

Vermont Psychiatric Care Hospital Procedure

Staff Phone Use

Revised: X

Date: 04/07/14

I. Answering Incoming Calls

- A. Staff members should respond to incoming calls as soon as possible. Ringing of phones can be disruptive to the treatment environment.
- B. Staff should answer unit phones identifying the patient care unit and the employee's name (e.g. "Hello; VPCH; Randy speaking").
- C. Call duration should be kept to a minimum to respond effectively to the needs of the incoming call.

II. Personal Phone Use

- A. Staff members are not allowed to have cell phones on the secure unit except with prior approval of the Nursing Supervisor. At no time shall cell phones be used to take photographs on the secure unit.
- B. Staff members are encouraged to make personal phone calls during regularly scheduled break periods.
- C. Staff members are responsible for repayment of all non-work related, long-distance phone calls.
 - 1. Long-distance phone calls that cannot be made outside of work hours should be made during regularly scheduled break periods, but do not require reimbursement.
 - 2. Long-distance phone calls necessary for family notification of altered work schedule (i.e. overtime, childcare, illness) do not require reimbursement.
- D. Incoming phone calls to employees that are not work-related, urgent or an emergency should be discouraged.
- E. Frequent outgoing or incoming personal phone calls during working hours will result in supervisory feedback and may result in additional disciplinary action.

Approved by VPCH Policy Committee

Approval Date: April 7, 2014