

## TELEPHONE USE

### PURPOSE

To provide guidelines for using company telephones.

### SCOPE

This policy applies to all employees and visitors to all Center for Family and Child Enrichment locations.

### POLICY

Agency telephones are to be used to conduct Agency business and to provide access to Agency personnel by clients and others with whom the agency does business.

### PROCEDURE

Efficient telephone service is vital to company business. Employees must adhere to the following guidelines:

Answer all calls promptly and courteously being sure to announce the name of the Agency and employee's name. All business related long distance calls should be logged on the designed form.

Limit personal calls (**including personal cell phone calls**), both incoming and outgoing, to emergencies or essential personal business and keep them as brief as possible. All personal toll and long distance calls will be charged to the employee unless approved by the Executive Director or designee(s).