2.8.1 PERSONAL AND LONG DISTANCE COLLECT TELEPHONE CALLS PROCEDURES

A. Purpose

The Personnel Department is routinely asked to forward incoming telephone calls to employees who do not have immediate access to an office or departmental phone. The demands on the Personnel Department to locate employees have grown substantially and have diverted staff resources from more important activities.

The purpose of this policy is to insure that all employees are aware of the position which the university has taken with regard to personal telephone calls during work hours and to insure the appropriate utilization of the Medical Center's telephone system.

B. Policy

1. Non-emergency telephone calls to or from employees while the employee is on duty are not permitted. Non-emergency calls should be handled during non-work periods. Employees should provide a departmental phone number to relatives or persons who may need to contact them in the event of an emergency.

2. General calls referred from the switchboard to the Personnel Department will be screened to determine the nature of the call. Non-emergency calls will not be referred. Callers will be advised that the Personnel Department will refer only emergency calls.

3. Provided the caller informs the Personnel Department that the call is of an emergency nature and is willing to describe the emergency, a message will be relayed to the employee via the department head or supervisor.

4. The caller will be asked for the telephone number the employee is to call, should a return call be necessary, and/or the appropriate department will be advised of the extent of emergency.

5. Telephone devices shall be restricted to local calling capability only. Exceptions to this restriction shall be made only upon request from the budget head and approved by the Medical Center Administrative Head responsible for the department.

6. Medical Center telephones with long distance calling capability shall be used for University business only. Failure to adhere to this policy may result in disciplinary action, up to and including termination of employment. Restitution to the University for personal long distance calls made shall be required.