

**RIVER VALLEY COUNSELING CENTER, INC.**

**POLICY/PROCEDURE # ADMIN-09**

**SUBJECT: TELEPHONE PROTOCOL**

**DATE REVIEWED/REVISED: 10/15, 11/18, 5/20**

**POLICY STATEMENT:** It is the policy of RVCC that all telephone calls be answered professionally and efficiently.

**PURPOSE:** To ensure effective and efficient telephone communication.

**RESPONSIBILITY:** All staff

**PROCEDURE:**

**A. Incoming Calls**

1. During business hours, front desk staff will answer all incoming calls within three rings. The standard greeting will be "Hello, River Valley Counseling Center. How may I direct your call?" The goal is to direct calls to the most appropriate location, as professionally and efficiently as possible.

2. In order to respond to callers who only speak Spanish, all staff is trained to say "Please hold while I transfer your call to a Spanish speaking staff member". After placing the call on hold, the staff person will transfer the call to the Spanish-speaking staff member.

3. All staff will direct all calls regarding new referrals to the Central Intake Department

4. All other calls will be directed to the person/department requested or to the appropriate recipient.

5. Staff is not required to take messages. The expectation is to transfer the caller to a voice mail box.

**B. After-hours**

At the end of the normal business hours, the telephones are forwarded to the agency's answering service. All emergency calls are forwarded to the Administrator of the Day (AOD).

**C. Voice Mail**

Each staff member will be responsible for maintaining his/her mailbox in a professional manner:

All paper copies are uncontrolled. Always refer to the electronic copy

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1. checking for incoming messages at reasonable intervals;
2. arranging for an appropriate outgoing message that includes instructions for how to proceed in an emergency;
3. changing messages when necessary, e.g., vacations, change in hours, etc.; and
4. forwarding calls when necessary.

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