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Canton City Public Health

POLICY AND PROCEDURE	
SUBJECT/TITLE:	Environmental Health Desk Watch
APPLICABILITY:	Environmental Health and Vital Statistics Divisions
CONTACT PERSON & DIVISION:	Director of Environmental Health
ORIGINAL DATE ADOPTED:	02/22/2019
LATEST EFFECTIVE DATE:	07/09/2020
REVIEW FREQUENCY:	Every 5 Years
BOARD APPROVAL DATE:	N/A
REFERENCE NUMBER:	500-006-P

A. PURPOSE

The intent of this document is to provide guidance for staff assigned to Environmental Health Desk Watch.

B. POLICY

Environmental Health (EH) staff shall be assigned to Desk Watch at least once per week to assist EH customers for the duration of their assigned Desk Watch time. EH staff will be trained to answer Environmental Health questions, take complaints, and assist customers who walk in without appointments. Desk Watch staff will also be cross trained in general administrative duties pertaining to both Food and Nuisance Divisions to increase customer service, regardless of their assigned Division.

C. BACKGROUND

EH staff are regularly out of the office performing their daily inspections when customers call or arrive in-person and need immediate assistance. When EH staff are not available, customer service suffers because the customer's needs are not met. Additionally, Vital Statistics staff (VS) experience difficulties when they cannot reach EH staff and must take a message from a customer and turn them away without service.

D. GLOSSARY OF TERMS

Desk Watch – A system used by EH to improve customer service. Desk Watch requires EH staff to spend at least four hours per week in the office to assist EH customers. Customers include the community, as well as organizational staff members employed by Canton City Public Health.

E. PROCEDURES & STANDARD OPERATING GUIDELINES

1. EH Desk Watch schedules will be assigned in advance and staff will be notified to allow for planning.
2. You must remain in the office during your assigned Desk Watch duty. Do not schedule appointments or activities outside the office when you are assigned to Desk Watch.
3. EH Desk Watch must:
 - a. Transfer the Desk Watch phone to your own desk phone. For your personal convenience, you may transfer the Desk Watch phone to your personal cell phone.
 - b. Answer all calls and voicemails during your shift.
 - c. Return the calls and assist the customer.
 - d. Enter all complaints into the Food File in Teams.
 - e. Assist all EH customers who call and all EH customers who arrive in person.
 - f. If you must leave your desk for any duration while you are on Desk Watch, you must ask another EH staff person to cover your phone in your absence.



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- g. If you cannot cover your assigned Desk Watch, it is your personal responsibility to trade with another employee and update the calendar.
 - h. Refer to phone instructions when necessary. If you do not understand the instructions or are experiencing technical difficulties and need assistance, contact a supervisor.
4. Vital Statistics staff must:
- a. Tell all EH customers who walk in to please have a seat while they contact an EH staff member.
 - b. Call Extension 4656 to inform the EH staff member on Desk Watch that they have a customer waiting for assistance in VS.
 - c. Even if a customer requests a specific EH staff member by name, VS will only call Extension 4656.
 - d. Transfer all EH customer calls to Extension 4656.
 - e. If a package arrives for EH, regardless who it is addressed to, call Extension 4656.
 - f. Avoid dialing several different EH extensions. ONLY dial Extension 4656.
5. If VS staff cannot get ahold of EH Desk Watch at Extension 4656, contact the EH Director.

F. CITATIONS & REFERENCES

N/A

G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

- 1. Annie Butusov, Director, Environmental Health
- 2. James Adams, Health Commissioner
- 3. Geli Ellsworth, Administrative Assistant
- 4. Christi Allen, Fiscal Officer

H. APPENDICES & ATTACHMENTS

N/A

I. REFERENCE FORMS

800-022-P Customer Service Policy

800-19-02-A Canton City Health District Competencies

800-19-03-A Core Competencies for Public Health Professionals

Avaya Phone Instructions

J. REVISION & REVIEW HISTORY

Revision Date	Review Date	Author	Notes

K. APPROVAL

This document has been approved in accordance with the “800-001-P Standards for Writing and Approving PPSOGs” procedure as of the effective date listed above.