

ADMINISTRATIVE POLICY AND PROCEDURE

Page 1 of 4

Subject: WIRELESS TELEPHONES

Policy No.: A318.3

Supersedes: December 15, 2015

Review Date: April 25, 2023

Origin Date: July 30, 2003

Revision Date: April 25, 2023

PURPOSE:

To establish responsibility, procedures, and guidelines for use of wireless telephone services by employees of Rancho Los Amigos National Rehabilitation Center (RLANRC).

POLICY:

- A. Employee requests for Rancho-provided wireless telephone service are limited to internal use at RLANRC by employees of RLANRC for patient care purposes.
- B. Wireless telephones are provided for County business only.
- C. Wireless telephones can be used in areas that are capable of accessing signals of the wireless telephone system. (e.g. inside JPI 1st, 2nd, and 3rd floors).
- D. Wireless telephones cannot be used for collect calls or directory assistance calls (i.e., 411, area code+ 555-1212).

PROCEDURES:

1. Complete the Wireless Telephones Release Form (Attachment I).
2. The requester must return the wireless telephone equipment to the department's wireless telephone coordinator after each use.
3. Any requester who requires use of wireless telephones for extended use (i.e., more than 6 hours of continuous talk time) will be responsible for securing and charging the wireless telephones.
4. The requester is responsible for any wireless telephone equipment lost or damaged due to his or her negligence.
5. The requester must immediately report any unusual incident, malfunction of equipment, and/or lost or stolen wireless telephone/equipment to the designated department wireless telephone coordinator.
6. If wireless telephone is lost or stolen, the requester will complete the "Missing Wireless Telephone Equipment Report" (Attachment II). Designated department wireless coordinator will log the information and inform his/her department head about the loss.
7. If wireless telephone/ equipment has technical problems such as disconnect calls, designated department wireless telephone coordinator may the Language and Culture Resource Center (LCRC) at extension 57428.

Revised: 6/13, 12/15, 4/23

Reviewed: 6/13, 12/15, 4/23

Approved By:

Subject: WIRELESS TELEPHONES

Policy No.: A318.3

OVER-THE-PHONE INTERPRETING SERVICE USING THE WIRELESS TELEPHONES:

To aid in interpretation request calls, the following suggestions are made for faster service:

- I. Plan all calls before placing them. Have information required for the call at hand. (e.g. name of language/dialect).
- II. Over-the-phone interpretation service can be utilized by dialing "58154".
200 languages are available from the provider 24 hours per day, 7 days per week.

REFERENCES:

RLARNC Telephone Services Policy #A318

RLANRC Language Services for Individuals who are Limited English Proficient Policy #B831

ATTACHMENTS

Wireless Telephones Release Form

Missing Wireless Telephone Equipment Report

Wireless Telephones Release Form

The REQUESTER must immediately report lost, stolen or damaged equipment to the department's wireless telephone coordinator.

The REQUESTER is responsible for any wireless telephone equipment lost or damaged due to his/her negligence.

The REQUESTER must return the wireless telephone equipment to the department's wireless telephone coordinator after each use.

Any REQUESTER who requires use of wireless telephones for extended use (i.e. more than 6 hours of continuous talk time) will be responsible for securing and charging the wireless telephones.

I HAVE READ AND UNDERSTAND THE WIRELESS TELEPHONES POLICY AND PROCEDURE AND AGREE TO THE PROVISIONS.

Wireless equipment requested: # of Headsets _____ , Wireless telephone numbers _____ # of Handsets _____ , # of Chargers _____ Other: _____
--

_____ Requester's Name (Print)	_____ Signature	_____ Date
_____ Requester's Department	_____ Requester's Extension	
_____ Wireless Coordinator's Name (Print)	_____ Signature	_____ Date

Date of Return: _____

Returned by: _____
Name (Print) Signature Department Ext.

Received by: _____
Name (Print) Signature

Comments:

Missing Wireless Telephone Equipment Report

Department: _____

Wireless Telephone # _____

Phone Assigned To: _____ Extension: _____

Phone Lost/Stolen On (Date): _____ Location: _____

Any additional information: _____

Signature

By my signature above, I affirm that the foregoing statements are true.

Report Prepared by: _____ Title: _____
Name (Print)

Extension: _____ Date: _____