

# POLICIES AND PROCEDURES MANUAL

KEYSTONE COMMUNITY RESOURCES, INC.

KEYSTONE INDEPENDENT LIVING, INC.



**Policy Title:**  
Courtesy

**Chapter:**

**Effective Date:**  
7/1/1992

**Revision Date:**  
11/25/2008

**Policy Number:**

**Executive Director**

## SCOPE:

- Chapter 6400 – Community Homes For Individuals With Mental Retardation

## INTRODUCTION:

1. Employees of Keystone are responsible for our agency's image in the community. The way employees act, speak and dress conveys many messages to the public. Generally, the public will judge the quality of our services and level of care on your actions. This in turn can influence the type of support the individual receives from the local community.
2. Phone communication is equally important. When answering the telephone in your residence remember to :
  - Speak clearly into the handset.
  - State your name and a friendly hello.
  - Have paper and pen nearby to record information accurately.
  - If the caller has a questions or complaint that you cannot respond to take the callers name and number and assure the caller to follow-up.
  - Always follow-up with the caller for every issue that you promise to.
3. Each residence also has rules regarding toll calls and personal use of the phone. The supervisor for the area will discuss the rules with each employee of the designated area.

## DISCUSSION: