



COUNTY OF SAN BERNARDINO
STANDARD PRACTICE

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PAGE 1 OF 1

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DEPARTMENT

MENTAL HEALTH

SUBJECT

TELEPHONE CALLS--PERSONAL

APPROVED

James McReynolds
James McReynolds, Director

I. PURPOSE

To acquaint DMH staff with procedures to follow when making telephone calls.

II. POLICY

San Bernardino County policy prohibits use of the County telephone system for personal gain. Occasionally, employees may have to use the County telephone system to resolve emergencies, scheduling complications, or other special situations. Any person who misuses this system shall be subject to appropriate disciplinary action.

III. POLICY AMPLIFICATION

- A. When personal telephone calls need to be made, they should be made on break or lunch times. Also, calls should be kept to the shortest possible time.
- B. Personal phone calls cannot be disruptive to the work place or present a negative image to the public.
- C. If a personal call is made that results in a toll charge, the employee must reimburse the County. Telephone statements will routinely be distributed for staff to review. Staff must reimburse the County by giving cash or a check to the Business Office within thirty (30) days of receipt of the telephone statement.