



ANDERIDA ADOLESCENT CARE

MOBILE PHONE POLICY STAFF

Anderida recognises that there are times when it is genuinely appropriate and useful for employees to have access to a personal mobile phone. However each home has a work mobile phone (where the home has more than one young person there is a designated phone for each young person) that should be used for all trips out and work-related activities during trips, for example, to contact young people or their families and for the young people to contact their mentors, the home or colleagues in an emergency, change/confirm arrangements throughout the day or instigate missing person procedures. It is not necessary or acceptable for personal mobile phones to be used whilst working or interacting directly with the young people.

The following 'common sense' rules apply with respect to mobile phones:

- Courtesy, consideration of, and respect for, others are always paramount.
- When engaging in any paid work activity mobile phones should, at the very least be switched to silent.
- Use of mobile phones whilst driving is prohibited and illegal unless the vehicle is brought to a stop and engine switched off or the mobile phone is used in conjunction with an appropriate hands-free kit.
- If employees ever have cause to take a photograph of a young person, they must ask permission from the young person in the first instance. This must ONLY be taken on the homes mobile phone or an organisational camera. Photographs must then be transferred to the homes computer as soon as possible and saved in the young person's file. Following this they should be immediately deleted from the mobile phone. These photographs are to be used for memory books or to be printed for the young person etc. Not at any point should these photos be emailed or transferred to any other devices.
- If employees have any text related to the young people on their telephones (e.g. taking notes to write up in reports later) information must be anonymised and immediately deleted once transferred to the recordings on their return to the home. Notes on devices must be deleted immediately on completion of the task.
- Personal numbers should never be given to young people, if this has happened by accident or you have been given permission to share your number by the Anderida managers there must be complete transparency. In these cases, any communication between young people and you must be forwarded to the home/relevant manager and be recorded on paperwork for that day. In relation to young people who no longer reside with us they should be shared with the relevant manager and recorded on their after-care contact sheet.
- Mentors when emailing young people should remember to remove their signature if this includes a mobile number. All email correspondence as per the above needs to be shared with homes/managers and recorded.

- If finding yourself in a position where you must call a young person on your personal mobile phone you must take one of two precautions either; go into settings and block your number or edit the young person's number with prefix of 141. However ideally you would always have the home mobile and not have a reason to have young people's number on your personal device.
- Any queries on work whatsapp groups should not allow other to identify young people by name or other personal details.
- Mobile phones brought to and kept in the home are used entirely at the owner's risk. The company cannot accept any responsibility for theft, loss, damage or health effects (potential or actual) resulting from mobile phone use. Employees should recognise however that mobile phones are a highly prized target for theft and, accordingly, phones should always be kept in a safe and secure place and neither person phones nor the homes mobile phone ever be given to young people for any reason.
- Employees should ensure that such phones are properly and adequately insured as personal property.
- Personal mobile phones should not be used in any manner or place that is disruptive to the normal routines of the home or to other people, and only be used in situations where it is a necessary urgent need. Usage includes the sending and receiving of text messages, social media or any form of data.
- Any communications between staff, organisation etc should not be shared with young people unless explicitly requested to do so.
- Non-observance or breaches of these rules may result in mobile phone privileges being restricted, withdrawn, or a disciplinary hearing being considered.