

Belknap County Nursing Home Policy On Resident Privacy & The Use of Cellphones, and Other Electronic Devices

Policy Statement

It is the intent of Belknap County Nursing Home to promote and maintain professional relationships between the residents/families and staff of Belknap County Nursing Home. In this mission to maintain a professional relationship, appropriate boundaries are necessary regarding electronic social networking between residents, their families, and staff.

Procedure

1. Belknap County Nursing Home restricts all employees from sharing personal contact information with any resident or resident families of the facility without the Administrator or designee's written consent.
2. Personal contact information includes but is not limited to:
 - a. Cell Phone Number
 - b. Email Address
 - c. Home Phone Number
 - d. Personal Website
 - e. Social Networking Pages – such as Facebook, Instagram, Twitter, etc.
3. In the event that a resident and/or family attempts to contact a staff person through use of a staff member's personal contact information, staff members shall not respond to the contact personally but should report this incident to their immediate supervisor. The immediate supervisor and/or social service director will meet with the resident and their family if appropriate and review this policy with them.
4. Residents of Belknap County Nursing Home have a right to maintain their privacy. Employees are prohibited from violating a residents privacy by posting any information about a resident of Belknap County Nursing Home on any Social Media site or otherwise releasing information regarding that resident unless authorized to do so as part of their job responsibilities and with permission of the resident and/or their legal guardian. This includes posting or sharing photos, videos, or referencing a resident by any identifying factors such as name, initials, room number or physical description or diagnosis.

5. All staff will review this Policy as part of orientation and a copy of this Policy will be placed in each resident admission handbook.
6. Employees may not carry cell phones or other electronic devices while they are on duty unless necessary for emergency, personal medical or professional communications and with prior approval from their Department Head. Cell phones and other electronic devices should be secured in employee's locker or their designated storage area while they are on duty. Employees may use cell phones or other electronic devices during their BREAKS and MEALTIMES when they are away from their assigned work area.
7. Employees who require the use of their mobile phone for emergency reasons (included but not limited to their role as a first responder) their own personal medical condition or that of a family member or to conduct Belknap County business should submit a request to their Department Head for written approval PRIOR to use of a mobile device at the facility.
8. When authorized to carry a cell phone, or other electronic device these devices must be kept in the silent mode.
9. Belknap County Nursing Home assumes no responsibility for personal cell phones and other electronic devices lost, damaged, or stolen within the facility.
10. Employees are prohibited from taking photographs of residents utilizing the camera function of their cell phone and/or other electronic devices or with traditional cameras regardless of whether they have authorization to carry an electronic device.
11. Any employee violating this Policy will be subject to discipline, up to and including termination in accordance with Belknap County Disciplinary policies.