

MARKLUND

HUMAN RESOURCE POLICY AND PROCEDURE

POLICY NO: 3.24

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SUBJECT: TELEPHONE USAGE

DEPARTMENTS AFFECTED: ALL

APPROVED BY:

ISSUED: 7/31/91 REVISED: 6/11/98, 5/01/10

EFFECTIVE:

7/31/91

PURPOSE:

To clarify the use of Marklund telephones.

POLICY:

- I. Telephones in offices and/or resident care are to be used for conducting Marklund business.
- II. Incoming personal calls should be kept to a minimum.
 - A. Incoming:

If a non-emergency call is received for an employee during working hours, a message may be taken to return the call. We will not unnecessarily interrupt your work for phone calls except in an emergency. The receptionist will inform you of an emergency call.
 - B. Outgoing

If an outside non-emergency call must be made during working hours, it should be done during break-time.
- III. Paging Guidelines.
 - A. Paging should be kept to a minimum and used only for emergencies, transport requests, important calls, or special announcements (such as awards)
 - B. Notify the front desk of lunch orders prior to delivery so that the receptionist can call directly when the order arrives at which time you can bring payment
- VI. Paging Zones at MHC.

The building was divided into two paging zones. Please note that when you push the PAGE button on your phone, the zone in which you are paging will show in the window. Your paging option is

preprogrammed to the zone in which our phone is located. For example, if your phone is located in Zone 1 and you press the page button, your page will only be heard in Zone 1. Below is the breakdown of what areas make up each zone.

Zone 1: All Administrative offices, board room, corner conference room, finance conference room, copy room, kitchen, laundry room, maintenance rooms, receiving dock, and upstairs storage rooms

Zone 2: Support Services office, barber, 1-on-1 therapy room, classrooms 1-7, dentist, dining room, HR Directors office, hallway, Administrators office, mock apartment, multipurpose room, nursing rooms 1-2, pool, quiet room, and therapy rooms 1-3.

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