

## TELEPHONE-CELLULAR USAGE POLICY

**PURPOSE:** To promote a safe and productive work environment and increase employee and public safety. The intent of this policy is to refrain VCS employees from receiving or placing calls, text messaging, surfing the Internet, receiving or responding to emails, and/or checking for phone messages in front of VCS associates and customers, and to assure that the use of personal cellular phones or similar devices do not in any way interfere with the VCS mission, food safety and sanitation standards, internal security & controls and customer service.

**SCOPE:** It is understood by the VCS that while supervisors and managers cannot regulate the ownership of personal cellular phones or similar devices; they are entrusted to monitor and direct the duties and activities of their worksites and their employees. Every VCS employee's primary purpose is to provide a high degree of customer service to our customers. Personal telephone or cellular calls while on duty time challenges our productivity, the quality of our customer service principles, jeopardizes internal security, food safety and sanitation standards and impedes the VCS mission.

- a. The use of cellular phones interferes with interaction with customers; whether it is a Veteran Patient, caregiver, visitor or co-worker; answering personal cellular phone calls and/or texting while on duty and in a VCS Canteen, VCS Retail Store, VCS Coffee Operations or any other VCS managed area, including stockrooms and vending areas.
- b. The VCS recognizes the fact many of their employees use a cell phone as a means for emergency notification by family, schools, hospitals and other persons or organizations for which emergency contact is necessary. In accordance to this need please notify all family members, teachers, etc. of the work number where you can be reached. Employees will be notified the moment an emergency call is received and will be allowed to address the situation accordingly.
- c. The VA/VCS may issue cellular phones to individuals whose jobs require them to be accessible for work-related matters. Occasional and brief use of VA/VCS issued cellular phone is permitted so long as it doesn't interfere with VCS productivity, the quality of our customer service principles, jeopardizes internal security, food safety and sanitation standards and impedes the VCS mission.

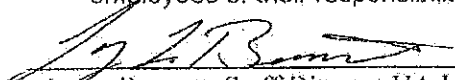
## PROCEDURES: USE OF CELLULAR PHONES

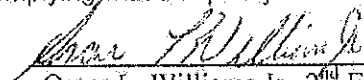
- a. Personal cellular phone usage will be allowed outside the VCS premises when it is deemed appropriate to make or take a call. Appropriateness should be judged but not limited to the following criteria:
  - (1) Personal cellular phone usage will NOT be allowed in VCS Canteens premises on duty time to include VCS Retail Stores, VCS Coffee, Stockrooms, Vending areas or any other VCS managed area.
  - (2) Personal cellular phone usage will NOT be allowed to take place in front of VCS customers or while performing VCS official duties.

- (3) Personal cellular phone listening devices cannot be worn during duty hours, e.g., blue tooth wireless devices, ear buds, cord or cordless headsets.
- (4) Personal cellular phones may be carried in the employee's pockets. Personal cellular phones must be on vibrating or silent mode while in a VCS Canteens, VCS Retail Stores, VCS Coffee Operations or any other VCS managed areas, including stockrooms and vending areas. Employees may use their personal cellular phones during authorized breaks and lunch in appropriate areas (i.e. while eating lunch in the dining room).
- (5) Personal cellular phones must be turned off or placed on vibrating or silent mode during group or private meetings.

**RESPONSIBILITIES:**

- a. All VCS managers (chiefs/assistants/supervisors) will ensure that all employees receive training on appropriate cellular use and that a copy of this policy is given to all current and new VCS employees.
- b. Any allegation, complaint or evidence that a VCS employee is not following this policy will receive the immediate attention of the appropriate VCS manager. The VCS management official will review the allegation, complaint or evidence and promptly talk to the employee and/or take appropriate action as deemed necessary to promote the efficiency of the service and the VCS mission.
- c. As with any policy, VCS management staff is expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

  
 Larry Bennett, Staff Director VA LMR  
 For Department of Veterans Affairs (VA)

  
 Oscar L. Williams Jr., 2<sup>nd</sup> Exec Vic President  
 AFGC National Veterans Affairs Council #53

12/08/2015  
 Date

12/08/15  
 Date

  
 Tanya Gent, Associate Director Resources & Support  
 For Veterans Canteen Services (VCS)

12/08/2015  
 Date