**Use of Mobile Phones**

**Policy**

My Support and Care services Ltd aims to provide its employees with facilities in order to undertake their job role safely and effectively.

***Company Mobile Phones***

Company mobile phones are provided for each member of staff that work regular hours for the company. These phones are allocated to be held by the staff member.

The company mobile phone must be on at all times when they are on shift and it is the staff members responsibility to ensure that they are fully charged before starting their shift.These are provided for employees to use whilst on duty in order to:

* Make contact with other colleagues on duty
* Make contact in the event of a crisis or emergency
* Employees to be contacted by Customers
* To be contactable by management whilst on shift.

Employees will not use company mobile phones for their personal use and must use them in accordance with the law i.e. not using a mobile phone whilst driving. If the mobile phone needs to be turned off during a meeting or an appointment, then whenever possible the phone should be put on silent. Once the meeting or the apt has finished the staff member must put their phone back to the normal setting and check for any messages or missed calls.

The telephone number of the company mobile phone will be available to all staff members and customers.

***Personal Mobile Phones***

Personal mobile phones must not be used when on shift. They should be turned off (not on silent mode). Any staff member using their personal mobile phone while at work will be subject to My Support and Care services disciplinary procedures.

We take the safety of our customers very seriously and as part of safeguarding personal mobile phone are forbidden whilst at work.

However as personal mobile phones are not to be used whilst on shift, staff are able to inform appropriate personal contacts of their work mobile number for use in the case of urgent or emergency situations.

For example

* Their partner/husband/wife
* A child in their care
* The school of a child in their care
* Medical update from GP or hospital – personal or close family member.

If for any reason a staff member feels that there is an occasion and a valued reason for their phone to be on while on shift this must first be discussed with the Service Manager or delegated senior staff member in the absence of the Service Manager. It will then be decided if the personal phone can be on and for what duration, any use of the personal mobile phone outside this agreed period will be subject to disciplinary measures.