

HI-LINE/TEL-MED POLICY MANUAL

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Sue Blind
Hi-Line Supervisor
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INTRODUCTION

Hi-Line is a third party relay service for the hearing impaired. Through Hi-Line the hearing impaired person has a portion of normal access to the telephone as the hearing person. Hi-Line was started after a direct request was received from the President of the Rochester Tel-Com Association of the Deaf stating:

"The greatest need of the hearing impaired person is a third party answering service which will enable the telecommunication device (TTY/TDD) user to communicate his/her everyday needs."

Thus, in February, 1979 a volunteer relay service began. In June, 1979 CETA funding was obtained and a paid staff was hired. In October, 1980 Hi-Line became a joint program of the Monroe County Association for the Hearing Impaired (MCAHI) and Handicapped Independence Here, now named the Rochester Center for Independent Living (RCIL), funded by the Office of Vocational Rehabilitation (OVR) and the United Way of Greater Rochester.

Currently the hours of the Hi-Line Relay Service are as follows:

Monday - Friday:	7 am - 9 pm
Saturday:	9 am - 5 pm
Sunday:	10 am - 2 pm

The service is generally closed for all recognized holidays (ie: Christmas, Thanksgiving, Labor Day, etc.).

JOB DESCRIPTION

OPERATOR

Qualifications: High School graduate; accurate typing skills (40-50 wpm);
ability to work with people.

Responsibilities:

- 1) Relay telephone calls between hearing and hearing impaired people.
- 2) Maintain strictest confidentiality of all calls.
- 3) Answer calls and provide taped information on the Tel-Med System for both hearing and hearing impaired people.
- 4) Answer TTY calls for the H.A. Programs on extension 30 and transfer calls or take messages. (as a back-up to the H.A. Administrative Clerk)
- 5) Record all calls (Hi-Line, Tel-Med) on the appropriate logs.
- 6) Fill all scheduled shifts. Obtain substitutes as needed. Notify the Shift Supervisor and/or Hi-Line Supervisor well in advance if unable to locate a substitute.
- 7) Take appointments for Ear and Eye Screenings from hearing/hearing impaired people as a back-up to the MCAHI secretary. (seasonal)
- 8) Monitor performance of each C-Phone, as necessary, on a log. (functional problems, etc.)
- 9) Attend training and staff meetings as necessary.
- 10) All operators are responsible to and under the direct supervision of the Shift Supervisor.

JOB DESCRIPTION

SHIFT SUPERVISOR

Qualifications: High School graduate; accurate typing skills (40-50 wpm); previous supervisory experience desired, but not necessary; ability to work with people.

Responsibilities:

- 1) Perform all duties as listed for the Hi-Line Operator.
- 2) Evaluate operators on a day-to-day basis and report any problems to the Hi-Line Supervisor, when necessary.
- 3) Assist Hi-Line Supervisor in operator performance evaluations to take place three months after initial hiring and to continue once every six months thereafter.
- 4) Document all instances of operator tardiness or disciplinary problems on the proper forms and refer to the Hi-Line Supervisor.
- 5) Handle consumer problems/complaints (hearing or hearing impaired) as they arise and refer to the Hi-Line Supervisor, if necessary.
- 6) Inform Hi-Line Supervisor immediately in the case of major equipment failure/malfunction.
- 7) Opening/Closing/Cleaning of the Tel-Med System. (Including proper logging of daily/overnight calls.)
- 8) Opening/Closing of the Hi-Line Service.
- 9) Acquire knowledge of the H.A. Alarm System and be responsible for openings/closings of the Annex, as needed.
- 10) Attend training and staff meetings, as necessary.
- 11) All Shift Supervisors are responsible to and under the direct supervision of the Hi-Line Supervisor.

JOB DESCRIPTION

HI-LINE SUPERVISOR

Qualifications: Post secondary school education; supervisory experience; good organizational abilities; accurate typing skills (45-50 wpm); ability to work with people; sign language skills helpful.

Responsibilities:

- 1) Supervise and direct the Shift Supervisors.
- 2) Participate in Hi-Line operator interviews and be responsible for their training and scheduling.
- 3) Fill in as Hi-Line operator as needed.
- 4) Conduct performance evaluations on Hi-Line operators (assisted by the Shift Supervisors) and Shift Supervisors to take place three months after initial hiring and to continue once every six months thereafter.
- 5) Report repeated instances of tardiness or disciplinary problems to the H.A. Personnel Director.
- 6) Handle consumer problems/complaints (hearing or hearing impaired) as they arise and refer to the Program Director, if necessary.
- 7) Be aware of any equipment malfunctions and arrange for repairs as needed.
- 8) Train Shift Supervisors on the H.A. Alarm System.
- 9) Tabulate and prepare statistics from Hi-Line and Tel-Med calls.
- 10) Arrange meetings and training sessions.
- 11) Attend meetings as scheduled (Hi-Line operator staff and Shift Supervisor staff).
- 12) The Hi-Line Supervisor is responsible to and under the direct supervision of the Program Director.

HOW TO OPERATE THE TELEPHONES

- 1) Position the headset firmly on your head, making sure that the mouth piece is directly in front of your mouth and that the earplug fits properly in your ear.
- 2) When the phone rings, switch the incoming phone button to the "ON" position. Also, switch the two middle buttons to the Headset position (UP). Answer by saying "Good Morning/Afternoon/Evening Hi-Line. Mary here." or "Hi-Line. Mary here. May I help you?"
- 3) If there is no response, assume the caller is hearing impaired and switch the two middle buttons to the Handset position (DOWN). Type "Hi-Line. Mary here. May I help you? GA" or "Good Morning/Afternoon/Evening. Hi-Line. John here. GA"
- 4) If the caller is a hearing person, leave the two middle buttons in the Headset position. (UP)
- 5) When calling a hearing person, switch the outgoing phone button to the "ON" position (you will hear the dial tone) and dial the number.
- 6) When calling a hearing impaired person, switch the outgoing phone button to the "ON" position (you will not hear the dial tone) and dial the number. You will be able to tell if their phone is ringing or if it is busy by watching the red light on the C-Phone. If it flashes quickly, the phone is busy. If it flashes slowly, the phone is ringing.
- 7) To disconnect callers, switch the phone (incoming/outgoing) button to the "OFF" position.
- 8) The Voice button between the two phone dials can be used to prevent the hearing person from hearing your voice. When it is in the "ON" position, the caller will be able to hear you. When it is in the "OFF" position, the caller will not be able to hear you, but you will be able to hear them. This button should only be used as a courtesy to the hearing party. For example: if you have to cough, sneeze, etc.

HOW TO OPERATE THE C-PHONE (TTY)

The Keyboard

The C-Phone's keyboard resembles a typewriter's keyboard. You do not have to shift keys, except for most punctuation marks.

Making a Call

- 1) Turn on the C-Phone using the red ON-OFF switch on its top. Almost immediately you should see the cursor (a small, white, rectangular spot of light) on the lower left corner of the screen.
- 2) The telephone handset should already be positioned in the rubber cups at the top of your C-Phone. Be certain that the cord end of the handset is in the cup marked CORD (the cup that is opposite the red ON-OFF switch).
- 3) To call a TTY user: Switch the outgoing phone button on the telephone to the "ON" position and dial the number. Press the return key on the C-Phone to release the cursor. (This step is not always necessary for every C-Phone or TTY/TDD you use, but there are some models that require this step.) Once the party has answered you may begin to type your message. The C-Phone will automatically return at the end of each line. The return key can be used at any time to control the appearance of your message. When an error is made in typing, simply type the letter "X" a few times and then continue with the correction. (ie: JOHN IS CALLIGNXXX CALLING...)

Finishing a Call

When your conversation is over, type "SK" and wait for the other party to respond with "SK" as well, to signal the end of the conversation. Switch the outgoing phone button to the "OFF" position. Hold the CLEAR key on the C-Phone down for a few seconds to clear the message from the machine.

CONFIDENTIALITY

Confidentiality means that the trust and confidence callers have placed in us is respected by never revealing the identity or concerns of persons calling Hi-Line to those outside of Hi-Line, except in life-threatening instances, ie: suicide.

Each operator signs a pledge of confidentiality as an indication of their awareness and acceptance of the high ethical standards vital to the work of Hi-Line. (see figure 1)

Never give out the TTY/TDD user's phone number. If anyone wants the phone number of a hearing impaired person, you can call that person and ask their permission to give out their number. Clear the C-Phone after each call is finished. (If a paper print out is used, rip up the message.)

CODE OF ETHICS FOR OPERATORS

The Registry of Interpreters for the Deaf, Inc. has set forth principles of ethical behavior to protect and guide the interpreter and the consumer (both hearing and hearing impaired), as well as to insure for all, the right to communicate.

Although Hi-Line operators are not considered interpreters, we have set up a Code of Ethics for operators, patterned after the guidelines which were set up for interpreters.

- 1) The operator shall guard all confidences entrusted to them.
- 2) The operator shall render faithful interpretations, always conveying content and intent of the speaker.
- 3) The operator shall NOT counsel, advise, or interject personal opinion while functioning in the role of the operator.
- 4) The operator shall refrain from interpreting when family, close, personal, or professional relationships may effect impartiality.
- 5) An operator shall use the language mode most readily understood by persons for which they are interpreting.

TTY TERMS/ABBREVIATIONS

GA: "go ahead" used at the end of a thought when the other person's response is wanted.

SK: "stop keying" This is used at the end of the entire conversation. It means that person is entirely finished and is hanging up.

GA or SK (GA to SK): Both mean basically the same thing. The person is saying, "I'm finished with what I have to say and am signing off unless you have something to add." In other words, "go ahead or sign off".

TTY: Teletypewriter

TDD: Telecommunication Device for the Deaf

PLS: Please

HD: Hold

TNX: Thanks

ASAP: As soon as possible

CUL: See you later

OIC: Oh, I see

ILY: I love you

ANSWERING/RELAYING CALLS

- 1) Always answer the phone using voice first. Say, "Good Morning/Afternoon/Evening Hi-Line. Mary here. May I help you?" If no one answers, assume the caller is hearing impaired and switch the middle two buttons on the telephone to the handset position.
- 2) Type "Hi-Line. Mary here. May I help you? GA". Always identify yourself and Hi-Line when answering both the phone and the TTY. The caller has the right to know which operator will be assisting with his/her call.
- 3) After receiving the information from the caller, (their name, the name of the person or place they are calling, the phone number) type or say "PLS HD" (please hold) or some phrase that indicates that you have received their message and are carrying out the request.
- 4) After dialing the number, either type "R" everytime the phone rings for the TTY caller so that he/she is aware of how many times the phone rings, or if the caller is hearing, tell them that the phone is ringing.

SWD/UC

- 5) After getting the party on the line, identify yourself as "The Hi-Line Relay Service for the Hearing Impaired" and say, "I have a call for (whoever), please hold". Sometimes, especially when calling a business that has never received a call via Hi-Line, you may have to briefly explain how the service operates. It is important to say "relay service" and not "answering or interpreting service". We do not take messages or interpret, we just relay messages. Also, use the term "hearing impaired". This term covers both hard of hearing and deaf people.
- 6) After you have identified yourself to the callee, tell the caller that you have their party on the line and that they may go ahead with their message.
- 7) The hearing person wanting to make a call should have the TTY number, but sometimes it has not been given to them. In this case, first check the Rolodex to see if the party is listed and if they are not listed there, check the small, blue TTY/TDD Directory. If the TTY number is not listed in the Directory, check the large, blue TDI Directory as a last resort. If unable to find a TTY number, tell the caller that you cannot complete their call. You should never give out a TTY number if the hearing person does not have it already. It is their option to ask the hearing impaired party for the number to use for future calls.
- 8) When making a call to a hearing impaired person, allow the phone to ring 10-15 times in order to give the person time to answer the phone. Since the hearing impaired person depends on a flashing light, rather than a ring, to let him know when the phone is ringing, time must be allowed for the person to see the light and reach the phone.
- 9) When calling a hearing impaired person, be aware that a hearing person might answer the phone. When this happens, you must pick up the telephone receiver (handset) in order to talk to the hearing person.
- 10) When the hearing impaired person answers the TTY, type, "This is Mary at Hi-Line. I have a call for (whoever) GA". After the hearing impaired person has informed you that either they are the party you are seeking or they will call the person to the TTY, etc., inform the hearing caller of the response and proceed to relay the call.
- 11) Relay the message reading exactly what the hearing impaired person has typed and typing exactly what the hearing person says. If the hearing person tells you that they will explain it to you first and then you can put the message into your own words, explain to them that you are not allowed to do that. They must speak as if they were talking directly to the hearing impaired person. If the hearing person says something similar to: "Don't type this, but between you and I...", interrupt them and inform them that

- you are obligated to type everything they say, exactly as they say it.
- 12) If you are unable to relay a call, because of moral convictions, ie: abortion, swearing, etc., you may transfer the call to another operator.
Don't hang up!
 - 13) Do not give your opinion, advice, or suggestions even if the party asks for your ideas. Do not launch a personal conversation, or say, "Oh, I just had them on the line...". You are only relaying the message, nothing more.
 - 14) BE PATIENT! You may have to repeat a message again and again or the caller/callee may put you on hold frequently. If you have to repeat a message to either party because it is not understood, you may suggest to the person who is speaking that they substitute different words for clarity.
 - 15) Relay all information to the TTY user, ie: "the line is busy", "we are on hold", "there is a recorded message stating...", etc.
 - 16) If you are unable to decipher a person's message on the TTY, tell them you are having trouble reading them and ask them to repeat. If you still are unable to read them, politely ask them to hold while you change TTYs. You may then switch to the emergency TTY, designated for this purpose. If you are still unable to read them, ask them to hang up and call back (in order to be assisted by a different operator on a different TTY). If you are only having trouble reading the numbers, ask them to repeat the number and if that doesn't help, ask them to spell out the numbers, ie: one, two, three, etc. instead of 1, 2, 3, etc.
 - 17) If you are having a problem with your C-Phone (ie: you cannot read the message at all, nothing shows up on the screen, they can't read you, etc.) and are unable to complete a call, record the problem on the sheet posted on the bulletin board for this purpose. (see figure 2)
 - 18) Only one call is to be placed per person at a time. If the number is busy or if there is no answer, then one more call is allowed. If a caller asks you to dial a busy number a second time this counts as their second call. They have to call back if they wish to make another call. In order to be fair to the consumers of Hi-Line, it is imperative that this procedure is practiced by all operators.
 - 19) Keep both parties on the line until each of them are entirely finished with their message. This is necessary to ensure that the correct information is given.
 - 20) Log all calls on the correct log sheets. (regular and long distance)

LONG DISTANCE CALLS

- 1) Whether dialing direct, collect, or person-to-person, always dials "0" for the operator, and either charge the call to the caller's number, if dialing direct, or tell the operator the call is collect and/or person-to-person. The only exception to this rule is when you are dialing a toll free number. That is the only time you may dial the "1-800..." directly.
- 2) There are basically three different numbers that a long distance call can be charged to. Some NTID students charge their calls to a toll billing number. This number usually starts with the three digits "039" and ends with "534". There are four digits in the middle that are different for each student. When charging a call to a student's toll billing number, tell the operator that you are Hi-Line and are placing a call for a student with a toll billing number. Some people have a charge card or calling card number which is quite lengthy and easily recognizable. It is a long series of digits usually starting with "534-072...". Lastly, a person may charge a call to their home telephone number (716 area code) or if it is a student to their parents' number (usually not in the 716 area).
- 3) When placing a collect call, do not assume that the caller wishes it to be person-to-person when they tell you to whom they wish to speak. Before placing the call, ask them if they want it to be person-to-person. It is possible that they may only be giving you a person's name so that you know who to ask for once the call is accepted.
- 4) Recrod all information on the long distance log sheet before placing the call. This includes toll free numbers. Also, make a note in the miscellaneous column of your personal log.
- 5) If a caller asks you to dial Directory Assistance for a local number, ask them if they have called 1-800-855-1155. This is a toll free TTY number for Directory Assistance. There is a charge for Directory Assistance information if it is listed in the book, but no charge if it is not listed.
- 6) There is a charge for calls to OTB Race Information, Time and Temperature, and Accu-Weather so if a caller wishes to call any of these numbers he/she must give you their number to charge the call to and you must dial the operator first. Inform the caller that sometimes the person speaking on the tape talks very fast and it might not be possible for you to type all the information in just one call. It might be necessary to call back a second or third time.

LOG TERMS

All calls are to be logged on the log sheets. Each operator uses a new sheet each day. (see figure 3) The columns are as follows:

#: Used to show the number of calls received. (ie: 1, 2, 3, 4...)

TIME REC.: Record the time you answered the phone. The digital clock in the Hi-Line office is the official timepiece. It should be used not only for recording the times of your calls, but also for the changing of the shifts and opening and closing times.

TIME END: Record the time the call was finished.

CALLER ZIP: Before placing the call, ask the caller for his/her zip code. This information is necessary for annual reports which are prepared for the United Way.

CALLEE ZIP: After relaying the call and before hanging up, ask the person you have called for their zip code. Again, this information is needed for the United Way.

M: Check if the caller is a male.

F: Check if the caller is a female. (If the name given could be either male or female (ie: Chris, Terry, etc.) make an educated guess. Sometimes a person's gender can be ascertained after relaying part of the call.)

EMP. (EMPLOYMENT): Check if the call concerns anything having to do with employment. ie: Looking for employment, calling in sick or late to work, etc.

A.E.T. (ADULT EDUCATION TRAINING): Check if the caller is inquiring about Continuing Education courses, etc.

PROF. (PROFESSIONAL): Calls to doctors, lawyers, dentists, vets, Social Security office, etc.

BUS. (BUSINESS): Calls to department stores, babysitters, newspapers, plumbers, electricians, landlords, cable companys, etc.

SOC. (SOCIAL): Any type of social related call. ie: calls to relatives, friends, etc.

EMER. (EMERGENCY): Some doctor calls, ambulance, police, fire department, etc.

INT. (INTERPRETER SERVICE): Check if they are calling trying to locate an interpreter.

H-HI (HEARING TO HEARING IMPAIRED): If a person is calling to a hearing impaired person, check here. (You should also check the type of call being made.)

L.D. (LONG DISTANCE): Check here if you are placing a long distance call. You should also record the proper information on the long distance log sheet.

STUD. (STUDENT): If the caller is a student at NTID, RIT, or MCC check here. (This information can usually be determined when a caller mentions that he/she is a student or when he/she gives a toll billing number when making a long distance call.)

S.S. (SOCIAL SECURITY): When a caller is phoning the Social Security office to discuss either their SSI or SSD, check here.

CALLS OUT: Usually you will record "1" here. The policy at Hi-Line is that we are allowed to place one call per person at a time. (see rule #18 under Answering/Relaying Calls)

MISCELLANEOUS: This is where a note should be made if there is a busy signal (BUSY) or no answer (NA). This column can also be used for any other pertinent information, ie: the C-Phone acted up, a wrong number was given, etc.

LONG DISTANCE LOG

There is one long distance log for all operators to share each day. (see figure 4) On this log you should record the full name of the person placing the call, the full name of the person they are calling to and their phone number. Check under the appropriate column whether the call is direct or collect. Also note person-to-person calls by writing "P-P". Finally, record the number the call is being billed to. All this information should be recorded on the log before dialing the number.

At the end of your shift, your personal log should be placed on the Hi-Line Supervisor's desk. The Shift Supervisor on duty for the last shift of the day shall be responsible for putting the long distance log in it's proper place. (on the Supervisor's desk)

OPENING/CLOSING PROCEDURES (HI-LINE)

Shift Supervisors are responsible for learning the H.A. Alarm System and for opening/closing Hi-Line and/or the Annex building. When a Shift Supervisor is not on duty, an operator who has a key to the building should be responsible.

OPENING

To open the Hi-Line area, the key must be obtained from the desk in the Hi-Line Supervisor's office. The major responsibility of opening Hi-Line is to make sure that the answering machine is turned off. The procedure is as follows:

- 1) Record the number of overnight calls from the machine on the sheet posted near the machine. (see figure 5)
- 2) Flip the lever on the front of the machine to STOP. (Make sure that the tape is not playing when you do this.)
- 3) Flip the white button on the back of the machine to "OFF". This action will turn off the machine completely.
- 4) Unplug the machine from the phone jack (under the table) and plug in the first incoming phone line.

CLOSING

To close, follow the reverse procedure:

- 1) Unplug the first incoming phone line from the jack and plug in the machine.
- 2) Flip the white button on the back of the machine to "ON".
- 3) Flip the lever on the front of the machine to PLAY.

When closing Hi-Line, the Shift Supervisor should also be sure that all C-Phones are turned off and that the work area is straightened up. Log sheets for the morning shift should be placed on top of the C-Phones. Also, the coffee machine should be turned off. This is very important to remember as it could cause a fire or burn the coffee pots if left on. All windows in the meeting room should be shut also. If a maintenance man is on duty, he will usually check all of these items, but it is helpful to double check. Finally, the door to the Hi-Line office should be shut and locked and all lights should be turned off before setting the alarm and leaving the building.

HOW TO OPERATE TEL-MED

Hi-Line Operators/Shift Supervisors are responsible for answering and recording Tel-Med calls. When Tel-Med rings, the operator who is not on a call should answer. (If all operators are on calls, the first operator who is not on a long distance call and has the opportunity to place their parties on hold should do so and answer Tel-Med.) Answer by pressing the flashing white button. Say, "Tel-Med Information Service. May I have your request, please/May I help you?" After the caller has given their choice, ask them for their zip code (needed for United Way annual reports) and record it on the Tel-Med log. (see figure 6) Then say, "one moment, please" and press the red hold button. Select the proper tape from the rack and slide it into the slot. Then record the time of the call and the number of the tape on the log. If the caller is a female, just record the tape number. If the caller is a male, record the tape number and "M" after it. If the caller is a child, record a "C" after the number. Be sure you record the information in the correct column for that date. If you need to reach a caller after you have put them on hold, press the white button again. If you need to disconnect a caller, press the yellow disconnect button.

Often a caller might request information concerning their Blue Cross/Blue Shield or Medicare policies. In this case, refer the caller to the correct number which is listed on the front of the machine. After doing this, place a tally mark in the upper left hand corner of the log next to the service to which you referred the caller.

If a caller requests a topic which we do not have, make a note of that topic on a list near the Tel-Med records.

If a caller requests a brochure, record their name and address on the sheet provided.

OPENING/CLOSING PROCEDURES (TEL-MED)

The Shift Supervisor on duty is responsible for opening/closing Tel-Med. If there is no Shift Supervisor on duty, one of the operators should follow the procedures listed below. Also, if the Shift Supervisor is preoccupied, he/she may delegate the responsibility to one of the operators.

OPENING

Tel-Med should be opened at 9 a.m. on Monday - Saturday and 10 a.m. on Sundays. The numbers on the two tape counters at the bottom of the machine should be added together and recorded on the Overnight Record. (see figure 7) The overnight tapes should be removed from the machine and the silver switches should be switched off (to the down position).

CLOSING

About 5-10 minutes before closing time (Monday - Friday: 9 p.m.; Saturday: 5 p.m.; Sunday: 2 p.m.) the machine should be cleaned. The metal head of each slot should be cleaned, as well as the metal bar running up and down each side. Do this by using the Q-tip swabs and the liquid head cleaner. This procedure should be followed every day. Once a week, on Wednesday nights, the rubber rollers should be cleaned.

After cleaning the machine, the overnight tapes should be inserted and the silver switches should be switched on (to the up position). The tape counters at the bottom of the machine should be returned to zero.

The calls for that day should then be added up at the bottom of the column. Add up the female callers first, then the male callers, and finally the children. For example, if there were a total of 20 calls with 9 females, 8 males, and 3 children, the total at the bottom of the column would look like this: $9 + 8 + 3 = 20$. The same figures should then be recorded on the Monthly Call Distribution Sheet. (see figure 8)

SPM ELL

JOB COURTESY

- 1) BE ON TIME! It is inconvenient for other operators if you are late because they have to do your work. Also, Hi-Line users depend on us to be available at specific hours. Repeated tardiness will be grounds for discharge. The Shift Supervisor will record any instances of tardiness on the proper form. (see figure 9)
- 2) No visitors are allowed in the Hi-Line area.
- 3) No personal calls should be made from the Hi-Line phones. If it is absolutely necessary to make a personal call, use the Health Association phone (extensions 30, 45 - located in the Hi-Line Supervisor's office, or 46 - located in the small office adjacent to the large meeting room). Personal calls should only be made on breaks. No personal calls should be coming in on the Hi-Line phones at all. No personal calls should be received on the Tel-Med lines, except for in an emergency.
- 4) Be responsible for your own work area. After each shift ashtrays should be emptied, coffee cups washed or disposed of, magazines returned to the book shelf, and scratch paper should be disposed of. The last shift is responsible for turning off the coffee machine.
- 5) No foul language or party atmosphere.
- 6) Many callers are frustrating, but please do not make comments about them aloud. This can be heard by people in the meeting rooms, people walking by the office, and people on other calls.
- 7) Do not eat over the TTY. Food drops into them and we have to send them to Missouri to be repaired. Also, personal grooming should be done at home or in the restrooms. Therefore, there will be no combing of hair, applying make-up, fingernail polish, etc. in the Hi-Line office.
- 8) Do not talk to other operators while in the middle of a call or if they are in the middle of a call, unless absolutely necessary.

LINE OF AUTHORITY

All problems/complaints (whether concerning a Hi-Line call or another operator) should be referred to the Shift Supervisor. If the Shift Supervisor is unable to resolve the problem then it should be referred to the Hi-Line Supervisor. If the Hi-Line Supervisor is unable to resolve the problem, then it should be referred to the Program Director and then on to either the Personnel Director or the Executive Director. If the problem/complaint concerns the Shift Supervisor, then the operator should make an appointment to talk with the Hi-Line Supervisor.

DISCIPLINARY WARNINGS

Shift Supervisors will verbally warn operators of any infraction of policy or procedure. If immediate improvement is not shown, the Shift Supervisor will take further action by completing the Disciplinary Warning Form and referring it to the Hi-Line Supervisor. (see figure 10)

Among the reasons for discharge are the following:

- 1) Dishonesty
- 2) Insubordination, including refusal to do work for which qualified
- 3) Conveying confidential information about Hi-Line and/or it's consumers
- 4) Repeated absenteeism or tardiness.

PERSONNEL POLICIES

BREAKS

- 1) If you are working on a 3 or 4 hour shift, you should take a 15 minute break. This should be taken at a time when it is convenient for the other operators on your shift (certainly not while another operator is on break). All 15 minutes should be taken at one time. You cannot split your break into 5 minute increments. If you do not take a break on one shift, you cannot save it for a different shift. This break is paid.

- 2) If you are working a 5 or 6 hour shift, you should take a 20 minute break. Again, this should be taken all at once and at a time convenient for the other workers on your shift. This break is paid.
- 3) If you are working a 7 hour shift, you should take either one 30 minute break or two 15 minute breaks. Again, the same rules apply. This break is paid.

LUNCHES/DINNERS

If you are working an 8 hour day, you are entitled to and must take either a lunch or dinner break of one hour. This break is not paid and should not be included on your time sheet. Along with the lunch/dinner break, you may take your 15 minute breaks for every 3 or 4 hour period.

SUBSTITUTIONS

Workers are responsible for filling all scheduled shifts and/or finding substitutes as needed. When a substitute is found, both the scheduled worker and the substitute must initial and date the change on the schedule. If this is not done, and a substitute does not show up for the shift, the worker originally scheduled for that shift will have that time deducted from their pay. If both workers are unable to initial the change, the Shift Supervisor on duty may initial and date the schedule for them. Shift Supervisors will be given copies of the weekly schedule and if workers are having difficulties finding subs they may contact the Shift Supervisor for advice. If unable to find a substitute, the worker is still responsible for the hours and must work. If a worker does not show up for his/her shift, a Disciplinary Warning Form will be completed by the Shift Supervisor.

ILLNESS

If you experience a sudden illness, and there is not sufficient time to obtain a substitute, or if the nature of your illness prevents you from locating a sub, you must inform the Shift Supervisor at least one hour (if not sooner) prior to the start of your scheduled shift. If the Shift Supervisor is unavailable, the Hi-Line Supervisor should be notified.

PAYROLL AUTHORIZATION FORM

All staff are responsible for filling out their own payroll authorization form. (see figure 11) Staff are paid twice a month, on the 15th and the last day of the month. If either of these days falls on a weekend, then checks will be handed out on the preceding Friday. The forms should be completed in the following manner:

Pay Period: Either from the first of the month through the 15th (ie: 1/1 - 1/15) or from the 16th through the last day of the month (ie: 1/16 - 1/31).

Name & Address: Please fill in your complete name and address.

Program: Should read "Hi-Line".

Position: Should read either "Operator" or "Shift Supervisor".

Dept. #: Disregard

The number of hours worked should be filled in under the correct date and then the form should be signed and given to the Hi-Line Supervisor who will verify the number of hours worked before handing it in to the business office.

The dates that the form is due are posted on the Hi-Line bulletin board. The form should be given to the Hi-Line Supervisor no later than 9:00 a.m. on the morning it is due. If a staff member neglects to hand in his/her form, he/she will not receive a check for the pay period and will have to wait until the next pay period to submit his/her hours.

The Hi-Line Supervisor will also keep a record of total number of hours worked for the year. No part time employee is allowed to work more than 1,000 hours in one year.

SUGGESTION BLANKS

The Health Association provides a Suggestion Blank which can be filled out and returned to the Personnel Director. (see figure 12) This blank should only be completed by Hi-Line Operators/Shift Supervisors when they have an idea that will benefit the H.A. as a whole.

Hi-Line also has a Suggestion Blank. (see figure 13) This is to be filled out and returned to the Hi-Line Supervisor when there is an idea that pertains only to Hi-Line.

CONFIDENTIALITY PLEDGE

I, the undersigned Hi-Line worker, understand the personal and confidential nature of this service. Therefore, I promise that:

- (1) Under no circumstances, except in life threatening emergencies, ie: suicide, will I disclose to any individual not connected with Hi-Line the identity of any caller or information about any caller without his or her expressed permission.
- (2) I will share (upon request) any problems or difficulties I may have with my work only with persons associated with Hi-Line who have a consulting and supervisory function over my work.
- (3) I will never give out information concern-ng other workers, ie: their full names, home addresses, and telephone numbers.
- (4) In the event of my withdrawal or resignation, I will continue to hold in strictest confidence all personal and confidential information related to the work of this agency.

NAME _____

DATE _____

DATE

SHIFT

NAME

#	TIME REC.	TIME END	CALLER ZIP	CALLEE ZIP	M	F	EMP.	A.E.T.	PROF.	BUS.	SOC.	EMER.	INT.	H-HI	L.D.	STUD.	S.S.	# CALLS OUT	MISCELLANEOUS
TOTALS																			

Figure 3

CALLER/CALLERS	PERSON & NUMBER CALLING	DIRECT CALL	COLLECT CALL	NUMBER BILLED TO

Figure 4

Date:			Date: 1/1			Date:			Date:		
Time	Tape #	Zip Code	Time	Tape #	Zip Code	Time	Tape #	Zip Code	Time	Tape #	Zip Code
			9:04	4M	14613						
			9:36	52	14620						
			10:47	12	14607						
			10:49	25M	14450						
			12:13	402C	14612						
			12:52	13M	14623						
			1:10	1050	14607						
			2:14	15M	14614						
			2:33	42	14534						
			4:09	70C	14611						
			4:13	8	14617						
			4:24	31	14450						
			5:31	1M	14526						
			6:17	57	14611						
			6:20	17M	14619						
			7:35	970M	14616						
			7:43	402C	14614						
			8:12	1M	14604						
			8:40	898	14623						
			8:45	1141	14534						
TOTALS:			TOTALS: 9+8+3=20			TOTALS:			TOTALS:		

Figure 9

TARDINESS FORM

_____ was tardy _____ minutes
(NAME)

on _____
(DATE)

Time (start of shift): _____

Time of arrival: _____

EMPLOYEE EXPLANATION:

(EMPLOYEE SIGNATURE)

(DATE)

(SHIFT SUPERVISOR SIGNATURE)

(DATE)

DISCIPLINARY WARNING FORM

EMPLOYEE'S NAME _____

DATE OF WARNING _____

POLICY/PROCEDURE VIOLATED AND DETAILS:

EMPLOYEE EXPLANATION:

IMMEDIATE SATISFACTORY IMPROVEMENT MUST BE SHOWN OR FURTHER DISCIPLINARY ACTION WILL BE TAKEN, INCLUDING POSSIBLE SUSPENSION FROM DUTY OR DISCHARGE.

I HAVE READ AND UNDERSTAND THE ABOVE

EMPLOYEE'S SIGNATURE

DATE

SHIFT SUPERVISOR'S SIGNATURE

DATE

Small

PAYROLL AUTHORIZATION

Figure 11

PAY PERIOD _____

NAME _____

ADDRESS _____

PROGRAM _____

POSITION _____

DEPT.# _____

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

SIGNED _____

APPROVED BY _____

FOR OFFICE USE ONLY

EMPLOYEE FILE # _____

S. S. # _____

EX. _____

GROSS PAY \$ _____

FED'L WH _____

FICA WH _____

NYS WH _____

BC/BS _____

UNITED WAY _____

SAVINGS _____

TDA _____

OTHER _____

NET PAY \$ _____

OF HOURS _____

GROSS SALARY _____

CHECK # _____

DATE PAID _____ NET SALARY _____

Figure 12

Health Association of Rochester & Monroe County, Inc.

Suggestion Blank

Briefly describe present condition, method or procedure.

Give a detailed description of your suggestion for improvement. Indicate department or area affected. (If more space is required please use an additional form).

What benefits will be derived from this change?

This Suggestion
Will Result In:

- Improving Procedures
- Improving Services
- Saving materials
or Supplies
- Saving Time
- New Methods
- Other

Name _____

Date _____

Department _____

Tel. Ext. _____

RETURN THIS FORM TO THE PERSONNEL DIRECTOR.

HI-LINE SUGGESTION BLANK

Briefly describe present condition, method or procedure:

Give a detailed description of your suggestion for improvement:

What benefits will be derived from this change?

This suggestion will result in (please check one):

- Improving Procedures
- Improving Services
- Saving materials or supplies
- Saving time
- New Procedure or Service
- Other (please explain) _____

NAME _____ DATE _____