TOPIC:	SUBJECT:	Code: AD140
Administration	**Office Equipment Use**	**Date of Issue: December 2003**
		Revised: August 2010
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TELEPHONE:

1. Outgoing Calls (Vacant Line Rule)
    The purpose is to enable support workers, customers, or individuals to reach Avenue II offices at any time. It is extremely important that support workers who need emergency backup have the ability to reach the office. Therefore, one line will always be left vacant in order to take incoming calls. Always select line #6 first, if not available then line #5, etc. **Never use line #1 for outgoing calls.**

    Before placing an outgoing call, please make sure that one line is available for incoming calls. Do **NOT** make a call if only one line is available. For the courtesy of others, please keep your conversations brief.

2. Personal Calls
    The purpose is to clarify the use of Avenue II telephones for personal use. Telephones may be used for personal business if necessary. Avenue II telephones will not be used to engage in social discourse, seek employment, to engage in ventures leading to personal remuneration, or other non-essential and personal activities. When making a personal call, please be brief and observe the vacant line rule.

3. Courtesy
    All employees will be courteous to telephone callers in all situations. This includes times when the caller may become discourteous. Should this situation arise, the employee will **NOT** verbally retaliate but will politely and yet firmly attempt to resolve the issues presented by the caller. Failing such an attempt, the employee will suggest to the caller that they might like to talk to their Manager (or Director as the case warrants) to resolve their issues. Verbal abuse directed against the employees of Avenue II while conducting Avenue II's business will not be tolerated. Employees of Avenue II who believe they have been so abused are to report it as per the Workplace Violence & Harassment Policy, HS300.

4. Staff Calling In - All employees are to use Managers' Direct Dial Numbers when calling in, or know extension numbers when calling so the auto-attendant system can be utilized. A listing of Direct Dial numbers and extension numbers may be requested from Administration by employees. This listing is confidential and is not to be posted in N.E.I.G.H.B.O.U.R.S.'s homes.

The auto-attendant system also allows you to access people by first or last name and has a complete company directory by name. If you need assistance to use the auto-attendant, please see your Manager for instruction. When you call our main number (345-9933), there is no need for you to remain on the line or to press "0" for an operator, **unless your call is urgent**. **Press "0" immediately for assistance for backup calls or in other emergency situations.** It is also acceptable to press "0" to ask an operator to check for messages in employee's mail slots.

If the person you are calling for is not available, please leave a voicemail message for them and your call will be returned as soon as possible. If you need to speak to someone immediately and the person you are calling is not available, press "0" at any time during their voicemail greeting to reach an operator and your call will be redirected.

Calls that come into the main number (345-9933) by employees, which require an operator to answer the call, will be monitored. Non use of the auto-attendant may become a performance issue.

FACSIMILE MACHINE:

1.   One is located by the couch area for local and toll free numbers. The second is in the Director of Finance's office for long distance.

2.   Personal Use - The facsimile machine may be used to transmit and receive personal messages under the following conditions:

> 1.1   By requesting permission from the Director of Finance and Administration to ensure that personal use does not interfere with office procedure.

> 1.2   By paying a fee to be set from time to time by the Executive Director for the transmission and receipt of messages.

COMPUTER:

There is one (1) computer located in the Boardroom, one (1) computer by the couch area , and (1) additional computer in the back office area for general use. Anyone in Administration can assist staff with its proper use. All programs must be exited before turning the computer, monitor, and printer off. Changes to the system and printer settings **ARE NOT PERMITTED.**
Personal use of computers is not permitted with the exception of resume preparation for Avenue II job competitions. Accessing non-business websites on

the internet or checking personal e-mail accounts is prohibited.

PHOTOCOPIER:

All new employees are asked to see someone in Administration for a brief orientation of the photocopier's use. Please advise Administration if a paper jam occurs or you need assistance to add more paper. Personal photocopying will be permitted at a nominal fee as set out by the Director of Finance and Administration.

SHREDDER:

Use of the shredder is restricted to confidential documents only. Scrap paper can be placed in the first drawer beside the copier. All employees should make an effort to recycle as much as possible. You may leave shredding with Administration.