

Heading: Emergency/Security Policies and Procedures	P.S.#1304.51 (b)	Rev. 7/2004
Policy name: EMERGENCY CONTACT WITH CENTRAL OFFICE	Policy #ESP 5	Page 1 of 1

It is SUU Head Start policy to have either a director or a member of the management team on-site and available during all regular business hours.

1. All calls to the main line will be answered within 12 rings. Please keep in mind that the “operator” needs time to put the other caller on hold. Staff will be gracious if they are put on hold so that another call can be answered.
2. Someone will be designated as Acting Director at all times when the Director is not in the building. This will be a member of the Management Team. (Other Central Office staff may be designated Acting Director in the rare instance of a member of the management team not being available.)
3. **Back Up Procedure**
 - a. If, for some reason, you are unable to get the operator to pick up, call Director’s extension first (201). (Note: *Director’s voice mail is changed daily so you will know whether she is in or you need to reach another member of the Management Team.*)
 - b. Try the main line again-you can do this by dialing 0 after getting the voice message.
 - c. If there is still no answer, call one of the other members of the Management Team directly.
 - d. If you are unable to reach a member of the Management Team directly-please leave a voice mail so they can call you right back.
4. If, after following these steps, you are unable to get through to a member of the Management Team, act in the best interest of the child, parent of staff member involved and we will back you up.
5. If you are unable to get through for any emergency call, please leave a message on the Director’s voice mail, then fax an incident report of both the issue you called to report and that you were unable to get through.
6. Central Office staff are to update their voice mail messages frequently. If you have a message that is important but not urgent, please leave a voice mail message unless the person’s voice mail asks you to contact another staff member. If you leave a message and it has not been responded to within 72 hours, please fax an incident report of the information needed and noting that your call was not answered.