FIRST 5 VENTURA COUNTY COMMUNICATION GUIDELINES

Telephone

- ✓ Check telephone messages at least twice a day during the week (once at arrival).

- ✓ If unable to check messages for a day or more, create an alternate message. Include when you will be available and directs urgent matters to the administrative desk.

- ✓ Be clear about when and how you are comfortable being contacted on your personal cell.

Incoming email: (see email guidelines doc for more)

- ✓ Check new messages at least twice daily.

- ✓ CC does not usually require a response to sender.

- ✓ Respond to requests within 24 hours—even if it's just to give an acknowledgement, update or anticipated completion date.

- ✓ If you are away from email for more than a day, create a vacation response.

- ✓ Getting buried in mail? Consider filters for newsletters, blogs, etc.

Outgoing email (see email guidelines doc for more)

- ✓ Before you send, consider if face to face or phone is more appropriate.

- ✓ Use EOM in the subject line for headline-only messages.

- ✓ Indicate if a response is not needed by starting message with FYI or specifically asking for a response if one is desired.

- ✓ If you do send to multiple people, be clear about who is expected to act.

Hand-offs

- ✓ When handing off an email or message, acknowledge the call/email and let them know to whom you are handing the request and why.

Calendars & Scheduling:

- ✓ Post approved vacation and flex days on BOTH the Time Off and your F5VC work calendar using the "all-day" option.

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- ✓ Post work travel and full/multi-day off-site meetings on your F5VC work calendar in whatever fashion works for your (all-day or time-bound) and NOT on the Time Off Calendar

- ✓ When scheduling meetings via Google calendar, let staff know what they are being invited to by using and a short descriptive name, for example:
  - o Mtg: Staff Potluck
  - o Call: RTT Statewide
  - o Web: Fundraising Tips

- ✓ Schedule conference room use on Google/Outlook Conference Room Calendar to avoid conflicts.

- ✓ Be aware that F5VC staff who are also Google administers are able to see private calendar details (but we don't actively look). A private calendar is best for truly private items.

Walk-In's, Drop-offs, etc.

- ✓ Let the Administrative desks know if you are expecting a pick-up or drop-off.

- ✓ Mark items with Name, "Drop off" or "Pick Up" and Date.

- ✓ All incoming packages/mail/invoices must first go to the Administrative Desk to be date stamped, be alert for those that arrive via email or drop-off. **This is really important with invoices and other documents that arrive electronically.**

Meetings

- ✓ Focus on solution-based feedback
- ✓ Start and end on time
- ✓ Create and follow an agenda
- ✓ Review previous minutes and action items
- ✓ State desired outcomes
- ✓ Take minutes
- ✓ Clarify action items
- ✓ Determine next meeting date

And finally

- ✓ Consider active appreciation, even for the routine things. It makes our days better!