

**Cuyahoga County Division of Children and Family Services  
(CCDCFS)  
Policy Statement**

**Policy Chapter:** Security Measures  
**Policy Number:** 10.02.02  
**Policy Name:** Cellular Communication Devices

**Original Effective Date:** 06/24/1994  
**Revision Date(s):** 09/01/2023, 10/01/2022, 08/01/2019, 08/01/2016, 08/01/2013, 07/01/2004  
**Current Revision Date:** 11/01/2023  
**Approved By:** Jacqueline M. Fletcher

**PURPOSE:** To enhance the safety and communication of CCDCFS staff working in the community

**SCOPE:** This policy applies to CCDCFS staff assigned a cellular smartphone.

**POLICY**

- I. CCDCFS staff working in the community are assigned cellular smartphones as a safety precaution and means of communication.
- II. County cellular smartphone usage is limited to business-related communication and/or emergencies.
- III. During working hours, all CCDCFS staff must have their cellular smartphone turned on and with them at all times and must be responsive to calls and/or messages.
- IV. All CCDCFS staff should silence their cellular devices during meetings and training sessions; but, it's required for the device to remain on.
  1. If you must answer a call, please excuse yourself and take the call out of the room.

**PROCEDURES**

All CCDCFS staff must use the following agency intranet link to order new and replacement smartphones via <https://forms.office.com/g/8Kie65d0Gx>. Information Technology Services, located at the Jane Edna Hunter (JEH) building, will notify the employee when the smartphone is ready to be picked up.

- I. **Employees Must Report Lost or Stolen Cellular Devices Within 24 Hours**
  1. The employee must notify their supervisor
    - a. Complete an incident report with Protective Services for lost/stolen equipment
    - b. Complete a police report for stolen equipment

- c. Contact Cuyahoga County Department of Information Technology (DoIT) Service Desk; DoIT must receive notification within 24-hours to remotely wipe all data, if possible, and to (lock) / prevent unwarranted users from further access. If the device is recovered after it has been remotely wiped, it can be submitted to the (DoIT) for re-provisioning.

Please Note:

- i. Per the County Mobile Device Use Employee Policy Agreement, remote wipe can potentially destroy all data on the device, whether related to County business or personal, and
- ii. Through acknowledgement of receipt and employee signature confirmation on the above policy, users understand their personal data may be erased in the rare event of a security breach.

## II. **Unacceptable Usage of Cellular Devices**

1. Directory assistance i.e. 411 and/or 800-555-1212
  - a. Staff must utilize 1-800-FREE411 (1-800-373-3411)
2. Downloaded ringtones and/or subscriptions to games, entertainment media, etc.

## III. **Employee Separation/Termination**

1. Upon receipt and acceptance of an employee's written request to separation/termination of employment, Human Resources (HR) notifies employee's supervisor to collect equipment and contact Information Technology (IT).
2. Supervisor or Senior Supervisor informs IT and HR upon collection of the employee's equipment, as the cellular phone device and accessories must be returned to JEH Building Room (255W).

### **SEE ALSO:**

Cuyahoga County Intranet

Mobile Device Use and Employee Policy Agreement

DCFS Intranet

HHS New User/Relocation/Mobile Phone Request Form