

Community Action Team, Inc.
CHILD & FAMILY DEVELOPMENT PROGRAMS
Technology Resource Procedure

Rationale:

In accordance with Head Start Performance Standards CFDP will develop systems to support and enhance communication with families and community to strengthen parent, family, and community engagement. (Reference PS 1302.34, 1302.50, 1302.53). The use of technology is for effective and efficient communication.

Procedure & Guidance:

This procedure refers to all electronic forms of communication and electronic devices, including but not limited to texting, email, cell phones, tablets, and social media such as Facebook, Twitter, and blogs. All staff will adhere to this procedure and CAT technology and Risk Management Policy. Staff will adhere to state and Federal laws regarding the use of technology and electronic devices.

CFDP supplied electronic devices are designed to support staff in performing required job duties. All staff have the responsibility to use electronic resources in an efficient, effective, ethical, and lawful manner. All forms of communication need to be in accordance with CAT personnel policies, including confidentiality and codes of conduct and CFDP policies of confidentiality.

CFDP has the right to take any actions that it believes necessary to ensure the integrity of its computers and technological resources. All accounts will be disabled when staff are on a leave of absence.

Passwords and Log-in:

In accordance with P.S. 1302.34, staff must ensure that personally identifying information for children and families is protected at all times. Staff are responsible for safeguarding passwords at all times. **Passwords will not be saved on systems or devices.** Staff will use form 1-85 to track passwords. Passwords must be on file in the Rainier Admin office. Staff will store their passwords in a secure location.

Passwords must:

- Be at least 8 -10 characters in length depending on system
- Include capital and lower case letters
- Include at least one number
- Include at least one special character
- Kept in a secure location

Passwords must be different for each account and log-in, i.e one password to log-in to the server, a different password for MyTS, a third password for email, etc. To protect the security and integrity of program systems, staff must create passwords and log-ins that are unique. Passwords created for work will be different than passwords used for personal accounts.

Users will not log in and allow someone else to use their account. Staff will log out of systems when covering breaks, providing support and assistance in another area, at the end of the day, and any time away from the technology tool for more than a few minutes.

Personal networking will be limited to personal electronic devices used during **personal time**. Use of technology during work time will be limited to job related duties to provide quality services for children and families. Technology will not interfere with high-quality and engaging interactions with children, families, or staff.

Limitations and Exceptions:

The use of technology includes calls, texting, internet searches, social media etc. on all devices. Technology use is PROHIBITED during work time and applies (but is not limited to) the following location and events:

- | | |
|--------------|--------------------------------------|
| Classrooms | Meetings |
| Playground* | Trainings |
| Bus Routes* | Parent/Teacher Conferences |
| Home Visits* | Appointments with Community Partners |
| Field Trips* | While Driving for CFDP business |
| Kitchen | |

Exceptions include:

- *Emergencies, or support needed related to child health and safety.
- Supporting the collection of data for student outcomes or professional development
- CM's – as needed ONLY to support center staff in the event of emergencies, or related to child health and safety, or directly related to task on hand

All staff are expected to exercise discretion in using personal cellular devices while at work. It is requested personal cell phones be placed on silent or vibrate in the workplace so they do not create a distraction. Personal calls and texts should occur during breaks and lunch. Staff should communicate this to family and friends. All locations have landlines that can be used to contact an individual in the event of an emergency.

Cell phone: CFDP provides cell phones to key staff and for communication with buses during field trips. CM cell phones are available for use by center staff as needed to communicate with families. All cell phone communications must be SOAPed in the same manner as other phone conversations or verbal communication.

Tablets: Tablets will be used to support education staff in data collection for TS Gold and coaching. Tablets are not designed to replace laptops and should not contain files and documents that consume memory and are more securely stored on program computers. Tablets are not intended for use by children, but may be used occasionally to enhance engagement and learning with children. Tablet use will not interfere with high-quality, sustained and engaging interactions with children. Teachers and assistants will develop a system for sharing use during class time, which should not exceed 30 minutes per user (teacher/assistant teacher) per day. Tablets should be password protected. Pictures and videos will be cleared quarterly and from year to year. Staff will not connect or add their emails to the tablets or email app. Staff will not add apps unless approved or requested by center manager/admin.

Texting: When possible, texts will be printed and placed in the child's file. The SOAP will reflect there is a communication and the file where the hard copy is located.

If printing the text is not an option, the communication will be SOAPed, noting that it occurred in texting format.

Email: Staff are provided email addresses by the program. Personal and work emails cannot be connected. Work email accounts will be used for professional communication. Staff should refer to and adhere to *Tips for Email Etiquette*.

Emails from parents will be printed and placed in the child's file. MyTS allows communication through the family tab. Communication through MyTS will only include educational information about the child. Communication through CP or program email systems may include other family services in addition to education. In the SOAP, note there has been electronic communication and in which file the hard copy is located. Center Managers have encrypted email services that will be used in sending confidential information, and any information that contains personally identifiable information.

Social networking platforms: There is a variety of social networking platforms available. In all cases, centers may choose to use a public or private format. Centers will share social networking page information, including users, and passwords with Admin. Accounts will be established using program emails and program provided cell phone numbers for recovery. Program accounts and systems will not be tied to personal accounts or systems.

Public platforms allow any user access to the site and information. Private platforms restrict access to individuals that have been invited, or given access by the page administrator. Posts and comments should be general in nature that would be shared with the general public. No confidential information will be included. CFDP and CAT cannot regulate private individual pages, which may not have the same level of security settings as agency pages. Individuals may link to or share information posted on agency pages, requiring agency posts to meet confidentiality protocols.

A designated staff person from Admin will be established as the page "Administrator." Center Managers will be "Editors" Or "Moderators." Center Managers must monitor sites regularly to ensure that all postings and information are aligned with program requirements and CAT personnel policies, in particular Article 4. Center managers may request designation to an employee of "Editor" to support updating and posting information. Center Managers and employees designated as editors will develop a plan for how often content is posted to the page.

Center manager or designated staff will review posts and comments made by others to ensure that inappropriate content is removed, including but not limited

to: harassing, vulgar, obscene, intimidating, or threatening material. It is important to be aware that removal of posts authored by an individual on a different page, does not remove the post or comment from the platform. It will only remove the post or comment from the agency page.

Posts on program pages or sites should be of a positive nature and support the program vision and mission. Posts on program pages or sites will not contain political rhetoric, be a platform for “rants”, or promote ideas that go against program practices and philosophy. Posts should provide useful information that supports families in their role as parents, working toward self-sufficiency, and being successful in school and life.

Possible uses for social platforms include, but are not limited to:

- Sharing basic center information, updates, and notices
- Information about recruitment
- Upcoming events (within confidentiality guidelines)
- Community outreach and collaboration
- Educational information, tips, ideas, etc.
- Links to resources for families
- Information regarding inclement weather

All posting information shall adhere to the following:

- No names of families, children, or staff
- No pictures containing information that identifies families, staff, or children
- No Specifics on children or locations, such as time and place of field trips

If a center would like to use identifiable photos or information, the parent will be asked to sign a release, which will be placed in the child's file.

All social networking sites shall contain the following disclaimer (impressum) statement:

"Community Action Team, Inc. and Child and Family Development Programs vision is to "Continue creating and providing opportunities and quality services to enrich the lives of children and families, while honoring the diversity of our communities." This forum allows us to better work with our families and fulfill our vision. The viewpoints, opinions, and actions expressed in comments are those of the author and may not reflect, Community Action Team, Inc. or Child &

Family Development Programs policies or positions. Always verify information with staff before taking action."

Classroom computers: Classroom computers will be used to enhance child learning and support school readiness. Approved curricular supplements will be used to ensure they align with the Head Start Early Learning Outcomes Framework and CFDP policies. Some options for use include, but are not limited to:

- Creating a class story with a group of children
- Investigating information with a child(ren) on a topic related to interests of children and/or related to the topic of study
- Showing a slide show of class photos
- Showing children a video of themselves
- Program approved educational games

During non-class hours, classroom computers may be used to support staff in completing job duties such as lesson planning and data entry on TS Gold.

Working Remotely: There may be times when staff need to work remotely in response to community health and safety concerns. In the event this happens the following protocols will be implemented:

- Staff will coordinate with Center Manger about the need to use program tech and schedule.
- Staff will protect the technology from damage; using cases, screen protectors, etc. to ensure the material maintains proper working condition.
- Protection of personally identifiable information and confidentiality will be maintained by:
 - CAT technology will be used for work purposes by CAT employees
 - Passwords will be protected as outlined in this procedure
 - Consideration will be given for usage location, to prevent sensitive information being seen or overheard by non-CFDP individuals.
- Staff will secure tech in safe location when not in use

- Staff will return tech equipment to the program upon request or when there is no longer a need for staff to work remotely.

Use & Care:

- The Technology Department of Community Action Team, Inc. is responsible for technology support, installation of software and repairs.
- Authorization must be granted by Head Start Director for installation of software and repairs by any person except the Technology Department.
- Staff will notify CM's when there is a technology concern or problem.
- All computers will have active anti-virus software. All anti-virus expiration notices will be reported to the Technology Department prior to expiration.
- Technology will be properly secured to prevent tipping or breakage.
- Technology will be properly protected with the appropriate items, such as screen protectors and cases.
- Staff will clear the cache and browsing history at least quarterly to ensure the most current version of websites is available.
- Technology will receive proper care and maintenance. Centers will perform regular cleaning, using approved cleaners for screens, keyboards, tablets, etc. You may use one of the following approved cleaners:
 - iCloth avionics touchscreen cleaning wipes
 - Bryson Spray Screen Cleaner with microfiber cloth
- Staff will guide children in ensuring clean and dry hands before using technology.
- Staff will follow Procedure 2-42 Screen Time Procedure
- Staff will make sure videos and photos are deleted from the system at least quarterly.

I, _____ have read and understand the
 (printed staff name)
 Technology Resource Procedure. I accept responsibility for taking appropriate measures to safe guard my user name and passwords. I also agree to keep my passwords private and not to share passwords with others. I agree to maintain

technological resources in good repair. I agree to use all electronic communication in accordance with Child & Family Development Programs, and Community Action Team, Inc. policies and procedures.

Signature

Date