

MOBILE PHONES USAGE POLICY

Policy Statement:

All Excellent Care Ltd. employee's, are required to respect privacy, maintain confidentiality and adhere to safe practices whilst using mobile phones during working hours, whilst travelling to and from work and whilst using phones on company business in public places.

Scope of the policy:

This policy applies to any device that makes or receives phone calls, leaves messages, sends text messages, surfs the Internet, or downloads and allows for the reading of and responding to email whether the device is company-supplied or personally owned. The policy applies to:

-All employees working in healthcare and homecare establishments and settings, -All employees working in our business centres and head office locations

Using Personal Mobile phone devices in Vehicles:

In general: An employee who uses any company-supplied or personal mobile phone device is prohibited from using it while driving to and from any healthcare or homecare establishment, private home, local office or whilst "out" accompanying a service user. This prohibition includes receiving or placing personal calls, text messaging, surfing the Internet, receiving or responding to email, checking for phone messages, or any other purpose related to their employment; the business; our customers/clients/service users; meetings, (or any other company or personally related activities not named here) while driving.

Employee's taking an urgent call whilst driving is required to stop their vehicle in a safe location so that they can safely use their cell phone or similar device. The only exception to this rule is where an employee is specifically authorised (by a senior manager) as a part of the employee's role and with the correct equipment in place to safely manage such calls. (Such as use of company car with blue tooth technology).

Excellent Care Ltd. is aware that employees utilise their mobile phones for business and social purposes. At the same time, mobile phones are a distraction in the workplace, including any office, any client's establishments and service user's premises. To ensure the respect of individuals to whom our staff are providing a service, and to ensure confidentiality on the office, employees are asked to leave personal mobile phones switched off or set to "silent", and not utilise them whilst on duty or at work. Employees may use their phones during allocated break times, but must respect the privacy and confidentiality of the staff and service users on the site where they are working.

Using the phone at work/or whilst on duty

Excellent Care Ltd. managers and clinical assessors who are using company mobile devices for their day to day communications should make and receive calls in the same confidential manner as for landline calls. Usage during office hours should be restricted to internal and business related calls. Personal calls and personal texts should be restricted to breaks times only.

We require that ALL employees only respond to personal calls and text messages during their break times. These calls should be taken/or made away from the main work area and dealt with respectfully of the other staff and people within the premises.

Healthcare and Homecare staff: Employees who have given availability may need to be contacted whilst on shift to arrange future placements. If there is an urgent or critical message to pass on, Excellent Care Ltd. will try to contact our staff by landline at the establishment where they are working or leave a message to call us back. If the client requires our employee's mobile phones to be switched off during work, we would expect them to allow some access via landlines in order to maintain essential lines of communication. Only on the unusual occasion of an emergency or anticipated emergency that requires immediate attention, (and with the clients permission) the mobile phone may be carried on vibrate mode.

Lone Workers

For personal safety reasons, employee's who are working alone in homecare/LD services, are permitted to leave a mobile phone device switched on whilst at work but should keep the phone set to silent and only make outgoing calls in the case of an emergency.

Any Employees who violate this policy could be subject to disciplinary actions, up to and including employment termination.

Employee Declaration

This statement is a declaration from my side and I agree to abide by the company policy. I shall be following and complying with the company and client policies, rules and regulations which fall under the course of my work.

Employee's Name :

Signature :

Date :