

## Title VI – Information Services

### Section 320 - Appropriate Use of Telephone Policy

Latest Update: June 2024

#### A. PURPOSE

The purpose of this policy is to establish standards and requirements for use of the County telephone system by its employees, including voice mail and other functionality.

#### B. GENERAL INFORMATION

Communication is a vital part of the County of Santa Cruz work environment and is instrumental when conducting daily County business. It is important that all Santa Cruz County employees maintain professional and courteous communication with the public and other County employees when using the telephone and that basic functionality of the system is used in a consistent and standard way.

#### C. SCOPE

This policy applies to all County employees.

#### D. POLICY

1. Answering the telephone is the responsibility of all employees. During normal business hours the use of call distribution systems (ACDs, hunt groups) should be used only to facilitate the business process and should provide a "zero out" option allowing the caller to be routed to a live person or voice mail box. Furthermore, all county extensions shall be programmed with a zero out option as well forwarding to an extension designated by each department.
2. While personal telephone calls are not prohibited, their frequency, duration and volume should not interfere with ongoing work duties nor distract fellow employees. This includes both incoming and outgoing telephone calls. Abuse of this privilege may lead to disciplinary action. Employees may not make personal long distance phone calls using the County phone system.
3. All County staff phone numbers are provided with a voice mail box. It is the responsibility of the owner of the voice mail to initialize their mailbox when it is assigned, including changing the default password. Voice mail passwords are to be kept confidential.

#### E. Security and Privacy

Security and privacy for telecommunications will be treated in substantially the same manner as for computer data and software, as outlined in Title VI Section 440 of the

County Procedures Manual. The general application of such procedures will be based on the premise that information stored, maintained, or placed on any County property, subject to terms and conditions of any licensing or contractual agreements, or any statutory requirement regulating confidentiality and disclosure. Management and control of such information is delegated to the proper County Official(s) in accordance with such agreements or statutes. Access to and review of any voice files on County equipment or media generally will follow supervisory lines.