Policy and Procedures: MOBILE PHONES

Purpose: To ensure that mobile phone use while at work is both safe and does not disrupt business operations.

File Number: 11

Last Reviewed: March 18, 2013

Pertains To: All employees, part time and temporary staff, contract workers, volunteers, interns and co-op students (collectively referred to as “STAFF”)

Note: This policy about mobile phone usage 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.

AT THE ZOO

Mobile phone use is a distraction and potential hazard in the workplace. For reasons of safety and productivity, mobile phone use is strictly forbidden while working. Staff are prohibited from carrying a mobile phone or keeping them anywhere in the workplace, other than in their personal work locker or vehicle. Individuals that do not have a locker or vehicle can leave their mobile phones with the Office Administrator.

During designated breaks, staff may use their mobile phones as long as it doesn’t compromise the safety and productivity of other staff. Whenever staff are seen using a mobile phone, management will assume that the individual is on their break and it will be noted accordingly.

Management or on-call/part-time personnel, such as veterinarians, are exempt if the use of their mobile phone is required for them to do their work. However, any time management or on-call/part-time personnel perform common staff duties, such as zookeeping, staff rules apply.

Management may offer a brief exemption to individual staff upon special request if access to their mobile phone is deemed to be necessary for a specific duty or personal reasons.

OFF-SITE ACTIVITIES

A mobile phone is required for all off-site activities to allow a means of communication between off-site staff and employees at the zoo. Personal use of the mobile phone is prohibited.

Though the mobile phone must be readily available, whether in a knapsack or in the vehicle, staff are not allowed to carry a mobile phone while performing any work-related duties (eg- outreach presentation, public appearance, etc). Situations in which mobile phone use would be deemed appropriate include:

- Calling for directions
- Medical emergency (for a person or animal)
- Vehicle breakdown
WHILE DRIVING

It is illegal for drivers to talk, text, type, dial or email using hand-held mobile phones and other hand-held communications and entertainment devices. The law also prohibits drivers from viewing display screens unrelated to the driving task, such as laptops or DVD players, while driving. The use of hands-free devices is still permitted, and drivers may use hand-held devices to call 9-1-1.

'Hands-free' use means that apart from activating or deactivating the device, it is not held during use and the driver is not physically interacting with or manipulating it. Actions such as dialing or scrolling through contacts, or manually programming a GPS device, for example, are not allowed.

Staff are prohibited from using a mobile phone or similar device while driving a company-supplied vehicle, whether the business conducted is personal or company-related. This prohibition includes receiving or placing calls, text messaging, surfing the internet, receiving or responding to emails or checking for phone messages.

Passengers in the vehicle are allowed to use a mobile phone if it is work related and not a distraction to the driver.

EMERGENCIES

To call 9-1-1, it is strongly recommended that the call be made from a wired, or “landline”, phone. These calls immediately give the 9-1-1 Call Taker the address of where the call originated. A call from a mobile phone requires the caller to give detailed directions of their location before Emergency Response Personnel can be dispatched. Phones at the zoo are located in the:

1. Head Office
2. Safari Zoo Camp Office
3. Admission Building
4. Souvenir Shop
5. Dining Hall

REFERENCES

- Peter Klose, Director, Safari Zoo Camp
- Ministry of Transportation
- Employment Law Information Network
- About.com: Human Resources- Cell Phone Policy Sample for Workplaces
  http://humanresources.about.com/od/policysamplesc/a/cell_policy.htm