

**County of San Bernardino
Department of Behavioral Health**

Telecommunication Devices Policy

Effective Date 09/05/12
Approval Date 09/05/12

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Policy It is the policy of the Department of Behavioral Health (DBH) to support staff with the effective and productive use of telecommunication devices or services as needed to deliver DBH services and ensure they are used appropriately.

Purpose To provide DBH staff with information regarding the use of issued telecommunication devices and provide internal controls to ensure the policy is enforced.

Definitions **Facilities and Project Management (FPM)** is a unit within DBH responsible for providing supportive service to DBH staff through facility management, project management, warehouse distribution and storage management. These responsibilities include overseeing the programs for the following list of devices, which are also defined:

- **Cell Phone** (also referred to as a cellular phone or mobile telephone) refers to a wireless electronic device used to make and receive telephone calls over a network of base stations known as cell towers.
- **Landline** or fixed phone line refers to a telephone which uses a fiber optic line to transmit calls. It is commonly used within DBH as a desk or reception phone.
- **Pagers** are pocket-sized electronic devices whose signal notifies the user of an important message or a telephone number to be called.
- **Smart phone** is a type of cell phones which have advanced capabilities, such as software to deliver emails and provide internet access.

Information Technology is a unit within DBH responsible for providing supportive service to DBH staff through information systems which include computer hardware and software procurement and management. These responsibilities include overseeing the programs for the following list of devices, which are also defined:

- **Laptops** are computers designed for mobile use. They are sometimes referred to as notebooks.
- **PC Wireless Cards** connect to laptop or notebook computers and provide a wireless capability to connect the device to the internet. This service is coordinated by the DBH Information Technology unit.
- **Tablets** are mobile computers which are larger than mobile phones and smaller than most laptop computers. They have flat screens which are operated by touching the screen rather than using a physical keyboard.

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Telecommunication Devices Policy, Continued

Definitions (continued)

Telecommunication devices used by DBH staff include landline phones, cell phones, pagers, smart phones, PC Wireless Cards, laptops, and tablets.

Wireless devices are telecommunication devices used by DBH staff which include cell phones, pagers, smart phones, Personal Computer (PC) Wireless cards, laptops, and tablets.

General Guidelines

The following guidelines apply to telecommunication devices:

- Devices used by departing employees shall be immediately returned to the FPM unit or IT unit, as appropriate, and recorded on the [Property Return Checklist for Separating Employees](#)
- Devices may not be reassigned to any other staff member and must be returned to FPM or IT as appropriate for completion of mandatory tracking documents
- Devices are issued on an as-needed basis upon management approval
- Devices are used to assist staff to conduct County business during the performance of job duties
- Applicable local, State and Federal regulations and statutes will be followed when telecommunication devices are used by DBH staff
- Abuse of telecommunication device privilege may result in revocation of device use and/or disciplinary action up to and including termination
- Damage or replacement, within reasonable limits, may require assigned staff to replace items not returned or pay for damages as appropriate
- Use of personal telecommunication devices for County business may be reimbursed by DBH to staff with prior manager approval; see [Telecommunication Devices Procedures](#)
- Use of the information (411) directory use is discouraged for telephonic devices due to excessive costs; reimbursement to the department may be required
- Protected health information of DBH clients shall not be located on any personal telecommunication device

Note: Yellow pages may become available on the DBH desktop Newslink.

Personal Use of Landlines

The following conditions apply to the use of County owned landlines.

- Occasional personal use of DBH landlines is permitted; Reimbursement to DBH may be required; see [Telecommunication Devices Procedures](#)
 - Staff using landlines for personal purposes shall not violate any existing law, regulation, County policy or personnel rule or DBH policy
 - Personal use shall not interfere with conducting County business or performing assigned duties
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Telecommunication Devices Policy, Continued

- Personal Use of Wireless Devices** The following conditions apply to the use of County owned wireless devices.
- Wireless devices are not intended for personal use
 - May be used for non-County business related calls only in the event of an emergency; see [Telecommunication Devices Procedures](#)
 - Approval is required to remove wireless devices from the service area
 - Ensure roaming is turned off (FPM may be contacted for directions.)
 - Supervisor approval is required when a device will be used out of state
 - Deputy Director approval is required when the device will be used out of the country

Responsibility The following roles and responsibilities apply to the use of all telecommunication devices assigned to staff to assist in the performance of their job duties.

Role	Responsibility
Deputy Directors	<ul style="list-style-type: none"> • Requesting telecommunication devices • Approving requests for telecommunication devices
Supervisors and Managers	<ul style="list-style-type: none"> • Budgeting for pagers or cell phones • Obtaining funding to purchase telecommunication device equipment • Completing purchase requests for devices and supporting equipment after obtaining appropriate approvals • Overseeing maintenance and replacement • Ensuring appropriate ongoing service charges or fees for personal use are paid by staff when required • Ensuring FPM or IT is immediately notified when staff are returning devices and completing appropriate paperwork; see Telecommunication Devices Procedure • Filing a written report with FPM detailing lost or damaged devices or associated equipment • Ensuring a report has been filed with local law enforcement when a device is stolen • Knowing the location and condition of any shared devices <p>Note: It is not permitted to transfer or reassign a telecommunication device from one staff member to another. Devices are to be immediately returned to FPM or IT for appropriate mandatory tracking.</p>
Employees	<ul style="list-style-type: none"> • Using telecommunication devices within the guidelines stated in Telecommunication Devices Policy • Reviewing monthly statements when required to identify any personal use and related expenses when required

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Telecommunication Devices Policy, Continued

Responsibility
(continued)

Role	Responsibility
Employees (continued)	<ul style="list-style-type: none"> • Reimbursing DBH for personal calls when required; see Telecommunication Devices Procedures • Receiving reimbursement for use of a personal telecommunication device after obtaining prior manager approval; see Telecommunication Devices Procedures • Knowing the location and condition of any shared devices • Immediately reporting to supervisor in writing when a device or associated equipment is stolen, lost or damaged • Filing a report with local law enforcement when a device is stolen • Paying the current replacement cost for a damaged or lost device
Facilities & Property Management	<ul style="list-style-type: none"> • Ordering cell phones, smart phones, landline telephones, and pagers • Contacting employees to schedule pick up appointments • Retaining all completed acknowledgement forms signed by staff receiving a device • Maintaining an inventory of applicable issued devices • Completing an annual review of cell phone, landline telephone and pager device authorization forms
Information Technology	<ul style="list-style-type: none"> • Ordering laptops, tablets and PC wireless cards • Contacting employees to schedule pick up appointments • Retaining all completed acknowledgement forms signed by staff receiving a device • Maintaining an inventory of applicable issued devices • Maintaining a current list of all active data accounts • Completing an annual review of laptop, tablet PC and data card authorization forms • Completing an annual inventory of laptops, tablet PCs and data cards • Transferring, suspending or cancelling wireless or data services

Reference

County of San Bernardino Internal Controls and Cash Manual, Chapter 21

**Related Policy
or Procedure**

DBH Standard Practice Manual BOP3040-1: [Telecommunication Devices Procedures](#)