

Telecommunication and Technology Devices

Purpose *To outline the management and usage of any telecommunication and technology device, defined as standard land line, cellular network, Blue Tooth, data storage device, internet access (wired or wireless) or computers used by employees during working hours or that relates to their work.*

Policy Statement *ASC employees are expected to use any telecommunication and technology device responsibly, ethically and cost-effectively, maintaining professionalism at all times during working hours or as it relates to their work.*

Telecommunication and technology devices are not to be used in ways that:

- *Constitute illegal transactions, harassment or any other unacceptable behavior*
- *Conflict with any of ASC's existing policies, procedures, Vision, Mission or Principles*
- *Have a negative impact on the employee's efficiency, responsibilities, tasks, productivity, quality of work or safety*
- *Interfere with normal business operations or others usage*
- *Have a negative impact on others including the reputation of ASC and/or stakeholders*
- *Allow for the copying, destroying, altering of any data, documentation, or other information that belongs to ASC or any other business without authorization*
- *Could be considered a conflict of interest with ASC*
- *Could compromise the integrity and security of ASC, including the disclosure or sharing of passwords*
- *Allow unauthorized or third parties to access ASC resources*
- *Exceed reasonable time limits or duration*
- *Cause unnecessary expense*

ASC strictly prohibits the use of telecommunication and technology devices during work hours where the operation of these would be a distraction to the user and/or could create an unsafe work environment (e.g. driving, or while physically assisting another person, etc.).

ASC has sole discretion over the distribution, configuration and security measures of ASC owned telecommunication devices and related technology. If any non approved devices, installation or usage of such technology is discovered, ASC reserves the right to remove or de-activate them immediately.

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Whenever an ASC owned telecommunication and technology device is damaged, lost or stolen, it must be reported immediately to Administration. (Refer to Breach of Security Policy).

Prior to the last day of employment, employees must return any and all telecommunication and technology devices and related material/equipment that belongs to ASC. In the event the device is password protected, the employee will be required to provide the correct user name and password for the device.

In circumstances where employees use a personal telecommunication or technology device for work purposes, any re-imbusement for costs must be pre-approved by the Executive Director/Services Director.

For privacy reasons, ASC employees must not take photographs or videos on any telecommunication or technology device without first obtaining written consent and must follow all relevant related policies which may include but not be limited to: Confidentiality, Consents, Code of Ethics.

Storage of information related to ASC employees, clients or operations is strictly prohibited on employee personal telecommunication and technology devices. Information stored on ASC issued telecommunication and technology device hard drives must be password protected. (See also documentation policies/procedures specific to applicable service areas and employee files, accessibility and storage).

The abuse of any telecommunication and technology device, related to work or used during working hours, will be subject to disciplinary actions, up to and including termination of employment.

ASC does not accept responsibility for any loss or damage suffered by employees as a result of employees using ASC's internet connection for personal use. Furthermore, ASC does not accept responsibility for any loss or damage to personal telecommunication and technology devices used for business purposes. ASC is not responsible for the accuracy of information found on the internet. Users are responsible for any material that they access, download or share through the internet.

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ASC Owned Telecommunication and Technology Devices

1. Eligibility for ASC owned telecommunication and technology devices are determined based on required usage, and are approved by the Executive Director/Services Director.
2. Arrangement for distribution of these devices is done through the administration designate.
3. All employees that receive an ASC owned telecommunication and technology device are required to sign an agreement and abide by the terms outlined in the agreement.
4. As per the agreement, all ASC owned telecommunication and technology devices are to be returned prior to an employee leaving their employment with ASC.

Long Distance Calls and Other Charges Related To Personal Use of Telecommunication and Technology Devices

1. All personal and long distance calls that are not ASC related must not be charged to ASC telephone bills.
2. Where required, long distance calls related to ASC business will be recorded on a phone log form stating the date, the person calling, phone number and nature of the call.
3. To reduce unnecessary costs, the Government of Alberta Rite Line at (403) 310-0000 is to be used when calling government departments.
4. In circumstances where ASC receives a charge that is related to employees' personal use of a telecommunication or technology device, the employee will be required to reimburse ASC for these costs. Furthermore, the employee is expected to remedy the situation immediately. Failure to do so could result in corrective actions.

General Internet Usage, E-Mail, Social Networking Sites and Blogs

The use of the internet, e-mail, social networking sites, e.g. Facebook, My Space, Friendster, etc. and personal Blogs/Twitter for work purposes or during work hours are subject to the same limitations and acceptable use regulations as for any telecommunication and technology use.

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Flash Drives

Any information relating to employees, clients, operations or any other related confidential matter, being stored on flash drives, must be password protected and planning needs to occur for the safe transport and storage of the device.

Electronic Communication BEST PRACTICES

1. ASC employees are expected to ensure that all E- communication sent on behalf of ASC will:
 - Have a consistently high level of professionalism
 - Be respectful, factual, accurate and concise
 - Not include excessive abbreviations
 - Adhere to all other relevant ASC policies and procedures
 - Be checked to ensure it is being sent to the intended recipient
 - Be of a quality that meets requirements should it become a permanent record

2. Further ASC employees receiving E- Communication will:
 - Check their messages regularly
 - Not reply to SPAM or pop up messages
 - Only open attachments from known senders
 - Not give their e-mail address, user name or number to an un-trusted source
 - Notify ASC administration if offensive materials are received
 - Notify ASC administration if the volume of SPAM becomes excessive

Etiquette and Professionalism

At ASC meetings, participants will be asked to turn off or mute telecommunication and technology devices. Unless participants are responding to an emergency situation, they will be asked to refrain from returning messages, or texting, until break time or at the end of the meeting.

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