

Business Continuity Planning – Cell Phone and Overage Fees Update

Action: Please share with your staff as appropriate...

Sent on Behalf of Shelley Hopkins, WRHA Chief Financial Officer

Due to expanded work from home guidelines and the increase of email activity containing large attachments to support operational requirements, we expect to see an increase in cell phone data. The standard rate plan of 6GB of data should be more than enough data in the majority of cases. To best support our work and mitigate costs both at the personal and employer level, the following guidelines are for immediate implementation to support COVID-19 related activities:

Data Usage:

Data is used when checking, sending or receiving email, streaming music or video, playing games, checking social media apps, etc. To keep data usage available for work purposes, please refrain from non-work associated data usage. Connect to Wi-Fi whenever possible. Streaming music and video should be avoided on employer provided smart phones unless connected to Wi-Fi.

Employer Smart Phones:

In rare instances, activity associated with supporting COVID-19 activity will require more than the standard 6GB of data. Please review your activity and determine if your work-related data requirements will exceed the 6GB limit on smart phones issued by Digital Health. Frequently monitor data usage on your device. This can be done from the Settings menu. If more than 6GB will be required for work purposes, contact the Service Desk to discuss an increase in employer data limits.

Personal Smart Phones:

If you are using a personal phone for a pre-approved work-related activity during the COVID-19 response, discuss additional data requirements with your manager/supervisor. If approved, review your current package with your provider. If you exceed your plan coverage and incur additional charges, Shared Health can cover these additional data overage fees up to \$50/month until the COVID-19 response has resolved. Please follow normal expense claim procedures and guidelines and ensure your manager's approval before you proceed.

If you have any further questions please speak with your manager.

For Managers: It is recommended that all cell phone expenses be coded to the appropriate COVID-19 cost centre(s).