

7.3 Telephone Etiquette

The purpose of this regulation is to establish and maintain proper telephone etiquette and Office procedure.

7.3.1 Telephone Courtesy

Employees answering Office telephones shall do so promptly and courteously. Incoming telephone calls should be answered as, "Sheriff's Office, (assignment or location), Deputy/Mr./Mrs./Ms. (last name), may I help you?". Outgoing telephone calls will be placed as, "This is Deputy/Mr./Mrs./Ms. (last name) from the Anne Arundel County Sheriff's Office," (then state your business).

Employees will attempt to obtain sufficient information to facilitate an appropriate response to a caller. Employees will refrain from answering questions outside the scope of their employment or giving personal opinions, and will refer the caller to the proper authority. Information for an Office employee should be documented and forwarded to the appropriate individual. A caller's refusal to identify him/herself will not preclude an attempt to assist the individual. Basic information concerning telephone calls made to the Office for on-duty deputies currently in the field should be radioed to the intended recipient prior to forwarding the calls to voice-mail.

7.3.2 Restrictions and Use

Generally, personal telephone calls should not be made from, or received on, Sheriff's Office telephones, including cellular telephones. If such telephone calls are necessary, they should be brief in nature. Personal long distance telephone calls shall be charged against the employee's home telephone number or personal long distance company account.

Emergency telephone calls of a personal nature will be forwarded to the unit supervisor of the employee. All efforts will be made to notify the employee in a timely manner. If an emergency telephone call is received in the Office while the employee is off-duty, the call taker will request that the caller provide their name and telephone number. The call-taker will then attempt to contact the employee at his/her residence and relay the message. If contact is not made with the employee, the call-taker shall notify the caller.

7.3.3 Telephone Roster

The Administrative Bureau will from time-to-time publish a consolidated telephone roster of Office employees. This roster shall be treated as a confidential document.

7.3.4 Requests for Employee Information

Only basic personal information may be released to any member of the public. This information is the employees name, rank, identification number, work telephone number, Office address, and whether the employee is currently on-duty and, if not, the expected date and time of return to work.

7.3.5 Misdirected Calls for Service

Employees receiving telephone calls requesting services not provided by the Sheriff's Office will refer the caller to the proper agency. If the telephone call is of an emergency nature and the caller is unable to place an additional call to the appropriate agency (e.g., 911), the call-taker shall keep the caller on the line and will make the telephone call.