

New Mexico Workers' Compensation Administration

Vision

One team, one goal:
A better New Mexico for Workers and Employers.

Mission

To assure the quick and efficient delivery of
indemnity and medical benefits to injured workers
at a reasonable cost to employers.

WCA Core Values

Respect
Ethics
Service
Professionalism
Excellence
Courtesy
Teamwork

State of New Mexico
Workers' Compensation Administration



Employee Policy Handbook

Effective
2012



**State of New Mexico
Workers' Compensation Administration
Employee Policies**



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INTRODUCTION

Welcome to the New Mexico Workers' Compensation Administration (WCA)! This Employee Policy Handbook establishes policies, procedures, and working conditions that will be followed by all employees as a condition of their employment with the WCA. The policies and procedures contained in this handbook supersede any previous agency policies. Some prior policies have been combined whereas others have been deleted.

The WCA is committed to abiding by all applicable laws and regulations, as well as the provisions of any collective bargaining agreement that may apply to WCA employees. To the extent there are conflicts, those authorities will apply.

WCA employees should understand that it is impractical to create an administrative policy that will cover any and all given situations. WCA employees are expected to use common sense and sound judgment in addressing issues or situations not explicitly covered in this handbook. Deviations from the policies and procedures should be rare and should be approved beforehand by the supervisors in an employee's chain of command. Wherever the term "Director" is used in any policy it is presumed to mean "Director or his designee."

The WCA is entrusted with serving the public in a professional and efficient manner. The WCA strives to provide an employee-friendly environment in which goal-oriented individuals thrive as they achieve ever more demanding challenges. These policies, procedures and working conditions provide a work environment in which both public interests and employee-interests are served.

Please review the policies, procedures, working conditions, and benefits described in this handbook. You will be asked to affirm that you have read, understand, and agree to abide by the WCA administrative policies that are contained herein.

The Employee Policy Handbook relies extensively on the use of pronouns and for the purposes of simplification; "he" will be used. All references to "he", "him", or "his" are also references to the female gender, as appropriate.