

Chapter:	Information and Facilities Management		
Title:	Phone Use		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Triennial Author: DO	Adopted Date: 08.2020 Review Date: 06.2024	Related Policies: Agency Vehicles Confidentiality and Privacy Progressive Discipline Standards of Conduct

Purpose:

Hopeful Horizons (HH) has established this policy to provide guidelines for the appropriate use of personal and organization-issued phones in the workplace. This policy aims to ensure that phone use does not interfere with work responsibilities, compromise safety/security, or infringe upon the rights of others.

Scope:

This policy applies to:

- All HH Staff Selected HH Staff, as specified:
 HH Board Members HH Volunteers
 Other:

Policy:

Employees shall comply with the following requirement with respect to personal and organization-issued phones.

- A. **Phone Use:** Through its Information Technology Business Partner (ITBP), HH has established Voice Over Internet Portal (VOIP) to facilitate staff's use of their personal cell phone for business calls.
1. VOIP and other HH issued office phones are intended for work-related communication. Access to the VOIP is outlined in the Elevate VOIP Phone Systems – Welcome Resources (Attachment A).
 2. While working, personal use of employee owned cell phones and HHs' phones should be minimal and should not interfere with an employee's performance.
 3. Phone use should be respectful of the work environment of others and conducted in a manner that protects the privacy and confidentiality of persons served by HH.
 4. Upon Employee Separation, HR shall assure the employee's access to the VOIP is terminated.
- B. **Confidentiality and Security:** While using a personal or organization issued phone, employees shall comply with HHs' [Confidentiality and Privacy](#) policy. Additionally:
1. Employees must not use their cell phones to capture, store, or share confidential company information, client data, or intellectual property.
 2. Employees are required to follow the company's information security policies when using personal cell phones to access company networks, systems, or data.
- C. **Safety:**
1. Employees must prioritize safety when using cell phones in the workplace. This includes not using cell phones while performing tasks that require full attention.
 2. Employees whose job responsibilities include regular or occasional driving and who are

issued a cell phone or who use their personal cell phone for business shall comply with local laws and regulations regarding their use and avoid use of a cell phone while driving.

3. Texting while driving is prohibited by law.
4. Special care should be taken in situations where there is busy traffic, inclement weather or the employee is driving in an unfamiliar area.
5. Employees who are charged with traffic violations resulting from the use of their cell phone while driving will be solely responsible for all liabilities that result from such actions.

D. **Compliance:** Employees found to be in violation of this policy may be subject to disciplinary action in accordance with HHS' [Progressive Discipline](#) policy. Depending on the nature of the violation, discipline may include termination of employment or legal action.

Communication and Training:

The Board shall receive a copy of the policy at the time of periodic review and will have an opportunity to ask clarifying questions during the approval process. Employees and volunteers shall receive notice of the Board's policy review and approval including notice of any substantive changes. The notice will provide a link to the policy located on the HH website.

Definitions:

1. Voice Over Internet Protocol (VOIP): A technology that allows you to make calls over the internet instead of traditional phone lines or cellular connections.

Other Related Materials:

Elevate VOIP Phone Systems – Welcome Resources (Attachment A)

References/Legal Authority:

[South Carolina's Cell Phone-Use and Texting -While Driving Laws, SC Code Section 56-5-3890, 2024.](#)

Change Log:

Date of Change	Description of Change	Responsible Party
06.2024	This policy is updated to the new template and adds communication and training, definitions, other related material and references as applicable.	J. Brown, Dir OP. and R. Lucovich, HR Spec.

VOIP Phone Systems – Welcome Resources

1)

Your Client Portal:

<https://elevate.serverdata.net>

2)

Elevate Quick Start Guide:



Elevate_V64_Quick_
Start_Guide.pdf

3)

Getting Started “Deploy Desktop and Mobile Apps”:

https://www.serverdata.net/elevateapps?_gl=1*_rprw5p*_ga*MTA3NDE1NTcwMS4xNjgxNzUwMTIw*_g_a_X4DP24ENJ3*MTcwMDU3NjU1MC43OC4xLjE3MDA1NzY4MDYuMC4wLjA

4)

Training Videos

- Fanvil Phone Device Training Videos
https://support.intermedia.com/app/articles/detail/a_id/27025/kw/fanvil%20303
- Quick start guides:
https://support.serverdata.net/euf/assets/images/answers/osvc/15455/Elevate_V64_Quick_Start_Guide.pdf

5)

Ongoing Training

There are very useful classes that all users can sign up for to get to know the phones/Elevate System

Here is the link for the class sign up: