

Department Assigned Cell Phone Use Policy

THIS POLICY

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REPLACES POLICY

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Policy

To establish guidelines and responsibility for the usage of cellular telephones and PDA devices assigned to departments and owned by Wesley Woods Senior Living, Inc. or its affiliates.

Wesley Woods approves cellular phones and PDA devices which shall be used to conduct Wesley Woods business only. No personal calls or other messages, incoming or outgoing, may be made on these devices.

Employees must keep the device with them during all working and on-call times that are assigned to them. They will be required to hand the phone over to another team member when they are going on break or at the end of the shift or on-call period.

Safety

Wesley Woods Senior Living has a zero-tolerance policy regarding using a cell phone while driving (other than "hands free" operation). Employees should not conduct any other type of device activity (i.e. looking up numbers, dialing, taking pictures or text messaging) while driving. Employees should pull over to a safe location or parking lot to conduct any activity requiring the use of the WW cell phone or PDA.

Cell Phone Etiquette

Standard Greeting: To ensure consistent exceptional customer service, Wesley Woods Senior Living uses the following telephone answering and voicemail script:

When answering an external call: "(COMMUNITY) (DEPARTMENT), this is (FIRST NAME). How may I help you?"

When answering a known internal call: "(COMMUNITY) (DEPARTMENT), this is (FIRST NAME)."

Phone Log

Employees assigned to be on-call must maintain a phone log of all calls received on-call during non-routine work hours for the purpose of recording worked time. The log must be turned in to the supervisor along with the department issued phone at the conclusion of the assigned on-call period to process payroll.

