

 <p>STANISLAUS COUNTY COMMUNITY SERVICES AGENCY</p>	Developed by/Date: Per Old DSS Manual Prior to 2002, Rev. 2/09	Page: 1 of 3	Number: 4.3
	Reviewed by/Reviewed Date: CSA Exec Team 6/8/09	Replaces:	Category: Information Technology Distribution: All Staff
Title: Telephone and Cellular Phone Policy		Approved: 6/8/09	

Policy

 Procedure

 Guideline

Purpose

It is the expectation of the Community Services Agency that all staff be responsible and adheres to the telephone and cellular phone policy.

Definition

Telephones and cellular phones are necessary for staff to conduct the business of the Agency. They are to be used as a business tool and shall be utilized according to County Policy.

Use

A. Etiquette

1. Use of telephones reflects upon the services provided by our agency, and they should be answered promptly and courteously.
2. Messages should be returned as timely as possible, preferably the same day.
3. Voice mail greetings shall include your name and the Community Services Agency. For example, *"You have reached the voice mail of (employee's name) with The Community Services Agency. I am unable to take your call at this time. Please leave a message and I will return your call as soon as possible."*
4. A voice mail temporary greeting should be left when gone from the office for more than a day.
5. Cell phones should be turned off or placed on vibrate during meetings. If you must take the call, you should step outside to complete the call so as not to disturb the other participants.

B. Personal Use

1. Use of telephones for personal business represents time away from the job, and must be kept to a minimum.
2. Personal use of the telephone for long distance calls is strictly forbidden. To make a personal calling card call, enter "9", then "0" and the number you wish to call. After the tone, enter your calling card number.
3. While it is acceptable to make one short personal phone call daily, overuse or misuse of a County phone is considered misuse of County property. County

policy provides for limited brief personal calls by staff to their homes to check on minor children, notify family of the need to work late, or to schedule a doctor or dentist appointment. For staff that exceeds the brief personal calls outlined above, other arrangements must be made separate from the County.

- C. 411 – 411 calls are for business purposes only and should be kept to a minimum.

Cellular Phones

County-issued cell phones assigned to designated staff are intended for County business only.

- A. New Cellular Phone Requests – Each division has a cellular phone liaison. Supervisors or managers may contact the liaison with new requests. The liaison will submit the request through OSCAR.
- B. Repair – All cellular phones in need of repair should be brought to the CSA Help Desk.
- C. Inventory – An EDP Equipment Check-out form will be completed and signed by the customer at the time of phone issuance and upon its return to inventory.
- D. Account Monitoring – All subscriptions will be monitored routinely for usage and charges. The purpose of this monitoring is to tailor the plan to meet the user's business need.
- E. Roaming Charges – Roaming charges apply to calls when out of the area. Care should be taken to avoid or minimize them. If there is a regular business need, the plan should be reviewed for the best solution at mitigating cost.
- F. Lost or Stolen Phone – If a phone is lost or stolen, it is the responsibility of the employee to contact the CSA Help Desk immediately and report the lost or stolen phone. Timely notification will allow us to prevent misuse and any consequent overcharges. See section I below for Blackberry policy.
- G. Downloads – Downloading of text, pictures, software, ringtones, etc. is prohibited.
- H. Text messaging is not allowed.
- I. Use in a Vehicle – California state law prohibits texting and wireless phone usage while operating a motor vehicle except as follows:

A person shall not drive a motor vehicle while using a wireless telephone unless that telephone is specifically designed and configured to allow hands-free listening and talking, and is used in that manner while driving.

This section does not apply to a person using a wireless telephone for emergency purposes, including, but not limited to, an emergency call to a law enforcement agency, health care provider, fire department, or other emergency services agency or entity, i.e., 9-1-1.

When driving on County business, proper usage of a cellular phone must still be limited. There is wide spread recognition that any driving distraction (including mobile phone usage) can slow your reaction time, thereby increasing the risk to yourself and others on the roadway. It is expected that staff will limit, delay or pull over and stop the vehicle as any driving distraction can compromise safety. Any citation received that indicates the employee is in violation of, "hands free cell phone use" state laws will be the responsibility of the employee. Also any proof of such violation while on duty could subject the employee to disciplinary action up to and including termination. All staff must comply with State law.

- J. Blackberry Security – Passwords are required for all Blackberry devices connected to the CSA network to protect confidential information. A timeout period of no more than one hour must be specified at which time a password will be required to continue operation. The password should contain at least six non-repetitive characters. Lost or stolen Blackberry should be reported immediately to the Telecomm Coordinator so that the phone can be disabled and potential exposure of sensitive data avoided.