



POLICY NAME:	HAND-HELD (MOBILE) WIRELESS COMMUNICATIONS DEVICE
POLICY SECTION:	Communications and Information Technology
DATE APPROVED:	January 27, 2010
DATE OF NEXT REVIEW:	2029
DATES OF AMENDMENTS:	May 9, 2023; June 2024
RESPONSIBLE DEPARTMENT:	ICT Services

Policy:

This policy sets out the parameters for responsible use of Toronto Catholic District School Board (TCDSB) hand-held (mobile) wireless communication devices.

Employees are expected to responsibly use hand-held (mobile) wireless communication devices and comply and adhere to the requirements and regulations as defined in this policy and the TCDSB “Acceptable Use of Technology Policy”. It is imperative that any hand-held (mobile) wireless communication device that is used to conduct TCDSB business be utilized appropriately, responsibly and ethically. Any unlawful, illegal, and unethical use will not be tolerated and is a violation of this policy and other applicable TCDSB policies which may result in disciplinary measures up to and including dismissal.

The policy is in alignment with the TCDSB’s Multi-Year Strategic Plan (MYSP) and reflects Catholic values rooted in the love of Christ.

Scope and Responsibility:

This policy applies to all employees who have been provided hand-held (mobile) wireless communication devices by the TCDSB. The Director is responsible for this policy with the support of the Executive Superintendent, Technology, Data, and Strategic Transformation & Chief Information Officer (CIO).

Regulations:

Operating a Vehicle

1. While operating a vehicle, employees must not use a hand-held (mobile) wireless communication device, such use impairs the driver's reaction time, increases the risk of an accident, and distracts the attention of the driver from safely operating the vehicle. The safety of employees, pedestrians and other drivers on the road is of the utmost importance and concern. The following use guidelines are to be adhered to while driving:
 - (a) Hand-held (mobile) wireless communication devices should only be used when not operating the vehicle or when safely parked. Preferably, turn off the device or switch the device to silent mode before getting into the vehicle. In an emergency, you can call 9-1-1, but you should pull off the road and stop the vehicle before use.
 - (b) Avoid answering calls while operating a vehicle. If there is an emergency situation or occurrence where use of the hand-held wireless communication device is urgently necessary, employees must use a hands- free communication device, alert the caller you are driving, advise the caller you will return the call when at a safe location, keep the conversation as brief as possible or find an opportunity to safely pull-off the roadway, stop and secure the vehicle before continuing the conversation. With hands-free communication technology, while drivers can legally make calls with hands on the wheel and eyes on the road, drivers can still be distracted therefore employees are still encouraged to use the device when not operating the vehicle or safely parked. Drivers opting to use hands- free technology to make and receive communications while driving accept responsibility for such use.
 - (c) Text, e-mail, or messaging of any kind is strictly prohibited while driving.
 - (d) Employees will not be disciplined for failing to answer a call while driving a vehicle and supervisors will not expect employees to immediately respond to the call. The supervisor may leave a voice message for employees to pick-up and return the call when at a safe location.

2. Employees must comply with all municipal, provincial, and federal laws applicable in the jurisdiction in which the hand-held (mobile) wireless communication device is used. The TCDSB will not provide legal advice nor assistance to those employees charged under relevant legislation. Fines levied upon conviction for violating the law with respect to use of a hand-held (mobile) wireless communication device will not be paid by the employer or reimbursed as an expense.
3. Use of the camera functionality on a hand-held (mobile) wireless communication device to capture images of other people without their consent or students without parental consent, images of copyright-protected materials and publications, images of sensitive, protected or classified documents, designs, etc. is prohibited.

Cost Management

4. TCDSB hand-held (mobile) wireless communication devices are only allowed to be used within Ontario unless otherwise authorized and approved by your Supervisor to control the costs of long distance and roaming charges.
5. Employees must support efforts to manage device operation costs by ensuring that call minutes, text messages, data usage, and roaming charges do not exceed usage plan limits. Use TCDSB or personal Wi-Fi where possible. Public Wi-Fi connections may be less secure, users should be cautious when connecting and limiting information shared and accessed.
6. Employees who will travel outside of Ontario on Board business and are required to use a hand-held (mobile) wireless communication device must contact the ICT Services Division at least five business days prior to their travel—to review alternative wireless service and long-distance plans to minimize usage charges for the duration of the business travel. When traveling, employees should avoid using mobile phones where alternate, cost-effective and secure communications options exist.

Device Ownership and Management

7. The hand-held (mobile) wireless communication device remains the property of the TCDSB for the period the device is assigned to a TCDSB employee. When no longer required for the employee's role, upon retirement, leave of absence or the individual is

no longer an employee of the TCDSB, the device must be returned to the ICT Services Division.

8. Employees are expected to take reasonable care to safeguard and protect the hand-held (mobile) wireless communication device assigned to them against loss, theft, and unauthorized use. Immediately report a lost or stolen device to your supervisor and to the ICT Services Division. Notification is required even if you think you may have just misplaced the device. If outside of regular business hours, employees must call the service provider immediately to suspend service and notify the ICT Services Division.

Personal Use and Personal Data

9. The personal use of a TCDSB-owned hand-held (mobile) wireless communication device for unrelated commercial or personal business purposes is considered inappropriate use, and is a violation of this policy and the TCDSB “Acceptable Use of Technology Policy”.
10. Employees must reimburse the TCDSB for any charges not covered under the monthly wireless service plan including long distance or roaming charges (including taxes) incurred for personal use of a TCDSB hand-held (mobile) wireless communication device.
11. Employees do not have any reasonable expectation of privacy in respect of any use of a TCDSB-owned hand-held (mobile) wireless communication device. TCDSB-owned hand-held (mobile) wireless devices should be used for work purposes only, and any data, files, searches or other information or uses of such mobile devices are subject to TCDSB review in accordance with the Employee Electronic Monitoring A41 policy.

Security

12. Employees are responsible for the protection of TCDSB information stored or accessed with a hand-held (mobile) wireless communication device including information stored in a cloud service offering or other for the device.
13. Reasonable care must be taken when using such devices in public areas to avoid

unauthorized disclosure, overheard telephone conversations and access or viewing of information that is represented in any digital or display format.

14. Use of a hand-held (mobile) wireless communication device to communicate highly sensitive information is not recommended.
15. Hand-held (mobile) wireless communication devices when left unattended at home must be securely stored in a safe place and access safeguarded from unauthorized individuals, family, friends, visitors, etc. Unless the circumstances require it, the device should not be left in a vehicle. When left in a locked vehicle, the device must be stored out of sight.
16. Employees must not tamper with the configuration or mobile device management settings of the hand-held (mobile) wireless communication device to defeat or disable the security mechanisms or remote manageability functions enabled per TCDSB standards.
17. Downloading and installation of unauthorized mobile applications on the device is prohibited. The use of mobile applications must adhere to the TCDSB “Acceptable Use of Technology Policy”.

Failure to Comply

18. The TCDSB reserves the right to suspend or revoke the use of a hand-held (mobile) wireless communication device if it is found that the employee is failing to comply with this policy. In addition, failure to comply may result in disciplinary measures up to and including dismissal.

Eligibility and Standards

19. Eligibility:

- a) Employees may be provided a TCDSB hand-held (mobile) wireless communication device if the following minimum eligibility requirements and criteria are met:
- b) Employees are required to be available and accessible after regular business hours;
or
- c) If employees are required to be available for on-call and call-out; or
- d) If employees perform itinerant work and do not have a permanent work location;
or
- e) If employee duties include significant time at work locations outside of their

- permanent work location; and
- f) Approval is granted by the employee's Principal, Senior Coordinator or Superintendent for cell phone devices and Director's Office approval for Smartphone devices; and
 - g) A cost centre is identified with sufficient budget to carry the initial one-time and on-going annual charges for the wireless service.

20. The ICT Services Division will define the standards and support services available for hand-held (mobile) wireless communication devices, accessories, and wireless services to ensure a standard level of quality, suitability of purpose and use, compatibility, maintenance, service, support, and warranty.

Cross References:

Legislation

- *Highway Traffic Act*

Ministry of Education Policy/Program Memorandum

- Policy/Program Memorandum 128, 2024, The Provincial Code of Conduct and School Board Codes of Conduct

TCDSB Policy /Procedure

- Acceptable Use of Technology Policy
- Board Code of Conduct Policy
- Device Use Policy
- Disconnecting From Work Policy
- Employee Electronic Monitoring Policy
- Information and Communication Technology – Technology Standards Policy
- Purchasing Policy

Definitions:

A hand-held (mobile) wireless communication device is any electronic device that can be used to communicate or access the Internet, such as a cellphone, tablet, laptop, or smartwatch.

A hands-free communication device is an accessory device or function on the hand-held (mobile) wireless communication device that enables hands-free voice communication and operation of the hand-held (mobile) wireless communication device.

Evaluation and Metrics:

1. The policy will be reviewed every five years.
2. The ICT Services Division monitors and tracks any breach of this policy and the financial impact caused by the breach.