

SECTION 5.10 TELEPHONE USE

This policy outlines the use of County phones, personal cell phones at work, the personal use of business cell phones and the safe use of cell phones by employees while driving.

County Phones

Efficient and appropriate use of the telephone is vital to the County. Employees shall adhere to the following guidelines: 1). Answer all calls promptly and courteously, and always identify yourself and the department to the caller; and 2). No toll or long distance calls are to be made unless authorized by the Department Head. The employee will be billed for toll and long distance calls. Excessive personal calls during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others. A reasonable standard is to limit personal calls during work time to no more than one per day as needed. Employees are therefore asked to make any other personal calls on non-work time and to ensure that friends and family members are aware of Jefferson County's policy.

Personal Cellular Phones

While at work employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of county phones. Jefferson County will not be liable for the loss of personal cellular phones brought into the workplace.

Cell Phone Bill Reimbursement

Where job or work-related needs demand immediate access to an employee, with appropriate documentation, Jefferson County may reimburse an employee for work-related communications made through their personal cell phone. In such cases, employees must **not** use their personal cell phone in an illegal, illicit or offensive manner, whether during work hours or not.

Safety Issues for Cellular Phone Use

Employees whose job responsibilities include regular or occasional driving and who are issued a cell phone for work-related business use, are expected to refrain from using their phone while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is unavoidable and pulling over is not an option, employees are expected to keep the call short, use hands-free options if available, refrain from discussion of complicated or emotional discussions and keep their eyes on the road. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in an unfamiliar area. Even calls using hands-free equipment should be limited and the same care and attention to safety should be observed. Employees whose job responsibilities do not specifically include driving as an essential function, but who use a cell phone for work-related business use, are also expected to abide by the provisions above.

Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

Violations of this policy will be subject to disciplinary action up to and including termination.