

Please review this policy, and if you have any need for further clarification, please do not hesitate to see your Manager/Dept Head. Once you have read and understand this policy please sign off on this document and pass in to your Department Head within two weeks of the starting date of your employment.

I, \_\_\_\_\_, have read and accept the policy, Resident Abuse Prevention & Response, AD 60-03 on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

## ADMINISTRATIVE MANUAL

### *Policy & Procedure*

<b>Title:</b>	Information Technology Use	<b>Number:</b>	AD 10-28
<b>Section:</b>	Human Resources	<b>Date Created:</b>	July 10, 2017
<b>Sponsor:</b>	Director of People	<b>Last Date Approved:</b>	February 4, 2020
<b>Author(s):</b>	Dir of People Dir of Environmental Services	<b>Next Review Date:</b>	February 4, 2023
<b>Distribution:</b>	All Staff & Volunteers	<b>Approval:</b>	Leadership Team

### STANDARD

#### **DHW Long Term Care Facility Program Requirements, FINAL February 2019**

7.1 Residents live in a home that promotes quality of life through the effective and efficient management of the home.

#### **WEV Guiding Principle**

Learning & Sharing; Trust & Accountability; Excellence & Innovation; Respect, Kindness & Compassion

#### **Eden Domains of Well-Being: Growth; Joy; Identity; Connectedness; Security; Meaning; Autonomy**

Technology can be used to support the well-being of our residents and care partners. Therefore, Windsor Elms Village values its importance to enable learning, communications and overall well-being.

### POLICY

Staff and Volunteer Care Partners have a responsibility to use technology in a professional, ethical, effective, and lawful manner as well as maintaining public confidence in nursing homes and the operations of the Windsor Elms Village. The provision of quality care, confidentiality and privacy for the residents is of utmost priority at all times.

### PROCEDURE

It is imperative employees and volunteers understand their obligations and responsibilities related to IT. The following process will provide clear and consistent standards to adhere to.

#### **I. Social Media**

Social media includes, and is not limited to Facebook, Twitter, LinkedIn, Flickr, YouTube, BLOG, Snapchat, etc.

Work related social media activities need to be kept separate from personal social media activities. Blurring professional and personal worlds creates risks to privacy, confidentiality, reputation and intellectual property.

To respect the confidentiality, privacy and dignity of our residents and other Care Partners, employees are responsible to adhere to the following:

1. Refrain from posting on any social media site information about the WEV business, its residents, or other care partners. This includes photographs; WEV identifiers of the premises, the residents, or other care partners; or making derogatory, defamatory or threatening comments.
2. Are not permitted to post any information on social media sites on behalf of the WEV, unless authorized to do so. Placement of photos; comments or links on any WEV social media application must be sent to one of the Social Media Coordinators for posting.

- 
3. Have an obligation to establish, communicate and enforce professional boundaries with residents and their families in the online environment and not become friends, or associate. If an online friend or family member becomes a resident, make sure you do not cross professional boundaries.
  4. Have a duty to report any breach of this policy to the Manager.

## **II. Windsor Elms Village IT Devices:**

1. WEV provides tools and software that can be used to enhance the well-being of Care Partners; including residents.
2. WEV devices may be used to take photographs of residents for internal use; to use by the Social Media Coordinators for the purpose of using in a WEV approved publication; or for sharing with loved ones.
3. WEV devices are WEV property. The contents of email, voice mail, and text messages, properly obtained for legitimate business purposes, may be retrieved without the employee's permission. Back-up copies of communications may be maintained and referenced for business purposes. Therefore, employees must assume that communications and documents are confidential and should not use email or texting to transmit personally sensitive information. The system may be subject to periodic monitoring and should be treated like any other shared filing system.
4. Passwords to WEV devices are the property of WEV. All system passwords and encryption keys must be available to the Director of Environmental Services who is responsible for IT services. Employees are not to share their password with co-workers to gain access to their email, documents or text messages.
  - Employees must not allow unauthorized individuals access to the company's business network.
  - Employees can use encryption software supplied to them by WEV IT support for purposes of safeguarding sensitive or confidential business information. Employees who use encryption on files stored on a WEV computer must provide the Director of Environmental Services with a sealed hard copy record (to be retained in a secure location) of all of the passwords and/or encryption keys necessary to access the files.
5. Printers, copiers and fax machines are for WEV use. Employees are to use printers and copiers in the most cost-effective manner possible ie printing in black when colour isn't required, using two-sided printing whenever possible, or using copiers rather than printers for larger documents.
6. Maintenance and security of the WEV devices is the responsibility of the WEV and is managed by a reputable, contracted IT vendor.
7. The following activities are strictly prohibited:
  - Intentional distribution of destructive materials (i.e., viruses and/or self-replicating code).
  - Video downloading sites, gaming, sexually oriented or pornographic material, gambling programs, etc.
  - Making defamatory or threatening statements to any individual or group.
  - Hacking into other computers, network drives or folders.
  - Bypassing the company's firewalls by setting up a bridge or proxy.
  - Social Media for personal use on WEV device.
  - Sending or otherwise disseminating unauthorized confidential information of the company.
  - Downloading or otherwise installing software programs or updates to WEV computers, smart phones or other similar devices, without the prior expressed consent of management.
  - Breaching, testing or monitoring computer or network security measures.
  - Any other activity in violation of the law.

## **III. Waiver of Privacy**

The WEV has the right to monitor any and all aspects of its information systems, including but not limited to monitoring sites employees visit on the Internet, reviewing material downloaded or uploaded by employees, reviewing e-mail sent and received by employees, and reviewing data usage. By virtue of accepting employment with the WEV, employees waive any right to privacy in anything they create, store, send or receive using the company's information systems.

---

#### **IV. Personal Communications and Devices**

1. It is realized that occasionally, it may be necessary for employees to send or receive personal messages during their shift using the WEV or personal communication. In these situations, staff must discuss the need for a personal communication with the Supervisor.
2. WEV or personal devices may be used to improve resident well-being by ie showing pictures, accessing the Internet, etc.
3. Staff are not permitted to access social media, gaming sites, etc for personal use during work hours other than break times.
4. Whether using a WEV or personal device, employees should ensure that personal communications made during working hours;
  - Are brief in duration, occur infrequently, and are the most effective use of time or resources;
  - Do not interfere with the performance of the employee's official duties;
  - Do not disrupt or distract other employees or others from caring for the residents or additional duties.
  - Do not compromise the security or integrity of WEV property, information, or software.
  - Are made in private and cannot be seen or heard by other Care Partners, especially the residents.
  - Do not incur additional charges to the WEV (ex long distance charges).
  - Are made, whenever possible, during the employee's lunch period or breaks.
5. Accessing and making schedule changes is to be done on break time so as not to take away time from resident care.
6. Do not collect or transmit resident related images using your personal device even with the resident's consent.

#### **V. Violation of This Policy**

Violation of this policy may result in disciplinary action, up to and including termination of employment. The degree of discipline will be determined by Management and will correspond to the seriousness of the offence as weighed by its potential harmful effects on the Home and/or its Care Partners. Breach of this policy will result in a full investigation and may result in reporting to the appropriate College as necessary.

#### **VI. Definitions**

Staff Care Partner: All WEV employees

#### **VII. References:**

- A Nurse's Guide to the Use of Social Media, NCSBN
- The Stevens Group Social Media Policy
- Peel District School Board Policy
- NS Dept of Transportation Cell Phone policy
- Nova Scotia College of Nurses
- NSHA
- WEV Policies:
  - Confidentiality AD 10-14
  - Privacy of Information AD 60-08
  - Media Consent Authorization AD 60-04
  - Resident Information Management AD 30-25