

## Manual of Administration

<b>TOPIC:</b> Administration	<b>SUBJECT:</b> Answering the Telephone in the Office	<b>Code: AD192</b>
		<b>Date of Issue: May 1996</b>
		<b>Revised: August 2010</b>
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**PURPOSE: Guidelines for directing phone calls when answering the telephone in the office.**

If you are asked to answer the telephone in the office, please remember to follow these basic guidelines for directing phone calls:

1. When answering the telephone in the office, the proper greeting is “Good morning, Avenue II” or “Good afternoon, Avenue II.” Be courteous and professional at all times. This is an essential part of promoting a positive image of Avenue II in the community. The intercom should be answered with a greeting of “Hello, (your name) speaking.”
2. If the person the caller is calling for is not available and if they have voice mail, ask the caller if they would like to be transferred to voice mail. If the call is not going to voicemail, take a message and place it in their mail slot. Write down **all** messages on a phone message form. Be sure to complete all areas of the message form, including the time and date and your initials. If the message is too long or involved to write on a telephone message form, please use a contact sheet.
3. Any messages regarding a lengthy absence of an individual we support or a medical condition must be written on a contact sheet. The first copy of the contact sheet is to be filed in central file and the second copy is to be given to the Manager. As well, the absence should be written on the white board in the kitchen.
4. If you receive a call for backup, **very quickly** find out who is calling, the specific location of where they need backup, the name of the person they are supporting, and if they need one or two people. Without delay, inform the team’s Manager, or if that Manager is not available, inform any Manager or Director as quickly as possible so that backup can be sent immediately. After backup is arranged, complete a Request for Backup slip (slips are located on the bulletin board beside the reception telephone) and submit the slip to the Manager of the employee/team requesting backup. As well, please put a blank Backup Response log form into the mail slot of one of the staff that went as backup, as a reminder to them to fill out the form. **Calls from Star Security are to be treated as backup calls.**

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5. All calls from staff calling in sick or calling in that they cannot attend their scheduled shift for **any** reason must be directed to that caller's Manager. If their Manager is not available, then the caller is to be directed to any other Manager or to a Director. People calling in sick may not be directed to voice mail.
  
6. All calls from staff calling to report that they will be late for their shift, or that they will be leaving their shift early, must be directed to the caller's Manager. If their Manager is not available, then the caller is to be directed to any other Manager or to a Director.
  
7. Any calls or visits from the police must be directed to a Director of Support Services or to the Executive Director, if the person they are calling for is not in. If the Officer simply wishes to have the person they are calling for call them back, then take their name and phone number and pass along the message. If they do not have a contact name or if they are looking for information, the call must be directed to a Director, or to the Executive Director. This is regardless of the nature of the call, with no exceptions. No one is authorized to release any information on individuals or staff members.