Children’s Friend and Service

Policy and Procedures

**Policy Title:** Use of Cell Phones and Other Digital Communication Devices during Work Time

**Program or Department:** Administration

**Author’s Name and Title:** Louis Scrнима, Administrator, Human Resources

**Staff Member(s) Responsible for Implementation:** Managers, Supervisors, Head Teachers, Lead Teachers, Human Resources/Payroll Coordinators

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**Procedures Written/Revised by:** Joseph Lezon, Chief Information Officer  
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**Policy:**
Children’s Friend believes that cell phones and other digital communication devices offer the ability to both positively and negatively impact the delivery of quality services and safety. It is the agency’s policy to encourage the use of these devices when it will positively impact the delivery of quality services and/or when it will improve safety. The agency will prohibit the use of these devices when it will negatively impact the delivery of quality services, decrease safety, or be disruptive to others.

**Procedures:**
1) For the purpose of this policy “persons or employees” refer to employees, per-diem employees, volunteers, contractors, and student interns.

2) All persons covered by this policy will devote their full attention to clients or students during work hours.

3) All persons covered by this policy shall keep their cell phones, or any other digital communication device, turned off while they are in the classroom.

4) All persons covered by this policy shall not use their cell phones, or any other digital communication device, for personal use while delivering services to clients.
5) All persons covered by this policy shall use their cell phones, or any other digital communication device, in a professional and courteous manner. This shall include not using cell phones, or any other digital devices, when in meetings, trainings, or other work related activities where their use could be disruptive to any person.

6) All persons covered by this policy may use their cell phone, or any other digital communication device, during work time in the event of a personal emergency such as an accident or an illness of a family member.

7) To help ensure the safety of staff members whose job responsibilities include home visiting and those who support staff who make home visits, the agency requires these employees to have a cell phone available to them for emergencies that may arise in the field.

8) The Agency may issue a cell phone to employees who meet the criteria in #7.
   • If a staff person is issued an agency support cell phone he/she will be required to sign a user agreement that includes, but is not limited to, the following:
     o Carry the cellphone with them on all home visits and keep the phone turned on.
     o Keep the phone in good working order.
     o Use the phone for the purpose(s) for which is was issued.
     o Not to store personal information on the phone.
     o Understand that as an agency-owned device it may be audited at any time.
   • Support staff who do not make home visits, may opt not to receive an agency cell phone, but may use their personal cell phone. No stipend will be provided to cover the use of the personal phone.

9) All persons covered by this policy are prohibited from using their cell phone or other digital communication device while they are driving an agency vehicle or while they are driving any vehicle, including their own, on behalf of the agency.

10) Employees who make home visits are required to provide the Human Resource/Payroll Associate with a copy of their cell phone contract or their most recent cell phone invoice, as verification of their valid cell phone number, by their third day of employment.

11) Employees who make home visits are required to notify their Supervisor and the Administrative Assistant at their location of their cell phone number on their first day of employment, and of any changes to their cell phone number immediately.

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13) Student interns, whose responsibilities include home visiting, will receive reimbursement for the actual monthly cellular access fee and related charges up to the maximum set by the Agency.

14) The procedure for reimbursement to student interns is as follows:
   a) Complete the “Cell Phone Reimbursement Form” and attach a copy of the invoice from their cellular carrier detailing the monthly access fee and related charges.
b) The completed “Cell Phone Reimbursement Form” with appropriate attachments should be signed by the student intern and then verified and approved by the Supervisor.

c) Student Intern cell phone expenses will be reimbursed through Accounts Payable. The original “Cell Phone Reimbursement Form” with appropriate attachments needs to be attached to a completed and signed check request and forwarded to Accounts Payable.