

LCCS POLICY 1003 Voice Mail

Original Issue Date:	3/5/1995
Revision Dates:	2/5/1999
Revision Number:	1
Current Effective Date:	12/13/1999
Obsolete/Combined Date:	
Reason for Obsoleting/Combining:	
See new Policy #:	

Scope:	Applies to all LCCS staff
Responsibility:	Manager of Support Services
Purpose:	To establish a policy for the use and management of the voicemail system
Legal Cite:	O.R.C. §§ 5153.16, 5153.11

POLICY STATEMENT

The agency shall exercise reasonable control of its voice mail system, in order for the system to work effectively and efficiently for all users.

PROCEDURE - including required timeframes and documentation

Use:

The voicemail system is to be used for agency business and may not be used for the personal purposes of staff. Voicemail shall not be used to solicit for outside business ventures, social meetings not sponsored or approved by the agency, charities not sponsored or approved by the agency, memberships in any organization, political causes, religious causes, other matters not relevant to the agency's business, or in violation of other agency policies.

Inappropriate Use of Voicemail:

Irrelevant or offensive messages such as racial, sexual or religious slurs are prohibited.

Deletion of voicemail:

The capacity of the voicemail system is limited. In order to assure that the voicemail system does not become overburdened, users are encouraged to delete voicemail messages as soon as practicable.

The Manager of Support Services or his/her designee may periodically remove any or all voicemail messages from the voicemail system with timely and appropriate notice to staff.

CASE PRACTICE GUIDES

RELATED POLICIES and FORMS