



Policy: Employee Communication Requirements

ChildNet Number: CN 009.012
Original Approved Date: August 26, 2003
Policy Revised Date(s): December 3, 2009
Policy Sunset Date:
COA Standard(s): HR 5.02

Statement of Policy:

ChildNet's policy is to take the necessary steps to maintain effective telephone communication both within and outside the ChildNet organization.

Board Chair's Signature: _____

Date: _____

11/5/10



Procedure: Employee Communication Requirements

ChildNet Number: CN 009.012

Original Approved Date: August 26, 2003

Procedure Revised Date(s): December 3, 2009; August 22, 2014; May 12, 2017

Procedure Sunset Date:

COA Standard(s): HR 5.02

Definitions (if any):

Statement of Procedure:

ChildNet can be contacted twenty four hours a day, seven days a week. ChildNet's Broward locations main phone number is, (954) 414-6000 and for the Palm Beach location, the main phone number is (561) 352-2500. Both locations are staffed on non-holiday weekdays from 8:00 a.m. until 5:00 p.m. Broward's Safe Place locations main number is (954) 414-6005 and the Palm Beach Safe Place locations number is (561) 352-xxxx, which both also serves as the after-hours line, and are staffed twenty four hours a day, seven days a week.

- A. Answering the phone: Employees are expected to answer the phone using a friendly greeting in which they identify ChildNet and their own name.
- B. Voice mail greetings:
 - 1. Employees are expected to record a brief friendly greeting for their voice mail messages. In addition to inviting callers to leave a voice mail message, the message is to include direction to call (954) 414-6000 or (561) 352-2500 (as applicable) if callers wish to speak with a ChildNet employee immediately.
 - 2. Employees are expected to respond to all calls within 24 hours and/or at their very earliest opportunity they are received.
- C. Calls not related to the employee's area of responsibility: Employees are to refer callers to the correct person or to the main switchboard at (954) 414-6000 for Broward and (561) 352-2500 for Palm Beach.
- D. Assignments from Department of Children and Families: DCF will send us official requests to respond to correspondence. These are to be sent to ChildNet's Chief Operations Officer.



- E. Problem calls and correspondence: ChildNet will occasionally receive calls or other forms of communication from frustrated or disgruntled people. Employees are expected to make efforts to defuse the situation and provide friendly assistance to the caller. If a situation warrants the employee is to put the caller in contact with the employee's Supervisor.
- F. Media calls: All calls and inquiries from the media are to be referred to the Director of Community Relations.

President's Signature: _____

Date: 05-15-17