

VOLUNTEERS OF AMERICA MID-STATES, INC.
AGENCY POLICIES AND PROCEDURES

POLICY NUMBER: 400:27

Date Developed: 4/12/21

SUBJECT: HEALTH, SAFETY & FACILITY: Cellphone Use Policy

POLICY:

This policy outlines the use of cellphone use at work and the safe use of cellphones by employees while driving. Cellphones should be turned off or set to silent or vibrate mode during meetings, conferences and in any circumstance where incoming calls may be disruptive.

PROCEDURE:

Personal cellphones

While at work, employees are expected to exercise discretion in using personal cellphones. Excessive personal calls during the workday can interfere with employee productivity and be distracting to others. Employees are encouraged to make any personal calls during nonwork time when possible and to ensure that friends and family members are aware of this policy.

VOA Mid-States will not be liable for the loss of personal cellphones brought into the workplace even if they are being used for work-related communications.

Cellphones for business use

When job duties or business needs demand, the company will allow use of the employee's personal cellphone for work-related communications. There are some positions where the agency will provide cellphones due to the nature of the job.

Employees in possession of company-owned cellphones are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time on request, the employee will be asked to produce the phone for return or inspection.

Cellphones being used to access confidential and/or proprietary information must be password protected. Employees should protect the information in the same way they would protect non-electronic information in their possession.

Employees who have had their company provided cellphones and/or personal cellphone being used for work lost or stolen must report this to their supervisor immediately. The purpose is to assess any potential breach of confidential information.

Safety issues for cellphone use

All employees are always expected to follow applicable local, state, and federal laws and regulations regarding the use of cellphones.

Employees whose job responsibilities include regular or occasional driving are expected to refrain from using their phone while driving; use of a cellphone while driving is not required by the company. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are required to pull off to the side of the road and safely stop the vehicle before placing or accepting a call.

Utilizing Zoom, WebEx, MS Teams and other video conferencing type services while driving is prohibited.

Reading or sending text messages while driving is strictly prohibited.

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.

Video or audio recording devices

Employees are prohibited from using their cellphone camera or other video or audio recording-capable tools to take pictures, video and/or audio recordings on any VOA Mid-States property or agency sponsored event without the permission of senior management. Photographs and recordings (audio/video) of our clients is strictly prohibited without a signed consent and permission of the employee's supervisor.

There are a limited number of positions authorized to use their cameras to take pictures/videos/audio recordings based on their job duties. This is primarily for internal use. If they are for external use they will be sent to External Relations and/or senior management for approval prior to being used.

Social Media and Confidentiality

Confidentiality is of highest importance and we protect the rights of our clients to not be identified through social media by name or by photograph. Employees are never allowed to post social media content regarding VOA Mid-States, co-workers or persons served in agency programs without prior approval from senior management and obtaining the appropriate permission from all individuals. VOA External Relations department is authorized to post social media under their policies and procedures. Once these posts are publicly posted, staff may share these posts through their social media outlets.

Consequences for Violators

Employees violating this policy will be subject to discipline, up to and including termination of employment.