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**USAGE OF AGENCY EQUIPMENT/ELECTRONIC COMMUNICATION TECHNOLOGIES POLICY**

**General:**

The intent of this Policy is to provide employees of Community Living-Central Huron with guidelines and procedures regarding the use of Agency equipment and electronic communication technologies. As such, the primary use of Agency equipment and electronic communication technologies is for business usage; therefore, personal use is strongly discouraged. All equipment is the property of Community Living-Central Huron and as such, management reserves the right, with reasonable grounds, to monitor/view all e-mail transmissions, internet history files and graphic caches, with authorization from the Executive Director or designate. The use of equipment and technology must be consistent with provincial and federal laws, the Agency's Mission, Vision and Principles. Non compliance with the Usage of Agency Equipment/Electronic communication Technologies Policy is subject to discipline, up to and including dismissal from the Agency's employ.

**Definitions:**

Agency equipment: would include, but is not limited to the fax machines, laminators, photocopiers, TV, VCR/ DVD Player, video camera, camera, global positioning system (GPS), postal machine, post office box, internal mail boxes, etc.

Agency telecommunication devices/systems: would include, but are not limited to computers, telephones, internet, cell phones, laptops, ipads, iphones, ipods, walkie-talkies, etc.

Software: would include all software for all equipment listed above and operating systems.

Security Software: refers to a computer program designed to enhance information security and unauthorized access. Similarly, the defence of computer networks is called network security.

Password(s): is a secret word or characters used by an operator to prove identity or gain access to a resource; a password is not shared with others who are not allowed access.

**Procedures:**

- All Agency equipment and electronic technologies will be labelled as property of Community Living-Central Huron; the use of agency equipment and electronic technologies is a privilege and must be treated as such;
- Staff are required to use Agency equipment as provided for work purposes; use of similar personal equipment and/or technology is strongly discouraged. Use of personal equipment for work purposes requires written approval of the relevant Supervisor. The Agency will not be liable for any damage nor has any responsibility to repair, replace or maintain any personal equipment used by staff for work purposes;
- All workstations and portable devices are secured with appropriate licensed security software; Administrative Staff will ensure installation of appropriate software for security protection;

- All workstations and portable devices must be secured with a password; all passwords will be registered with the Administrative Coordinator and kept confidential and will only be accessed by other staff for emergency purposes; passwords are the property of Community Living-Central Huron;
- Access to various data on computers, ipads, iphones, etc. will be restricted to relevant Staff;
- Community Living-Central Huron does or will use external resources and expertise for the purchase, repair and maintenance of Agency owned equipment;
- Community Living-Central Huron Administrative Staff will ensure data is backed-up on a daily basis and kept off-site in a secure, confidential manner;
- Information or instructions regarding accessing Agency equipment may be obtained from your immediate Supervisor or Administration Staff.
- The email system is provided to employees of Community Living-Central Huron to assist in conducting business and supporting individuals; information in the email system is part of the public record of the Agency. Email communication is to be treated in the same way as other types of Agency correspondence and reports and will held to the same standards with respect to appropriate contents and language.
- The use of texting among staff is strongly discouraged for: security reasons, impersonal form of communication, shorten and/or abbreviated language, therefore creating a source of possible miscommunication. Should a staff utilize texting, they maybe required to submit their cell-phone to their immediate Supervisor, who may chose to have all Agency related information transcribed to be included with Agency records;

Unacceptable use/conduct of electronic communication technologies include but is not limited to the following:

- a) Using the system for any illegal activity, including violation of copyright or other contracts. This means, in part, that no pirated or self-owned computer software or hardware shall be installed on any Community Living-Central Huron computer systems;
- b) Use the system for personal, financial or commercial gain;
- c) Degrading or disrupting equipment or system performance;
- d) Vandalizing the data of other users;
- e) Gaining unauthorized access to resources or entities;
- f) Invading the privacy of individuals;
- g) during working hours accessing via computers, ipad, cell phones, internet sites that are unrelated to their job description/responsibilities;
- h) Adding new software programs or applications (apps) without written authorization of the immediate supervisor or the Administrative Coordinator.

- i) Sending electronically or downloading Agency files, including personal information on people supported on portable flash drives or disks without the prior written approval of their immediate Supervisor.
- j) Sharing the access codes, changing access codes, account numbers, passwords or other authorizations, including keys, that have been assigned to them without written authorization from the Executive Director or designate. All staff must request in writing to the Administrative Coordinator should they wish to change their password(s) and/or pass code.
- k) Allowing unauthorized persons access to Agency equipment/technology.
- l) Using abusive or otherwise objectionable language in either public or private messages.
- m) Purposely sending messages that are likely to result in the loss of information or disruption to the system (ie. computer virus).
- n) Publishing Web Pages or posting links to sites without the approval of the Executive Director or designate.
- o) Sending inappropriate messages and/or images or viewing such sites/images. These include but are not limited to messages and or images that are racist, pornographic, dangerous, obscene, illegal or interpreted as harassment.
- p) Sending "chain letters" or global messages or other types of communication.

All users of the internet and e-mail having access through Community Living-Central Huron computers, facilities, offices, or network, must recognize that Community Living-Central Huron does not accept any responsibility for the use or misuse of information acquired, as well as any situations, issues, litigation that might arise from unauthorized use or contravention of the above rules of conduct.

Any unacceptable use (as outlined above) of Community Living-Central Huron equipment or electronic communication technologies will be addressed by the immediate appropriate Supervisor. or Coordinator.

**Related Policies:**

- Guiding Principles (A-002)
- Confidentiality (A-003)
- Privacy (A-004)
- Purchasing and Credit Policy (B-008)
- Individual Welfare/Rights (C-001)
- Individual Support Policy for Persons Supported (C-009)
- Emergency Policy (D-003)
- Bullying, Harassment and Workplace Violence Policy and Procedures (D-007)
- Annual Workplace Maintenance Policy (D-009)
- Employee Performance Appraisals (E-008)
- Vehicle Use (E-009)
- Personal Property Damage (E-010)
- Employee Performance Standards (E-011)
- Disciplinary Policy (E-012)