



Series: HR- Employee Conduct **COA:** N/A
CFOP: N/A

Procedure Name: Telephone & Voice Mail
Procedure Number: HR-2305
Revision #/Date: N/A
Effective Date: 07/18/08

Applicable to: All CBCB Staff and Volunteers

SUBJECT: Telephone and Voice Mail Expectations

PURPOSE: To clearly establish the telephone etiquette and expectations of all CBC of Brevard staff and volunteers. It is incumbent on all CBC of Brevard employees to be accessible to our clients and other callers or if this is not possible that the caller is provided immediate alternative contact.

PROCEDURE:

Expectations

All staff of CBC of Brevard will provide outstanding customer service. This begins with telephone contact and as such, all callers are to be responded to professionally, appropriately and timely. If you receive a phone call that was misdirected or from someone asking questions that you can not answer, it is expected that the staff member receiving the call with "take ownership" of this call and ensure that the caller receives the correct information the first time and/or is appropriately transferred to an individual who can help them. If the call cannot be directly transferred, the caller will be provided with the name, job title, telephone number and extension number for the location (Care Centers, Court House, IL site, etc.) of the appropriate employee for them to contact.

Office Voice Mail Set up for All Staff

All individuals will ensure that their voice mails are properly recorded and updated appropriately to reflect staff members' time away from the office or when staff will not be available for periods of a day. Standard office voice mail messages will include:

- A polite and welcoming greeting that will include the employee name and job title. The message will request that the caller leave a brief message which will be returned promptly or as soon as possible.
- The message will also provide supervisory contact information, (name, title and telephone number with extension) in the event the call is "urgent."
- For CBC of Brevard staff that interact with our families, the message will also include the after hours number for callers to access should they have a need after hours.

Individuals who travel on company business during the day are expected to call and check their office voice mail remotely in order to retrieve messages.

Office voice mail messages when the employee is on vacation or out of the office for other purposes will include:

- A polite and welcoming greeting that includes the employee name and job title and the dates during which the employee will not be in the office, available and/or checking voice mail remotely.
- The name and title of the immediate supervisor and telephone contact information in the event the call is urgent and needs to be handled prior to an employee's return.
- For CBC staff who interact with our families, the voice mail message will also include the after hours number for callers to access should they have a need after hours.

Expectations of Administrative Staff

It is expected that administrative staff will respond to callers promptly but no later than the third ring. As the administrative staff serves as the point person for many functions and departments it is essential that in the event the individual will be away from the work area for lunch and/or other extended periods of time, that these calls are properly handled. It is an expectation that administrative staff will ensure that all messages have been responded to and/or attended to by the close of business each day.

Division Directors are charged with ensuring that when the Administrative staff will be away from their phones for extended period of times (one hour or longer) that appropriate alternative measures are taken to ensure that calls are answered in a timely manner. When appropriate, telephone extensions can be transferred to other work locations so that the calls can be answered

Administrative staff will ensure that when calls are transferred that the individual is available to take the call. This means rather than transferring a call to the correct extension the staff will remain on the line to announce the caller. If the individual does not answer, it is the responsibility of the administrative staff to then transfer the caller to the supervisor of the individual using the same methodology.

If this individual is not available, the caller will be asked if they wish to leave a voice mail for the individual they are trying to reach. If the caller chooses this, the caller will be transferred in order to leave a voice mail. If the caller's need is urgent in nature and can not wait for a return call the administrative staff will take the caller's name and telephone number and personally contact the requested employee on his or her cell phone.

AARP staff that has callers with an urgent need, who can not or will not leave a voice mail message, will transfer these calls to the appropriate administrative staff to handle.

It is expected that staff who work directly with our families and those in management positions who receive a cell phone allowance, will check voice mail at least every four (4) hours during evening and week end hours.

Access voice mail from out of the office

All staff can access office voice mail from outside of the office. Additionally, voice mail messages may also be updated from off site. It is expected that these tools will be utilized to ensure that we provide the best possible customer service and that callers can be responded

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to, redirected or are informed about who to contact. All staff is expected to learn how to access and change their voice mail messages as needed.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
CBC of Brevard, Inc.

APPROVAL DATE: 3/19/09