



<b>DEPARTMENT: EXECUTIVE COMMITTEE</b> <b>DATE PREPARED – July 7, 2010</b> <b>COUNCIL MEETING DATE: July 12, 2010</b>	<b>PAGE 1 OF 1</b> <b>REPORT NO. EX-118/10</b>
<b>SUBJECT</b> <b>Mobile Devices Policy</b>	
<input type="checkbox"/> Approved <input type="checkbox"/> Approved with Amendments <input type="checkbox"/> Other	
Resolution #	

### **INTRODUCTION /BACKGROUND**

At Council's request a policy has been developed to address the allocation, approved use and reimbursement procedures for handheld mobile devices.

### **DISCUSSION/ANALYSIS**

This policy applies to all employees of the Town of Ingersoll, municipal council, local boards and committees who are authorized to use municipally owned mobile communication devices or who receive reimbursement for use of personal devices.

Handheld mobile phone assignments have been broken down into various categories based on needs. The categories include cell and data 24/7, cellular and data working hours only, cellular only 24/7 and finally cellular working hours only.

### **INTERDEPARTMENTAL IMPLICATIONS**

The policy will require the CAO in the case of Department Heads to approve the type of communication device assigned, if any. This assignment shall be based on the criteria identified in Schedule A and B of the policy. In the case of departmental staff the Department Head shall assign the device based on the same criteria.

Reimbursement procedures for personal use of handheld mobile cellular devices are also described in this policy.

### **RECOMMENDATION**

That Council receive Report # EX-118/10 as information and further that this policy for Handheld Mobile Devices be included in the Town's Policy Manual.

### **ATTACHMENTS** - Mobile Device Policy

Prepared by:

Darell Parker  
Deputy CAO



# POLICY

<b>POLICY AND PROCEDURAL MANUAL</b>		<b>PAGE NUMBER</b>	<i>1 of 10</i>
<b>POLICY NO.</b>		<b>REVIEW FREQUENCY</b>	
<b>APPROVED BY</b>		<b>DATE APPROVED</b>	
		<b>REVISION DATE</b>	
<b>SUBJECT</b>	<b>HANDHELD MOBILE DEVICES</b>		

**PURPOSE**

The purpose of this policy is to identify eligibility for the allocation of municipally owned handheld mobile communication devices, and their approved use.

To establish reimbursement procedures for individuals who use personally owned handheld mobile communication devices on behalf of the municipality.

**SCOPE**

This policy shall apply to all employees of the Town of Ingersoll, municipal council, local boards and committees who are authorized to use municipally owned mobile communication devices or are reimbursed for use of personal equipment.

**POLICY**

The assignment of handheld mobile communication devices shall not be for the personal convenience of an individual or to achieve a perceived status. Handheld mobile devices are to be assigned to carry out the business of the Town of Ingersoll on behalf of the people we serve.

The following options will assist in determining who shall be authorized to carry a handheld mobile communication device on behalf of the municipality.



**PROCEDURE**

**CAO,  
Directors/Department  
Heads**

The Chief Administrative Officer in the case of a Director or Department Head shall authorize in writing the type of device assigned as per schedules A & B. The Director or Department Head shall authorize in writing the type of device assigned in the case of staff as per schedules A & B and are responsible to monitor its use to ensure it is consistent with this policy. Department Heads shall keep on file a record of Handheld Mobile Device assignments issued under schedule A or B.

**ASSIGNMENTS**

**24/7 CELL AND DATA**

The assignment of a municipally owned **24/7 handheld mobile communication device including cell phone and data** shall be based on the following criteria;

- Established need to have immediate and direct communication with the individual during working hours where the individual is constantly away from the office/work station or works offsite on a regular basis;
- There is a need to communicate with the individual regularly outside of normal working hours;
- The nature of work requires a timely flow of information in the form of text and verbal communication; and
- The device has been authorized in writing by the Department Head or in the case of a Department Head the CAO. (Schedule A).



# POLICY

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SUBJECT

**HANDHELD MOBILE DEVICES**

**24/7 CELL AND DATA  
cont.**

Staff assigned to a **24/7 handheld mobile communication device including cell phone and data** shall use the device primarily to conduct the business of the Town of Ingersoll. Due to the nature of carrying a device on behalf of the Town of Ingersoll and the need to communicate at a municipal level 24/7 it is understood that personal use will be necessary by the carrier. However any costs resulting from personal use beyond the individuals plan shall be paid by the individual assigned to the device. This shall include but not necessarily limited to voice, data, roaming fees out of country etc. Individual employees and department heads, shall review invoices to ensure it is in keeping with this policy.

**WORKING HOURS  
CELL AND DATA**

The assignment of a municipally **owned handheld mobile communication device including cell phone and data during working hours** shall be based on the following criteria;

- Established need to have immediate and direct communication with the individual during working hours where the individual is constantly away from the office/work station or works offsite on a regular basis;
- The nature of work requires a timely flow of information in the form of text and verbal communication during normal working hours;



- Such assignment will be at the discretion of the Department Head or Supervisor based on departmental policies;
- The device shall be returned at the end of each shift and shall not be taken home without the consent of the department head or supervisor and only during extenuating circumstances.

Staff assigned to a **handheld mobile communication device including cell phone and data** shall use the device to conduct the business of the Town of Ingersoll only. They are not intended to be used for personal use. It is understood that occasional personal use may be necessary by the carrier. Any costs associated with such use shall be paid by the individual assigned to the device. Department Heads or assigned supervisors shall monitor such use to ensure it is in keeping with this policy.

**24/7 CELL PHONE  
ONLY**

The assignment of a **24/7 municipally owned handheld mobile communication device cell phone only** shall be based on the following criteria;

- Established need to have immediate and direct communication with the individual during working hours where the individual is constantly away from the office/work station or works offsite on a regular basis;



- There is a need to communicate verbally with the individual regularly outside of normal working hours;
- The nature of work requires the ability to contact the individual in a timely manner; and
- The device has been authorized in writing by the Department Head or in the case of a Department Head the CAO. (Schedule B).

Staff assigned to a **24/7 cellular phone** shall use the device primarily to conduct the business of the Town of Ingersoll. Due to the nature of carrying a device on behalf of the Town of Ingersoll and the need to communicate at a municipal level 24/7 it is understood that personal use will be necessary by the carrier. However any costs resulting from personal use beyond the individuals plan shall be paid by the individual assigned to the device. This shall include but not necessarily limited to voice, data, roaming fees out of country etc. Individuals, and or department heads, are required to review billings along with assigned supervisors (under departmental policy) shall monitor such use to ensure it is in keeping with this policy.

**CELL PHONE  
WORKING HOURS  
ONLY**

The assignment of a **municipally owned handheld mobile communication device cell phone only during working hours** shall be based on the following criteria;



**CELL PHONE  
WORKING HOURS  
ONLY cont.**

- Established need to have immediate and direct communication with the individual during working hours where the individual is constantly away from the office/work station or works offsite on a regular basis;
- The health and safety of the individual or co-workers is a factor and immediate communication is required to superiors co-workers or outside authorities;
- Such assignment will be at the discretion of the Department Head or Supervisor based on departmental policies;
- The device shall be returned at the end of a shift and shall not be taken home without the consent of the department head or supervisor and only during extenuating circumstances;
- A daily log of cell phone assignments shall be maintained.

Staff assigned to a **cell phone** shall use the device to conduct the business of the Town of Ingersoll only. They are not intended to be used for personal use. It is understood that occasional personal use may be necessary by the carrier. Any costs associated with such use shall be paid by the individual assigned to the device. Department Heads or assigned supervisors shall monitor such use to ensure it is in keeping with this policy.



**SUBJECT**

**HANDHELD MOBILE DEVICES**

**REIMBURSEMENT  
FOR PERSONAL  
EQUIPMENT**

Anyone using personal mobile handheld devices for municipal business may submit a cheque request and be reimbursed for any costs associated with such use provided proper back up documentation is provided in the form of detailed billings. The cost of reimbursement shall not routinely exceed the cost of established plans for municipally owned equipment, in which case other arrangements shall be made.

**GENERAL**

Activation of all municipally owned handheld mobile devices, transfer or de-activation will be done through the Information Technology Department.

Lost, stolen or malfunctioning devices shall be reported to the Information Technology Department immediately.

Special or premium services erroneously billed to an account shall be reported to the Information Technology Department.

Department Heads are responsible for the care and maintenance of equipment within their departments and shall develop policies where necessary to control the distribution and safety of devices.

Handheld mobile devices shall be returned to the Information Technology Department when no longer assigned to the individual through change of job function, employment status etc.

All Town of Ingersoll handheld mobile devices will be purchased centrally through the Information Technology Department.



**GENERAL cont.**

Upgrades/replacement of devices shall occur in accordance with the terms of the current carrier contract.

Handheld mobile devices shall be used in a manner that ensures the safety of the user and those around the user.

Handheld mobile wireless devices shall be used in a manner that ensures the privacy of the user and the business of the Corporation of The Town of Ingersoll.

Handheld mobile wireless devices shall be used in manner which is consistent with the Computer, Internet & Ethical Usage Policy and Procedure for the Town of Ingersoll.

Handheld mobile wireless devices owned by the Town of Ingersoll are to be solely for the furtherance of the Town of Ingersoll's objectives in accordance with this policy and such use shall be consistent with the law, the Canadian Charter of Right and Freedoms and the Ontario Human Rights Code.

**At no time** shall a municipally owned handheld mobile device be used as part of an individual's off hour's business enterprise.

In Compliance with the law, the use of a handheld mobile wireless without an approved headset or hands free device while operating a vehicle is prohibited (excluding emergency vehicles).

The Town of Ingersoll shall not take responsibility for any individual contravention of the above. Any fines, tickets, etc., related to use of town owned handheld mobile wireless devices while operating a vehicle is the sole responsibility of the individual.



# POLICY

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<b>POLICY NO.</b>		<b>REVIEW FREQUENCY</b>	<i>AS REQUIRED</i>
<b>APPROVED BY</b>	<b>COUNCIL</b>	<b>DATE APPROVED</b>	
		<b>REVISION DATE</b>	
<b>SUBJECT</b>	<b>HANDHELD MOBILE DEVICES CELL &amp; DATA SCHEDULE "A"</b>		

		YES	NO
<b>ASSIGNMENT CRITERIA – MOBILE CELL &amp; DATA 24/7</b>	Need to have immediate and direct communication with individual during working hours and they are regularly away from their work area or work in the field.	<input type="checkbox"/>	<input type="checkbox"/>
	Need to communicate regularly with individual outside of working hours.	<input type="checkbox"/>	<input type="checkbox"/>
	Nature of work requires timely flow of information in the form of text and verbal communication at all hours and in emergencies.	<input type="checkbox"/>	<input type="checkbox"/>

I acknowledge that this device has been assigned in accordance with Policy# \_\_\_\_ for the purpose of conducting the business of the Town of Ingersoll.

It is understood that personal use may be necessary by the individual assigned to the device. I further understand that I am responsible to reimburse the municipality for personal long distance calls and minutes which extend beyond the plan allotment. This shall include but not necessarily be limited to voice, data, roaming fees, out of country costs etc. Each department head/director shall establish procedures to identify and forward any additional expenses due to personal use, and shall monitor such use to ensure it is in keeping with this policy.

\_\_\_\_\_  
**CAO/DEPT. HEAD**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**EMPLOYEE SIGNATURE**

\_\_\_\_\_  
**DATE**



# POLICY

<b>POLICY AND PROCEDURAL MANUAL</b>		<b>PAGE NUMBER</b>	<i>10 of 10</i>
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<b>SUBJECT</b>	<b>HANDHELD MOBILE DEVICES CELL SCHEDULE "B"</b>		

		YES	NO
<b>ASSIGNMENT CRITERIA – MOBILE CELL 24/7</b>	Need to have immediate and direct verbal communication with individual during working hours and they are regularly away from their work area.	<input type="checkbox"/>	<input type="checkbox"/>
	Need to communicate regularly with individual outside of working hours.	<input type="checkbox"/>	<input type="checkbox"/>
	Nature of work requires timely flow of information in the form of verbal communication at all hours or in emergencies.	<input type="checkbox"/>	<input type="checkbox"/>

I acknowledge that this device has been assigned in accordance with Policy # \_\_\_\_\_ for the purpose of conducting the business of the Town of Ingersoll.

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\_\_\_\_\_  
**CAO/DEPT. HEAD**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**EMPLOYEE SIGNATURE**

\_\_\_\_\_  
**DATE**