

COLCHESTER POLICE DEPARTMENT

		SUBJECT: Telephone Usage	
EFFECTIVE DATE: March 20, 2015	NUMBER: G.O. #11		
REFERENCE:	SPECIAL INSTRUCTIONS: none		
REEVALUATION DATE: as needed	APPROVED: <i>J. Monahan #190</i>	NO. PAGES: 2	

POLICY: This policy shall outline organization and member responsibilities relative to use of telephones during on duty hours as well as use of telephones/electronic devices for work-related purposes.

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I. General Guidelines:

- A. Each patrol vehicle shall be equipped with a department owned phone. Additionally, certain department personnel shall be provided a cell phone if their duties and responsibilities make it a necessity. The Chief of Police shall determine which department positions require issuance of a cell phone.
- B. Telephone courtesy is a critical part of providing customer service and maintaining the professional image of the police department. Department telephones shall be answered promptly in a calm and courteous manner.
- C. Employees shall not attempt to answer inquiries that are beyond their scope of duties or knowledge. When appropriate, calls shall be transferred to another member or a message taken. The person taking the message is responsible for ensuring that it is delivered to another member who can return the call in a timely manner.
- D. Generally, department owned phones are for official use only. Brief personal phone calls are permitted during duty hours.
- E. Members shall exercise discretion when making personal calls on recorded phone lines.
- F. All use of phones or portable electronic devices shall be in compliance with current laws and/or ordinances.

- G. Members who have an assigned telephone/device are authorized to use it during off duty hours. Members are reminded that the contents of that telephone/device are potentially discoverable in a criminal proceeding.

II. Use of personally owned phones or electronic devices:

- A. Use of personally owned phones or portable electronic devices while on duty is discouraged except for occasional, brief communications. Members shall exercise discretion while using telephones in public. Engaging in phone conversations unrelated to official business in view/earshot of the public is strongly discouraged.
- B. Members who choose to access work email/calendar/contacts via their personally owned device must adhere to the following criteria:
 - 1. The device must remain in the sole possession of the member and not be a shared device. It must be password protected at all times. The device must require re-entry of the password if it remains idle for five minutes or more.
 - 2. Members must report a lost or stolen device to the Support Services LT within 24 hours.
 - 3. The member bears all cost associated with the device.
 - 4. Members are cautioned that use of a personally owned device for work purposes could potentially make the contents of that device discoverable in a criminal proceeding.
 - 5. Members are prohibited from accessing CPD servers or infrastructure on any personally owned device.
- C. Except for the above, personally owned devices shall not be used for official purposes or to transmit any confidential information. Members shall not at any time use department or personally owned devices to disseminate, post, publicize or otherwise share information that they gain in an official capacity in any manner other than for legitimate work purposes.

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