



POLICY SECTION: ADMINISTRATION

SUB-SECTION:

POLICY NAME: HAND-HELD (MOBILE) WIRELESS COMMUNICATION DEVICE

POLICY NO: A.31

Date Approved: January 27, 2010-Board	Date of Next Review: April 2023	Dates of Amendments: April 19, 2018
Cross References: Electronic Communication Systems- Acceptable Use policy (A.29) <i>Highway Traffic Act</i>		
Appendix		

Purpose:

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

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 Technical Services Department.

Alignment with MYSP:

Providing Stewardship of Resources

Inspiring and Motivating Employees

Policy:

Staff is expected to responsibly use hand-held (mobile) wireless communication devices and comply and adhere to the requirements and regulations as defined per



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in this policy and the TCDSB “Acceptable Use 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.

Regulations:

Operating a Vehicle

1. While operating a vehicle, users must not use a hand-held (mobile) wireless communication device because 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 staff, pedestrians and other drivers on the road is of the utmost importance and concern therefore the following use guidelines are to be adhered to while driving:
 - (a) Hand-held (mobile) wireless communication devices should only be used when the vehicle is safely parked.
 - (b) Turn-off the hand-held (mobile) wireless communication devices and allow voice messaging to pick-up the call. You can return the call when you arrive at a safe location.
 - (c) 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,



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keep the conversation as brief as possible or find an opportunity to safely pull-off the roadway and secure the vehicle to continue the conversation.

- (d) Hands-free use of a hand-held (mobile) wireless communication device with a hands-free communication device is still a distraction for the driver and should only be used for emergency situations.
 - (e) Text or e-mail messaging **is strictly prohibited** ~~should never be used~~ while driving.
 - (f) Use of a hand-held (mobile) wireless communication device must never be attempted in hazardous driving conditions such as, inclement weather, construction zones, high-speed or high-volume roadway, etc. Your first responsibility is “eyes on the road and hands on the wheel”.
 - (g) Staff will not be disciplined for failing to answer a call while driving a vehicle and supervisors will not expect staff to immediately respond to the call. The supervisor may leave a voice message for staff to pick-up and return the call when at a safe location.
2. Staff 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 the **relevant** legislation. ~~Further, 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.



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3. Hand-held (mobile) wireless communication devices should only be used for calls whenever other more cost-effective telecommunications devices and services are not readily available. The use of a landline-based office desk phone, cordless desk phone or other TCDSB provided telephony equipment should be utilized and considered first before using a hand-held (mobile) wireless communication device.
4. Use of the still or video 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.

Authorized Coverage Area

5. TCDSB hand-held (mobile) wireless communication devices are only allowed to be used within ~~the~~ Ontario ~~area~~ unless otherwise authorized and approved by your Supervisor to minimize the costs ~~for~~ **of** long distance charges.
6. Staff ~~that~~ **who** will ~~be~~ traveling outside of ~~the~~ Ontario ~~area~~ **on Board** ~~for work-related~~ business need to be accessible and require the use of a hand-held (mobile) wireless communication device must contact the Technical Services - Telephony group to review alternative wireless service and long distance plans to minimize usage charges for the duration of the **business** travel ~~period~~.
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** ~~a staff~~ and when no longer ~~in use~~ **required by the employee**, the device must returned to the Technical Services – Telephony group.



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8. Staff 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 Technical Services – Telephony group. Notification needs to occur even if you think you may have just misplaced the device. If outside of regular business hours, staff must call the service provider immediately to suspend service and notify the Technical Services – Telephony group.

Personal Use

9. The personal use of a TCDSB-owned hand-held (mobile) wireless communication device for ~~private~~, commercial or consulting business purposes is considered inappropriate use, **and is** a violation of this policy and the TCDSB “Acceptable Use Policy”.
10. Staff must reimburse the TCDSB for any ~~additional~~ charges not covered under the monthly wireless service plan including long distance charges (including taxes) incurred for personal use of a TCDSB hand-held (mobile) wireless communication device.

Security

11. Staff are responsible for the protection of TCDSB information stored or accessed with a hand-held (mobile) wireless communication device or stored on a storage expansion card (e.g., SD memory, etc.) for the device.



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12. 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.
13. Use of a hand-held (mobile) wireless communication device to communicate ~~high-sensitivity~~ **highly sensitive** information is **not recommended** ~~not permitted~~ **and extreme caution should be exercised when doing so.**
14. 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 ~~or covered from view.~~
15. Staff must not tamper with the configuration settings of the hand-held (mobile) wireless communication devices to defeat or disable the security mechanisms ~~and~~ **or** remote manageability functions enabled per TCDSB standards. ~~Do not~~ **Downloading** or **installing** unauthorized mobile applications on the device **is prohibited.**

Failure to Comply

16. 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.



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Definitions:

A **hand-held (mobile) wireless communication device** is a device capable of voice and data communication and includes but is not limited to the following device classifications:

- Cellular phones
- **Smartphones**
- Any ~~mobile~~ device capable of mobile wireless voice and data communications.

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. The purpose of a hands-free communication device is to provide user convenience and safe operation of the device particularly while driving a vehicle.

Hands-free communication can be accomplished utilizing one the following accessory devices or built-in functions of the hand-held (mobile) wireless communication device:

- Use of an ear bud
- Use of a headset
- Use of the device's hands-free speaker
- Use of the device's voice dial feature
- Use of an in-vehicle Bluetooth adaptor (use with vehicle's sound system)
- Use of a Bluetooth device



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Evaluation and Metrics:

The effectiveness of the policy will be determined by measuring the following:

The Technical Services Department monitors and tracks any breach of this policy and the financial impact caused by the breach.



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PROCEDURES

Eligibility

Staff may be provided a TCDSB hand-held (mobile) wireless communication device if the following minimum eligibility requirements and criteria are met:

- Staff **are** required to be available and accessible after regular business hours; **or**
- **If Or,** staff **are** required to be available for on-call and call-out; **or**
- **If Or,** staff perform itinerant work and do not have a permanent work location; **or**
- **If Or,** staff's duties include significant time at work locations outside of their permanent work location; **and**
- And, approval granted by the employee's Principal, Senior Coordinator or Superintendent for cell phone devices and Director's Office approval for **Smartphone** devices; **and**
- ~~And,~~ Cost centre is identified with sufficient budget to carry the initial one-time and on-going annual charges for the wireless service.

Equipment Standards and Procurement

1. The Technical Services – Telephony group 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.

2. The Technical Services – Telephony group will coordinate the purchase of the approved equipment standard, which is the hand-held (mobile) wireless communication device, initial battery, car adapter, wall charger and hands-free



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communication device and process the activation of the wireless service with the service provider of record. The requesting TCDSB school or department will be charged for the initial equipment purchase cost and all on-going wireless service costs charged through a funds reservation from the respective cost centre.

3. Additional requirements must meet the approved standards and service support available for hand-held (mobile) wireless communication devices, accessories and wireless services and must be authorized for purchase and support by the Technical Services – Telephony group prior to purchase. Reimbursements for purchase will not be approved unless Supervisor approval and Technical Services – Telephony group authorization was granted prior to purchase.

4. The Technical Services – Telephony group will activate an initial wireless service plan (allotment of voice and long distance minutes and/or kilobytes of data) based on the employee's role and expected business use for each assigned hand-held (mobile) wireless communication device. At periodic review points, the Technical Services – Telephony group will conduct usage reviews and adjust the wireless service plans assigned as needed.

5. A list of the staff and inventory of the equipment assigned will be maintained by the Technical Services – Telephony group.

6. Staff requests to purchase additional accessories or replacement equipment such as spare or replacement batteries, chargers, ear buds, etc. must ~~first~~ be authorized by the Technical Services – Telephony group to review the appropriateness of the request and ~~then expenditure approval from~~ by their immediate supervisor before any purchase is made.



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7. The Technical Services Department will establish the security and manageability standards for hand-held (mobile) wireless communication devices. These standards will ensure those devices capable are configured for data encryption, password protection, malware protection and remote manageability and that wireless connectivity is secure to maintain data confidentiality, integrity and authenticity of the origin of the data.

8. The Technical Services Department will establish procedures to ensure security patches and software updates for hand-held (mobile) wireless communication devices are applied when required. Remote update methods and central management systems may be utilized to automate this device update process and any processes required for data backup and restore.

9. The Technical Services – Telephony group is responsible to provide the employee a copy of this policy, **and** the documentation available from the service provider on “how to use” the device and training for the staff as required.

10. Each employee assigned a hand-held (mobile) wireless communication device will be required to sign ~~this policy~~ **an employee declaration** confirming their acceptance of the conditions outlined in this policy.



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EMPLOYEE DECLARATION**Hand-held (Mobile) Wireless Communication Device
Acceptable Use Policy**

I have read and understand the above policy and agree to adhere to the terms of use and regulations outlined herein.

User Acceptance

Name: _____

Department _____

Title: _____

Signature: _____

Date: _____

Supervisor Approval

Name: _____

Title: _____

Signature: _____

Date: _____

Technical Services Authorization

Name: _____

Title: _____

Signature: _____

Date: _____