

**TOWN OF MIDDLETON  
CODE D - PERSONNEL**

**Subject: Telephone Use**

**Number: 3.6**

**Coverage: Staff & Council**

**Approved by: Council & CAO**

**Effective Date : May 3, 2004**

**Revision Date: October 2, 2006**

***Rationale***

The following policy sets the standards for appropriate use of the Town of Middleton's telephone system and Town assigned cellular telephones, to keep the Town's phone system open for business calls, protect the productivity of the work force, and insure the Town does not incur unwarranted expenses.

***Definitions***

In this policy, "brief" refers to the time required to accomplish the purpose of the call.

***Policy Statement***

**1.0) Telephone Guidelines**

- 1.1) The Town recognizes that there may occasionally be times when personal calls must be made or received during business hours. Such calls must be held to a minimum, however, and must not interfere with the employee's work. Employees are encouraged to make such calls during their breaks or at lunchtime.
- 1.2) When a long-distance call results in a charge, the call must be billed to the caller's home phone number, calling card, or charges reimbursed to the Town.
- 1.3) Within these guidelines, authorized uses of Town telephones are calls that:
  - a) do not adversely affect the Town or the employee's performance of his/her official duties.
  - b) are of a reasonable duration and frequency, in accordance with the examples of other authorized uses listed in section 1.4 of this policy.
  - c) could not have reasonably been made during non-work hours, in accordance with the examples of other authorized uses listed in section 1.4 of this policy.
- 1.4) Examples of other authorized uses include, but are not limited to, the following:
  - a) An employee is required to work overtime without advance notice and calls within the local commuting area (the area from which the employee regularly commutes) to advise his or her family of the change in schedule or to make alternate transportation or child- or elder-care arrangements.

- b) An employee makes brief calls to locations within the local commuting area to speak to a spouse, a minor child, an elderly parent (or those responsible for them, for example, school or day care center, and nursing home).
- c) The employee makes brief calls within the local commuting area that can be reached only during working hours, such as a local government agency or a physician.
- d) An employee makes brief calls to locations within the local commuting area to arrange for emergency repairs to his or her residence or automobile.
- e) While on official business, the employee makes a call to announce safe arrival, delay, or a change in plans.

**2.0) Cellular Telephone Guidelines**

- 2.1) In addition to the above, the follow also applies to the use of cellular telephones:
- 2.2) Due and diligent care must be taken to ensure the safe operation of any moving vehicle while using a cellular telephone. This applies to the use of personal cellular phone use while operating Town vehicles and equipment.
- 2.3) The use of a cellular telephone must be treated as a secondary means of communication, to be used only when other types of communication are impractical, unsafe, or improper for the circumstance.

**Previous Policies**

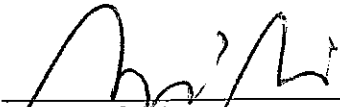
The previous policy 9/28 "Telephone Use" passed by Council on May 3, 2004 is hereby amended.

**Certification**

**THIS IS TO CERTIFY** that this policy was duly passed by a majority vote of the whole Council at a duly called Council meeting held on the 2<sup>nd</sup> day of October, 2006.

**GIVEN** under the hand of the CAO and under the seal of the Town of Middleton this

5<sup>th</sup> day of March, 2007

  
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Raymond C. Rice  
Chief Administrative Officer