

**ORANGE COUNTY SOCIAL SERVICES AGENCY
ADMINISTRATIVE POLICIES & PROCEDURES MANUAL**

Subject: Use of County Telephones and Facsimile Machines

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Approved:

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I. PURPOSE

To establish guidelines for the use and accountability of County land-line (regular) and cellular telephones, personal cellular phones and facsimile (Fax) machines in the Social Services Agency.

II. POLICY

Landline and cellular telephones and Fax services are provided to staff specifically for conducting official County of Orange business. Employees are expected to restrict non-business related telephone calls to a minimum and employees are required to reimburse County for any non-business-related cost. Personal use of telephone must not interfere with County business. When personal cellular phones are used on County business, the cost of the calls may be reimbursed. Fax transmissions and services are not to be used for personal business.

The purchase of all County cellular phones requires the approval of the Agency Director. Records of the location and assigned users of all cellular phones will be kept by the manager of SSA/Centralized Operations.

III. PROCEDURES

- **A. Use of Cellular Telephones** Employees who have been assigned the use of a cellular telephone are responsible for effective and efficient use of this business tool. Cellular telephones should only be used as follows:
 - **B. Use of Facsimile Machines** Facsimile (Fax) machines at SSA facilities are for transmission and receipt of more urgent information. Other documents are to be sent via the County "pony" mail when possible.
 - **C. Review of Land-line and Cellular Telephone Bills**
 - 1. When it makes good business; i.e., conducting business while in the field, accessing voice mail, and returning phone calls.
 - 2. In general, cellular telephones should be used to place outgoing calls. Staff assigned cellular telephones should continue to be paged, rather than called. This will limit unnecessary and possibly unsafe interruptions to staff who are in meetings, etc.
 - 3. The use of personal cellular phones is permissible under the same conditions as exist for the use of agency purchased phones. Reimbursement for such phone use is available by claiming the costs of the calls, not to include the monthly access fee, on the monthly mileage claim with the attachment of a copy of the phone company billing.
 - 4. Staff shall not use County or personal cell phones during work hours while operating a motor vehicle. If the need arises to place or receive a call while driving, staff should seek a safe place to stop their vehicle and then place or receive the phone call.
 - 5. Due to safety concerns, if you refuel the vehicle, don't use your cell phone (leave it inside the vehicle) and don't reenter your vehicle during refueling.
 - 1. Supervisors will receive copies of the landline and cellular telephone bills for their staff on a monthly basis when and only if the dollar amount exceeds the designated dollar threshold. These statements

should be reviewed regarding the appropriateness of the number, length and destination of the calls.2.
Employees will be required to note personal telephone calls and reimburse the County for the cost.3.
Administrative Support Services management will maintain records of usage and process phone bills for review in the manner stated above to ensure agency policy is being met.

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