



**South Carolina  
Department of Disabilities  
and Special Needs**

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Reference Number: 367-11-DD

Title of Document: Telephone Policy

Date of Issue: January 22, 2003

Date of Last Revision: January 19, 2023

Effective Date: January 19, 2023

**(REVISED)**

Applicability: All DDSN Employees

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**PURPOSE:**

The purpose of this policy is to document the Department of Disabilities and Special Needs (DDSN) procedures regarding the management and utilization of stationary telephones. This policy also follows the regulations established by the South Carolina Department of Administration for local and long-distance calls. Employees who violate the provisions of this policy will be subject to disciplinary action, in accordance with the department's progressive discipline policy and will be required to reimburse the department actual charges. This policy also documents the procedures to be followed by all Central Office employees relative to answering telephones and providing for incoming telephone call coverage during normal business hours within each division and section. The manner and efficiency in which incoming telephone calls are answered and processed is basic to providing quality service to both internal and external customers of each division and section within Central Office.

## **SECTION I: STATIONARY TELEPHONES**

The South Carolina Department of Administration has issued statewide regulations establishing the proper use of South Carolina state government telephone systems. These guidelines permit South Carolina state government employees to make reasonable use of state telephones while simultaneously guarding against abuse.

A. The use of state government telephone services is limited to official business. It is a violation of S.C. Code Ann. § 16-13-400 (Supp. 2022), to abuse state telecommunication services. In addition to official business calls, the following non-business telephone calls may be made using state telephone services for 15 minutes or less.

1. Calls to notify the family, physician, etc., when an employee is injured on the job.
2. Calls to notify family of a schedule change when an employee (traveling on state government business) is delayed due to official business or a transportation delay.
3. An employee, traveling in the United States for more than one (1) night on state government business, makes a brief call to his or her residence (averaging no more than one (1) call per day).
4. An employee is required to work overtime without advance notice and calls within the local commuting area (the area from which the employee regularly commutes) to advise his or her family of the change in schedule or to make alternate transportation or childcare arrangements.

### B. Permissible Calls

The following calls are considered permissible calls under this policy and when necessary, employees may make such brief calls. However, an employee may be prohibited from placing such calls if, in the discretion of the supervisor, the employee's telephone usage is interfering with the employee's job performance or if the usage otherwise impacts upon the division's operations. If the listed calls may generate or activate a long-distance charge, the employee must charge the call to a personal credit card or use their personal cell phone. Under no circumstances shall an employee charge a personal, long distance call to a state government or DDSN telephone number.

The following calls, for 15 minutes or less, may be placed by an employee while on duty:

1. An employee makes brief daily calls to locations within the local commuting area to speak to a spouse or minor children (or those responsible for them, i.e., a school or day care center) to make certain of their well-being and/or safety.
2. The employee makes brief calls to locations within the local commuting area that can be reached only during normal working hours, such as a local government agency or a physician.

3. An employee makes brief calls to locations within the local commuting area to arrange for emergency repairs to his or her residence or automobile.
4. A call that reasonably could not be made at another time if it is of moderate duration and it does not adversely affect the performance of the state telephone system (e.g., unauthorized calls made in rapid succession to call-in contest on radio stations are considered detrimental to telephone system service levels).

C. Collect calls

Collect calls should not be accepted under any circumstances.

- D. Visitors may be given use of telephones as needed, but under no circumstances may a visitor charge a long-distance call to the state telephone system.

**SECTION II: TELEPHONE COVERAGE**

Each division and individual in each section within Central Office is responsible for answering incoming telephone calls to their direct line during normal business hours (8:30 to 5:00), Monday through Friday.

 _____ Barry D. Malphrus Vice Chairman	 _____ Stephanie M. Rawlinson Chairman
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