

## Manual of Administration

<b>TOPIC:</b> Administration	<b>SUBJECT:</b> Long Distance Phone Calls/Directory Assistance Calls	<b>Code:</b> AD111
		<b>Date of Issue:</b> March 1995
		<b>Revised:</b> August 2010
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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 (and is not authorized by a supervisor).

**Staff are not** permitted to make personal long distance or directory assistance phone calls. Home Support Workers may be the exception, dependent on arrangements with the telephone company and/or roommates.

### **Procedure:**

**Action** - In the case of a personal family emergency, staff are to call Avenue II to get authorization from a Manager to place a long distance call. As well, permission must also be received from the people who live there to make a long distance call.

Where possible, staff are asked to use a calling card.

If the above options are not viable, staff may charge to the account of the people who live there, with the agreement to pay for the call as soon as the bill arrives. Staff should contact the operator when the call is complete and ask for the cost of the call (including taxes). The people who live there **MUST** give permission for this option. Disciplinary action will be taken if staff do not pay the bill promptly.