

## Electronic Communication

### **1. Contact between Technicians/Family Consultants/Supervisors/Office Staff/Families:**

- a. Endless Options requires that all of our employees be available to their families and coworkers by phone and/or e-mail within 24 hours of receiving a phone call, voicemail or e-mail. Continual violations of this policy could result in termination of the employee.
- b. We require that technicians working in the home and community with our clients carry emergency contact information to reach the family if necessary. If you have a working cell phone this would be convenient way to store that information. Otherwise, a written copy of the emergency information should be kept with you.

### **2. Use of Cell Phone/Electronic Devices while on-duty with Endless Options:**

- a. Endless Options asks that before starting any shift with a client, the employee set their cell phone/electronic device to vibrate. We understand that the employee may occasionally have to check to see who is calling if their cell phone/electronic device is vibrating, however the employee should not be answering through voice conversation/text message/e-mail unless there is an emergency occurring.
- b. To reiterate, Endless Options policy on cell phone/electronic device use while on-duty is that the employee should only be using their phone to communicate in an emergency. To further define the policy, any cell phone/electronic device use while driving with our client in the vehicle is prohibited, including emergencies.
- c. It is our view that using a cell phone during work hours is unprofessional and limits the technician's involvement with our client. This distraction is unprofessional and at worst could put you at risk for allegations of neglect if something were to occur while you were being distracted.
- d. While you are not continuously monitored by management of Endless Options, you are seen by community members and more importantly, the parents and families of our clients. They will report any concerns regarding Endless Options cell phone/electronic device policy. Continued violations will be grounds for termination. Your position with us requires you to have a higher level of professionalism because you are not directly supervised. Please do not embarrass yourself and the company by acting unprofessional.