

Cell Phones and Other Mobile Communications Devices – Deployment and Use

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Revised Date	November 9, 2016	Approved Date	June 28, 2000

Introduction

Used appropriately, cellular/smart phones and other mobile communication devices can support timely communication and facilitate the delivery of health unit services. These devices can also enable immediate response to urgent needs and/or can be used for emergency communications when personal safety and security concerns arise.

The use of mobile communication devices can also introduce a measure of risk to the agency and the individual and as such, it is important for the agency to define parameters within which the agency supports and encourages the use of these devices. It is the responsibility of each individual to take care of his/her own safety while at work and to ensure that activities do not adversely affect the health and safety of others.

Purpose

The purpose of this policy is to inform Simcoe Muskoka District Health Unit Board of Health members, employees, students, and volunteers of the parameters within which the agency supports the deployment and use of mobile communication devices in the conduct of agency business.

Legislative Authority

N/A

Policy Definitions and Interpretation

This policy applies to the use of mobile communication devices that are supplied by the agency to support communication and service delivery.

Supervisor as used within this policy is a term inclusive of all management personnel— Medical Officer of Health, Director, Chief Nursing Officer, Manager, Supervisor and Area Planner.

Mobile Communication Device is a comprehensive term and includes, but is not limited to, the following: cell phones, smart phones, two-way radios, pagers, laptops or tablets with an air card or rocket stick, and modems and hubs that support connectivity.

Policy

Deployment and Use

Mobile communication devices are assigned to health unit personnel based on program and service delivery requirements and personal safety and security requirements. Executive Committee will establish the employee groups who will be assigned these devices based on defined roles and responsibilities.

Mobile communication devices and accessories issued by the agency are the property of the health unit whether they be owned, leased or rented. Executive Committee reserves the right to redeploy these units at any time to address agency, department or program needs.

The Director of Human Resources and Infrastructure, is responsible for overseeing the operations, deployment and management of agency mobile devices through the Information Technology (IT) team and the Program Foundations and Finance (PFF) Program Assistant.

Directors are responsible for approving the positions required to have a mobile device for business purposes within their department.

Supervisors are responsible for orienting employees to the policies and parameters for use of these devices.

Employees are responsible for appropriate use of the devices and accessories deployed for their use and will take any and all reasonable and appropriate measures to protect the equipment from loss, theft, damage, misuse etc.

The following activities are strictly prohibited with no exceptions:

- a) use of equipment for financial gain and/or unlawful activities;
- b) downloading of unauthorized: apps, music, ring tones, games or other customizations, and
- c) unauthorized web browsing and data streaming.

Use of agency devices is monitored by agency personnel and records of use are maintained on file for documentation and risk management purposes.

Personal Use and Personal Devices

Personal use of mobile communication devices deployed by the agency for phone calls and texting may be permitted within defined parameters which includes a plan for reimbursement on a cost recovery basis. All recipients of an agency deployed mobile communication device must formally indicate in writing whether or not they wish to use their assigned mobile device for personal phone calls and texting (TQ0108 (F4) Acceptable Use Agreement). Personal use of devices for web browsing, data streaming, personal use of the hot spot feature for connectivity and other data features is **not** permitted. Parameters of acceptable use, as identified in the agency acceptable use policy apply to personal use of agency devices. The health unit reserves the right to discontinue this option for personal use of agency deployed devices at any time.

Use of a staff's own personal mobile communication device to conduct agency business is only permitted under exceptional circumstances and **must not** be used for the transmission of confidential, personal or personal health information.

Safety

Employees, students, volunteers will not use a mobile communication device when driving while on health unit business. This restriction applies to any and all uses including receipt of incoming calls, placing of outgoing calls, creating, sending or reading text messages, emails or pages even if employing a hands free connection.

Security

All mobile communication devices will be encrypted in accordance with agency standards prior to deployment and secured using strong passwords. Employees are responsible for the security of the mobile communication device in their possession and for the agency information stored on the device. Employees will report a lost or stolen device immediately to their Supervisor and the PFF Program Assistant

Procedures

A. Approval and Deployment

1. Supervisors recommend to their department Director, with supporting rationale, the assignment of a mobile communication device for their employees based on program delivery or safety and security related needs.
2. If approved, the department Director advises the IT Supervisor who actions the approved request.
3. The PFF Program Assistant processes a request for the purchase of approved devices, (generating a requisition through eRequester), ordering the device and accessories, updating the Telecommunications database upon receipt, and providing the unit(s) to IT for activation and provisioning of the approved device(s). All mobile communication devices will be encrypted according to agency standards prior to deployment.
4. IT notifies the Supervisor and staff member when the unit is ready for deployment and copies the PFF Program Assistant. The responsible Supervisor reviews the policy and parameters for use with the employee(s).
5. IT deploys the device to the appropriate employee(s), arranges for an orientation to the use of the mobile communication device, and obtains a signed copy of the acceptable use agreement which includes confirmation of whether or not the individual has opted for personal use (see procedure C below).
6. The PFF Program Assistant records in the Telecom database if the device is to be used for personal use and forwards the signed Acceptable Use Agreement TQ0108 (F1) to Payroll who will advise Finance. The document is maintained on file within the individual's personnel file.
7. The Supervisor will ensure that mobile communication devices are returned to the agency when an employee is on leave for an extended period of time or permanently leaves the agency. Upon the return of a device it will be wiped clean of all information stored on the device prior to redeployment. All mobile communications devices removed from circulation will be securely destroyed as a privacy measure.
8. Staff will immediately report lost or stolen devices to their respective Supervisor and to the PFF Program Assistant. After hours also notify facilities on call.

B. Device and Information Tracking and Monitoring

1. The PFF Program Assistant processes the orders, receives and inventories all mobile communication devices.

2. Monthly billing statements are reviewed by the PFF Program Assistant for unusual or excessive use and these activities flagged for the individual and the respective Supervisor if appropriate.
3. Statements are maintained on file in Finance.

C. Personal Use

1. All recipients of an agency cell phone/ must formally indicate in writing using the Acceptable Use Agreement TQ0108 (F1) Section B whether or not they wish to use their assigned mobile device for personal phone calls and texting. This document will be executed upon deployment of the device. Reimbursement for personal use for **local phone calls and texting** will be charged a flat rate per month on a cost recovery basis. This reimbursement for employees opting for personal use will be implemented through payroll deductions for the current and ensuing calendar years until either the employee or the Health Unit cancel in writing the continued use of the device for personal use.
2. Employees who indicate on the Acceptable Use Agreement form Section B Personal Use that they do not intend to use the agency deployed mobile device for personal phone calls or texting, but subsequently do so, will be automatically enrolled in the payroll deduction plan for the remainder of the year. If an employee signs the form indicating they will not use the phone for personal use and then does so, the employee will now, by their signature, be agreeing to the payroll deduction of the SMDHU approved flat rate per month.
3. The monthly reimbursement does not cover personal use of data and use of data for personal reasons is not permitted. The fee only covers local phone calls and texting. In addition to the monthly fee, staff will be responsible for the actual cost of any and all other charges for "extras" that result from personal use.
4. Billing information by device is available through the PFF Program Assistant. Employees will review monthly bills as required **on their own time** to identify costs incurred as a result of personal use. Employees will highlight billings where personal use was incurred and submit to Finance with appropriate reimbursement.
5. Personal use of devices for web searching, personal use of the hot spot feature for connectivity and other data features is **not** permitted due to the current limitations for data on the devices and the potential for extra-ordinary charges being incurred as a result.
6. The device and telephone number are the property of the health unit and may be re-assigned or redeployed at the discretion of the health unit. Billings and the information contained therein are also retained as records under the custody and control of the health unit.
7. This personal use option along with the parameters and rates for reimbursement will be reviewed annually and adjusted as necessary on a cost recovery basis.

Related Policies

Related Forms

TQ0108 (F1) Acceptable Use

Final Approval Signature: _____

Review/Revision History:

Revised: May 14, 2008

September 2010 Policy re-numbered, previous number B4.140

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