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Board: _____
Other: _____

Next Review Date: 4/25

Last Reviewed: 4/22

Review Responsibility: Director of Information Services

FCCS PROCEDURE

NO.: 12C.13

**SUBJECT: Responsible Use of
Telecommunications/Business Machines**

Approved by: Executive Council

Effective Date: October 1, 1998

**Date(s) of Revision: Jan 1, 2001; Apr 1, 2003; Sep 4, 2007, Feb 19, 2010, Mar 23, 2010;
Dec 5, 2010; Jul 16, 2012; Sep 26, 2017; Apr 7, 2022**

Responsible for Implementation: All Staff

Administrative Policy

Employees shall make every effort to limit personal telephone calls to their lunch period or break times.

Please refer to the Financial Management Handbook Section 6A.2 to view the Agency's policy on cell phone restrictions while operating a motor vehicle.

Procedure

1) Long-Distance Telephone Calls

- a) No personal long distance telephone calls may be made on Agency phone lines in a manner that would cause expense to the Agency. Personal long-distance calls or personal cellular phone calls must be billed to an employee's personal credit card or long distance calling card.
- b) All Agency phone lines are blocked so that calls outside the continental United States cannot be made.
- c) If an employee must make a business call to a blocked number, the employee's supervisor must submit an email request to ITServiceDesk@fccs.us for access.

- d) The email request shall include the employee's name, telephone number, work location, telephone number to be called, and the reason for the business call.
- e) The IT Service Desk will make arrangements with the employee to provide temporary telephone access if it is deemed to be business related as approved by the employee's supervisor.

2) Collect Telephone Calls

- a) No employee may accept personal collect telephone calls on agency phones.
- b) Collect telephone calls from clients of the Agency are allowable.

3) Mobile phones (smart phones or cellular capable devices)

- a) Agency mobile phone devices are made available to employees, on an as required basis, for business use only. The Executive Director determines which staff receives an Agency mobile phone device. Any employee using an agency mobile phone device for business purposes shall password protect the device to protect confidential client information, according to Policy and Procedures Section 12C.08 Passwords. The employee will take every precaution possible to not store confidential client information on the device.
- b) IT maintains a log of the employees assigned the Agency mobile phone devices.
- c) Personal calls are not to be made on agency mobile phones. If a worker makes a personal call on an agency phone, they are to notify the Fiscal Department. The Fiscal Department will calculate costs and send notice to the employee of the amount, if any, the employee must reimburse the agency.
- d) Fiscal will review the monthly invoices. Any device with extra charges will be reviewed in detail. If the extra charges are more than 10% of the base amount, the worker assigned to the phone must provide a written explanation. Once reviewed, Fiscal will process for payment.
- e) Agency employees may choose to obtain a personal mobile phone device at their own expense and the Agency will reimburse them for

business calls made on their personal cellular telephone (see Cell Phone, Pay Phone, and Land Line Reimbursement section 6A.2)

- f) Agency employees should at no time represent to any cellular telephone service provider that Franklin County Children Services is a secondary party responsible for payment of a balance due on the employee's personal account.
 - g) The Agency will not accept responsibility for personal cellular telephone accounts.
 - h) Agency letterhead may not be used to procure a personal cellular telephone.
 - i) Agency employees are prohibited from installing iTunes or any other personal information or app on an Agency owned cellphone.
- 4) Requirement to Password Protect Personal Mobile Device (i.e., smart phone, laptop, tablets)
- a) To protect confidential information, employees who choose to use a personal mobile device for business purposes, including but not limited to downloading the MS Teams or SpeakWrite application to their personal mobile device shall password protect the device. The employee will take every possible precaution to not download and/or store confidential client information on the device.
 - b) Employees should refer to
 - c) FCCS Policy and Procedures section 12C.8 on Use of Strong Passwords for guidance on use of passwords.
- 5) Business Machines
- a) Agency business/office machines are meant to be utilized for business purposes.
 - b) Agency business machines include but are not limited to: facsimile machines, scanners, PCs, laptops, tablets, cellular phones and photocopy machines.
 - c) Employees of the Agency are discouraged from using these machines for personal use.
 - d) If an employee needs to use any business machine for personal use, the Agency may request reimbursement for its usage.

- e) **Employees using Agency business machines for personal use should first obtain the permission of their supervisor prior to their use. The supervisor contacts the Director of Financial Management to ascertain if the volume or repeated occurrences for personal use justify reimbursement to the Agency.**
- f) **Loss or damage resulting from misuse, abuse, or gross negligence of Agency business equipment (such as mobile phones, Surfaces, laptops, etc.) entrusted to employees may result in the requirement of the employee to reimburse the Agency for the cost of repair or replacement and may result in the employee being disciplined.**

6) Recording Telephone Calls

- a) **Employees shall not record any incoming or outgoing phone calls on the agency's phone system, without supervisory approval. This does not apply to the agency hotline.**