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Supersedes: Feb 2011

GENERAL MANUAL POLICY

APPROVED BY:



Executive Director

CATEGORY: Finance

TOPIC: Cell Phone Policy

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POLICY

Cell phones are used by *Community Living Thunder Bay* (CLTB) employees for internal and external communication. For the purposes of this policy, cell phones are understood to include any device that makes or receives phone calls, leaves messages, sends text messages, surfs the Internet, or downloads and allows for the reading of and responding to e-mail, whether the device is company supplied or personally owned.

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PROCEDURE:

1. Access to Company Supplied Cell Phones

1.1 Cellular phone services (or reimbursement of costs for personal cellular phone service) are provided to all employees deemed to require them based on demonstrated need and job function or to enhance company efficiency and provide safety and/or security.

1.2 The cellular phone device as well as any and all accessories provided for use by employees remain the property of CLTB and must be returned to the employer upon termination of employment. This includes manuals, cords, etc that come with the device.

2. Use of Company Supplied Cell Phones

2.1 Employees shall not use *Community Living Thunder Bay* supplied cell phones for illegal, disruptive, unethical or unprofessional activities, or for personal gain, or for any purpose that would jeopardize the legitimate interests of the *Community Living Thunder Bay*.

2.2 The sum total of all business and personal use must not exceed the limits prescribed by the individual plan of each user unless approved by management. Charges relating to excessive use by an employee may result in employee reimbursement to CLTB.

3. Use of Personal Cell Phones

3.1 The use of personal cell phones for business purposes should be limited to necessity, unless approved as reimbursed business use device (BYOD), in which costs incurred for employment related use are reimbursed as per section 7 (below).

3.2 Employees may use cell phones during work hours for any legitimate personal safety, security or emergency purposes.

3.3 All communications using personal cell phones during work hours, or conducted on *Community Living Thunder Bay* property, or while on *Community Living Thunder Bay* business – verbal, written or other – must meet professional standards of conduct.

3.4 Employees shall not use personal cell phones during work hours, on company property, or while on company business for illegal, disruptive, unethical or unprofessional activities, or for personal gain, or for any purpose that would jeopardize the legitimate interests of the *Community Living Thunder Bay*.

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4. General Use

4.1 Cell phones can be a distraction in the workplace. To ensure the effectiveness of meetings, employees are asked to turn their phone off, or at a minimum to 'vibrate' mode. If it is necessary to accept a phone call while you are attending a meeting, it is courteous to excuse yourself from the meeting room prior to answering the call.

5. Use of Cell Phones While Driving

5.1. *Community Living Thunder Bay* employees are required to exercise due diligence while operating a motor vehicle on company business. Using a hand-held device while driving is not only prohibited, it is an offense.

5.2. Employees are encouraged to make use of voicemail while driving, and to check and return calls at safe opportunities (during a rest stop, before leaving, upon arrival).

5.3. *CLTB* employees may use cell phones and other wireless devices to conduct conversations when they drive as long as they use blue-tooth other hands-free devices. However, employees are strongly encouraged to keep calls as brief as possible and to pull off the roadways when conversations become technical or emotional in nature.

6. Privacy and Access

6.1 A detailed statement for each *Community Living Thunder Bay* supplied cell phone is received monthly from the service provider and is reviewed by Finance and will be brought to the attention of employee's manager, if any irregularities.

6.2 When a *Community Living Thunder Bay* supplied or reimbursed personal cell phone is damaged, lost, otherwise compromised or stolen, such incidents must be reported immediately to the employee's manager and the System Administrator (Director Finance & Property, in their absence).

7. BYOD "Bring Your Own Device": using personal device for business

7.1. *Community Living Thunder Bay* employees, approved by the Director Finance & Property to have a work cell phone, have the option to use their own personal device to access work email and calendars; and use the cell for work phones calls, email and text messages, provided they abide by and sign the "Appendix A" employee affirmation of acceptable use and mandatory security, below. Such employees will be reimbursed up to up to \$25/month for those approved to use a cell phone or \$40/month for those approved to use a smart phone.

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7.2. Community Living Thunder Bay employees approved for a device by the employees' manager and the Director Finance & Property who are contracting for a new phone (company or personal) are authorized for the zero cost base models phone/contract, which can be upgraded every 24 months. Company phones lost or stolen during business use during this two year period may be replaced once, depending on the circumstances.

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Appendix A: Community Living Thunder Bay Cell Phone Use and Security

I, _____, (please print) employee or authorized stakeholder of Community Living Thunder Bay; promise to abide by the following rules when using a company supplied or company reimbursed cell or smart phone:

1. I will follow "computer use" policy re inappropriate web content and illegal or harassing activities while using my device
2. I will not drive a motor vehicle while using the device
3. I will engage the 4 digit security code function of my device
4. I will install free tracking app (phone finder) and/or work with Systems Administrator to ensure the phone can be wiped clean should it be lost, stolen or when my employment (relationship) ends with Community Living Thunder Bay.
5. I will install and update antivirus app
6. I will not share my location except with those I trust ...use GPS sparingly.
7. I will back up my device (on computer) with my personal contact information, personal pictures, music, etc.,
8. I acknowledge that all business data on CLTB (owned or reimbursed) devices is the property of CLTB.
9. I will notify the System Administrator immediately should my device be lost, stolen or compromised.
10. I acknowledge that I may be required to hand in CLTB devices (either CLTB owned or personal reimbursed devices) immediately upon request and the device may be unavailable for extended periods of time should there be an investigation or legal proceedings. Any device used for CLTB business can be wiped or locked remotely without notice. CLTB is not responsible for any personal data loss.
11. I will reimburse (or not claim) any long distance, roaming or data overage charges incurred for use of company approved (or reimbursed) cell/smart phone device that are not related to CLTB business activities. I will also minimize company costs by purchasing a data package when traveling out of the country.

Signature of Employee: _____

Date: _____

