

Policy & Procedure Manual

TELEPHONE/CELLULAR PHONE USAGE – HR-III-26

POLICY:

Landline/Portable Phones:

Many calls come through into the various locations of the agency on a daily basis. It is important that the lines be kept free for agency and consumer use.

For this reason, personal calls to be made or received are discouraged, except in urgent situations.

Cellular Phones/Hand held Devices:

Employees who are permitted/required to carry and use a cellular phone for OPTIONS NORTHWEST business purposes, are to do so in accordance with all applicable laws and the directives of their Supervisor/Manager/Director.

Employees who carry cellular phones for personal use shall refrain from using such devices while at work, unless otherwise approved by their Supervisor/Manager/Director.

Note: Employees shall include students and volunteers.

PURPOSE:

To ensure available lines of communication are kept open and available for use to support agency business.

To allow all employees to maintain focus on tasks at hand and minimize distractions, errors and injury.

GUIDELINES FOR USE OF BUSINESS PERMITTED CELLULAR PHONES:

Cellular phones shall be answered when it is safe and reasonably appropriate to do so, given the business setting.

Ringers shall be silenced and set to vibrate as necessary to accommodate the setting.

POLICY: HR-III-26
DEPARTMENT: Human Resources
CATEGORY: Working Conditions
EFFECTIVE DATE: July 2022
SUPERSEDES VERSION DATED: August 2021
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Use of cellular phones while driving is strictly prohibited, unless the driver has been approved and fitted for use of an earpiece, headset or Bluetooth device using voice dialing.

Employees receiving calls/texts/emails while driving are expected to exercise good judgment and (a) respond only when they arrive at their destination or (b) safely pull off the road to an available location (i.e.: parking lot) and respond once a full stop has been reached.

RECOMMENDED BY: Director, Human Resources

APPENDICES: 0

OPERATIONAL ACCOUNTABILITY: Administration, Finance, Human Resources, Community Services (all)

ORIGINAL POLICY DATE: April 1993

AUTHORIZED BY: Executive Director

SIGNATURE:

