



REPLY TO  
ATTENTION OF

**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, U.S. ARMY GARRISON  
18436 4TH STREET  
FORT A.P. HILL, VIRGINIA 22427-3114

IMPH-ZA

27 September 2016

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commander's Policy Letter #5: Telephone Coverage During Normal Work Hours

1. Applicability. This policy applies to all Fort A.P. Hill Directorates, divisions and offices.
2. Proponent. Garrison Commander.
3. Reference. N/A
4. Policy. Fort A.P. Hill is a training Installation with strong emphasis on Warrior service. It is imperative that telephone coverage for all Directorates be provided during normal work hours, particularly the telephones used by Warriors to request access services. Normal work hours are defined as 0800-1630 Monday through Friday.
2. Directorates will ensure that all telephones in the Directorate office and those used to support Warrior training are covered during normal work hours. This includes lunch periods. Exceptions to this are Federal Holidays and base closures.
3. When an employee is away from his/her place of duty, these critical telephones are to be forwarded to another designated line within the Directorate or a designated person will be responsible for telephone coverage of the individual's extension within a division/group.
4. Instructions for forwarding telephones to another extension and for cancelling the call forward upon your return are available from the Information Management Office (IMO).
5. No critical phone will go unanswered during normal work hours. Directors and supervisors are responsible for appointing designated personnel and telephone extensions to support and enforce this policy.

  
ANDREW Q. JORDAN  
LTC, SF  
Commanding

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