

OFFICE COMMUNICATIONS
DISTRICT TELEPHONES

CPAC (R)

PURPOSE

Telephone etiquette is the cornerstone to communication for all who contact our District. All personnel will adhere to the following guidelines in order to efficiently and professionally facilitate communication via the use of district telephones.

DEPARTMENTS

All Departments within the district will designate an individual who will answer all incoming telephone calls at all times. Each Administrator or Department Head will adhere to the following guidelines in regard to answering telephone calls within their respective campus or department:

1. All campuses or department telephones will be answered on or before the fourth ring announcing the incoming call.
2. Telephone calls will be transferred or forwarded to a person and not voicemail.
3. If the person whom the caller is seeking is not available, the individual answering the call will offer to take a message or to refer the call to voicemail as an option.
4. No telephone will be left on the voice-mail option, each person leaving his/her work station will forward his/her line to another employee within the campus/department and the line will be answered utilizing the aforementioned protocol.

VOICEMAIL

Voicemail is an option available within the District's telephone system. It must never be used as the main method of answering telephone calls in the campus or the Department. The following guidelines will be utilized when using the voicemail option:

1. The voicemail options will be utilized only when the caller chooses this as their option of leaving messages for the individual not at the workstation or office and unable to receive the incoming call.
2. All voicemail will be answered immediately upon returning to the workstation or office.
3. Calls and messages left on the voicemail will be returned within the same day the message is received.

All voicemail should be eliminated from the voicemail bank so that the system remains unencumbered at all times.

CELLULAR PHONES

The district may make cellular phones owned by the district available to district staff such as bus drivers, coaches, etc. to use for communication during travel times outside the area. Personal use is not allowed except for limited notification of arrival time. Excessive minutes or abuse of the equipment will be charged to the employee and deducted from the next pay check.

LOST, STOLEN, DAMAGED OR SEPARATON

Lost or stolen cellular phones are the responsibility of the user. The user must reimburse the district for the lost or stolen cellular phone at the original cost of the unit. User must notify their immediate supervisor immediately if the unit is lost or stolen. The immediate supervisor will immediately notify the Business Service Department. Damaged cellular phones will be handled on a case by case basis and the immediate supervisor will determine if the damage (replacement cost) is the responsibility of the user or the district. All employees are reminded they are responsible for the care and condition of this and any district equipment.

PERSONAL PROTOCOL

Employees must adhere to district protocol or procedures as set forth. Cellular phones will be turned off while in any district building or in any building an employee may be conducting school business. Cellular phones will be turned off during meetings. Employees will not interrupt a face to face conversation by answering or acknowledging a cellular phone call. Cellular phones will have subtle ring tones.

Maintenance staff and technicians will be able to access cellular phones in district buildings, but they must keep all disruptions to a minimum. It is recommended that the phone be placed on vibrate while in an instructional or administrative area. If the cellular phone must be answered, they should remove themselves from the instructional or administrative area to minimize the disturbance. Every effort should be made by all employees to maintain district equipment. Each staff member should be courteous to others by not interrupting a conversation or area with cellular phone usage.

PERSONAL
PROTOCOL

Personal cellular phones must be turned off in all district buildings or in any setting school business is conducted. Personal cellular phones may be used during breaks and conference periods only. During usage, the employee must place themselves in an area that will not disrupt instruction or school business. (Example: Lunch rooms, teacher conference rooms, outside or in an area away from staff members and students) Every effort should be made by all employees to respect and be courteous to other staff members and students with regard to cellular phone usage. Violation to this regulation may result in the loss of cell phone privileges.

Personal cell phones use during district staff development is prohibited at anytime other than during breaks or lunch. All emergency calls may be made to 634-2171.