



Tennessee Department of Children's Services **Alternative Workplace Solutions County Sign Guidelines**

Supplemental to: DOHR Policy 14-001 (Rev 2/16), Alternative Workplace Solutions

The Department of Children's Services (DCS), in compliance with DOHR Policy [14-001, Alternative Workplace Solutions \(AWS\)](#), has adopted the following guidelines to govern the use of the [DCS Front Desk Coverage Sign](#) form.

AWS Sign Purpose

To assist with maintaining responsiveness to the families and customers the Department serves without disruption of the employee's flexible work schedule.

Responsibilities of all Management and Staff:

Customer Service is a core responsibility of all state employees.

All employees are accountable for ensuring that family and customer needs are met when they arrive at a county office.

The Department acknowledges that there may be instances in which no assigned staff person is seated at the front desk of county offices. In these instances, the [DCS Front Desk Coverage Sign](#) form has been approved for use.

When the need arises to use the sign, it should be completed electronically and printed with the following information:

- ☐ The name, address, and main telephone number of the county
- ☐ The phone number of the front desk ○ The front desk phone should be forwarded to the employee that is assigned to cover the assigned duties
- ☐ The name and phone number of the local law enforcement office

The completed sign should be posted in clear view on the front desk. In certain instances the sign may be posted at the office front door (threat of imminent weather and the office might be closed).

DCS AWS Coordinator

All questions and comments regarding AWS may be directed to the DCS AWS Coordinator.

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