretion over the distribution of cellular phones and related technology based on the employee's role and need for such a device to fulfill their job duties.
 - a. The Chief Executive Officer will purchase a cost-effective service package for cellular phones that will meet the business needs of the agency. Contact Brant will pay the expenses of this service package for cellular phones provided by the agency.
 - b. Contact Brant permits appropriate personal use of agency-provided cell phones. Employees are required to pay all costs associated with personal use of cellular phones including but not limited to long distance, use of internet, and downloads/apps.
- 3. Employees who do not have a cell phone provided by the agency and request that their personally-owned cell phones be connected to the server to access their calendar and emails will be considered for approval by the Chief Executive Officer. These employees will be required to follow policy and procedures related to use of cell phones and portable devices.

Employee's Responsibility

- 4. Employees must ensure confidential information is not stored on these portable devices. Use of passwords is mandatory to protect against access by others.
- 5. Any costs related to personal use of Contact Brant equipment must be covered by the employee including but not limited to long distance charges and downloading from the internet.
- 6. Texting is the transmission of an electronic message over a cellular network from one cellphone to another. Texting clients is restricted to those clients that have specifically requested Contact Brant staff communicate by texting.
 - a. Communications will be limited to the details of booking, confirming, changing, or cancelling appointments.

- b. If a client texts a Contact Brant employee about other matters, the employee must respond with a request if the employee can call or set up a meeting to discuss the matter. If an event arises that an employee deems a crisis for the client, texting other information with the client is permissible; the employee will inform their supervisor as soon as practical of the content of texting and the explanation for making a decision that communications were not in line with the limitations in this policy.
 - c. All texting must be professional according to the Standards of Professional Conduct Policy as well as the Computer and IT Policy.
 - d. Employees will use caution in that they have no certainty that the person they are texting is the person they believe it to be.
 - e. All texting messages to and from clients must be documented in EMHware.
7. Personal texting, accessing social media, or calls on cell phones, whether provided by the agency or owned by the employee, during work hours must be limited to breaks and lunch time. Exceptions will be made for urgent family matters.
8. Employees must follow agency policies, including the Professional Code of Conduct Policy, in regards to using the agency-provided cell phone or their own cell phone on Contact Brant-related business.
9. Neither agency-owned nor personally-owned cell phones connected to the server may be used to conduct illegal transactions, harassment, or any other unacceptable behaviour, as defined in Contact Brant's policies including but not limited to Workplace Harassment and Violence, Professional Code of Conduct, and Privacy and Confidentiality.
10. The monthly cellular phone invoice will be reviewed by the Executive Assistant to determine if the package meets the business needs of the agency and will notify employees of any personal costs that they are required to reimburse the agency.
11. All employees receiving a cellular telephone will notify Bell Mobility at 1-800-667-0123 immediately if it is lost or stolen, as well as their supervisor.
- a. Employees will be responsible for reimbursing Contact Brant for the full costs of damaged, lost, or stolen cell phones and related accessories if they were damaged, lost, or stolen due to user negligence or neglect.
12. All Contact Brant equipment supplied to an employee will be returned to Contact Brant at the termination of employment or job duties. Employees will:
- a. Ensure that personal charges are reconciled prior to departing the employ of Contact Brant.
 - b. Surrender his or her company-owned cell phone to the Chief Executive Officer.
 - c. If charges are not reconciled or items are not returned, Contact Brant will withhold from the final pay any personal charges not reimbursed, and an amount equivalent to the current value of the equipment as quoted by the agency's IT Support agent at that time.