

503 Telephone Use

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Purpose: To set a service expectation while using the telephone for business purposes. To provide guidelines for the personal use of telephones during work hours.

Telephone communications are an important reflection of our image to customers and the community. Each time employees use the telephone, they represent Pine Haven Christian Communities to the outside world. Employees are expected to use proper telephone etiquette and should convey the same warmth over the telephone that they would in person.

Employees should limit the placing or receiving of personal calls during working hours to those required only in emergency situations. In the event of an incoming emergency call, every attempt will be made to locate you and/or to deliver a message to you as soon as possible.

Employees are not permitted to make personal long-distance telephone calls using the company's telephones. Employees are also not permitted to accept charges for collect telephone calls.

Personal Cellular Phone Guidelines During Work Hours:

Employees should refrain from excessive personal cell phone use during working hours. Except in cases of emergency, employees should make personal calls on non-work time, such as during break and meal periods. Cell phones shall be turned off or set to silent/vibrate mode during meetings, conferences, and in other locations where incoming calls may disrupt normal workflow. Excessive personal cell phone use during work hours may be addressed within our corrective action process.

The company will not be liable for the loss or damage of personal cellular phones brought into the workplace.

The Leadership Team will address requests for company-issued cell phones on a very limited, case-by-case basis. Pine Haven does not reimburse employees for the use of personal cell phones for business purposes.