



Board Assigned and Employee Mobile Phones OPS 400.31

Adopted:	September 1, 2011
Last Reviewed/Revised:	April 3, 2023
Responsibility:	Superintendent of Business & Treasurer
Next Scheduled Review:	2027-2028

Purpose

The Brant Haldimand Norfolk Catholic District School Board (the “Board”) recognizes the need to provide certain employees with mobile cellular devices and services to conduct Board business while away from their office, school, or place of business.

Application and Scope

This Administrative Procedure sets out eligibility, acquisition, and acceptable use of mobile cellular devices. This includes negotiating and acquiring monthly service plan and ongoing account and device maintenance for all staff eligible to receive such a device.

References

- [FIN 700.01.P – Procurement](#)
- [ITS 600.02.P – Information and Communication Technology Use](#)

Forms

- [OPS 400.31.F01 – BHNCDSB Assigned and Employee Mobile Phones Agreement](#)
- [OPS 400.31.F02 – Board Assigned Mobile Device or Allowance Request](#)

Appendices

- N/A

Definitions

- N/A



Administration Procedures

Senior Administration recognizes that school and/or department staff have one or more mobile phones. A device can be an important tool in an overall successful communication plan at many school and Board sites. Further, the use of a mobile phone is warranted where the employee is expected to maintain contact, but whose job function includes significant amounts of travel preventing regular computer access throughout the business day.

Although there is no expectation for Board employees to use their personal cell phones for board related activities, the Board recognizes that eligible employees may choose to do so for a variety of reasons. In these circumstances, the Board will provide an allowance in the amount determined by the Superintendent of Business & Treasurer and may be changed from time-to-time. Once an allowance is issued, the Board is not responsible for additional costs or liabilities associated with the device or its service.

Without exception, devices provided to employees will be purchased per the Board's *Procurement Policy* governing these items.

Eligibility

At the discretion of the Director or Superintendent responsible for the portfolio, the following groups may be eligible for a cell phone or allowance:

1. Director and Superintendents
2. School Administrators
3. Student Achievement Consultants
4. Managers
5. Information Technology Staff
6. Facility Services Staff (Supervisors and Coordinators)
7. School Social Workers

At least annually, Procurement and Risk Management Services will review the listing of employees with Board provided mobile phones or allowances to ensure compliance with this Administrative Procedure.

Procurement

1. The procurement of a device is a standardized process based on the Board's current contract with its cellular provider and is under a rate contract shared with the Government of Ontario. This rate contract is regularly reviewed to account for current market conditions and requirements.
2. The Board establishes the standard issue device, which is regularly reviewed and adjusted based on market conditions and dealer pricing options. All eligible employees will be assigned the current standard issue device (including screen protector and protective case), unless workplace accommodation plan provides special requirements, or the nature of the work requires a specific device of functionality. The devices available for employees change over time. As such, the introduction of a newer model does not discount existing models circulating in the Board.
3. The purchase of additional equipment for the device, which does not come as part of the base device package, is the cellular user's sole responsibility. The Board will not take any responsibility for the installation, instruction, or direct/indirect costs of the device.



These include, but are not limited to:

- i. Car chargers, mounting brackets, or other car adaptors.
 - ii. Bluetooth headsets or other devices that enable the phone to operate wirelessly or in a hands-free mode (please see *Users Responsibility* for more information).
 - iii. Cases, holsters, or other carrying and/or protection devices.
 - iv. Additional or replacement parts for the phone due to loss or breakdown.
4. The device will be added to the appropriate account for the site in which in the employee primarily works. It is the site administrator or budget holder's responsibility to ensure adequate funding to cover the service's monthly costs and occasional hardware costs associated with supporting the device.
 5. When provisioning devices for new staff, devices will only be issued on or after the employee's official start date of the job in which the employee is eligible for such a device.
 6. Employees who require a device who are temporarily employed on a contract for one year or less, may not be eligible for a Board-issued device, but may be offered an allowance in lieu of a Board-issued device.

Responsibilities

Management:

A key component of the Board's mobile device program is the oversight and management of those individuals using board-issued devices. In addition to approving employee requests to use these devices, the immediate supervisor is also responsible for:

1. Reviewing monthly charges to ensure usage is consistent with the individual's job requirements.
2. Ensuring the device is not being used for personal use except where said usage imposes no additional costs to the Board.
3. Reporting a discrepancy, usage changes, transfers, terminations, or questions to Procurement Services.
4. Ensuring adequate funds exists in the accounts associated with the devices, including eligible hardware upgrades. Use of School Generated Funds for this purpose is strictly prohibited.
5. Ensuring that the employee(s) are fully aware of any current and future legislation regarding operating a device while operating a vehicle and/or in other situations requesting the user's full attention.

User:

Devices obtained using Board funds are the Board's property and provided to conduct Board business. Therefore:

1. Devices are the sole property of the Board at all times and are assigned to individuals. As such, users may not transfer the usage of the device to other users.
2. The employee assumes no ownership of any Board-issued device **in whole or in part**. Upon contract completion or at the request of Procurement Services, the device must be returned without any further liability on the part of the Board. Users are responsible for unlocking the device from Apple ID or equivalent before relinquishment. Users may be provided with the option to buy-out their out-of-contract device at a then current market value. Only devices out-of-contract and part of a regular renewal are eligible for a buy-out. Out-of-contract devices may be transferred to the User, without any further liability on the part of the Board.
3. Devices should not be used for personal use except where said usage does not impose any additional costs to the Board.



4. Users are responsible for any charges forwarded to them as they relate to personal usage. These charges must be remitted each month and may include data overages, long-distance overages, roaming or other premium services.
5. It is prohibited in the Province of Ontario to use any personal electronic device (PED) or any other electronic communicated device while operating a motor vehicle. Board employees who choose to perform these duties contrary to this legislation do so at their own cost and peril. In addition, the Board does not endorse or support the use of *hands-free* devices while operating a motor vehicle in the course of discharging their duties as an employee of the Board.
6. Users should report any mechanical or operating problems with the device to Procurement Services as soon as possible for corrective actions.
7. The use of international or premium text messaging, subscription of premium mobile services and other per-use charged services is strictly prohibited. Any charges incurred via these services are considered personal usage and must be remitted by the user.
8. The use of 411 services to look up number information should be avoided as significant charges apply for each use. Apps that perform the same functionality are available for download without incurring additional costs.
9. Users may not place phone calls while outside of the Canadian calling area unless prior approval is given from the immediate supervisor or except in the case of emergency (please remember 9-1-1 services are not universal and may not be available in all areas. Contact the local police service where you are travelling to obtain their emergency number(s). The Board does not warrant or guarantee **any** level of cellular service while outside of North America.
10. Regardless of whether the device is Board-issued or personal, those users who receive email and/or other data to their device from the Board understand that the Board:
 - Will maintain a security configuration policy at all times.
 - Require a basic level of password protection and device encryption.
 - Is not responsible for backing up or providing recovery of lost, corrupt or stolen information (includes both personal and work content).
 - Reserves the right to revoke access and/or connectivity to Board resources without prior notification to or consent from the user.
 - Reserves the right to remotely remove any data from the device without prior notification to or consent from the user for issues relating to the security of the Board or individual at any time.

Disposition/Turn-In

It is the user's responsibility to turn-in their device directly to their immediate supervisor or Procurement Services within 24-hours of termination, transfer, or ineligibility. Failure to return the device, and all associated components provided to the employee, may result in a cost to the user equal to the device's current market value. The device must be signed-out of all cloud device services.

Lost/Stolen/Damaged Devices

If a device is lost, stolen, or damaged to the point where it is unrepairable, it is the user's responsibility to notify Procurement Services and their immediate supervisor immediately. If the device is lost or stolen after-hours, the user should immediately contact the service provider to have the device disabled and/or utilize the phone's tracking utilities to help locate and lock the device; such as Apple's Find My Phone, included on all iOS devices by default.

When a device is marked lost or stolen, the account is temporarily blocked to prevent unauthorized use of the device. All attempts will be made to find the device. If the device is not found promptly, all the device content will be deleted remotely as soon as possible.



Device Upgrades

All devices are considered adequate and fully functioning at the time of procurement concerning the employee's daily job functions. As such, upgrades are considered only for those employees who satisfy **all** of the following conditions:

- The employee's current device is showing significant signs of wear.
- The Board's current minimum device standard has changed.
- The device is eligible for a hardware upgrade as dictated by the current agreement.
- The device is eligible for a hardware upgrade by the Board's *Minimum Commitment* (currently two years) upon approval of the Supervisor of Procurement Services and immediate supervisor.

It is the user's responsibility to begin the replacement process, once the term has been completed, by contacting their supervisor and completing the appropriate approvals.

Replacement Before Term Completion

The replacement of a device before term completion is not performed as significant costs and fees are associated with breaking a device contract. As such, any user wishing to have their device replaced before the term completion must do so at their own expense under direction of Procurement Services. The Board will purchase the current standard device and forward any and all charges to the employee before release. Additional charges on top of those for the device, including contract buy-out charges, will be forwarded to the employee as personal charges.

If a device is deemed defective during the term, the device warranty will be used to cover any replacement or repair costs. If the device is defective and the warranty period has expired, depending on the nature of the defect or frequency of occurrence, the user may be required to cover replacement or repair costs incurred as per the direction of Procurement Services. Otherwise, if an interim replacement is required outside the warranty period, Procurement Services will replace the device with the then current basic model. Upgrades to devices on an early upgrade for a defective replacement are not considered.

Monthly Billing Procedures

Each month the Board receives statements for each Board-issued phone. Procurement Services reviews usage and investigate unreasonable usage amounts. Procurement Services will follow up with the user and their immediate supervisor as required.

The following charges are considered to be non-work related and subject to reimbursement:

- Roaming charges (either overages, purchased passports, or automated roaming plan activation for trips not authorized by the Board or which no previous arrangements have been made).
- Text message charges (out of country, messages sent while roaming, or premium text messages).
- Data overage charges (domestic or roaming).
- Domestic long-distance changes (in excess of the allowed amount each month).
- Out of country long distance charges.