

## CORPORATE POLICY

**SUBJECT: Personal Cell Phone Use**

**CATEGORY: Human Resources**

**ORIGINAL DATE: July 25, 2018**

**REVIEWED DATE: April 22, 2026**

**REVISION DATE: April 22, 2026**

**I. POLICY:**

In order to promote a safe and productive work environment and increase public safety, guidelines have been established for the use of a personal cell phone while on agency time and employees are expected to follow them.

**II. SCOPE:**

All Lake County Health Department and Community Health Center employees.

**III. PROCEDURE:**

- A. Personal cell phones should not be used for business-related purposes. However, if necessary to utilize a personal cell phone for business-related purposes, all users must abide by the Mobile Phone and Personal Device Usage Policy.
- B. The use of the camera, recording applications, playing games, surfing the web, shopping, visiting social networks, etc., on a personal cell phone during work hours is prohibited.
- C. Text, emails and phone calls utilizing a personal cell phone should be done during non-work hours, when possible. Where permitted, personal calls should be taken away from shared work areas to eliminate disturbances.
- D. Personal cell phones may be permitted for work-related communication, such as text messaging, emailing, taking pictures or videos in non-customer areas for work purposes.
- E. Supervisors reserve the right to set personal cell phone use guidelines for the program that are more stringent than this policy. For instance, staff in roles that provide direct patient care or customer interaction are not permitted to utilize personal cell phones during work time (i.e., reception/intake areas, team rooms, clinics and the call center).
- F. Personal cell phones must have ringers set to vibrate or silent mode during all trainings, conferences, meetings, and while serving clients, patients, and customers. This is also the expectation within shared workspaces.
- G. If the use of a personal cell phone causes any disruptions or loss in productivity, the employee will be subject to a loss of cell phone privileges, and other disciplinary action.
- H. Employees whose job responsibilities include transporting clients/patients and/or traveling from one site to another are expected to follow the cell phone safety guidelines:
  1. Use a hands-free device.
  2. Never use the phone in inclement weather or heavy traffic.
  3. Use voice recognition or speed dial if use of a cell phone is necessary.
  4. Texting and phone number look ups are prohibited while driving.
  5. Pull over to a safe place if a call must be placed or received while on the road.
  6. Never argue or have any form of stressful conversations while driving.

## **CORPORATE POLICY**

**IV. REFERENCES:**

Mobile Phone and Personal Device Usage Policy  
Standards of Conduct Policy

**V. AUTHORS/REVIEWERS:**

Designated Review Team, Deputy Executive Director, Executive Director, and Lake County Board of Health Personnel Committee.

**VI. APPROVALS:**

Lake County Board of Health President

Signature: \_\_\_\_\_ Date: \_\_\_\_\_