


Category:	Workplace	INCA Community Services Personnel Policy 
Sub Category:	Technology Resources	
Effective Date:	05/2010	
Revised Date:	07/2012. 06/2021	
Related Policies:	Personal Cell Phone Use Policy	
Forms:	Agency Cell Phone Use Agreement	
Responsible: Supervisor		

Agency Mobile Device Usage

Purpose/Introduction

Mobile devices include cell phones, tablets, hotspots, or similar devices provided by the agency are the property of INCA Community Services, Inc. The use is to be for official INCA business and emergencies only. Personal use and use by program participants is prohibited. Unauthorized use could result in serious consequences.

Guidelines

Mobile Device Usage Guidelines:

- Cell phones, tablets, and hotspots are to be used for agency business only.
- Employees who have been issued a device must maintain the device at all times in a secure manner.
- Devices should not be used for personal use unless authorized by the program director.
- Practice safety and do not text while driving; it violates the agency driving policy. If a call comes in, bluetooth capabilities should be enabled or the driver should pull over to accept or make a call. \
- Any damages or loss must be reported immediately.

JAMM Transit Drivers Specific Guidelines

Do not give the phone number to anyone or allow the public to utilize cell phones, tablets, or other technology devices. All calls and transportation requests must go through the office. The dispatcher will relay all messages.

Monitoring

INCA receives a monthly telephone log of all telephone numbers called and received by each cellular phone. This log is reviewed monthly by program management for accuracy and discrepancies. If discrepancies are found, the supervisor will review with the user and appropriate action will be taken. Data usage is monitored on a strict basis and all employees must utilize data for agency business only any unauthorized use may result in disciplinary action up to and including termination.

Reimbursement to the Agency

- Any unauthorized usage of the mobile device will be reimbursed to INCA. The reimbursement will depend on the amount of fees generated from the employee misusing the technology provided to them.
- If an employee must call Information (411) they should dial 1-800-FREE-411 (1-800-3733-411) or call your local dispatcher for assistance. Any such unauthorized calls will be reimbursed to INCA. The reimbursement will be at \$2.00 per Information attempt.
- The user will be responsible for any damages or loss of the telephone.
 - The only exceptions would be:
 - If the phone is damaged or lost due to an accident or wreck.
 - If the phone was stolen. A police report must be filed.

Dissemination of Policy

The policy will be made available to all employees through the agency's website. The agency will educate and train employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.