



POLICY AND PROCEDURE	
SUBJECT/TITLE:	Cell Phones and Tablets Issued by CCPH
APPLICABILITY:	All Staff
CONTACT PERSON & DIVISION:	Fiscal Manager, Administration
ORIGINAL DATE ADOPTED:	03/01/2017
LATEST EFFECTIVE DATE:	08/13/2026
REVIEW FREQUENCY:	5 Years
BOARD APPROVAL DATE:	N/A
REFERENCE NUMBER:	800-028-P

A. PURPOSE

The purpose of this policy is to clarify the use, care and security of cell phones and tablets issued by Canton City Public Health (CCPH). This policy applies to all CCPH employees that are issued a cell phone or tablet for work use by CCPH Policy.

B. POLICY

Employees that are issued cell phones, tablets, and accessories by CCPH are responsible for the appropriate use, care and security of the devices and accessories. CCPH issued cell phones and tablets shall only be used for work purposes. All devices, accessories, phone numbers, applications, data, and associated service plans remain the property of Canton City Public Health and must be returned immediately upon request or separation from employment.

C. BACKGROUND

N/A.

D. GLOSSARY OF TERMS

Accessories – In this document, ‘accessories’ refers to items directly related to the use and care of the CCPH device. These may include, but are not limited to, chargers, protective cases, SIM cards, etc.

Cell phone – An electronic device (also known as a mobile phone) with access to a cellular radio system so it can be used over a wide area, without a physical connection to a network. Short for cellular phone. A cell phone performs many of the functions of a computer, typically having a touchscreen interface, internet access and an operating system capable of running downloaded applications. These phones require data service.

Device – In this document, “device” refers to a CCPH provided cell phone and/or tablet assigned to an employee.

Tablet – A tablet computer, commonly shortened to tablet, is a mobile device, typically with a mobile operating system and touchscreen display processing circuitry, and a rechargeable battery in a single, thin and flat package. Tablets may require data service.

E. PROCEDURES & STANDARD OPERATING GUIDELINES

Canton City Public Health employees may be issued a CCPH owned device and accessories for work purposes if the supervisor determines that the position has an essential need for these devices to perform their job functions. A current list of positions determined to have an essential need for cell phone service, and the level of



service, is included in attachment 800-028-01-A_CCPH Job Positions with Essential Need for Cell Phone. Tablets are purchased/assigned on an as needed basis.

When an employee is issued a device by CCPH, the employee is responsible for the proper use, care and security of the device pursuant to the following guidelines.

1. Each Division Leader or designee is responsible for their division's service and use related to CCPH devices.
2. The supervisor or Division Leader is responsible for being knowledgeable of the funds used to pay for the service and only assign work to the employee using the device that is within the restrictions of the funding.
3. The supervisor will determine what accessories are necessary to ensure appropriate protection of the device. The employee may recommend accessories to the supervisor.
4. The device and accessories shall only be used for CCPH work duties assigned by the employees' supervisor or Division Leader. Personal use for calls, texts, emails, browsing non-work-related purposes, etc. is prohibited.
5. The employee is responsible for ensuring that the device is sufficiently charged and turned-on during work hours and as needed to perform assigned work duties. Employees in roles that require 24/7 phone access should keep the device turned on 24/7 except when on paid time off. See appendix 800-028-01-A for roles.
6. The employee is responsible for the proper care of the device while in their possession. The employee shall take reasonable precautions to secure the device from theft, loss and damage. The employee shall be responsible for the replacement of the device if it is determined that the item is lost, stolen or broken through negligence by the employee.
7. Employees shall comply with all CCPH authentication and security requirements, including multi-factor authentication where required.
8. Device settings:
 - a. A user PIN or password shall be used to lock the device from unauthorized use. Any PIN or password used shall be either set by the supervisor or provided to the supervisor.
 - b. All Apple devices are required to use an Apple ID. The Apple ID will be created by the Division Leader or designee responsible for their divisions service and use related to CCPH devices.
 - c. All Android devices are required to use a Google account. The Google account will be created by the Division Leader or designee responsible for their division's service and use related to 1.
 - d. The Intune Company Portal application will be installed on all CCPH-issued cell phones that access, store or transmit protected health information (PHI). The Division Leader or their designee is responsible for ensuring the application is installed on the employee-issued cell phones within their division. The Intune Company Portal application enables CCPH to secure CCPH-issued devices in the event they are lost, stolen or otherwise compromised. When necessary, the designated CCPH cloud services administrator or the City of Canton IT department staff may remotely lock a device to protect CCPH protected health information. CCPH reserves the right to remotely lock, locate, or erase any CCPH-issued device when



- necessary to protect agency information. Circumstances may include, but are not limited to, loss, theft, separation from employment, suspected security compromise or any situation in which CCPH data may be at risk.
- e. No applications can be installed by the employee. Any applications deemed necessary to perform the assigned job functions shall be installed by the Division Leader or designee responsible for their division's service and use related to CCPH devices.
 - f. CCPH provided email may be set up on the device in order to be accessible while the employee is out of the office. Employees working in the field for the majority of the workday shall monitor email periodically throughout the day as operationally appropriate.
 - g. The supervisor may place necessary controls to lock certain device functions, so the employee uses the device as expected by the supervisor.
 - h. The supervisor may set location services to be turned on for the safety of the employee when in the field and so the device can be located in case of loss.
9. For devices that are equipped with a camera, the camera may be used to take photographs related to assigned CCPH work duties as approved by the employees' supervisor or Division Leader. If use of a device camera is approved, all photographs stored on the device shall be transferred to the appropriate CCPH network file location and deleted from the device as soon as practicable, but no later than five business days after creation.
- a. Photographs may be setup to upload to the cloud service offered on the device as a backup. In this case, photographs stored in the cloud shall be transferred to the appropriate CCPH network file location and deleted from the cloud as soon as practicable.
10. Employees have no expectation of privacy regarding any use, communications, records, photographs, location information, or other information created, stored, transmitted, or received on a CCPH-issued device. Such information may be monitored, accessed, or disclosed as permitted by law and CCPH policy. Employees shall ensure that any records created and stored on the CCPH issued device are transferred to the appropriate storage location and format as soon as practical to comply with the CCPH public records retention policy.
11. Employees shall not delete text messages, call logs, photographs, voicemails, or other records that may constitute public records unless authorized under the applicable records retention schedule. Transferring the record to the official CCPH record storage location off the device allows for the copy of the record on the device to be deleted as authorized by the records retention schedule since it is a "copy" of the official record.
12. Device usage will be monitored via the bill on a quarterly basis by the Division Leader or designee responsible for their division's service and use related to CCPH tablets. Any device that is no longer needed to perform assigned job functions will be inactivated.
13. Protected Health Information, as defined in policy 800-016-P "HIPAA Privacy and Security Policies", **cannot** be stored on or shared by the device, unless a 3rd party application provides this function securely.
14. The employee shall immediately notify their supervisor if the device is lost, stolen, damaged or the employee feels the security of the device has been compromised.



15. Upon issuance of a new or replacement CCPH device/accessory, the employee shall complete Section 1, "Employee receives and acknowledges receipt of device," of Form 800-028-02-F_CCPH Device Receipt and Return Acknowledgement. Upon completion, the form shall be submitted to and retained by the Fiscal Manager. If accessories are obtained after this form is completed and given to the Fiscal Manager to retain, the employee will need to see the Fiscal Manager to update section 1.
16. Upon return of a CCPH device/accessory, the employee shall complete Section 2, "Employee returns device," of Form 800-028-02-F_ Device Receipt and Return Acknowledgement. The employee shall use the same form that was completed when the device was issued. The Fiscal Manager shall provide the form, and upon completion of Section 2, the form shall be submitted to and retained by the Fiscal Manager.
 - a. Devices/accessories shall be returned to the Division Leader or designee who are responsible for the device until it is reassigned to another employee or discarded.
 - b. The Division Leader or designee is responsible for ensure that all Apple ID and Google accounts associated with the device are signed out and disconnected before the device changes possession or use.
17. Replacement of devices is subject to budget availability, operational need, and approval by CCPH. Replacement may include upgrading to a newer model device at the discretion of the Division Leader or designee.

Employees are expected to exercise professional judgment when using CCPH-issued devices. Use of the device shall comply with all applicable CCPH policies, including policies regarding acceptable use of technology, confidentiality, records retention, workplace conduct, HIPAA, cybersecurity, and ethics.

F. CITATIONS & REFERENCES

800-016-P_HIPAA Privacy and Security Policy

G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

1. Christi Allen, Fiscal Manager
2. Kelli Trenger, Office Manager

H. APPENDICIES & ATTACHMENTS

800-028-01-A_CCPH Job Positions with Essential Need for Cell Phone

I. REFERENCE FORMS

800-028-02-F_ Device Receipt and Return Acknowledgement

J. REVISION & REVIEW HISTORY

Revision Date	Review Date	Author	Notes
June 2026	June 2026	Christi Allen	Overhaul of policy.

K. APPROVAL

This document has been approved in accordance with the "800-001-P Policy Development" procedure as of the effective date listed above.