

Manual of Administration

TOPIC: Administration	SUBJECT: Long Distance Phone Calls/Directory Assistance Calls	Code: AD111
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Purpose: This policy will clarify the making of personal long distance or directory assistance phone calls by Avenue II support staff at the homes of people we support.

Definitions:

Directory Assistance: (411 or 1-area code-555-1212) - a request for the operator to obtain a telephone number.

Long Distance Call: is any call that will result in a charge to the person's phone bill.

Personal Call: a call that does not request or relay information pertaining to Avenue II or people supported by Avenue II.

Staff are not permitted to make personal long distance or directory assistance phone calls.

Procedure:

In the case of a personal family emergency, staff are not to use a clients phone for a long distance call.