



OFFICE OF THE COUNTY SHERIFF  
Montgomery County, Maryland  
*Raymond M. Kight, Sheriff*



GENERAL OPERATIONAL PROCEDURES

<b>Subject:</b> <b>Telephone Communications</b>	<b>Number:</b> <b>3.06.A</b>	<b>Effective Date:</b> <b>12/09/08</b>
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Purpose: The purpose of this regulation is to establish and maintain proper telephone etiquette and Office procedure.

Contents:

- I. Telephone Courtesy
- II. Restrictions and Use *of Landline and Cellular Telephones*
- III. Telephone Rosters
- IV. Request for Employee Information
- V. Misdirected Calls for Service
- VI. CALEA Standards
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**I. Telephone Courtesy**

A. *The first or only contact a citizen may have with the Sheriff's Office is by telephone. It is important that a positive first impression be made.* Employees answering Office telephones shall do so promptly and courteously.

(1) Incoming telephone calls will be answered as follows:

- (a) Deputies – “Sheriff’s Office, (assignment or location), Deputy (last name)”.
- (b) Non-Sworn – “Sheriff’s Office, (*assignment or location*) Mr. /Mrs. /Ms. (last name)”.

(2) Outgoing telephone calls will be placed as follows:

- (a) Deputies – “This is Deputy (last name) from the Montgomery County Sheriff’s Office. (then state your business)”
- (b) Non Sworn – Will do the same but delete the word deputy and use Mr./Mrs./Ms.

B. 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 section and/or agency. A callers’ refusal to identify *themselves* will not preclude an attempt to assist the individual.

## II. Restrictions and Use of Landline and Cellular Telephones

### A. Personal Use of *Office Landline* Telephone

- (1) Generally, personal telephone calls should be brief in nature ***and must not interfere with an employee's duties or job performance.***
  - (a) Personal long distance telephone calls may ***not*** be made from Sheriff's Office ***landline*** telephones ***unless*** the call is charged against the employee's home telephone number or personal long distance company account.
- (2) Emergency Telephone Calls
  - (a) Duty Hours – Emergency telephone calls of a personal nature will be forwarded to the Section Supervisor of the employee. All possible efforts will be made to notify the employee in a timely manner.
  - (b) Off Duty Hours – The call taker will request that the caller provide their name and telephone number and will call the employee at home and relay the message. If contact is not made with the employee, the call taker shall notify the caller.

### B. Use of *Office Issued* Cellular Telephone

- (1) ***Cellular telephones are provided to some employees for the efficient exchange of information and the completion of assigned duties.***
- (2) ***Employees may use Sheriff's Office provided cellular phones for personal business on a limited, reasonable basis in accordance with Administrative Procedure 6-2, Use of County provided cellular telephone service.***
  - (a) ***Employees must act reasonably to minimize use of Office provided cell phones. Use must be kept to a minimum and must not disrupt the conduct of service or the performance of official duties.***
  - (b) ***The limited and reasonable personal use of an Office cellular phone must not:***
    - (i) ***have a negative impact on employee performance of public duties;***
    - (ii) ***be for the employees private gain or profit; or***
    - (iii) ***be for an unlawful purpose.***

- (3) *While driving, employees must take appropriate precautions to ensure that safe and conscientious driving is not compromised by the use of the cellular phone.*

C. *Personal Cellular Telephone Use*

- (1) *Employees may utilize a personal cellular phone while on duty. Cell phone use should be kept to a minimum and must not interfere with assigned duties. Any conversations should be discreet, appropriate, and professional.*
- (2) *Use of a cellular telephone, including text messaging or game playing, is prohibited in any courtroom except in case of emergency.*
- (3) *Deputies may not utilize any Bluetooth device while on duty.*

III. **Telephone Rosters (81.2.5.c)**

- A. A telephone roster will be kept by each Section Supervisor containing the current home telephone numbers of all employees.
- B. *A residential telephone list of all Sheriff's Office Personnel will be maintained in the Criminal Section. This will provide twenty four (24) hour access to employees in case of emergency.*

IV. **Requests for Employee Information**

The following is the only information of a personal nature to be released to any non-employee of the Sheriff's Office:

- A. Employees name, rank and I.D. number.
- B. Work telephone number and Office address.
- C. Whether the employee is currently on duty and, if not, the expected date and time of return to work.

V. **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 another telephone call, the call taker shall keep the caller on the line and place a telephone call to the proper agency notifying them of the situation. (81.2.11, 81.2.12)

VI. CALEA Standards

81.2.5.c, 81.2.11, 81.2.12

VII. Cancellation

This directive cancels and replaces General Operational Procedure, 3.06.A, Effective Date: *05/01/1995. Shred replaced directive.*

AUTHORITY:

  
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