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Organization of American States

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# Memorandum

Date: August 7, 2015

**To:** Secretaries, Executive Secretaries, Directors

**From:** Jacinth Henry-Martin, Chief of Staff of the Secretary General 

**Subject:** Coordination of absences during work days

It has been drawn to the attention of the Office of the Secretary General that during the course of the regular work day, some offices remain, at intervals, completely unmanned. In the process, telephone calls for advice and/or information go unanswered and physical interaction with a representative member of staff is rendered impossible.

In keeping with the goal of maintaining the highest possible standards of organizational efficiency, I urge your fullest support in ensuring the coordination of routine or inadvertent absences to the effect that there is, at all times, an officer who has been charged with the responsibility of responding to requests for interaction with your office, made either in person or by telephone.

I thank you for your kind attention to the foregoing.