

# T2 Telephone

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓

# Policy

To ensure the correct and responsible use of telephones in work time.

## Procedure

### Personal Mobile Telephones

1. All personal mobile telephones must be switched off during working time unless being used for work purposes or in exceptional circumstances with the agreement of the line manager.
2. Staff can access messages and make calls on their personal mobiles during their official break times.
3. If it is essential for staff to use their mobile telephone for business purposes, they will be reimbursed for the cost of the call on the production of the mobile telephone bill.
4. Personal mobile telephones should not be charged at work.
5. Managers may randomly check and monitor the usage.

### Work Mobile Telephones

1. Anyone with a work mobile telephone must familiarise themselves with the Cumberland Council information security mobile communications devices policy.
2. Mobile telephones must be switched off or silenced when undertaking personal care tasks. Where possible mobile telephones should be silenced during meetings.
3. The standard message or a polite customised greeting may be used on the answer phone.
4. All messages must be answered in a timely manner.
5. Staff who are issued with a work mobile telephone are responsible for its security.
6. The manager must be informed so they can make the specific changes to records as necessary. ICT services should be informed of any of the following changes relating to work mobile telephones:
  - Loss
  - Theft
  - Change of user
  - Setting up a new user

- The need to terminate a contract
  - Change of personal details
  - Change to billing site
  - Change to billing manager
7. Where the manager suspects that there are any personal calls on a work mobile this must be discussed with the user of the mobile telephone and paid back to the Council.
  8. The Council procedure must be followed when paying for personal calls. Note that it should **not** be paid into petty cash.

### **Offsite Activity Mobile Telephone**

1. Some off-site activities require staff to be issued with a mobile telephone. Only essential calls must be made.
2. Personal calls should only be made in an emergency and must be paid for.
3. Staff who are issued with a mobile telephone are responsible for its security.
4. Designated member of staff must be responsible for ensuring that mobile telephones are charged and ready for use when needed.

### **Office Telephones**

1. Staff may only receive and make personal calls in the case of an emergency and these calls must be paid for.
2. All Cumberland Care staff can access an office telephone to make essential business telephone calls.
3. Every effort must be made to answer the telephone in a timely manner.

### **Telephones Belonging to The People We Support**

1. Staff must obtain permission from the person we are supporting prior to using their telephone.
2. Personal telephone calls must only be made in an emergency and must be paid for.
3. Business telephone calls must be paid for.

### **Answering and Making a Business Telephone Call**

1. Telephones must be answered in a courteous manner stipulating where appropriate the establishment name, own name, and a polite greeting e.g. "good morning, good afternoon, how may I help you"

2. When making business calls staff must maintain a polite and courteous manner at all times.

## **Answering Machines**

1. Answering machines must only be used during unstaffed periods of time e.g. out side day centre opening hours or to enable staff to carry out designated duties e.g. medication, without disturbance.
2. Answering machines must be checked regularly throughout the day and timely responses made (Residential services must check at least every 30 minutes).
3. The answering machine must not be used for staff convenience.