

Procedure No. 1-9-7
Replaces Procedure No. 1-9-7

Revised: 02-01-16
Issued: 04-01-00

SUBJECT: Telephone and Cellular Phone Usage

PURPOSE: To guide the use of telephones and carry out the mandate of Organization Operations Policy No. 1.

Telephones are placed in ISL's for the exclusive use of the individuals living in the home, their families and friends and to conduct Woodhaven business.

1. Employees are not authorized to make long distance phone calls from an ISL or accept collect calls from another party except to conduct authorized Woodhaven business. Neither employees or supervisors are authorized personal calls to a third party number when that third party number is the ISL number.

Long distance prepaid phone cards are readily available for purchase from a variety of sources to use in case of an emergency. If you, as an employee, expect that it will be necessary to respond to a personal long distance call or make one, please buy a phone card ahead of time. You are not authorized to make or receive phone calls billing to the ISL number. Again, personal phone calls are to be kept at a minimum.

Live-in staff are encouraged to install their own separate phone and phone line for their exclusive use. They are responsible for the security of this phone and any unauthorized use of that phone use by other staff is the responsibility of the live-in.

In an absolute emergency it is permissible to use an ISL phone for long distance calls if long distance service is available. When possible, the Home Coordinator should be contacted for authorization. When this is not possible, they should be contacted immediately afterward.

2. Employee phone conversations or phone calls of a local nature shall be kept to five minutes or less and calls should be kept to a minimum. Excessive personal use of the phone is subject to progressive disciplinary guidelines.
3. Long distance phone calls (outgoing or collect) should be reported immediately to the home supervisor.
4. Supervisors may be ask to identify business and/or home related calls if a bill is in question.

CELLULAR PHONES – Cellular phones should not be used while driving a vehicle. Additionally, staff are strongly encouraged to minimize the use of the personal cell phones while at work. Excessive personal use of cell phones is subject to progressive disciplinary guidelines.

All supervisors are provided a Woodhaven owned cell phone for business related calls. Please see procedure 4-10-52 for specific details.

Approved by: _____
Chief Executive Officer

Date: _____