

## GENERAL OFFICE POLICIES

### PURPOSE

To ensure the smooth functioning and security of all CFCE offices.

### SCOPE

These policies apply to all CFCE offices and personnel.

### POLICY

All contact with CFCE clients, public and staff are to be conducted professionally, respectfully and confidentially.

### PROCEDURE

#### Visitors

All visitors to CFCE offices are to be greeted courteously and warmly by the secretary/receptionist on duty. Visitors will be asked to be seated in the reception area while the staff-person they have requested to see is contacted.

Visitors are not allowed to wander through the offices; they may be allowed to go to a specific office only after the staff member indicates to the secretary/receptionist that they may do so.

Additionally, terminated employees are not permitted to wander through the office. If they are coming to see an employee, the front office receptionist must call that employee who will receive them at the reception area and then escort them in and out of the office.

Persons who accompany clients to appointments are to wait in the reception area during the visit. Loudness and other disruptive activities are discouraged.

Personal visits from friends, family members, or former employees are strongly discouraged.

### Incoming Telephone Calls

All incoming calls are to be answered courteously with the name of the agency given as a part of the greeting. All calls are to be handled in a courteous and efficient manner. No caller should be kept on hold for more than 30 seconds without speaking to the worker they are seeking or having a message taken by the secretary/receptionist.

### Incoming Correspondence

All incoming correspondence is to remain unopened and given to the executive assistant who is responsible for disbursement. If a package is too large to be placed in a mailbox, it should remain with the secretary/receptionist and a note regarding the package be placed in the mailbox of the person to whom it is addressed.

Correspondence addressed to CFCE, which does not indicate a specific staff person, will go to the Executive Director.

### Outgoing Correspondence

Outgoing letters, reports, etc., of a confidential nature should be reviewed and sealed by the staff person sending these materials. The correspondence should then be given to the secretary/receptionist for stamping and mailing. The secretary/receptionist should be sure that each piece of outgoing mail has CFCE return address on it. Outgoing mail should be processed on a daily basis.

### The Right to Search

If it is suspected, with reasonable cause, that an employee is a danger to himself or others; or that an employee is in the possession of stolen property, the company reserves the right to search the employee, including his or her work station and belongings, when they enter and/or leave the premises.

Failure to comply could result in disciplinary action, up to and including termination.