

Parks, Forestry & Recreation
Brenda Patterson, General Manager

Toronto City Hall
4th Fl. West Tower
100 Queen Street
Toronto, Ontario
M5H 2N2

Janie Romoff, Director
Community Recreation
Tel. 416-392-7252
Fax. 416-397-4899

Date: July 21, 2011

TO: Community Recreation Workers

FROM: Janie Romoff, Director Community Recreation Branch

RE: **Letter of Direction: Use of Personal Cell Phones or Other Electronic Devices**

The purpose of this letter is to make you aware that I have received numerous complaints from patrons that staff is being distracted from their work by using electronic devices while on duty.

You are hereby reminded that the use of personal cell phones or other communication and entertainment devices is strictly prohibited while on duty in any PFR facility, including indoor/outdoor pools, wading pools, community centres and all summer camp locations, including out-trips. At all times while on duty staff are expected to remain focused on their responsibilities.

Such electronic devices should be left at home or locked away in a safe place at the work location. If these devices are brought to the workplace, they must be **turned off** while you are on duty. This is a directive and compliance is mandatory. Supervisory staff, including part-time staff responsible for overseeing programs, has been directed to report all instances of non-compliance. Staff who do not comply with this directive may be subject to disciplinary action up to and including dismissal.

As a City of Toronto employee, you are expected to conduct yourself in a professional, courteous and polite manner that reflects the responsibility of your position. The perception of the public in this regard is integral to our ability to provide high quality services and excellent customer service.

I thank you for your co-operation.



Janie Romoff
Director Community Recreation Branch

*Copy: Brenda Patterson, General Manager, Parks, Forestry and Recreation
Community Recreation Branch Managers
Community Recreation Branch Supervisors*

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ACKNOWLEDGEMENT

I acknowledge receipt of the memo dated July 21, 2011 from Janie Romoff, Director of Community Recreation, regarding the use of personal cell phones and other communication devices and I understand the expectations.

Employee Name: _____ Employee Number: _____

Employee Signature: _____ Date: _____

Delivered at: _____ Date: _____ Location: _____

Manager/Supervisor Signature: _____ Date: _____