

SOP 08-10
Customer Service Provided by WorkOne Staff
Standard Operating Procedures
Grow Southwest Indiana Region 11
Approval Date: 10/16/08

Purpose

To ensure all WorkOne facilities in Region 11 provide direct Customer Service without outsider involvement in a safe environment for employees and customers. To insure that all staff provided services and case note entries are completed by a WorkOne Staff member.

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Every customer of the WorkOne system has the right to receive services in a safe and non-threatening environment. WorkOne Southwest is committed to maintaining direct Customer Service to each individual who enters our facility without outsider involvement. Therefore, employees must insure that while a customer is at a WorkOne facility that no outsider attempts to assume a WorkOne identity to provide service to any customer.

It should be noted that while customers may interact with each other, no one should pose as a WorkOne Southwest employee or volunteer to provide services without prior approval and appropriate training.

Violation of this policy

Any employee who becomes aware of a violation of this policy is required to immediately notify his/her supervisor.

Violation of this policy jeopardizes our effort to provide quality services and does not promote or insure the level of standards we offer to the customers of WorkOne Southwest.