

## **POLICY 307 USE OF PHONE AND MAIL SYSTEMS**

- 1. Purpose.** To assist employees in communicating with management, other employees, clients, associates, and others with whom they may conduct business.
2. Personal Calls.
  - 2.1 Employees are discouraged from making or receiving personal telephone calls during working hours. In the event that a personal call is required, the conversation should be limited to five (5) minutes or less.
  - 2.2 Use of a personal cell phone for personal calls during working hours should be brief; employees may use personal cell phones during breaks or lunch periods.
  - 2.3 Abuse of the telephone access privilege may result in loss of privilege and/or disciplinary action, at the discretion of the employee's supervisor or director.
3. Personal Long-Distance Calls.
  - 3.1 All long distance personal telephone calls using the Dain line are prohibited. This applies to anyone using phones that are part of the County phone system.
  - 3.2 Employees may use personal calling cards issued from their own long distance carriers, prepaid phone cards, make collect calls, or use pay phones.
  - 3.3 Employees may be required to reimburse Eau Claire County for any charges resulting from their personal use of the telephone and may be subject to corrective and/or disciplinary action.
4. Business Cell Phone Use.
  - 4.1 Some employees will be provided cellular telephones for use as a business tool. Cell phone use is intended for business-related calls only.
  - 4.2 Although these devices might be used away from County property, usage and service records are public information. They also are subject to County inspection. Eau Claire County reserves the right to access the contents, applications, communication records, and messages on any device at any time.
  - 4.3 As a representative of Eau Claire County, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

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- 4.4 Cellular telephone use for business-related calls outside of regular work hours must be recorded as compensable work time unless such time is de minimis (i.e. increments of time less than 10 minutes).
- 4.5 Text messaging without prior written approval of the department head is prohibited.
- 5. Personal Cell Phone Use.
  - 5.1 Some employees may use their personal cellular phones for business-related purposes. While there may be an expectation of privacy for an employee's personal cellular phone, employees are put on notice that use of personal cellular phones for business-related purposes may subject the employee's cellular phone and cellular phone records to public inspection.
  - 5.2 Cellular telephone use for business-related calls outside of regular work hours must be recorded as compensable work time unless such time is de minimis (i.e. increments of time less than 10 minutes).
- 6. Personal Cell Phone Reimbursement - Department of Human Services Employees
  - 6.1 Employee's using their personal cellular phone use for business-related purposes will be reimbursed at the rate of \$10 per month.
  - 6.2 The department head will determine eligibility for reimbursement. Employees are responsible for the cell phone reimbursement under the IRS accountable plan rules.
  - 6.3 Staff authorized to receive reimbursement for personal cellular phone use will claim reimbursement on the Travel and Expense Reimbursement Form.
- 7. Cell Phone Use While Driving.
  - 7.1 Employees may have access to a cell phone while in their cars and must remember that their primary responsibility is driving safely and obeying the rules of the road.
  - 7.2 Employees are prohibited from using cell phones in any manner while driving and must safely pull off the road and come to a complete stop before dialing, talking on the phone, texting, or accessing email or any other application.

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8. Camera Phones.

8.1 The use of personal or business camera phones or any other camera or device that may capture visual images without the prior written permission of Eau Claire County is strictly prohibited.

9. Mail Systems.

9.1 Interoffice Mail

9.1.1 The use of interoffice mail should be restricted to approved official county business transactions and is not for personal or private mailings.

9.2 Outgoing U.S. Mail

9.2.1 The use of Eau Claire County-paid postage for personal mail is prohibited.

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