



POLICY AND PROCEDURE MANUAL

SECTION: Administrative

Policy: AD 06

Policy Date: May 2022
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VOICE MAIL

POLICY

Employees will return voice mail messages within one business day, preferably within the same business day wherever possible.

PROCEDURE

1. When working out of the office for a business day, employees are expected to pick up phone messages and respond to phone calls.
2. When employees will not be able to return calls within one business day, employees are responsible to let the other Contact Brant staff know their schedule, and should change their voice mail to indicate when they will be able to respond to messages.
 - a. If employees are not going to be in the office due to being on vacation, their voice mail message must indicate when calls will be returned and how to obtain a more immediate response.
 - b. When an employee calls in sick, they should ensure the other Contact Brant staff are aware, and change their voice mail to indicate they are unavailable that day.
3. Employees should delete their voice messages on a daily basis. Any messages that need to be saved can be done through the employee's email where voice messages are also sent.
4. The Administrative Assistant or alternate should ensure that the appropriate Contact Brant general voice mail message is on every evening, weekend, holiday and any other days when phone reception is not available.
5. Employees must provide their passwords for their voice mail to the Executive Assistant. Voice mail passwords shall be maintained in a secure place by the Executive Assistant.