



Our Internal Commitment to First-Class Service

Every member of The Arc staff is important to the success of our mission! We are committed to demonstrate leadership and responsiveness at every level of the organization. We strive to provide the best service possible by creating a responsive and respectful culture.

Phone and Email Etiquette:

- The standard greeting for incoming phone calls is: “Thank you for calling The Arc. This is _____. How can I help you?”
- Please set up an outgoing message indicating if you are away from your desk, and refer the caller to another staff in your absence.
- Please check your email and voice messages daily, and commit to following up on requests within **48 hours**. If you cannot resolve the issue, refer the request to an appropriate resource (e.g. your supervisor, HR, Mission Team, etc.)
- Follow up within the week to ensure that the concern was addressed. Utilize your calendar to remind you to close the loop.

Communication:

- Supervisors should share their contact information and other emergency phone numbers with their staff so that staff can reach a support person in the event of an emergency.
- Staff should exhaust all other remedies before contacting staff who are off duty. We must respect everyone’s need for down time.
- Please exercise active listening techniques when responding to staff or family members who are upset. Hear the person out without interruption, paraphrase for clarity so they know you understand their concern, and I establish a timeframe to respond to the issue.
- Please be respectful when confrontations arise. Make every effort to resolve issues peacefully, to acknowledge divergent opinions, and ask to regroup if the discussion is not productive. Ask HR or another person to facilitate.
- Please engage the perspective of the people who are closest to the issue - often our direct support staff.

- The Arc has an open door policy, and hopes to create a welcoming environment. However, please respect that you may need to make an appointment for some discussions so that the person can give you their undivided attention.

Training Expectations

- Supervisors should set up a written 30-day new hire training and orientation plan for every new staff by the 3rd day of their tenure. This could be a simple 1-pager that is documented and emailed to everyone who will be involved (e.g. OJT support, new hire, supervisor, etc). Supervisors should also make phone contact with their new hires every week for the first 2 months.
- Whenever possible, ensure that another staff member is cross-trained on your job. This will help us continue operations uninterrupted in case of vacation or medical absence.

As a supervisor, team leader and colleague who wants to help my teammates be as effective as possible, I agree to fulfill the internal customer service requirements developed above.

Signature

Printed Name

Date