

Subject: PERSONNEL POLICY #24
TELEPHONE USE

Choices In Community Living requires employees to reserve the use of residential and office phones for the purpose of conducting business. The agency understands that employees may need to place and receive personal phone calls from time to time but expects that they will limit personal calls, both incoming and outgoing, to emergency or urgent situations requiring their immediate attention and that they will limit calls to reasonable amounts of time.

Client Confidentiality

The agency permits the distribution of residential phone numbers to employees' immediate family members for their use in an emergency or urgent situation. However, to respect the confidentiality and privacy of our clients, the agency does not permit the distribution of residential phone numbers to those who will use it for social or otherwise non-emergency purposes, as residential phones are reserved for our client and business use only.

Personal Cell Phones

The agency requires employees who carry personal cell phones and whose primary job responsibility is direct care, to limit use of their cell phones to business while on the job and to mute or turn the phone off during actual working hours, including staff meetings, in-services and other job-related functions for which the employee is paid. Choices In Community Living prohibits employees from using cell phone to make or receive calls while driving a vehicle. If employees find it necessary to make or receive phone calls for business or emergencies while driving a vehicle, the agency requires them to pull off of the road and to remain there until completing the call(s) to ensure their safety and that of our clients.

Personal Cell Phone Use Reimbursement

If a business or emergency situation requires the use of a cell phone to ensure a timely response, employees may seek reimbursement at .10 per minute with supervisor approval as follows: Complete a reimbursement form, entering appropriate department allocation. Submit it with a copy of the appropriate phone bill, highlighting reimbursable phone calls and identifying unrecognizable numbers.

Employees who fail to comply with this policy hinder their ability to provide services for our clients as expected and, therefore, will be subject to disciplinary action.