

**Ohio Veterinary Medical Licensing Board
October 2012**

Office Procedure on Communication

1. All phone calls/voice mails will be returned within 1 business day (24 hours), unless otherwise authorized by the Director.
2. All Emails will be responded to within 1 business day (24 hours), even if the email just says, the Board has received your email. Provide a time within 7 business days of when they should expect to receive their requested information.
3. Please refer any questions that you are not able to answer immediately to your supervisor so that correspondence can be met within the designated timelines. If you need to, please inform the caller/emailer that you have referred their inquiry to the Director who will reply as soon as able.
4. All voice mails from the previous evening will be taken off the phone by 9:00 a.m.
5. There should not be any voice mails left on the phone at the end of the business day.
6. All Mail will be processed and distributed upon the day it is received, except during renewal period where some leeway can be granted by the Director depending on the volume.
7. Perform customer relations in accordance with the Employee Manual.

Random audits will be performed monthly to determine compliance with this procedure. The information is then provided to the Ohio Budget and Management in accordance with Section 121.91 of the Ohio Revised Code.

I have received and understand the office procedure:

Office Staff

Date

Confidential Information

Our licensees entrust the Board with important information. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, the Board earns the trust of our licensees and the general public. Your employment with the Board implies a strict obligation to maintain confidentiality, even after you leave your employ.

Any violation of confidentiality seriously injures the Board's reputation and effectiveness. Therefore, please do not discuss Board business with anyone who does not work for us. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality.

If someone outside the Board questions you regarding a Board issue, and you are concerned about the appropriateness of giving them information, remember that you are not required to answer. Instead, as politely as possible, refer the request to the Executive Director.

No one is permitted to make copies of any Board records, reports or documents for dissemination outside the Board without prior management approval. Because of its seriousness, disclosure of confidential information could lead to dismissal.

Customer Relations

The Board depends upon the quality of the relationships among the Board, our employees, our licensees and the general public. Our customers' impression of the Board and their interest and willingness to work with us is greatly formed by the people who serve them. The more goodwill you promote, the more our customers will respect and appreciate you, the Board and the Board's services.

Here are several things you can do to help give customers a good impression of the Board:

1. Act competently and deal with customers in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other employees at all times.
3. Follow up on requests for information, correspondence, telephone calls and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
4. Take pride in doing your best work possible.

Knowledge of Board Activities

After you learn to competently perform your own duties, you should familiarize yourself with other Board activities. Knowledge of the Board's services will help you avoid the "I don't know" syndrome. Our customer's confidence in you will increase if you are able to answer their basic questions. However, if you are unsure of the correct information, refer the inquiry to the Executive Director or a person more qualified to respond.

Records Management