



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.

