Name of Policy:	Responsible use of telephones/computers		
Policy Number:	3364-104-920	THE UNIVERSITY OF TOLEDO	
Department:	Food & Nutrition	×	
Approving Officer:	Director, Food & Nutrition		
Responsible Agent:	Food & Nutrition Management		
Scope:	Food & Nutrition Services	Effective Date:6/1/2022Initial Effective Date:8/21/2006	
New policy proposal X Minor/technical revision of existing policy Major revision of existing policy Reaffirmation of existing policy			

(A) Policy Statement

Telecommunication and/or computers equipment will be used responsibly and appropriately as tools in order to complete work assignments and obligations of the department.

(B) Purpose of Policy

To clarify the context in which telephones/computers are provided and to record for the department acceptable use within the department.

(C) Procedure

- 1. Use of telecommunication and/or computer equipment is subject to the guidelines described within this policy.
- 2. Work-related use is defined as use of telephones/computers that is directly related to one's employment and job-related duties.
 - a. Expectations of telephone/computer etiquette for work-related use:
 - i. Answer the telephone promptly.
 - ii. Identify the department and yourself. Ask how you may help them.
 - iii. Be friendly use a pleasant voice.
 - iv. Transfer a call only when necessary.
 - v. Hang up gently.
 - vi. Whenever a call is delayed, the person answering the phone should inform the caller that they are to be put on hold.
 - vii. Whenever the telephone must be left for some reason, the "hold" procedure is to be used. Never place the receiver down on the counter.
 - viii. When transferring a call, inform the caller that his call is going to be transferred, then proceed with the transfer. If transferring to a voice mail system, let the caller know that they are going to receive voice mail.
 - ix. Utilizes computers for all work-related reasons, including CBORD, Clinical Portal, etc. in an appropriate manner.
- 3. Telephone/Computer for personal use is defined as use of telephones/computers for any purposes unrelated to one's employment, whether on paid or non-paid time. Personal use includes utilizing computers for non-work means and/or receiving calls from the outside as well as sending calls from within the department and non-approved work-site areas.
 - a. Expectations of telephone/computer etiquette for nonwork-related use:
 - i. Telephones/computers are not to be used for personal use unless prior permission is received from the Director or his designee.
 - ii. Use of telephones/computers must be appropriate and follow all UT & department guidelines/policies

- iii. Permission must be obtained from on-duty supervisor before leaving the department to make personal phone calls or using approved area phones. Cell phones are limited for use in specific hospital areas.
 - 1. Employees must properly wash hands after each instance of cell phone use.
- iv. Calls received from the outside requesting to speak to an employee will be handled according to these guidelines:
 - 1. Calls will be answered promptly. Employee answering the call will identify themselves and ask how they may help them.
 - 2. Employee taking the call will let the caller know that only messages will be taken. Name of person calling, date and time of call, and phone number for employee and/or short message will be taken.
- 4. Users are reminded that electronic records arising from personal use are potentially subject to mandatory disclosure as well as potential incidental disclosure related to normal administration of the system.
 - a. Users should assess the implications of such potential disclosure in their decision to use telephones/computers for personal use.
 - b. Failure to follow these prescribed guidelines may result in disciplinary action, up to and including termination.

Approved by: /s/ Joshua Krupinski Director, Food & Nutrition	5/16/22 Date	Review/Revision Date: 6/2/2008 7/1/2011 4/23/2019 5/16/2022
Review/Revision Completed By: Food & Nutrition		Next Review Date: 5/1/2025