

Date

The following policy was approved as an Administrative Policy effective November 2, 2020

Use of Cellular Telephones Policy No. 159 and Cellular Telephones for Management Policy No. 14.136 are hereby rescinded

Purpose

For effective and efficient communication relating to municipal business, some staff positions are required to carry a smartphone device capable of voice, SMS and email communication.

This policy governs the general conditions of a District of Lake Country (District) issued cell phone, including the requirement to carry a cell phone, terms of use, security and care, privacy, long distance and data overages and the practices related to cell phone usage while driving for business for the District of Lake Country.

This policy also provides alternatives to carrying a District owned cell phone.

General Information

The procurement of appropriate cellular (mobile) technology for District business applications is the responsibility of the Information Technology (IT) Department. The objective of this policy is to ensure that there are reasonable controls in place to manage the procurement and use of cellular technology.

The IT Department will maintain an inventory of District owned cellular equipment and service contracts, will review the inventory on a regular basis and will provide a summary to a Staff Director upon request.

The District negotiates a cellular service plan agreement on a three-year cycle. Each agreement offers corporate rates for voice, data and SMS service. Each device held within the current cellular service plan agreement is eligible for a device upgrade once during the term of the contract. Cellular Phone devices are subsidized under the service plan agreement allowing the device to be offered for sale at a discounted rate. All cellular devices purchased under the District's current cellular service plan are subsidized by the carrier. A device balance equal to the subsidized amount is applied and reduced monthly to zero on the anniversary of the contract.

The IT department has preselected current and comparable Apple and Samsung devices as the "Standard" District cellular device. Selected devices will be revised as price points and technology change.

The IT department employs the use of Mobile Device Management (MDM). The MDM's purpose is to simplify deployment and manage device security. All district cellular phone and tablet devices owned by the District will be enrolled in the MDM. Corporate apps will be managed and deployed to devices through the MDM.

BYOD devices are not managed by the Districts MDM.

Policy

Requirement:

District Directors, Managers and other Exempt staff are required to carry and use a cellular telecommunication device in order to establish a continuous flow of communication with Council, the Chief Administrative Officer and between each other.

Generally, a cell phone is supplied by the District to conduct District business where:

- it is deemed necessary to carry a cell phone for safety purposes
- there is a need for “field to office” communication
- alternative communications methods are not available, or
- it is required for responding in times of emergency.

The District has identified union positions that have the requirement to carry a cellular phone to perform the job function. These positions have been identified in Schedule A.

Acquisition:

Employees who are required to carry a cellular device for District business use may already possess a personal device. In recognition of the impracticality of carrying two devices, staff have two options to consider:

1. Receive a District issued device, or
2. Subscribe to a Bring Your Own Device (BYOD) option

BYOD Option:

Staff who select the BYOD option will be reimbursed by the District to cover some of the costs of their device. The reimbursement amount considers District cellular use and wear and tear on the hardware while being used for district business.

Reimbursement amount: \$50.00 per month

Reimbursement of the BYOD option can be made June 30 and December 31 of each year using the standard District expense form.

A BYOD device may:

- a) connect to the District’s Staff Wifi
- b) connect to the District’s email system through Microsoft Active Sync or Microsoft Mail app.

Personal Use of a District Owned Phone

Staff who select the District issued device option may also use the device for personal use.

The District has a reasonable and enforceable expectation that cellular users who select a District owned device will be conscious of their personal data, voice and SMS usage and make every effort to maintain their monthly usage within the allotments provided in the current cellular plan. See Schedule B for the current cellular service plan.

Summer Student Provision

Summer Student positions identified as requiring a cellular phone will be provided a district phone for the duration of their position or be reimbursed \$100.00 for the use of their personal phone at the end of their summer employment.

Service Overages on District Owned Devices

Cellular bills will be monitored monthly by the Finance Department with assistance from IT.

The employee and their manager will be provided notice of any voice or data service overages in excess of \$5.00 over the base billing for local calls, long distance calls, SMS text and data in the current cellular plan. If the overages are not the result of business activity and if monies are owed by the employee, the funds are to be paid at the Customer Service cashier and allocated to the Cellular Telephone GL Account of the employee's department.

Device Upgrades on District Owned Devices

District cellular phone users using a District owned device will be eligible for one new device upgrade within the current cellular service plan agreement term. This can occur at any time during the agreement term. For clarity, this equates to one new device during the agreement term. Contact IT for eligibility.

BYOD device users are not eligible for device upgrades.

Device Security and Care:

The physical security and care of a District issued device is the responsibility of the employee to whom the device has been assigned under the following terms:

- All District issued smartphones will include a protective cover/case selected by the IT department. Any alternate protective cover/case must be approved by the IT department
- All District issued and BYOD devices must be password or passcode protected with a minimum of five characters to ensure that records and personal information in the custody and control of the District are protected and stored securely. Passwords and passcodes must be kept confidential. Alternatively, a biometric passcode may be set up to unlock a device.
- Devices should be set to lock after five minutes of inactivity.
- Staff are required to immediately report any lost or stolen cellular devices to the IT department. The IT department may remotely wipe any lost or stolen cellular device.
- Staff must not leave their cellular unattended in a vehicle or public place. If the cellular device must be left in an unattended vehicle, the device must be securely stored in a locked storage compartment.

Acceptable Use of District Smartphones

Acceptable use of a district smartphone is governed by the IT & Computer Use Policy No. 14.143

Privacy and Freedom of Information

The privacy provisions of this policy apply to any employee who uses any cellular device defined under this policy for the purposes of conducting District business.

The District has a duty under the Freedom of Information and Protection of Privacy Act, RSBC 1996 Ch.165 (FIPPA) to protect privacy and personal information. Personal information means any recorded information about an identifiable individual other than business contact information. Any record, as defined under FIPPA within the custody and control of the District of Lake Country and which may reside on a cellular device under this policy, belongs to the District of Lake Country and will be subject to disclosure under FIPPA.

Emergency Operations Center Provision

In the event of an EOC activation, the CFO has the authority to make temporary exceptions to this policy for the provision of cellular devices or BYOD reimbursement to positions not identified in Schedule A.

Use of Smartphone and other Mobile Devices While Driving a District Vehicle:

While driving to carry out the work of the District, employees must:

- Not operate or hold hand-held cell phones or other electronic devices.
- Not send or read emails and/or texts on cell phones.
- Not manually program or adjust GPS systems, whether built into the vehicle or not. Settings must be programmed before driving.

Exemptions to the policy include police and fire departments that may need to make calls in the performance of their duties, and employees who need to call 9-1-1.

While driving, employees may use a cell phone when:

- Hands-free cell phones are built in or securely fixed to the vehicle and used by pressing a single button - once only – in order to activate a hands-free device for incoming or outgoing calls.
- The GPS device is pre-programmed, and voice activated.
- Any of the above devices may be used if the vehicle is legally parked and not impeding traffic.

Graduated Licence Drivers

- In addition to the above restrictions and permitted actions, new drivers are prohibited from using hands-free communication devices, (e.g., cell phones), while driving with a ‘Learners’ or ‘Novice’ designation.

Original signed by Alberto De Feo
Alberto De Feo, Chief Administrative Officer

November 2, 2020
Date

I have read and understand the above noted policy and acknowledge that unauthorized use of my cell phone may result in disciplinary action:

Employee’s Signature _____ Date: _____

Employee’s Printed Name _____

Option Selected District Smartphone

 BYOD

Cell Phone Number _____

Department Manager or Chief
Financial Officer _____ Date _____

SCHEDULE A – Union Positions with Requirement to Carry a Cell Phone for District Business

Date amended:	November 26, 2020
Date amended:	
Date amended:	
Date amended:	

Pay Grade	CELL PHONE REQUIREMENT PER POSITION	REQUIRED
16	Chief Building Inspector	Yes
15	Deputy Chief Building Inspector	Yes
14	Financial Analyst & Services Supervisor	Yes
	Parks & Facilities Superintendent	Yes
	Roads Superintendent	Yes
	Utility Superintendent	Yes
	Senior Planner	Yes
	Senior Engineering Technician	Yes
	GIS Coordinator	No
	Building inspector II	Yes
13	Planner	No
	Process & Instrument Tech IV	Yes
	Wastewater Crew Leader	Yes
	Assistant Fire Chief	Yes
	Support Analyst	Yes
12	Fire Inspector	Yes
	Engineering Technician II	Yes
	Development Technician II	No
	Parks Foreman	Yes
	Cultural Development Co-ordinator	Yes
	WWTP Operator IV	Yes
	Utility Operator IV	Yes
	Landscape Design Technician	Yes
	Public Works Crew Leader	Yes
	Financial Analyst	No
	Landscape Construction Technician	Yes
11	Chief Operating Engineer	Yes
	Water Quality Technician	Yes
	Recreation & Customer Services Supervisor	Yes
	Bylaw Services Officer, including seasonal	Yes
	Process & Instrument Tech III	Yes
	Plan Checker / Building Inspector	Yes

Pay Grade	CELL PHONE REQUIREMENT PER POSITION	REQUIRED
10	Engineering Technician I	Yes
	Fire Department Maintenance Operator	Yes
	Utility Operator III	Yes
	Process & Instrument Tech II	Yes
	Recreation Coordinator	Yes
	WWTP Operator III	Yes

9	RCMP Exhibit Clerk	No
	Utility Operator II	Yes
	WWTP Operator II	Yes
	Leisure Services Coordinator	Yes
	Parks & Facilities Op II	Yes
	Process & Instrument Tech I	Yes
	Planning Technician	No
	Protective Services Admin	No
	Gardener	Yes
8	Accounting Clerk II	No
	Community Services Technical Clerk	No
	Parks & Facilities Operator	Yes
	RCMP Detail Clerk	No
	Utility Operator I	Yes
	WWTP Operator I	Yes
7	Accounting Clerk	No
	Corporate Services Clerk	No
	Facilities Maintenance Operator	Yes
	Public Works Operator II	Yes
6	Customer Service Clerk	No
	Community Services Clerk	No
	Emergency Services Clerk	No
	Engineering Services Clerk	No
	Infrastructure Clerk	No
	Parks and Recreation Clerk	No
	Public Works Operator I	Yes

SCHEDULE B – Primary Rate Plan

District of Lake Country Voice & Data Rate Plans Primary Plan

Corporate SmartShare 55*

- Unlimited Local Calling
- Unlimited CDN LD and Canada to US LD
- Call Display
- Message Centre
- Call Waiting & 3 Way Conference Calling
- Unlimited Text, Picture & Video Messaging



3GB of Sharable Data
Data overage is billed at \$0.02/Megabyte

911 emergency service fees charged as required by provincial government: SK 62c/mo., NS 43c/mo., PEI 70c/mo., NB 53c/mo. Bell remits required amount to government. As of December 1, 2009, a new municipal tax will apply in Quebec to help fund 911 emergency centres. Set at 40 cents per month by the Government of Quebec, this tax is collected by telephone service providers who remit the required amounts to Revenue Québec.