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## 7.5.1 PROCEDURES FOR WIRELESS COMMUNICATION DEVICES

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### ENABLING POLICY

7.5      Wireless Communication Devices

### PROCEDURE

#### A. ELIGIBILITY

Employees may be eligible for a wireless communication device if their job duties regularly require emergency call back, irregular work hours or other job related factors that require the employee to routinely utilize a wireless communication device to enhance their ability to perform their job duties. Department administrators shall recommend which employees within their departments qualify for a wireless communication device. The Vice President Finance + Administration, with consultation from the Information Technology Services (ITS) Director shall give final approval on all requests for wireless communication devices with data.

#### B. PROGRAM ALTERNATIVES

Nothing in this procedure precludes individual departments from utilizing other means of managing employee communications, provided such departmental policies do not conflict with these procedures. Nothing in these procedures is intended to guarantee that an individual employee will be eligible to receive any form of reimbursement for wireless communication device use. Wireless communication devices should not be selected as an alternative to other means of communication (eg: land lines, pagers and portable radios) when such alternatives would provide adequate but less costly service to the University.

The following alternatives are available to employees who are eligible and approved to use wireless communication devices for approved University business related purposes. The employee must be approved and sign an agreement with the University prior to the use of a wireless communication device for University business.

1. Alternative 1: Allowance

Assignment of an allowance to supplement the costs incurred by the employee who uses an employee owned wireless communication device access in the performance of University duties. The allowance shall be paid bi-monthly via an addition to the employee's pay.

2. Alternative 2: University Owned

Assignment and authorized University business use of a University owned wireless communication device in which no billable personal use will be allowed.

If an employee is approved to use a wireless communication device, their department administrator, the ITS Director and the employee will determine which alternative best suits the needs of the individual in the performance of his/her duties.

For Alternative 1: Allowance, the employee may select the wireless communication device service provider and plan design of their choice. The University's ITS department reserves the right to request an audit of the wireless communication device to verify the compatibility with the University's computer system and the appropriateness of the device's applications.

If available from the University's contracted wireless service provider, employees may take advantage of discounts for their personal service plans if they utilize the same provider as the University.

## **C. PROGRAM GUIDELINES**

1. The University will maintain a list of all wireless communication device phone numbers and will make the list available for other departments as needed.
2. Under Alternative 1: Allowance, the following guidelines shall apply:
  - a) Employee request for a wireless communication device allowance must be submitted by the employee to their department administrator for approval using the University's approved *Request for Wireless Communication Device* application form.
  - b) If department administration approves the employee's use of a wireless communication device allowance, such approval shall be evidenced by submission of a completed and signed *Request for Wireless Communication Device* application form to Accounts Payable.
  - c) In addition to the above, the employee shall read Policy 7.5 Wireless Communication Devices, Policy 7.5.1 Procedures for Wireless Communication Devices and shall sign that they agree with and will follow the Employee Responsibilities. The *Request for Wireless Communication Device* must be submitted to Accounts Payable to record the employee's personal wireless communication device phone number. A copy of the *Request for Wireless Communication Device* will be forwarded to Payroll to initiate a payroll allowance to reimburse costs incurred for University business purposes, and for records retention.
  - d) A pre-authorized wireless communication device allowance is designed to provide a means to reimburse the employee for costs associated with performing University business on personally-owned equipment. The allowance is not intended to reimburse the entire cost of the wireless communication device service as the device is the property of the employee and is also used for personal use.
  - e) The maximum level of the allowance is \$35 per month for standard wireless phone usage or \$65 per month for enhanced wireless usage (which includes data access), and will be the maximum and complete amount provided to the employee each month they are eligible to receive an allowance. The allowance is designed to compensate the employee for only the business usage of their wireless communication device/service plan. Increases or decreases in the allowance levels may be determined by history of usage.
  - f) Once an allowance has been established for an employee, the pre-determined amount shall be paid bi-monthly on regular payroll payment dates. This allowance does not constitute an increase to base pay and will not be included in the calculation of percentage increases to base pay due to salary increases, promotions, etc. No further reimbursement for wireless devices is available to employees who receive an allowance.
  - g) The employee must retain an active wireless communication device contract as long as a wireless communication device allowance is in place. The employee must provide their department administrator and Accounts Payable with their current wireless communication device phone number.

and immediately notify both parties if the number changes. Employees receiving a wireless communication device allowance are expected to carry the wireless communication device on their person both on and off duty, if required, and respond when called for University business.

- h) Use of the phone in any manner contrary to University, municipal, provincial, or federal laws will constitute misuse and will result in immediate termination of the wireless communication device allowance.
- i) The employee will bear all costs of any fees associated with any change or cancellation.
- j) University use of the employee wireless communication device shall not be used for data roaming or long distance. It shall strictly be used for local calling for University purposes. Under extenuating circumstances, data roaming and/or long distance may be added if the employee is traveling. The employee shall obtain written pre-approval from their department administrator and a long distance and/or data roaming package shall be added to the wireless number. Employees may choose to sign out a laptop, if needed, from ITS for their data needs.

3. Under Alternative 2: University Owned, the following guidelines shall apply:

- a) Employee request for a wireless communication device must be submitted by the employee to their department administrator for approval using the University approved *Request for Wireless Communication Device* application form.
- b) If department administration approves the employee's use of a wireless communication device, such approval shall be evidenced by submission of a completed and signed *Request for Wireless Communication Device* application form to Accounts Payable.
- c) In addition to the above, the employee shall read Policy 7.5 Wireless Communication Devices, Policy 7.5.1 Procedures for Wireless Communication Devices and shall sign that they agree with and will follow the Employee Responsibilities. The *Request for Wireless Communication Device* must be submitted to Accounts Payable who initiate the purchase of and service for a University owned wireless communication device and will record the phone number.
- d) If an emergency arises where the University owned wireless communication device is used for non-University purposes, it is the responsibility of the employee to contact Accounts Payable for assistance in determining the costs incurred for personal use. The employee will be required to reimburse the University within fifteen (15) days from the date on the service provider invoice.
- e) No fee based premium services as defined by the service provider may be added to a service package of a University owned wireless communication device (examples are, but not limited to, ring tones, horoscope, joke of the day, entertainment gossip, games, music, competitions, sports scores, etc.).

#### **D. DEPARTMENT RESPONSIBILITIES**

1. The department administrator of an employee requesting a wireless communication device shall ensure that the use of the device would clearly provide a benefit to the University. This will be accomplished initially with the completion of a *Request for Wireless Communication Device* identifying the business necessity under one of the following conditions:
  - a) Employee who typically and routinely (at least 50% of the time) works in the field or at job sites, where land line telephones are not always available and is considered essential to communicate with the employee by phone while they are out of the office;

- b) Work-related personal safety can be enhanced by the use of a wireless communication device;
- c) Employee who typically and routinely (at least 50% of the time) works in the field or at job sites that require internet connectivity where such connectivity is not readily available;
- f) Specific function which makes wireless internet a necessary critical component in conducting University business;
- g) Travel out of the city on University business at least 30% of the time in a capacity where wireless internet is imperative;
- h) Employee who's work is vital to the safety and welfare of the University and/or whose daily responsibilities require him/her to be accessible by telephone at all times, including non-business hours.

Note: Access to email from one's residence is not sufficient justification for a wireless device.

2. The department administrator must maintain a current list of all employees and associated phone numbers covered under this policy and periodically review job functions of the employees to ensure a continuing need to authorize use.
3. The University prohibits calling employees who are known to be driving.
4. The department administrator will, at least annually, conduct a comprehensive review of each employee's duties to determine if a wireless communication device is required.
5. Financial Services and ITS reserves the right to conduct random audits of employee usage to ensure consistency with University policy and to determine necessary policy changes based on usage patterns and costs.

## **E. EMPLOYEE RESPONSIBILITIES**

1. The employee agrees, where reasonable, to accept and make University business calls/perform data access on the University owned and provided wireless communication device, or the employee's personal wireless communication device (depending on the alternative selected) and sign a *Request for Wireless Communication Device* form governing University business use. Furthermore, the employee must read and sign agreeing to the terms and conditions of this policy and procedures.
2. The employee must keep the wireless communication device charged and turned on so that the employee is available, via this device, during work hours and other times required by University policy and the individual requirements of the employee position.
3. The employee will provide an active phone number to Accounts Payable, ITS and their department administrator.
4. Under Alternative 1: Allowance, the employee will:
  - a) Maintain regular, uninterrupted wireless service and produce evidence of an active, current wireless service provider plan upon request by the University;
  - b) Ensure that the wireless service provider plan billing statement includes detailed billing. At a minimum, a listing of calls for which the employee deems business related must indicate the telephone number of the caller and the minutes and/or charges for the call;
  - c) Be responsible for all payments associated with their wireless account. The allowance constitutes the full amount of payment the University shall provide for University business expenses. The University will not make any payment directly to the service provider;

- d) Maintain wireless service provider bills for a period of three (3) years to meet public record requirements;
- e) Ensure that discretion is used in relaying confidential information via the wireless communication device;
- f) Agree that University use of the employee wireless communication device shall not be used for data roaming or long distance. It shall strictly be used for local calling for University purposes. Under extenuating circumstances, data roaming and/or long distance may be added if the employee is traveling. The employee shall obtain written pre-approval from their department administrator and a long distance and/or data roaming package shall be added to the wireless number. Employees may choose to sign out a laptop, if needed, from ITS for their data needs.
- g) Agree that the University will conduct periodic reviews to verify the accuracy of the allowance and the continuance of the employee's eligibility to continue to receive this allowance. Should the employee's job duties change or the University deem the allowance no longer justified, the University reserves the right to discontinue the allowance. Should this occur, the employee will no longer need to use their own personal wireless communication device for University business purposes.

5. Under Alternative 2: Business Owned, the employee will:

- a) Safeguard the University provided wireless communication device assigned, provide appropriate security of this University asset and notify his/her supervisor and Accounts Payable immediately if it is lost or damaged. The employee agrees to not allow any other person access to the device;
- b) Make and receive University business related calls. If the wireless communication device is approved for any other University use, such as data access, the employee agrees to perform only University business related activities on the wireless communication device. Any fee based premium services as defined by the service provider may not be added to the service package (examples are, but not limited to, ring tones, horoscope, joke of the day, entertainment gossip, games, music, competitions, sports scores, etc.);
- c) Agree that the wireless communication device is assigned to the employee and is the property of the University, and therefore, may periodically be required to comply with internal control procedures designed to protect University assets. This may include producing the wireless device to verify it is in the employee's control and providing assistance in an audit review of its use;
- d) Agree that if an emergency arises where the employee needs to use the University wireless communication device for non-University purposes, that it is the employee's responsibility to notify the University and agree to reimburse the University for costs incurred for any billable personal calls, texts, roaming charges, etc made of this nature. The employee will contact Accounts Payable immediately to notify them that a billable personal charge has been made and provide the phone number and date of the personal billing charge. Upon the University's receipt of the service provider's invoice containing the personal charges, Accounts Payable will forward a copy of the invoice to the employee. The employee is required to reimburse the University within fifteen (15) days. If the employee fails to provide advanced notification and if it is discovered that personal use of the device assigned to the employee is present, it may be grounds for discipline and/or legal action or permanent loss of use of a University provided wireless communication device;
- e) Surrender the wireless communication device assigned if requested by the University for any reason or upon termination of employment with the University.

- f) Employees will be mindful of significantly increased costs of calls, email, and internet access while out of the serviced area. Roaming must be pre-approved prior to travel, if not approved, data roaming must be turned off when traveling out of the service area.
- 6. Employees agree to use a less costly means of communicating should the alternative be safe, convenient and readily available; such as forwarding calls from the wireless device to a landline and checking voicemail from a landline.
- 7. Employees will ensure that discretion is used in relaying confidential information via the wireless communication device.
- 8. The University prohibits the use of the camera on the wireless communication device in occupied classrooms, restrooms and change rooms. The University also prohibits photos taken without the consent or knowledge of the subject. Photos cannot be sent to any other individual and/or internet site without written approval from the subject.
- 9. The University has a complete ban on using all and any type of wireless communication device, including hands free options, while driving and this ban is strictly in effect. University owned and employee owned wireless communication devices are prohibited to be used while driving, including those whose job responsibilities include driving or equipment operation. Safety must come before all other concerns. Under no circumstances are employees required to place themselves at risk to fulfill business needs. Employees who are charged with traffic violations resulting from the use of their wireless device while driving will be solely responsible for all liabilities that result from such actions. Violations of this procedure will be subject to discipline.
- 10. The University prohibits calling employees who are known to be driving.
- 11. Employees must register their cell phone number with Canada's National Do Not Call List (DNCL) and renew it every three years. DNCL is a central registry of home phone, cell phone and fax numbers that certain telemarketers are prohibited from contacting. Registration is free and can be completed online at <https://www.lnnte-dncl.gc.ca/>, or by phone at 1-866-580-DNCL.
- 12. Employees must report lost, damaged or stolen equipment to Accounts Payable immediately.
- 13. An employee found to have violated the Wireless Communication Devices policy and/or procedure may be subject to disciplinary action.

## **POLICY SUPPORTS**

Request for Wireless Communication Device (available from Financial Services)