

La Plata Police Department – General Orders

	Title: Messages and Mail		Order #: 305	
	Effective Date: September 15, 2014	Review Date:		
	<input checked="" type="radio"/> New <input type="radio"/> Amends <input type="radio"/> Rescinds			
Approved by: Chief Carl Schinner			CALEA 5 th Edition	
CALEA Standard:			Pages: 1	

01 PURPOSE: To establish procedures for the recording, storage, and distribution of messages and related correspondence.

02 POLICY: The Department will ensure that all employees receive and return messages in a prompt and efficient manner.

03 MAILBOXES: A mailbox, in the Department’s Mail Room, has been provided to each Departmental employee. It is to be used for incoming interdepartmental messages, incoming mail, and other Departmental-related correspondence. **The mailbox is not to be used for storage of any kind.**

04 MESSAGE AND MAIL DISTRIBUTION:

- A. Employees answering telephones will attempt to transfer incoming callers to the person that they are attempting to contact. If they are unable to do so, and the caller desires, they will promptly transfer the individual to the Department’s voicemail system. If the message is urgent or emergency in nature, every attempt possible will be made to locate the employee immediately.

- B. The Department’s Administrative Assistant personnel will promptly place all incoming mail in the appropriate mail slot as it is received.

05 EMPLOYEE RESPONSIBILITY:

- A. It will be the responsibility of every employee, upon reporting for work, to check their voicemail, and their mailboxes for messages and other mail.

- B. Employees are to ensure that messages are returned in a prompt and courteous manner. Whenever possible, telephone messages will be returned the day they are received.

C. Employees who will be off for more than two days shall change their greeting on their voice mail to indicate the date they will return from leave.

E. Employees shall delete saved messages from the voice mail system as soon as reasonably practical. A large amount of saved voice mails can overload the system.

06 ELECTRONIC MAIL:

- A. Employees with electronic mail (e-mail) shall check their e-mail daily.

- B. Employees are to ensure that e-mail messages are responded to in a prompt and courteous manner. Whenever possible, e-mails will be returned the day they are received.

- C. Employees shall delete saved e-mails from the e-mail system as soon as practical. A large amount of saved e-mails can overload the server and prevent new e-mail messages from being stored.