
MOBILE PHONE POLICY

This policy outlines the use of personal Mobile phones at work, including phones with cameras, the personal use of business phones, and the safe use of mobile phones by employees.

Personal Mobile Phones

While on HSWC, Inc. time, employees are expected to limit the amount of time spent on personal issues. Employees are expected to use the same discretion in using mobile phones during work time. Personal phone calls during work hours, regardless of the phone used, can interfere with employee work performance and be a distraction to others. Employees are asked to limit use of their personal mobile phone to non-work time and ensure that family and friends are aware of the policy. Family members should be directed to call the main site phone number in emergency situations.

Mobile Phones in the Classroom

When children are present in class, teaching staff are prohibited from using mobile phones. Mobile phones should be kept out of sight and are not to be worn on the person. Staff may use mobile phones on break or at times when children are not present in the classroom.

Mobile Phones on the Bus

Bus Drivers are prohibited from using mobile phones while driving the HSWC buses. Use of a mobile phone by the driver is only permitted when the bus is not in motion. Answering the mobile phone while the bus is being driven is the responsibility of the additional staff or volunteer on board.

Mobile Phones with a Camera

HSWC prohibits employee use of the camera on their mobile phones in the workplace, as a preventative step necessary to ensure employee and client privacy, and proprietary information.

Personal Use of Company Provided Mobile Phones

Where job responsibilities demand immediate access to an employee, HSWC may issue a business mobile phone to an employee for work related communications. Business mobile phones are provided for business use only. Incidental and emergency personal use is permitted. Mobile phone bills will be audited on a regular basis to ensure appropriate use. Employees using over the monthly contracted number of minutes, texts or data will be billed for any services that the agency determines are personal or excessive use. Employees will have 30 days to make payment for such calls. Inappropriate use of business phones or failure to pay for personal calls or additional services will result in removal of the phone from employee possession.

MOBILE PHONE SELECTION POLICY

Based strictly on business need, administrative staff will determine which position(s) within departments require a mobile phone or mobile device.

Based on identified needs in providing services, designated staff will either be provided with a mobile phone or mobile device for Head Start business purposes or a stipend toward the cost of an employee's personal mobile phone or mobile device, which will also be used for Head Start business purposes. Positions determined to be eligible for a mobile phone, mobile device or stipend will be based on the following criteria:

- Primary job duties and responsibilities.

Positions that are currently eligible for a mobile phone or mobile device are:

- Management with supervisory responsibilities
- Administrative staff responsible for day to day operations of the agency
- Family Service Workers / Homebased Teachers who provide services in the field
- Transportation Vehicles / Buses for reporting safety and emergency situations

Head Start will provide voice services on all mobile phones. To be considered eligible for a mobile phone with additional services such as a data plan or text messaging plan provided at the cost of the agency, the employee must meet at least one of the following criteria:

- Responsible for making major decisions within a department.
- Spends a considerable amount of time in transit or in the field.
- Needs to make prompt administrative decisions on projects in progress.
- Responsible for dealing with natural disasters or other emergencies.
- Communicates as needed to assist in solving problems and assuring staff safety.
- Utilizes mobile phones or mobile devices for transmitting electronic data where landlines and other internet/telephone communications are not available.

If additional services are not required, employees may elect additional services such as a data plan, text messaging plan, or insurance and will do so at the cost of the employee. Employees will be billed monthly for additional services and will be responsible to reimburse the agency for services.

*Approved BOD ()
Approved by Policy Council ()*

AGENCY PURCHASED/LEASED PHONES AND DEVICES

Head Start determines the type of mobile phone or mobile device needed based on the employee's position and job duties and will choose a device at the lowest cost to the agency. Should an employee elect to upgrade from the agency provided device, the employee is then responsible for the entire cost of the device. The employee will be billed monthly for this cost.

Employees are responsible for the security of the agency owned phone or device and should take all reasonable steps to ensure its safekeeping. The employee will be held responsible for the balance owed on a leased phone or device if the employee is responsible for damage or theft of the device. The employee will also be required to pay the current balance owed on the leased device before a new phone or device will be issued to the employee.

Should the mobile phone or device an employee is issued become inoperable or fail to function properly at no fault of the employee, administrative staff will assess how the malfunction affects use of the phone and whether the phone needs replaced at no cost to the employee. Upgrade requests to the agency issued mobile phone or mobile device once the current lease is paid in full must be authorized by administrative staff. The decision to upgrade will be made on a case by case basis.

Employees leaving employment will turn in the agency issued mobile phone or mobile device to their Supervisor on their last day of employment. If the employee would like to retain ownership of the mobile phone or mobile device number, the employee may do so. Head Start will terminate services on the phone or device and provide a letter to the employee stating permission to maintain the mobile phone or mobile device number. The employee will be responsible for purchasing a personal mobile plan with another Vendor. The employee that elected to upgrade the mobile phone or mobile device provided by the agency must pay the balance owed in full before the employee's last day of employment if they wish to maintain ownership of the device. Otherwise, the device becomes the property of the agency.

*Approved BOD ()
Approved by Policy Council ()*

USER RESPONSIBILITIES FOR AGENCY OWNED PHONE/DEVICE

Employees receiving a Head Start purchased/leased mobile phone or mobile device will be responsible for the following:

- Caring for the phone/device in a responsible manner, minimizing the chance of loss or damage.
- Providing adequate security for the phone/device to prevent unauthorized users from accessing work-related data stored on the device.
- Retrieving messages on voice mail if calls are missed on the mobile phone.
- Having the mobile phone available for use during all hours of work and when the employee is subject to call.
- Ensuring they do not answer mobile phone calls while driving unless using a hands-free device. Head Start will provide a Bluetooth hands-free device to allow for voice communication calls for designated employee positions.
- Using a mobile phone or Bluetooth device while driving a Head Start bus is **prohibited**. A Head Start bus driver may use a mobile phone if the bus is not in motion and is in a parked position. Mobile phone use on Head Start buses while the bus is in motion is strictly designated to the bus aide.
- Ensuring the mobile phone ring is discreet. To avoid unnecessary interruptions, we require that mobile phones are silenced during meetings and training sessions.
- Accessing, distributing material, or participating in any activity that any reasonable person would regard as distasteful, offensive, indecent or harmful to others is **STRICTLY** prohibited. Examples are: Bullying; harassment; personal insults; racist or sexist activity; pornography

EMPLOYEE OWNED MOBILE PHONE OR DEVICE STIPEND

The Mobile Phone Stipend is intended to provide payment towards the cost of monthly service incurred for business related use of the personal mobile phone or mobile device. The stipend is currently \$20.00 (twenty dollars) per month paid via the agency's biweekly payroll process upon submission of an approved PPA that includes a copy of the first page of the employee's service bill. At the time of termination from employment, eligibility for reimbursement of the mobile phone stipend will end.

If a Supervisor determines that an employee no longer needs a phone allowance or determines the allowance should be adjusted, he/she must immediately notify the Finance Manager who will note the necessary change.

Employees receiving a stipend are responsible for replacement or repair of the mobile phone or mobile device.

*Approved BOD ()
Approved by Policy Council ()*

USER RESPONSIBILITIES FOR EMPLOYEE OWNED PHONE OR DEVICE

Employees receiving a Head Start mobile phone or mobile device stipend will be responsible for the following:

- Providing adequate security for the phone/device to prevent unauthorized users from accessing work-related data stored in the device memory.
- Retrieving messages on voice mail if calls are missed on the mobile phone.
- Having the mobile phone available for use during all hours of work and when the employee is subject to call.
- Ensuring they do not answer mobile phone calls while driving unless using a hands-free device. Head Start will provide a Bluetooth hands-free device to allow for voice communication calls for designated employee positions.
- Ensuring the mobile phone ring is discreet. To avoid unnecessary interruptions, we require that mobile phones are silenced during meetings and training sessions.

*Approved BOD ()
Approved by Policy Council ()*