

The Right Door for Hope, Recovery and Wellness

Chapter Title	Section #		Subject #
Information Technology / Information Systems	ITIS		203
Subject Title Acceptable Use	Adopted 11/24/03	Last Revised 3/27/23	Reviewed 11/29/04; 7/28/08; 10/26/09; 10/25/10; 1/23/12; 4/22/13; 6/30/14; 6/22/15; 6/27/16;5/22/17; 2/26/18; 3/18/19; 4/27/20; 3/22/21; 5/24/21; 3/28/22; 2/28/23; 3/27/23; 3/25/24

POLICY

Application

This policy shall apply to The Right Door for Hope, Recovery and Wellness.

1. Intent

The Right Door for Hope, Recovery and Wellness Information Systems (IS) Department authorizes the use of The Right Door for Hope, Recovery and Wellness technology resources for the performance of work and the efficient exchange of information consistent with The Right Door for Hope, Recovery and Wellness’s statutory, regulatory, and policy guidelines. This policy applies to both networked and stand-alone computer systems, cellular phones, and any other technological equipment provided by the Right Door for Hope, Recovery and Wellness. All users must sign the “Acceptable Use Acknowledgment” form prior to being granted computer access.

2. Purpose

To outline the responsibilities of users with the organization’s information systems.

3. Acceptable Use Standards

Acceptable use of The Right Door for Hope, Recovery and Wellness Information and Communications Systems is consistent with the vision, mission, values and purposes of The Right Door for Hope, Recovery and Wellness. Acceptable use shall conform to meet any privacy and security

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requirements contained within HIPAA/HITECH. Use of The Right Door for Hope, Recovery and Wellness resources may be revoked at any time for use inconsistent with established policies and procedures. The Right Door for Hope, Recovery and Wellness owns the computer equipment, telecommunications equipment, and data that comprise the Information Systems network. The Right Door for Hope, Recovery and Wellness, therefore, reserves the right to monitor all access on the network. There is no right to personal privacy on The Right Door for Hope, Recovery and Wellness resources.

3.1. Computer Systems

Use of computers, electronic mail, and Internet access systems are intended for business purposes only. Prohibitions against unacceptable use apply during non-work hours as well as during work hours. Personal use of computers is not permitted.

3.2. Internet

Material accessed through the Internet may not be downloaded, saved, or forwarded, without prior approval from the Chief Financial Officer (CFO). Material may be viewed and printed only. Freeware may not be downloaded and installed. Restrictions will be placed on the use of The Right Door for Hope, Recovery and Wellness-provided internet access in an effort to protect resources from damage and liability.

3.3. Telephone Systems (Desk and Cellular)

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- 3.3.1. The Right Door for Hope, Recovery and Wellness telephone systems, including cellular phones, are also intended for business purposes. Employees are allowed limited use of the telephones for non-business purposes.
- 3.3.2. Cellular phones shall be used in a manner compliant with organizational policies/procedures, HIPAA, and any other applicable regulations. This includes the following:
- 3.3.3. Texting – Text messages shall not contain any PHI. Texting is not secure and messages containing PHI violate HIPAA requirements unless both parties are using a paid Medical messaging application with encryption. Staff may confirm appointments by replying when contacted by persons served via text.
- 3.3.4. Contact Lists – If possible, no PHI should be stored in contact lists. Other applications on cellular devices may access and log the information from your contact lists. The allowance of these applications to access the contact lists may result in a HIPAA violation. If any PHI exists in the contact lists, no other application may have access/permissions to access the contact lists.
- 3.3.5. Voice Assistants – Voice assistants shall not be used for work purposes and may be blocked using device settings. Any PHI provided to a voice assistant on a cellular device is stored in an unsecure data center and is a violation of HIPAA.
- 3.3.6. Camera – No PHI shall be maintained in the camera roll of any organizational device.

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3.3.7. Wifi Networks – No PHI shall be transmitted using unencrypted wifi connections without the use of an encrypted application.

3.3.8. Cloud Based backups – No PHI content shall be backed up to any cloud-based backup locations, including Google drive or iCloud storage. This data resides in the owner’s datacenter, and storage in any cloud based backup location would result in a HIPAA violation.

3.4. Facsimile and Copy Machines

The Right Door for Hope, Recovery and Wellness equipment, including facsimile and copy machines, is also intended for business purposes. Employees are allowed limited use of copy and “fax” machines for non-business purposes, providing they reimburse the agency for the costs of such use as determined by The Right Door for Hope, Recovery and Wellness’s Chief Financial Officer (CFO).

3.5. Privacy

All users of The Right Door for Hope, Recovery and Wellness Information and Communications Systems shall respect the privacy of others. An employee’s files, phone mail messages, text messages, and electronic mail (e-mail) messages, are the property of The Right Door for Hope, Recovery and Wellness, shall generally be treated as private, and shall be accessed only with the permission of the CEO. The CEO reserves the right to access as is necessary in the conduct or audit of business or investigation purposes.

3.6. Transfer and Receipt of Information via Facsimile and Modem

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A paper or electronic "FAX COVER SHEET," including confidentiality statement, shall be the first page sent with any transmission pertaining to data related to persons served. Information faxed directly from one computer system to an external source carries the same security as a facsimile sent over the phone line and is secure for sending information related to persons served.

3.7. Software Licensing

All software loaded on The Right Door for Hope, Recovery and Wellness computers will be properly licensed to The Right Door for Hope, Recovery and Wellness. Users will not load or install any software on any The Right Door for Hope, Recovery and Wellness resource.

3.8. Data Storage

All users will save their data on a network server rather than on their local computer. Additionally, no user is permitted to create network resources (i.e., shared) on their computer.

3.9. Electronic Communications (e-mail)

3.9.1. Use of established distribution lists is intended for efficient communication to staff regarding work-related topics. Use of these lists for non-work-related topics is not allowed.

3.9.2. E-mail sent outside of The Right Door for Hope, Recovery and Wellness network (via the Internet) shall contain a disclaimer stating the possible confidential nature of the email.

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3.9.3. E-mail containing protected health information (PHI) will not be sent via the Internet without first using an encryption mechanism.

3.10. Unacceptable Use

Unacceptable use of The Right Door for Hope, Recovery and Wellness Information and Communications Systems is that which is inconsistent with the vision, mission, values, and purposes of The Right Door for Hope, Recovery and Wellness as described in, but not limited to, the following subsections.

3.11. Adult Material

3.11.1. Accessing or publishing adult or child pornographic, obscene, indecent, or demeaning materials is prohibited. The Internet is the embodiment of the principles outlined in the First Amendment of the United States Constitution. This means that some material available on the Internet, and judged acceptable by some, will be considered objectionable by others.

3.11.2. The Right Door for Hope, Recovery and Wellness is not responsible for materials accessed or published by employees. However, employees are prohibited from displaying, transferring or saving, magnetically or electronically, printing or copying demeaning materials. This includes, but is not limited to, pornography, "how to" documents encouraging violence or illegal acts and racist acts or hate speech.

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3.12. Harassment

Use of computer, network, and phone systems, copy or facsimile machines, or Internet access to send obscene or harassing messages anywhere or to anyone is prohibited.

3.13. Commerce

Use of computer, network systems, and phone systems or Internet access may not be used for private gain, advertisement or any other commercial purpose.

3.14. Copyright

Computing facilities and infrastructure will not be used in any manner that violates federal copyright statutes or regulations.

3.15. Privacy

Any unauthorized attempt by employees to access another employee's files, phone messages, or electronic mail messages will be considered theft from The Right Door for Hope, Recovery and Wellness. It is unethical to attempt to gain unauthorized resources or private information, either on the computer or telephone systems.

3.16. Program Usage: Installing, Downloading or Using Software

3.16.1. Only The Right Door for Hope, Recovery and Wellness Information Systems (IS) personnel may install computer software on The Right Door for Hope, Recovery and Wellness computers, including laptops. Each program may only be installed on one computer unless additional licenses have been purchased.

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3.16.2. The unauthorized installation or use of software on any computer is strictly prohibited. Such activity includes, but is not limited to, downloading and/or using “chat” software, games, programming languages, Internet material, or utilities, or social networking.

3.17. Abuse of Hardware or Software

Vandalism is defined as any malicious attempt to harm, modify, or destroy data of another employee or of other networks connected to The Right Door for Hope, Recovery and Wellness infrastructure, and is prohibited. This includes, but is not limited to, uploading or creating computer viruses, attempts to remove or erase software, the destruction, removal or tampering of any hardware, such as computers and peripheral devices, video equipment, copy machines, or telephone equipment.

3.18. Network Utilization

Monopolizing computer resources through excessive use is prohibited (i.e., Streaming Audio or Video).

3.19. Games

Games will not be loaded, installed, or played on The Right Door for Hope, Recovery and Wellness resources. Default games are removed prior to deploying workstations.

3.20. Systems Configuration

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Users will not perform hardware or software configuration maintenance on The Right Door for Hope, Recovery and Wellness resources. Any configuration or maintenance shall be performed by authorized staff.

3.21. Consequences of Misuse

The consequences of the above violations will be in keeping with The Right Door for Hope, Recovery and Wellness disciplinary system. If there is suspected abuse or evidence of a threat to system response, integrity or security, an employee’s files may be inspected by the Information System Designee only with the prior approval of the CEO. For violations, an employee’s access to technology may be suspended or revoked, and the employee may be suspended or terminated.

3.22. Exception

The Chief Executive Officer of The Right Door for Hope, Recovery and Wellness, as defined by this policy, will make final determination of unacceptable use of Information and Communication Systems by any employee. The Chief Executive Officer may make reasonable exceptions to this policy.

Nancy Patera, Board Chairperson	Date		