



SENIOR AND ADULT SERVICES POLICY/PROTOCOL

Front Desk and Visitation Protocol

Policy- Administrator's Office-023
Effective August 1, 2016
Rev December 1, 2016
Rev November 28, 2018

POLICY

This policy established guidelines for visitors to the DSAS Administrative Offices and guidelines for front-desk staff in welcoming visitors, covering the front desks and agency communications and ensuring safety of all staff and visitors.

PURPOSE

To establish a daily standard process and procedure for ensuring that DSAS customers receive courteous, professional and efficient customer service.

I. Initial Floor Screening/Visitors

- A. All visitors are subject to screening prior to entry of the agency by the Department of Protective Services.
- B. Scheduled and walk-in visitors will be directed by Protective Services to utilize the courtesy phones to contact a designated contact or Front Desk for assistance.
- C. All Cuyahoga County employees must have a valid Cuyahoga County photo ID with them at all times to safely enter through card access areas (stairwells and elevators).
- D. DSAS Form 147, Front Desk Visitor Notification, must be completed and given to Protective Services, and Administrative Operation; a copy must also be placed on the 3rd floor front desk.

II. Front Desk Coverage

- A. The primary Division of Senior and Adult Services (DSAS) telephone line (216-420-6750) and main fax line (216-420-6735) will be covered between the hours of 8:30 a.m. to 4:30 p.m. by the administrative team.
- B. All voice mail messages will be responded to expeditiously to improve productivity and provide efficient communications between external and internal callers.
- C. All visitors will be greeted professionally, will be requested to sign in and will be escorted in a timely manner.
 - 1. Walk-in visitors will be routed to the Centralized Intake Unit Supervisor for pre-screening and triage assignments.
 - 2. All visitors scheduled for meetings and trainings will be escorted by the administrative team member for the designated unit.
- D. Deliveries will be routed to Administrative Operations or Procurement Contracts Services (PCS) units to receive and distribute to recipients.

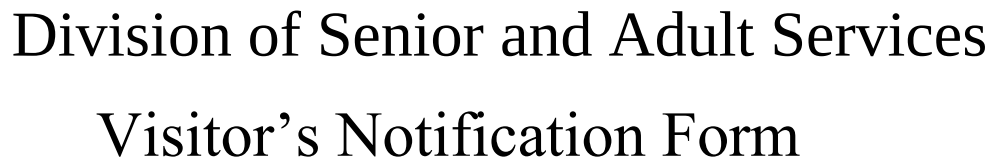
III. Front Desk Coverage Standards

- A. The administrative team members will provide telephone coverage to the front desk in accordance to the rotation schedule for all breaks and absences.
 - 1. All vacations, trainings and absences are to be reported to Administrative Operations to adjust the coverage schedule.
 - 2. Alternate coverage support will also be subject to the rotation schedule.
- B. Bulk Mail and Faxes

1. All Inter-agency, USPS mail will be sorted daily for distribution to the designated units.
2. Bulk mailings require contact with Central Services – Mail Department (216-987-6599) from the sender to notify the mail department of all large mailings for pick-up.
3. The agency main RightFax line (216-420-6735) will be monitored for distribution of received documents throughout the day.

II Electronic Communications and Deliveries

- A. Mass electronic communications to staff members are to remain professional at all times and subject to the Cuyahoga County Public Records Policy.
- B. All deliveries are to be routed to Administrative Operations and/or Procurement unit for receiving and processing.



LOCATION: | |

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