

## 509 Electronic Communications

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Purpose: To ensure employees use electronic communications systems in a responsible and professional manner with a focus on resident care, business needs, and confidentiality.

Pine Haven Christian Communities provides and maintains the following forms of electronic communication, messaging agents and electronic facilities: Internal and external electronic mail (e-mail); telephone voicemail; Intranet and Internet access; computer hardware and software; telephones, facsimile software/service, walkie-talkies and two-way radios; and pagers. These tools and systems are in place to facilitate employees' ability to perform their jobs efficiently and productively. As a condition of providing the previously identified communications access to its employees, Pine Haven Christian Communities places certain restrictions on workplace use of the same.

The communication systems, including the equipment and information stored, are and remain at all times the property of Pine Haven. Accordingly, all messages and files which are created, sent, received, or stored within the system are and will remain the property of Pine Haven.

Pine Haven Christian Communities reserves the right to retrieve and review any message or file composed, sent, or received. It should be noted that although a message or file is deleted or erased, it is still possible to recreate the message. Therefore, ultimate privacy of messages cannot be assured to anyone. Although electronic mail and voicemail may allow the use of passwords for security, confidentiality cannot be guaranteed. It is possible for messages to be retrieved and viewed by someone other than the intended recipient. Employees will be required to change passwords according to company policies for the various electronic systems to which they have access, including computers and software platforms. There should be no expectation of privacy.

Passwords should be kept secured and not shared with anyone. If an employee needs to share a password with an Information Technology (IT) representative in order to receive assistance, the password should be changed immediately afterward.

Upon termination of employment with Pine Haven, an individual's access to all computer systems will be removed. These systems include email, time and attendance/self-service, medical records and any vendor access that may be granted (e.g. pharmacy, lab, hospitals/health systems, HRIS, billing).

Employee communications and use of e-mail, computer, Internet, Intranet, and voicemail systems will be held to the same standard as all other business communications, including compliance with our anti-discrimination and anti-harassment policies. Pine Haven Christian Communities expects employees to use good judgment when using the organization's systems. Management should be notified of unsolicited, offensive materials received by any employee on any of these systems.

In order to promote a healthy work-life balance, Pine Haven will allow employees limited use of the computer systems for personal use. This personal use should not interfere with the individual's productivity and job performance or with the functioning of Pine Haven's computer systems.

The content of e-mail and/or voicemail messages may not contain anything that would reasonably be considered offensive or disruptive to any employee. Offensive content would include, but is not limited to, sexual comments or images, racial slurs, gender specific comments, or any comments that would reasonably offend someone on the basis of their race, age, sex, sexual orientation, religious or political beliefs, national origin, or disability.