

**Procedure Title:****WORK CONDITIONS & HOURS****PROCEDURE NUMBER: 5-0-4****Policy Title:**

Use of Phone and Mail Systems

**Effective Date:**

2/1/2003

**Revision Date:**

1/15/2003

**APPLIES TO:**

- Chapter 2380 – Adult Training Facilities
- Chapter 2390 – Vocational Facilities
- Chapter 3800 – Child Residential and Day Treatment Facilities
- Chapter 6400 – Community Homes For Individuals With Mental Retardation
- Chapter 6500 – Family Living Homes
- Supported Living Program

**PROCEDURE:**

1. Personal use of the telephone for long-distance and toll calls is not permitted. Employees should practice discretion when making local personal calls and will be required to reimburse Keystone for any charges resulting from their personal use of the telephone. If deemed appropriate, disciplinary action up to and including termination may be taken, if necessary.
2. To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.
3. The use of Keystone –paid postage for personal correspondence is not permitted.

**NOTES:**