

<b>SUBJECT:</b> Facilities & Safety Phone Procedure	<b>Effective Date:</b> 6/10/12	<b>Procedure Number:</b> FS 2012 RM0013	
	<b>Supersedes:</b>	<b>Page</b> 1	<b>Of</b> 2
	<b>Responsible Authority:</b> Associate Vice President, Administration and Finance (Facilities and Safety)		

**APPLICABILITY/ACCOUNTABILITY:**

This procedure applies to all departments and employees within Facilities and Safety (F&S).

**PROCEDURE STATEMENT:**


Facilities and Safety departments must provide internal departmental back-up phone coverage for their unit's employees using their own administrative staff, not staff at the Work Control Center (WCC). The WCC is not to be used by Facilities and Safety departments or employees as an answering-service, for directory assistance to obtain internal Facilities and Safety and University phone numbers, or to provide directions to the campus.

**PROCEUERES:**

Each department is responsible for answering its own phone calls. When an employee leaves his or her office desk, his or her phone will be forwarded to another phone within their department. Each department will post its phone number forwarding sequence, so that staff is always available to take the call, and no calls are missed. Phones may not be forwarded to the WCC. Each department must contact University Telecommunications to remove automatic forwarding of the phones to the WCC.

Employees must take personal responsibility to use the published F&S and University phone directories at their workplace, instead of calling WCC for the needed phone number. Departments and individuals are required to provide office phone number updates to the (WCC) so that the Facilities and Safety Internal Phone List is accurate in real time. Individuals are required to provide cell and home phone number updates to Facilities and Safety Payroll/Personnel so that the Emergency Phone Recall List is accurate in real time.

Departments and individuals must take responsibility to provide visitors with appropriate directions to campus.

Approved By:	Date Approved:
 Priscilla L. Kernek Associate Vice President Administration and Finance Facilities and Safety	