

Paul R. LePage, Governor

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Office of the Commissioner

Use of personal mobile devices while at work

Policy #: DHHS-07-15

Issue Date: June 15, 2015

I. SUBJECT

Use of personal mobile devices while at work

II. POLICY STATEMENT

DHHS provides critical services to the citizens of the State of Maine, funded by taxpayer dollars. The expectation is that these services will be delivered efficiently with quality customer services and with a professional manner. **During work hours, all DHHS employees are to maintain focus of delivering the needed programs and services that are the expectations of the work provided. With that as the focus, use of personal mobile devices while at work during regular work hours is prohibited.**

This includes, but is not limited to, use of Facebook or other social media sites, streaming video on sites such as Netflix, HBO-GO, YouTube or other similar sites, games like Candy Crush or other handheld games, texting, emailing, personal calls, taking or sending photos, or use of any other function or application that is available on a personal mobile device and not directly related to work activities.

The activities listed above, and any other personal activity done on a mobile device, are not permitted during work hours. The only exception to this policy is responding to personal and family related emergencies, which can and do occur from time to time.

III. RATIONALE

Personal use of mobile devices during work hours detracts from the focus and attention to public services that is required of employees of DHHS. The Department is tasked with carrying out critical services for the people of Maine, and during those work hours where employees are being compensated for carrying out that important work, personal use of mobile devices detracts from those duties and improperly utilizes taxpayer resources.

Use of a mobile device for personal activity during work hours distracts the employees from their primary duties, reduces productivity, and distracts others who are trying to work. It also gives the impression of an unprofessional service provider whose focus is elsewhere. Whether employees are dealing with clients, providers, legislators, colleagues in state government or any other member of the public, a high-quality customer service approach to our work is an expectation for all employees at DHHS. This level of expectation cannot be met with the personal distractions caused by the use of a personal mobile device during work hours.

Finally, when these devices are connected to state Wireless Networks the significant usage of personal mobile devices for personal activity drains a substantial portion of the states Wireless Network bandwidth. This usage causes service disruption in areas that have a real business need for Wi-Fi connectivity, including the Capital Complex and State Library, for example.

IV. PROCEDURE STATEMENT

All personal mobile device usage while at work during regular work hours is prohibited. Use of personal cell phones and other mobile devices is limited to break times and non-work time, and during these times, personal mobile device/cell phone use is to be removed from the work area.

The prohibition of cell phone and mobile device usage during work hours applies to all mobile device applications that include texting, email, chat, photos, web browsing, or any other application that is provided by the personal cell phone carrier.

Use of the photo feature of cellphones/mobile devices while on the job is prohibited.

Employees who have a short term medical concern either personally or for an immediate family member that may entail personal cell phone use will be considered on a case-by-case situation with the following conditions:

1. The employee has received permission from their Supervisor for the short term usage of a personal cell phone for this purpose.
2. The phone is on vibrate and is not visible during work hours.
3. Calls can be accepted when it does not interfere with serving a customer and the call needs to be taken away from the work area.

All personal cell phones or other mobile devices will be stored and not visible while the employee is at work.

V. POLICY FOCUS

This policy is meant to address the issue of disruptive mobile device usage during work time.

What the policy is meant to do is ban the use of all mobile devices for entertainment, non-emergency personal communications or other non-work purposes during work hours.

What the policy is not meant to do is ban or burdensomely limit incidental use of personal or work devices to contact or be contacted by immediate family, child care providers, schools, transportation providers, medical providers or someone in regards to a medical concern as noted above. These instances should occur during breaks, not during work time.

VI. ENFORCEMENT

Enforcement of this rule shall be by counseling first, followed by progressive discipline with terms of the collective bargaining unit agreement or civil service law.

VII. DEFINITIONS

Personal mobile device – a personal cell phone, iPad, tablet, iWatch, Kindle or a personal computer from home. Any electronic device used by individuals for their own personal use, not provided by DHHS for business purposes.

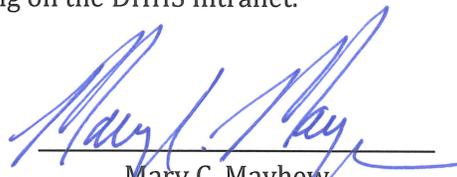
State authorized cell phone – mobile device that is issued by DHHS to employees for their performance of their work.

VIII. DISTRIBUTION

All Department employees via e-mail and posting on the DHHS intranet.

June 15, 2015

Date



Mary C. Mayhew
Commissioner