

Cellular Phones and Smartphones

1. Introduction

1.1. Purpose

The purpose of the Cellular Phones and Smartphones policy (the "Policy") is to define the assignment and acceptable use of cellular phones and smartphones for business purposes at Providence Health Care. This policy also addresses the use of personal devices for business purposes, known as Bring Your Own Device ("BYOD").

1.2. Scope

This policy applies to all [Staff](#) who require a cellular phone or Smartphone for business purposes. The scope of this policy includes cellular phones, smartphones, and BYOD.

2. Policy

2.1. Assignment of Cellular phones or Smartphones for Business Purposes

2.1.1. Qualifications

Staff may qualify for a Cellular phone or Smartphone for business use if one or more of the following apply.

The Staff member:

- Fills a senior or executive management position at PHC
- Participates in on-call shifts
- Provides specific device technical support (i.e. biomed technician)
- Does not have access to regular telephone service
- Requires it for personal safety
- Has multi-site work assignments and/or responsibilities
- Needs to respond to messages promptly

2.2. Approval of Cellular phones or Smartphones for Business Purposes

All requests must be approved by program leaders or managers. Approval for a cellular phone or smartphone will be based on Staff members' role and job requirements.

Only one device will be approved per Staff member:

- Data only (e.g. email) or voice and data – smartphone will be assigned
- Voice only – voice only cellular phone will be assigned

2.3. Purchase of Cellular phones or Smartphones

All PHC owned cellular phones or smartphones and standard device accessories must be procured through IMITS Mobile Services.

2.4. Personal Bring Your Own Device (BYOD) Option

Staff eligible for a PHC owned smartphone have the option to use their personal smartphone instead of a PHC owned smartphone for business purposes, subject to meeting IMITS BYOD terms of use.

2.5. Inventory of Cellular phones or Smartphones

Program leaders or managers must inform IMITS Mobile Services and collect any PHC owned cellular phones or smartphones from Staff when their employment or affiliation with PHC ends.

Staff must report any cellular phones or smartphones that are no longer in use to their program leader or manager and to IMITS Mobile Services.

2.6. Reporting Theft Loss

Staff must report damaged, lost, or stolen PHC-owned cellular phones, smartphones, or personal BYOD smartphones immediately to their program leader or manager and to the IMITS Service Desk.

2.7. Reporting Change of Requirements

Staff must report any changes of requirements for PHC-owned cellular phones, smartphones, or personal BYOD Smartphones immediately to their program leader or manager and to the IMITS Mobile Services. This may include changes to roles, job requirements, or work assignments.

2.7. Responsibility for PHC Owned Device and Use of Device

Staff assigned a specific cellular phone or smartphone are responsible for all uses of that device and associated services. Staff cannot reassign a specific cellular phone or smartphone to another individual. Staff must return the device to PHC when the use of that device is no longer required.

2.8. Responsibility for BYOD Option

Staff using the Personal BYOD option are responsible for all uses of their device and associated services. Staff must inform their program leader or manager and IMITS Mobile Services prior to reassigning or discontinuing the use of their device for business purposes.

2.9. Personal Use for PHC Owned Cellular Phones or Smartphones

The use of PHC owned cellular phones or smartphones by Staff is intended primarily for business purposes, in a manner consistent with PHC activities and related policies. Staff may occasionally use the device for personal circumstances.

2.10. Acceptable Use

Staff are required to use cellular phones and smartphones in a legal, ethical and professional manner. When using the device Staff are required to abide by the Acceptable Use of

Technology Policy, including not using the device and services for any activity that could cause harm to, harass, offend or embarrass PHC, its Staff, patients, residents or tenants. Staff must not transmit offensive material or any content on their cellular phones or smartphones.

2.11. Safe and Responsible Use

While operating a vehicle, Staff must comply with applicable laws when using a cellular phone/smartphone.

2.12. Use of Camera and Video on cellular phone, smartphone, or BYOD

Staff use of cellular phone, smartphone, or BYOD cameras must adhere to the Information Privacy and Confidentiality Policy and other related policies.

3. Responsibilities

3.1. Program Leaders/Managers Responsibilities

- Managers will approve requests for cellular phones or smartphones based on Staff roles and responsibilities
- Managers will communicate changes to Staff's use or employment to IMTS Mobile Services
- Managers will maintain a current inventory of cellular phones and smartphones for their department
- Managers will ensure lost devices are reported to IMITS Mobile Services

3.2. Staff Responsibilities

- Staff will use their device responsibly and will comply the Acceptable Use of Technology and other related policies
- Staff will immediately report the loss of their device to their manager and to IMITS Mobile Services

3.3. IMITS Mobile Services Responsibilities

Oversight of the Mobility Managed Services (MMS) program includes:

- Maintaining corporate and personal device usage standards and specifications
- Managing and maintaining contracts with vendors and carriers
- Managing and maintaining enterprise Mobile Device Management (MDM) software platform and supporting infrastructure
- Managing and maintaining corporate mobile device hardware pricing and support/licensing fees
- Ensuring accurate inventory records
- Processing of invoicing
- Acquiring and decommissioning of supported corporate mobile devices
- 24/7 mobile service agent support

4. Compliance

All staff must ensure that their practices in the use of cellular phones or smartphones comply with this and related policies. Failure by staff to comply with this policy may result in disciplinary action up to and including termination of employment, services or privileges.

5. Supporting Documents

5.1. Related Policies

All staff must adhere to any PHC policies related to the use of wireless devices in close proximity to medical equipment.

Additional related policies:

- [Information Technology: Acceptable Use of](#)
- [Emailing Policy](#)
- [Texting Policy](#)
- IMITS policies/guidelines/terms of use for BYOD (under development)

5.2. Guidelines/Procedures/Forms

- IMITS BYOD terms of use (In development)

6. Definitions

“Staff” means all employees (including management and leadership), medical staff members (including physicians, midwives, dentists) and nurse practitioners, residents, fellows and trainees, health care professionals, students, volunteers, contractors, researchers and other service providers engaged by PHC.

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Approved By:	PHC / Executive Sponsor: CFO & VP Corporate Development			
	November 25, 2020			
Owners:	PHC			
	Enterprise Informatics			
Revision History:	Version	Date	Description/ Key Changes	Revised By
	2	November 25, 2020	<p>Incorporate the option for eligible staff to use personal smartphones for work purposes (Bring Your Own Device – BYOD)</p> <p>Clarify language regarding who qualifies for a cellular phone or smartphone for business use (“Emergency or immediate response to messages” and “Productivity improvement” replaced with “Needs to responds to messages promptly”)</p> <p>Modernize language to reflect technology changes and IT organization changes (replace ‘Blackberry devices’ term with ‘smartphones’; replace ‘IMIS’ with ‘IMITS’)</p> <p>Clarify language regarding personal use of PHC owned smartphones (“intended primarily for business purposes” changed to allow for occasional use for personal purposes)</p> <p>Update language around use while operating a vehicle to reference</p>	Enterprise Informatics

			<p>applicable laws (from prohibiting any usage to directing staff to comply with applicable laws)</p> <p>Align requirement to report unused cellular and smartphones and remove explicit need to report one month of expected non-use</p>	
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