

Policy and Procedures

38.1

Title: Telephone use

Date issued / last revision: December 7, 2004

Date effective: Immediately

Telephone Use

Statement:

Cooperstown Medical Transport, Inc. (CMT) is establishing policy and procedure for the use of its telephone system.

Purpose:

This policy is to establish guidelines and protocols for the use of CMT's telephones.

Scope:

This policy applies to all employees, full time, part time and per diem. This also applies to students, observers, and guests.

Policy:

1. All incoming calls will be answered identifying the company. It is recommended to also identify yourself and utilize some sort of salutation.
2. A professional demeanor will be maintained at all times.
3. Telephones are to be used for calls that are primarily company business. Personal use is not a permitted practice, even if reimbursement is subsequently made to the company, unless the call can be considered in the interest of the company.
4. Examples of personal calls that could be considered in the interest of the company are calls to:
 - a. Alert household members about working late or other schedule changes.
 - b. Make alternative child care arrangements.
 - c. Talk with doctors, hospital staff, or day care providers.
 - d. Determine the safety of family or household members, particularly in an emergency.
 - e. Reach business or government agencies that can only be contacted during working hours.
 - f. Arrange emergency repairs to vehicles or residence.
5. Employees may receive a limited number of purely personal calls during duty hours.
 - a. Purely personal calls are those determined not to be necessary in the interest of the company.
 - b. Personal incoming calls cannot be done through the company's toll free number.
6. Personal calls cannot affect the performance of official duties or company's work.
 - a. An example would be keeping a phone line tied up.
7. Personal calls must be of reasonable duration and frequency.

38.2

8. Employees that need to make a personal call that is not in the interest of the company can make a call as long as;
 - a. It is charged to the employee's home phone number or another non-company number.
 - b. It is made to a toll free number ('800', '888', etc).
 - c. It is charged to a calling card.
 - d. It is a collect call.
9. At no time are calls to a '900' number allowed.
10. Directory assistance calls should be limited to only those essential for company business.
11. Refer to *Cell Phone Use* for further information on personal and company cell phones.
12. Refer to *Electronic Communications Monitoring* for additional information.