


<b>Name of Policy:</b> <u>Responsible use of telephones/computers</u> <b>Policy Number:</b> 3364-104-920 <b>Department:</b> Food & Nutrition <b>Approving Officer:</b> Director, Food & Nutrition <b>Responsible Agent:</b> Food & Nutrition Management <b>Scope:</b> Food & Nutrition Services	
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy	<input checked="" type="checkbox"/> Minor/technical revision of existing policy <input type="checkbox"/> Reaffirmation of existing policy

**Effective Date:**    **6/1/2022**  
Initial Effective Date: 8/21/2006

**(A) Policy Statement**

Telecommunication and/or computers equipment will be used responsibly and appropriately as tools in order to complete work assignments and obligations of the department.

**(B) Purpose of Policy**

To clarify the context in which telephones/computers are provided and to record for the department acceptable use within the department.

**(C) Procedure**

1. Use of telecommunication and/or computer equipment is subject to the guidelines described within this policy.
2. Work-related use is defined as use of telephones/computers that is directly related to one’s employment and job-related duties.
  - a. Expectations of telephone/computer etiquette for work-related use:
    - i. Answer the telephone promptly.
    - ii. Identify the department and yourself. Ask how you may help them.
    - iii. Be friendly – use a pleasant voice.
    - iv. Transfer a call only when necessary.
    - v. Hang up gently.
    - vi. Whenever a call is delayed, the person answering the phone should inform the caller that they are to be put on hold.
    - vii. Whenever the telephone must be left for some reason, the ”hold” procedure is to be used. Never place the receiver down on the counter.
    - viii. When transferring a call, inform the caller that his call is going to be transferred, then proceed with the transfer. If transferring to a voice mail system, let the caller know that they are going to receive voice mail.
    - ix. Utilizes computers for all work-related reasons, including CBORD, Clinical Portal, etc. in an appropriate manner.
3. Telephone/Computer for personal use is defined as use of telephones/computers for any purposes unrelated to one’s employment, whether on paid or non-paid time. Personal use includes utilizing computers for non-work means and/or receiving calls from the outside as well as sending calls from within the department and non-approved work-site areas.
  - a. Expectations of telephone/computer etiquette for nonwork-related use:
    - i. Telephones/computers are not to be used for personal use unless prior permission is received from the Director or his designee.
    - ii. Use of telephones/computers must be appropriate and follow all UT & department guidelines/policies

