

# Telephone Directory

# Emergency Medical Procedure

In case of serious injury, illness or an unconscious person, please follow these instructions:

**Los Angeles Sight Center: Call the Switchboard** **0**

Provide switchboard operator with patient's symptoms, approximate age and location on premises. The operator will call the Paramedics.

**All Other Centers: Call Fire Department Paramedics** **911**

For less serious cases involving staff and volunteers, send or take patients to:

**Los Angeles Sight Center**

Queen of Angels/Hollywood  
Presbyterian Medical Center  
1300 North Vermont Avenue  
Los Angeles, CA 90027  
(213) 413-3000

**San Diego Center**

Scripps Memorial Hospital  
9888 Genesee Avenue  
La Jolla, CA 92037  
(760) 340-3911

**Orange County Center**

First Care Industrial Medicine Center  
7052 Orangewood Avenue, Suite 6  
Garden Grove, CA 92841  
(714) 903-1100

**Santa Barbara Center**

Santa Barbara Cottage Hospital  
Pueblo at Bath Streets  
Santa Barbara, CA 93105  
(805) 682-7111

**Rancho Mirage Center**

Eisenhower Memorial Hospital  
39000 Bob Hope Drive  
Rancho Mirage, CA 92270  
(760) 340-3911

**Employee Assistance Program**

1-(800)-221-0945

# LOS ANGELES SIGHT CENTER LIBRARY AND CONFERENCE CENTER

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# ORANGE COUNTY CENTER

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# RANCHO MIRAGE CENTER

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System Speed Number. .... #6 003

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# SAN DIEGO CENTER

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# SANTA BARBARA CENTER

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# PHONEMAIL GUIDELINES

It is Braille Institute's policy that telephones be answered promptly and courteously.

Please keep in mind that we are first and foremost a service organization. We do not want to depart from the personal touch that has always been a hallmark of Braille Institute and is an important part of our reputation in the community.

With our PhoneMail system, it is relatively easy to inadvertently handle incoming calls by either sending them directly to PhoneMail or letting phones ring because everyone thinks our electronic friend is doing the job.

Please keep these guidelines in mind:

- The primary use of our PhoneMail system is as an option, rather than a default. The human touch comes first.
- Before programming your PhoneMail to stand by in your place, forward your calls to a designated support person in your department. That person can then take a message or give the caller the option of using your PhoneMail.
- Be sure your phone is programmed to forward to a pilot line or receptionist's phone that is always attended.
- When setting up your personal PhoneMail box, the following greeting is suggested:

“Hello, this is \_\_\_\_\_ (name and title). Please leave a message and I will return your call. For immediate assistance from (department name), please press 0#. To return to the company operator, press 00#. Thank you.”

- Whenever possible, please change your personal greeting the night before you are going to be away from the office. This includes vacation days, compressed days, or full days at other locations.

# PHONEMAIL SHORTCUTS

## WHILE RECORDING

While **RECORDING** message:

- ① **SKIP INSTRUCTIONS** (if allowed)
- \* ⑥① Stop / **RE-RECORD**
- \* ⑥# Stop / **CANCEL**
- \* ① **PAUSE** (stop / continue recording)
- \* ⑦⑧ **REPLAY LAST FEW WORDS**

## LISTENING TO HEADER

While **LISTENING** to header:

- ③ **SKIP HEADER** (play message)
- ② Skip to **NEXT HEADER**
- ⑦② Skip to **PREVIOUS HEADER**

## AFTER LISTENING

After **LISTENING** to message:

- ④ **SAVE**
- ⑥ **DELETE**
- ① **RECORD** answer
- ⑨ **FORWARD** message
- ⑦① **CALL** sender

## LISTENING TO MESSAGE

- \* ③ **PAUSE** (stop / continue listening)
- \* ⑦⑦ **REPLAY HEADER**
- \* ⑦③ **REPLAY MESSAGE**
- \* ⑦⑧ **REPLAY LAST FEW WORDS**
- \* ⑨⑧ **SKIP NEXT FEW WORDS**
- \* ⑨③ Skip to **MESSAGE END**
- \* ② Skip to **NEXT MESSAGE**
- \* ⑦② Skip to **PREVIOUS HEADER**
- ⑦ **DECREASE SPEED** of message
- ⑨ **INCREASE SPEED** of message
- ⑧ **DECREASE VOLUME** of message
- ⑤ **INCREASE VOLUME** of message

## ADDITIONAL HELPS

- ⑨ ② ② **ABBREVIATED PROMPTS**  
(from home state)
- ⑨ ② ① **REGULAR PROMPTS**  
(from home state)
- \* ⑦# Return to **HOME STATE**  
anytime
- \* ⑦⑥ **DISCONNECT**
- ⑨③ **CHANGE PASSWORD**
- ① **HELP**

# PHONEMAIL ACCESS

## ORANGE COUNTY CENTER

**FORWARD / TRANSFER to**

PhoneMail System:

**TRANSFER + 2192 + EXTENSION**

Offsite Direct Access:

**Dial (714) 503-2131**

**EXTENSION + PASSWORD**

PhoneMail Guest Access:

**Dial (714) 503-2132**

**EXTENSION**

**LEAVE MESSAGE**

## SAN DIEGO CENTER

**FORWARD / TRANSFER to**

PhoneMail System:

**TRANSFER + 5092 + EXTENSION**

Offsite Direct Access:

**Dial (858) 404-5031**

**EXTENSION + PASSWORD**

PhoneMail Guest Access:

**Dial (858) 404-5032**

**EXTENSION**

**LEAVE MESSAGE**

## RANCHO MIRAGE CENTER

**FORWARD / TRANSFER to**

PhoneMail System:

**TRANSFER + 6105 + EXTENSION**

Offsite Direct Access:

**Dial (760) 202-6105**

**EXTENSION + PASSWORD**

PhoneMail Guest Access:

**Dial (760) 202-6106**

**EXTENSION**

**LEAVE MESSAGE**

## SANTA BARBARA CENTER

**FORWARD / TRANSFER to**

PhoneMail System:

**TRANSFER + 8305 + EXTENSION**

Offsite Direct Access:

**Dial (805) 898-8305**

**EXTENSION + PASSWORD**

PhoneMail Guest Access:

**Dial (805) 898-8306**

**EXTENSION**

**LEAVE MESSAGE**

# PHONEMAIL ACCESS

## SIGHT CENTER

**FORWARD / TRANSFER to**

PhoneMail System:

**TRANSFER + 1492 + EXTENSION**

Offsite Direct Access:

**Dial (323) 906-3131**

**EXTENSION + PASSWORD**

PhoneMail Guest Access:

**Dial (323) 906-3132**

**EXTENSION**

**LEAVE MESSAGE**

