



Responsibility:	Superintendent of Business Services and Treasurer of the Board
Legal References:	Ontario Occupational Health and Safety Act, R.S.O. 1190, c. O.1 Highway Traffic Act, R.S.O. 1990, c.H.8 - Bill 118
Related References:	Administrative Procedure 4060 – Board Email Protocol Administrative Procedure 4070 – Responsible Use Procedure for Information, Communication and Collaboration Technologies Administrative Procedure 4790 – Classification and Security of Data
Revisions:	April 2024, September 2024, November 2025, September 2026
Reviewed:	April 2018

1. Preamble

The following procedure provides information regarding cellular devices used for Waterloo Region District School Board (“WRDSB”) business; positions eligible for a phone (or reimbursement) are identified in Appendix A.

2. General

2.1 Eligible positions are set out in Appendix A. Any request for a position to be added must be submitted, with direct supervisor approval, to the Superintendent of Business Services and Treasurer of the Board.

2.1.1 The positions identified in Appendix A will be reviewed annually by the Superintendent of Business Services and Treasurer of the Board, or designate.

New employees or employees new to a position requiring a phone for WRDSB business, and whose position is listed within Appendix A, are required to log a [service desk ticket](#).

3. Cellular usage for WRDSB Business

3.1 Use must be acceptable and reasonable and not for the purpose of illegal transactions, harassment or obscene behavior, in accordance with current WRDSB policies and government legislation.

3.2 Employees are expected to adhere to Federal and Provincial legislation governing the use of cellular devices.

3.3 All devices accessing WRDSB information must be password protected at all times.

If a device is lost, stolen or damaged, log a [service desk ticket](#) providing specific details. Replacement of the device will be addressed on a case-by-case basis.

4. **Tier 1 Device (data is required for position).** Employees have the option to purchase a smartphone on the WRDSB account or use their personal device and receive reimbursement.

4.1 Smartphone on the WRDSB account:

- 4.1.1 'Porting' a personal phone number to the board account is not an option. If an employee wants to port their current number to the board account, please [@cellular@wrdsb.ca](mailto:cellular@wrdsb.ca) or log a [service desk ticket](#).
- 4.1.2 The WRDSB covers up to \$400 towards the cost of a new phone and the employee is responsible for covering any incremental cost (above \$400). The employee will pay the full cost of the device directly to the carrier when the phone is ordered and submit an expense reimbursement for the \$400 subsidy. Accessories or additional warranties are not covered by the WRDSB.
 - 4.1.2.1 If the cost of the device is less than the maximum amount covered by the Board, only the cost of the device will be reimbursed (excludes accessories and additional warranties).
- 4.1.3 The WRDSB pays the monthly invoice for charges reasonably incurred in the course of business while within North America only. Roaming charges and other additional charges not included in the WRDSB monthly plan are to be reimbursed to the WRDSB. Financial Services will invoice the employee for all roaming charges incurred.
 - 4.1.3.1 If the employee was required by their manager or superintendent to be available for business while out of North America and the additional charges are only for WRDSB business, approval of the employee's direct supervisor (e.g. manager, superintendent) is required in order to waive the reimbursement requirement.
 - 4.1.3.2 Excessive charges (>\$100) require approval of the Superintendent of Business, or designate, in order to be waived.
- 4.1.4 Early upgrade - should an employee choose to upgrade their device before they are eligible (phone is still under 3 year contract), the employee is responsible for all costs of upgrading to a new device.
- 4.1.5 Retirement/Resignation: If an employee leaves the board while the phone is still under contract with the service provider, the employee is required to reimburse the board:
 - 4.1.5.1 A prorated portion of the Board's \$400 contribution toward the purchase of the device, based on the remaining months of the 36-month contract term.
 - 4.1.5.2 The fee that the carrier will charge the WRDSB to remove the number from the corporate account. The amount is determined by the carrier based on the number of months left in the contract, Financial Services will contact you with details.
 - 4.1.5.3 An eligible employee who uses their personal device for WRDSB business will be reimbursed an amount equal to the WRDSB's current monthly rate. Reimbursements are processed semi-annually via electronic funds transfer (EFT).

4.1.5.4 The employee is responsible for maintaining a device in good working order for WRDSB business purposes under the same requirements as a WRDSB-owned device.

4.1.5.5 The WRDSB is not responsible for any repairs, maintenance or hardware related issues.

4.1.5.6 The WRDSB is not responsible for upgrade fees, plans or contracts associated with the personal device.

4.2 Temporary Assignments

4.2.1 If a Tier 1 assignment is greater than one month, employees are eligible to receive reimbursement at the WRDSB's current monthly rate for using their personal device. The Tier 1 temporary assignment form can be found on the Procurement website, [Cellular Devices webpage](#).

4.2.2 Form should not be submitted until the end of the assignment and reimbursement will be processed based on the number of months the assignment was fulfilled.

4.2.3 According to Canada Revenue Agency regulations, this is a non-taxable benefit.

4.3 Leave of Absence

4.3.1 Employees on a leave of absence (sick leave, maternity/parental leave) greater than six months will be invoiced by the WRDSB on a monthly basis once they have reached 6 months of leave, or transitioned to long term disability (LTD), whichever is less.

4.3.2 Employees on a deferred salary leave (DSL) may retain their (Tier 1) device and reimburse the WRDSB for the monthly charges. WRDSB will invoice the employee monthly for this charge.

4.3.3 Employees on LTD cannot retain their cell phone number on the WRDSB account and will be sent information regarding their options to keep or cancel the board cell phone number once LTD has been approved.

4.3.4 Employees on any type of leave may not upgrade their device until they return to work.

4.4 Option Change to Reimbursement

4.4.1 If an employee currently with a device on the WRDSB account wishes to switch to a personal plan and receive reimbursement, log a [service desk ticket](#) to initiate this process. IT will send the applicable form and once submitted, finance will process reimbursement semi-annually via EFT.

4.4.2 Applicable charges will require reimbursement to the WRDSB if the device is still under contract with the service provider (i.e. ordered within 3 years).

4.4.3 An administrative fee of \$35 will be charged to the employee for each change request.

4.5 Option Change to Device on the WRDSB Account

4.5.1 If an employee who currently uses their own device and receives reimbursement wishes to change to having a device on the WRDSB account, the employee should log a service desk ticket to initiate this process. I.T. will send the applicable form and process information.

4.5.2 An administrative fee of \$35 will be charged to the employee for each change request.

5. **Permanent Tier 2 & 3 Position Devices - WRDSB issued device**

5.1 Cellular device and protective case is issued to positions identified in Appendix A to be used for WRDSB business only and as such, cannot be retained by an employee no longer in that position.

5.2 The monthly invoice is paid by the WRDSB.

5.3 If there are additional charges not included in the WRDSB monthly plan, the employee will be sent an invoice by Financial Services requesting reimbursement.

5.4 If two or more devices are broken or destroyed, the employee will be responsible for the replacement cost of the device.

6. **Temporary Assignments for Tier 2 & 3 positions - log a [service desk ticket](#)**

6.1 Temporarily replacing a permanent employee retired, resigned or on leave:

6.1.1 Employees will use the position phone of the employee they are replacing.

6.2 Temporary assignment to a **new** temporary position:

6.2.1 Employees will be reimbursed for using their personal device, paid at WRDSB's current monthly rate in a lump sum via EFT at the end of the assignment.

6.2.2 According to Canada Revenue Agency regulations, this is a non-taxable benefit.

7. **Permanent Tier 4 Position Devices - WRDSB Flip Phone**

7.1 Employees, in consultation with their direct Supervisor, will need to opt-in to receive a device.

7.1.1 The expectation is that devices that are deployed are used by the employee on a regular basis; if this is not the case, please log a service desk ticket to return the device.

The monthly invoice is paid by the WRDSB.

If there are additional charges not included in the WRDSB monthly plan, the employee will be sent an invoice by Financial Services for reimbursement.

APPENDIX A- Positions Eligible for Tier 1, Tier 2 and Tier 3 Devices

Positions Eligible for Tier 1 Devices (data required)	Positions Eligible for Tier 2 Devices (talk,text,data)
Corporate Services: • Trustees • Chief Executive Officer ◦ Executive Assistant to the Chief Executive Officer • Chief Operating Officer • Chief Education Officer • Superintendents • Human Rights & Equity Advisor WRDSB Executive Managers, Senior Managers, Managers, Officers and Supervisors (non-union) Learning Services & Special Education • OYAP Coordinator • Principals (permanent and acting) • Vice Principals (permanent and acting) • Chief Psychologist • Lead Speech & Language Pathologist • BMS and Paraprofessional Lead • Mental Health Lead • System Navigator - Safe & Healthy Schools • Graduation Coach Business and Facilities Services: • Controller • Senior Planners • Project Coordinators • Extended Day Supervisors • Facilities - Area Supervisors • Grounds Forepersons • Architectural Inventory Technician • Education Centre Building Services/ Security All staff required to be on-call per the 4123 list: • Security Systems Officers • Health, Safety & Security Officers • Critical Events Response Administrator Information Technology Services • ITS - Network & Data Security Analyst • ITS - Infrastructure Analysts • ITS - Curriculum Consultant • ITS - Supervisors • ITS - Lead, AI & Data Innovation	• Trades Staff • ITS-EdCenter Meeting Room Support • Facility Services - On Call • Social Workers
	Positions Eligible for Tier 3 Devices (talk,text only)
	• Custodial Department Heads • Maintenance Resource Schedulers • Security Technician • I.T.S. Support Specialists – Operations • Extended Day Easy Connect Operators • Learning Services & Special Education: • Speech and Language Pathologists • Psychologists • Special Education Consultants • ABA Transition Leaders • WATS/ICAN program • Expulsion Program-Uturn/Choices • Dual Credit Teacher • Teachers: • Re-engagement • Outdoor Education
	Positions Eligible for Tier 4 Devices (Talk, text only)
	• Custodial Lead Hands • Head Custodians