

Policy & Procedure

Policy Name: Mobile Device & Cell Phone Use

Policy Number: 402

Policy:

This policy outlines the use of personal mobile devices and cell phones at work; including the use of camera and audit capabilities, the business use of personal mobile devices/phones, and the safe use of those devices by employees while driving.

Personal Use of Mobile Devices at Work

While at work, employees are expected to exercise discretion in the personal use of cell phones. Phone usage may not interrupt daily work or the care provided to the individuals served. Supervisors have the discretion to limit phone use further to adhere to the specific care plan of an individual being served. Use of a personal cell phone includes receiving or placing calls, text messaging, receiving or responding to email, and checking for phone messages. Employees are prohibited from taking photos or videos of persons served through Arc Human Services or coworkers while at the work site. Arc Human Services will not be liable for the loss or damage of personal cell phones brought into the workplace.

Camera Capabilities

Unauthorized employees are prohibited from taking photographs or recording videos of any individual receiving services from Arc Human Services, or an individual's family members, or during company business without the written consent of the company director.

Please refer to policy #409 Camera and recording devices for procedural guidelines.

Employees who violate this policy will be subject to disciplinary actions, which may include deletion of the photos/video, removal of the device until the end of the employee's shift, termination of employment, or legal action.

Use While Driving

Drivers or other employees, who operate company vehicles for work purposes or personal vehicles for the transportation of clients, are strictly prohibited from using cell phones while driving, with the exception of audio navigation applications by speaker or Bluetooth. This prohibition of cell phone use while driving includes receiving or placing calls, text messaging, accessing the internet/social media, receiving or responding to email, checking for phone messages, or any purpose related to your employment; the business; our clients; our vendors; volunteer activities, meetings, or any other company related activities not named here while driving. If the employee must use the phone for any reason while driving, they should safely pull off to the side of the road.

Employees traveling in their personal vehicle during working time between work locations or to company designations must also refrain from using their personal cell phones for any reason, unless properly equipped with a hands free device, and following all PA DMV guidelines pertaining to distracted driving.

Under no circumstances are employees allowed to place themselves at risk to fulfill business needs. At all times employees should follow the laws established by the Pennsylvania Department of Motor Vehicles when it comes to cell phone use in the vehicle.

Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

Business Use of Personal Mobile Devices

Employees in designated positions may be expected to use personal mobile devices for business use. Such employees are expected to follow all confidentiality and privacy guidelines and ensure passcodes or other locking features are in use at all times. Employees are strictly

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prohibited from saving business information or protected health information regarding individuals receiving services on their private device in accordance with HIPAA requirements.

Special Responsibilities for Managerial Staff

As with any policy, management employees are expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

Violations of the Mobile Device and Cell Phone Use policy are subject to disciplinary action up to and including termination. Inappropriate release of PHI is subject to civil penalties governed by Federal HIPAA Privacy and Security Rules.

Updated April 13, 2021