

# **Business Phone Use Policy for Senior Center Residents**

## **Purpose**

To establish clear guidelines for the appropriate use of business phones by residents at the senior center, ensuring respectful and efficient communication while maintaining the integrity of center operations.

## **Policy Overview**

- Business phones are intended for staff use in conducting official senior center operations.
- Residents may request use of business phones for urgent or essential personal matters, subject to staff approval.
- All phone use must comply with privacy, safety, and courtesy standards.

## **Procedures**

### **Resident Access**

- Residents must request permission from a designated staff member before using a business phone.
- Use is limited to **5 minutes per call 1 time a day**, unless otherwise approved for special circumstances.
- Calls must be made in a designated area to minimize disruption.

### **Acceptable Use**

- Scheduling medical appointments
- Contacting family or caregivers for urgent matters
- Coordinating transportation or essential services

### **Prohibited Use**

- Personal social calls
- Solicitation or business-related activities
- Repeated non-essential use

### **Privacy and Confidentiality**

- Residents must not access or attempt to view staff documents or call logs.
- Staff will not monitor calls unless there is a concern about misuse.

### **Availability**

- Phone use is permitted during regular center hours: **Monday–Friday, 9:00 AM–4:00 PM**
- No access during staff meetings or emergency drills

### **Violations and Consequences**

- First violation: Verbal reminder and education on policy
- Second violation: Temporary suspension of phone privileges
- Repeated violations: Review by center administrator and possible long-term restriction

### **Review and Updates**

This policy will be reviewed annually and updated as needed to reflect changes in center operations or resident needs.