

Telephone Policy

(Revised 10/06/23)

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Forms

The following forms are referenced in this policy:

- FS-779 County of San Diego Security Incident Report

Telephones

Telephones, telecommunication devices, and related services are provided by Health and Human Services Agency (HHSA)/Child and Family Well Being (CFWB) through an outsourced contractor, for the sole purpose of conducting business for the County of San Diego.

Telephone calls will be answered promptly and messages returned quickly in accordance with current County standards (CSC-007).

Phone use other than allowed by the Board of Supervisors policy 0400-07 regarding the management and use of telecommunications systems is prohibited.

- Telephones are provided for County business use. CFWB is responsible for limiting and controlling the personal use of telecommunications systems.
- Calls to numbers that feature “pay-per-minute” services (e.g. “1-900 numbers”) are strictly prohibited.
- Receiving collect calls that are business justified are allowable, but staff will notify their manager and administrative secretary because they will receive notice about the charges.

Instructions for Telephone Use

Detailed instructions on how to operate the desk telephones provided by the County Technology Office can be found here.

Cell Phones

Requests to obtain a cell phone are made through a program's support person, often an administrative secretary.

The following apply to cell phone use:

- International calling to Canada and Mexico are included through the current HSA provider. Other international calls are prohibited unless authorized by management. If staff need to make other international calls outside of Mexico and Canada, they will obtain approval from management and request to add other international calling through the Mobile Device Support Team (MDST) email. The preferred method for other international calls is through Teams phones.
- Personal cell phones should not be used by staff for conducting County business. Use County provided cell phones for conducting County related business.
- Staff will not leave cell phones in their car at any time.
- Staff will not lend their cell phones to others at any time.
- County issued cell phones are meant for work purposes, if additional charges are incurred for personal calls, staff may be required to reimburse the County.
- Staff will not send confidential information or pictures via text since it is not encrypted. If staff need to consult while in the field, they will email or use Teams Chat to send pictures and other Personal Identifying Information (PII). Staff may contact the help desk for assistance if needed.

NOTE: In accordance with California Vehicle Code Section 23123, as noted BOS policy 0400-07, staff will not drive a motor vehicle while using a cell phone unless that cell phone is used in a hands-free mode for listening and talking. Staff are prohibited from driving while using a cell phone device to write, send or read a text-based communication.

Supervisor's Responsibility

Supervisors are responsible for the following with regards to County cell phones:

- When staff leave CFWB, collect the cell phone, case and charger and turn it into their program support person.

Loss or Theft of County Cell Phone

Procedures for when a County cell phone is lost or stolen:

- Immediately complete a Security Incident Report (SIR) FS779 and attach it to an email to send to their supervisor and program's support person.
 - The supervisor will immediately notify the manager, Help Desk, the MDST email, and attach the SIR. A request for the device to be wiped of all data will also be made.
 - The supervisor or manager will complete the Privacy Incident Report (PIR) within 24 hours. For security purposes, a PIR will be filed online with the Compliance Office. For a detailed process map of the PIR process, click here.
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**Loss or Theft of
County Cell
Phone (cont.)**

- If stolen, file a police report by contacting the nearest jurisdiction non-emergency police department line, obtain a copy of the written police report and provide it to the supervisor and management in that Program for processing with County Security.

NOTE: Lost or stolen equipment may be replaced out of the Program's CFWB budget.

**International
Telephone Calls
Procedure**

The preferred method of making international phone calls is through a Teams phone or cell phone (if calling Mexico or Canada). If using a desk phone for international calls, each Program is responsible for implementing the following method for tracking international phone calls on desk phones:

- Create a Service Request for Peraton to authorize specific desk phones to be used for making international calls. Due to the cost of this service from Peraton, once authorized, these phones should remain in place in the Program unless there is no longer a need.

The necessity for international calls is determined by Program practice needs on a case-by-case basis.

Voice Mail

Prompt and courteous use of the voice mail system is an expectation of CFWB staff and demonstrates respectful and professional relationships with colleagues and the general public. A detailed description of the County's standards on the use of voice mail can be found here.

The County uses Avaya Modular Messaging Voice Mail system for desk phones. The system can be accessed from your desk, any County location, or from your home number. A complete guide to voice mail instruction is also available online.

The following are CFWB expectations for Voice Mail received on desk phones, Teams and cell phones:

- Check your Voice Mail for messages daily.
 - Answer all Voice Mail messages within one business day.
 - Change your Voice Mail greeting to reflect vacations or other extended time-off.
 - When transferring to another position and phone, leave your old Voice Mail password with your previous supervisor. Change your greeting, advising callers of your new phone number and/or address, or of a phone number where they can receive assistance.
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**Dialing 511
Instruction
and
Information**

CFWB employees may access a variety of traffic, transit and travel information via their telephone by simply dialing 511. This is a free, voice activated service (Launched by the San Diego Association of Governments in collaboration with Caltrans, MTS, North County Transit, San Diego Service Authority for Freeway Emergencies, and the CHP).

**Dialing 511
Instruction
and
Information
(cont.)**

These services are available through 511:

- Real-time traffic incident reports and congestion delays on freeways throughout the County
 - Freeway drive times between County locations
 - Regional public transit route and fare
 - Carpool and vanpool
 - Latest airline arrival and departure times
 - Connect to Freeway Service Patrol for roadside assistance
 - Border crossing times at San Ysidro and Otay Mesa entry ports.
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**Microsoft
Teams Phones**

Microsoft Teams has the ability to be used as regular phone number and would replace the workstation desk phone. Teams phone is a virtual phone for external calling to communicate with other staff as well as the public. Staff have the ability to place and receive external calls in Microsoft Teams desktop application, web application, or mobile application. Teams phones have the ability to receive and make international phone calls, but it should be requested to be set up at the time the Teams phone number is ordered and must be approved by management. If staff have been approved for international calling and for some reason it was not set up initially with their Teams phone number, a request can be done afterward via an Access Request.

All staff are able to have a Microsoft Teams phone in lieu of their desk phone. All requests for a Teams phone go through the program's support person.

For detailed instructions about Teams phone features including how to set up your Teams Voice Mail, please see the Quick Guide here. For instructions on updating your phone number in Outlook if you receive a new number, click here.

NOTE: Teams Chats are set up by County Information Technology (IT) to delete after 24 hours. Please send important information through County email to ensure the information is received.

**Alignment
with SET
Values**

This policy aligns with SET [Value 6](#) and the guiding principle to have a proactive workplace culture of reflection, responsiveness, and shared responsibility.

This policy also supports the SET Key Expectation of open and clear communication by both returning phone calls timely and promoting information sharing regarding County cell phones.
