

West Neighbourhood House	
Policy Title:	Use of Information Technology Policy
Approved by:	West Neighbourhood House Board of Directors
Approval date:	March 2008
Revision dates:	April 2012 / November 2016 / / /

Policy Statement

West Neighbourhood House provides a wide array of computing and networking resources to its employees, volunteers and participants. These resources are intended primarily to assist the organization in achieving its mission such as internal and external communication, research and access to educational devices.

All computer hardware, software, data, platforms and files at all West Neighbourhood House locations are the property of West Neighbourhood House and as such all Internet connections and use of electronic mail may be monitored at any time. Any individual who uses information technology resources belonging to West Neighbourhood House consents to all of the provisions of the following policy and agrees to comply with its terms and conditions, all other applicable House policies, regulations and procedures. Failure to do so may result in restriction of access to West Neighbourhood House information technology resources and/or disciplinary action.

Staff members at West Neighbourhood House who monitor and enforce compliance of this policy are responsible for ensuring that the organization is and remains compliant with all relevant legislation.

The use of information technology resources is subject to all other applicable West Neighbourhood House policies, including but not limited to: Code of Conduct, Confidentiality, Privacy, Respectful Workplace, and Workplace Harassment.

Applicability

- All Staff
- General public
- Program Participants, Clients, Members
- Volunteers
- Student Placements
- Community groups who utilize West Neighbourhood House space
- Third Party Contractors

Definition

Confidential Information - Any information about staff, participants, volunteers, or donors that is collected or disclosed to West Neighbourhood House. It includes a person's name and contact information in any context where other sensitive information is discussed.

Examples: medical conditions and history, marital status and history, employment and income status, sexual orientation, place of residence, phone numbers, etc.

General Principles

Guidelines for Responsible Computer Use

- All users of West Neighbourhood House's information technology resources must take responsibility for, and accept the duty to, actively protect information technology assets, including software, hardware and other information resources. This includes taking responsibility to be aware of, and adhere to, all relevant legislation, policies (e.g. Privacy Policy, PHIPA), and standards.
- West Neighbourhood House uses information technology to support employees and other authorized users to work efficiently in delivering services to participants. Improper use may jeopardize the confidentiality, integrity and availability of West Neighbourhood House information technology assets, and may put personal information protection, security or service levels at risk.

Appropriate use of Information Technology

1. Users of West Neighbourhood House computers must:
 - Always be aware of the organization's Vision, Mission and Guiding Principles and not jeopardize these in any way through information sent from/stored on agency computers.
 - Comply with all applicable legislation, regulations, policies and standards, that governs computer and Internet use. This includes any activity that contravenes any external laws and regulations as well as internal policies, codes of conduct, etc.
 - Adhere to licensing agreements for all software used and respect copyright and other intellectual property rights in relation to both programs and data.
 - Keep passwords and other types of authorization secure.
 - Be aware of computer viruses and other destructive computer programs and take all reasonable precautions to avoid their activation and distribution.
2. Any electronic communication should adhere to the same standards as other forms of communication. All electronic mail should be composed using respectful language and will avoid disrespectful, inflammatory, harassing or otherwise unacceptable content.
3. Protection of privacy is fundamental at West Neighbourhood House however, the

organization cannot guarantee the confidentiality of electronic information.

Prohibited Use of Information Technology

1. Electronic communication must not be used to promote discrimination on the basis of race, religion, national origin, disability, sexual orientation, age, marital status, gender, political affiliation or any other prohibited grounds.
2. Under no circumstance is pornography or hate literature of any type permitted on any West Neighbourhood House computer hardware, software, data, platforms and/or files.
3. Use of electronic communication and/or network connections for personal or non-work related business is expected to be kept to a minimum and used only during unpaid times (for example, before or after work or during lunch times).
4. No employee shall install any computer software on any West Neighbourhood House computer without the prior written consent of management.
5. Users are prohibited from accessing Internet sites that might harm West Neighbourhood House's reputation, such as those that carry offensive material.
6. Users are prohibited from transmitting or otherwise expose sensitive or personal information to the Internet, distributing hoaxes, chain letters or advertisements, sending rude, obscene or harassing messages.
7. Using information technology resources of West Neighbourhood House is prohibited for fundraising or commercial solicitation (unless approved by management); or for conducting or pursuing personal business interests or the interests of another organization.

Data Security

Users must take all necessary precautions to prevent unauthorized access to Confidential Information.

1. Users must not send, upload, or remove onto portable media or otherwise transfer to a non-West Neighbourhood House system Confidential Information except where explicitly authorized to do so in performance of their regular duties.
2. Users who are supplied with computer equipment from West Neighbourhood House are responsible for the safety and care of that equipment and the security of any information stored on it and on any other West Neighbourhood House systems that they can access remotely.

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3. All workstations (desktop and laptops) should be secured, password protected and “locked-on-idle” after a maximum period of time as directed by management or when leaving a workstation.

Acknowledgement of Policy

I acknowledge that I have received and read the Use of Information Technology Policy and have had it explained to me.

I understand that it is my responsibility to abide by this policy and related policies of West Neighbourhood House.

Date: _____

Name of Employee/Volunteer/Participant: _____

Signature: _____