



CELL PHONE AND TEXTING POLICY

***Includes Other Personal Electronic Devices**

PURPOSE

The purpose of the Cell Phone and Texting Policy is to provide guidance to employees, so they understand their first responsibility is in meeting the needs of the people we support at all times, and not to receive/respond to extensive personal non-emergency calls/texting and accessing applications or the internet while at work using their cell phone or other electronic device.

SCOPE

This policy applies to all LADD employees.

POLICY

It is the policy of LADD to ensure a means of communication is available at all times in the staffing locations and vehicles. It is the job responsibility of all employees to ensure the needs of the people we support are met at all times, and the personal use of cell phones and other electronic devices used for communication does not interfere with this responsibility.

STANDARDS AND DEFINITIONS

- ❖ **Devices for taking pictures and/or recordings of people supported and/or capturing any information is prohibited by employees to ensure HIPAA compliance. Therefore, taking pictures and/or recordings of the people supported with cell phones or any other device is prohibited. In addition, taking pictures and/or recordings of work papers, confidential information and records of any kind is strictly prohibited. Violations may result in separation from employment.**
- ❖ **Texting, messaging, or recording of confidential information is prohibited. No information, including the person supported's name or any other identifying information covered by the HIPAA Privacy Rule, will be sent by employees. Text messages or sending information through apps is not encrypted and therefore violate this policy.**
- ❖ **No calls, texting, messaging, recording, using apps, or emailing are to occur while driving any vehicle. When necessary, 911 calls must be made once the vehicle is safely on the side of the road.**
- ❖ **LADD provides telephones and internet service in staffing locations for the personal use of the people who reside there and for daily operations. Cell phones are provided in vehicles for emergency purposes.**
- ❖ **Program, employee, and Management telephone numbers, either home or cell numbers, should never be given out except to current employees of LADD. If necessary, take the caller's information and pass it along to Management.**

****Note – Use the Program phone to make an emergency call so the 911 system can automatically track the location of the call to dispatch emergency personnel more readily. *****

PROCEDURE

1. An employee's primary duty while on shift is the safety and well-being of the people served. Cell/telephone calls, texting, messaging, emailing, and/or internet use or the use of any other electronic devices must not interfere with this duty. The use of all headsets, Bluetooth devices, or any other devices that may limit or impair hearing is a safety risk and is therefore prohibited.

2. If at any time, communication devices interfere with an employee's primary duty; use will be restricted by Management. This may include excessive calls, texting, messaging apps, use of social media websites/apps, etc.
3. Employees are expected to keep personal calls and other electronic device usage to a minimum. Personal calls or other electronic device usage must not interfere with the safety and well-being of the people supported, and could constitute as neglect. Location telephone numbers or cell phone numbers should never be given out except to current employees of LADD, and if listed at your work location.
4. Numerous interruptions at work and/or overuse of cell phones and other electronic devices may result in Management prohibiting the use of cell phones and/or other electronic devices at the work location.
5. Excessive phone/electronic device usage or phone calls are considered a violation of the rights of the people supported, and disciplinary action up to and including separation from employment may occur. All Employees are required to follow the standards of usage, noted above.
6. If at any time the care of the people we serve is being negatively affected, Management will not allow employees to bring their cell phones or other electronic devices into the workplace.
7. If it has been determined that your program location is no longer allowing employee cell phones on the premise and you are an employee who is experiencing a situation in which s/he feels the need to have a cell phone at work due to medical or other issues; the employee must contact the Human Resource Department for review and approval for use.
8. Employees are permitted to make local calls or receive calls at their work location using the available phone. Long-distance calls are prohibited. Any calls resulting in an additional phone bill charge will be the responsibility of the employee to pay.
9. Lengthy calls or numerous calls while on shift negatively affect the care of the people we support; therefore, they are prohibited.
10. Excessive sending and receiving messages through text or an app are viewed in the same light as lengthy or numerous calls and are also prohibited. This includes employees' own personal cell phones or electronic devices used for voice calls or texting.
11. Violations of this policy must be reported to a member of management for further action.

LADD

WE MAKE THE DIFFERENCE