

VALLEY COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

POLICY NUMBER: 400 **PERSONAL TELEPHONE CALLS**

1.0 PURPOSE/REFERENCES:

To provide for control of incoming and outgoing telephone calls relating to an employee's personal business.

CALEA Standards: 1.2.2

2.0 POLICY:

Valley Communications Center telephone system is to be used for the Center's business and may be used for personal business on a limited basis only.

3.0 PROCEDURE:

- 3.1** Personal telephone calls must be held to a minimum while on duty and shall not interfere with an employee's work.
- 3.2** A telephone will be provided for personal calls in the break area. All incoming and outgoing telephone calls are recorded in the Com Room only (with the exception of the 1490 business lines). Recorded telephone conversations are subject to internal review and public disclosure; therefore, employees should have no expectation of privacy regarding these calls.
- 3.3** Voicemail is used for business purposes and may be subject to review and/or monitoring. Employees should have no expectation of privacy regarding voicemail messages.
- 3.4** Fax machines are used for business purposes but may be used for personal business on a limited basis and authorization from a supervisor or manager is required. The Center does not protect the privacy of employee faxes.
- 3.5** It is the employee's responsibility to ensure that no costs to the Center result from their personal telephone calls.