



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



SUBJECT: Information Technology Policy

POLICY NUMBER:
EFFECTIVE DATE:

Purpose:

The objective of this policy is to communicate the rights and responsibilities of WCA employees using the agency's information technology resources, including, but not limited to, agency computers, software, email accounts, databases, telephones and the internet.

Scope:

This policy governs the use of all information technology equipment and resources owned, operated, purchased or approved by the WCA. Other policies, such as the "Code of Ethics," and "Sexual harassment" may also apply, as does the New Mexico Administrative Code section on internet, intranet, email, and digital network usage. *See* NMAC 1.12.10. To the extent this policy is inconsistent with the provisions of NMAC 1.12.10, that section takes precedence.

Policy:

A. Privacy

WCA employees have no expectation of privacy with respect to usage of state information technology equipment or resources. Password/access codes and all matters generated or stored on agency information technology equipment is the property of the WCA and State of New Mexico. The WCA is permitted to monitor, review, audit, intercept, access and disclose any information, voice communications or transmissions generated from or on WCA information technology equipment, including e-mails, internet access information, software usage, downloads, file transfers, etc. The use of computer, e-mail, and internet passwords does not restrict the WCA's right to access electronic information and communications.

In order to protect the integrity of the WCA's information technology systems and to ensure the proper use of the WCA's resources, the WCA reserves the right to inspect, print or remove any data/voice file, system device or system software that impedes the State of New Mexico's business use of the equipment, or that indicates agency policy or law has been violated.

B. General Usage

Employees should be aware of the following:

- a. Only WCA employees shall have access to or use agency information technology resources, unless otherwise approved by the Director.
- b. WCA information technology resources and equipment must not be used for the employees' commercial, political, or "non-WCA" advertising purposes.

- c. Unless provided for under NMSA § 52-5-21, all WCA records are confidential. Employees should not disseminate confidential WCA records or information to non-employees without first consulting with the WCA General Counsel's office. Any requests for access to or copies of agency records from outside sources should be directed to the WCA General Counsel's office.
- d. Particular care should be taken by employees who send confidential information via e-mail because of the ease with which e-mail can be sent to the wrong recipient.
- e. Employees shall not duplicate or copy WCA owned, leased or on loan software that is in violation of the software's licensing agreement. A back up copy for recovery of the employees/s system is permitted. Violation of the software's licensing agreement is a violation of federal law.
- f. Tampering with or deleting data or voice communications or information that belongs to the WCA with the intent to falsify data or to cover up or hide information related to misconduct or violation of agency policy is prohibited.
- g. Employees must first seek the written approval of their immediate supervisor and the Information Systems Bureau Chief's prior to downloading or uploading executable software via the internet or e-mail.

C. Incidental Personal Use

- a. Employees should understand that personal information or communications generated from WCA owned or leased equipment, software, or services should be limited. Incidental personal usage of the internet and e-mail is acceptable if it does not interfere with work or employee performance and if it is done during break periods, lunch periods, or before or after work. Under no circumstances should personal use of the internet or e-mail occur in public access areas.
- b. The WCA understands that employees may, within reasonable limits, place or receive local personal phone calls on WCA equipment and which do not have a per call charge.

D. Inappropriate Use Prohibited

The WCA has a "zero tolerance" policy concerning inappropriate uses of the information technology resources, especially the internet and e-mail. One violation of this policy may be grounds for termination of employment or other serious disciplinary action. The following are included in the WCA's zero tolerance policy.

- a. Sending, displaying or accessing sexually oriented images, messages or cartoons.

- b. Sending or displaying communications that ridicule, disparage or criticize persons or organizations based upon race, national origin, sex, sexual orientation, age, disability, religion or political beliefs.
- c. Sending or displaying communications that threaten, harass, or defame other individuals, groups or organizations.
- d. Intentionally accessing websites whose contents are described in sub-paragraphs a, b, and c immediately above. These include, but are not limited to websites that promote hate, bomb-making, violence or any illegal activity. Gambling sites are also prohibited.
- e. Knowingly disrupting, disabling, damaging or interfering with services or equipment (e.g., propagating malicious code or computer viruses).
- f. Disclosing confidential information related to workers' compensation without approval of management.
- g. Accessing, assisting or allowing others to access or use equipment, files, passwords or user codes without authorization.
- h. Soliciting, endorsing, or proselytizing others for commercial ventures or for religious, social, or political causes or engaging in gambling activities.
- i. Tampering with or deleting data or damaging equipment that belongs to the WCA with the intent to falsify data or to cover up or hide information related to misconduct or violations of agency policy.
- j. Circumventing or disabling security mechanisms intended to protect data or programs.
- k. Using an alias or otherwise misleading another as to the employee's identity through internet or e-mail usage.

Employees who inadvertently access sites or receive a communication containing material prohibited by this policy, such as pornographic sites, shall immediately disconnect from the site, take note of the time, and notify their supervisor. The supervisor shall relay this information to the HR Manager.

Procedures:

A. Maintenance of Passwords and Account information

- a. The Information Systems Bureau (ISB) maintains all mini frame, personal computer and master-network employee password information. Upon receipt of a personal computer, WCA employees must notify the ISB of their chosen workstation password (i.e. the password used to log-on to the employee's workstation computer) in writing and in a sealed envelope. The word "password" and the employee's name should be written on the outside of the envelope. The Information Systems Bureau staff will not open the envelope without approval from the Director. Any changes to the workstation password should be given to the ISB immediately.

B. Approval of Software

- a. The ISB will maintain a list of all software owned, leased or on loan to the WCA. Any software not on this list must be deleted from the current data equipment unless written approval has been given by the ISB and the employee's supervisor. Use of computer game software is not allowed on any WCA computer equipment. The WCA has the right to randomly inspect or monitor software usage on data equipment.

C. Toll-Free Phone Numbers (1-800 / 1-866)

- a. The agency established toll-free phone numbers, which start with 1-800, for each of the cities in which there are offices. Phone calls received on these numbers are not free or unlimited. The following should be understood by all employees.
- b. The primary purpose of the WCA's toll-free numbers is for the convenience of callers who are seeking information concerning workers' compensation matters.
- c. WCA employees are asked to use the agency's regular long-distance service to agency offices in other cities when conducting official state business, except as provided below.
- d. WCA employees who are in the field or traveling or who otherwise find themselves in an emergency situation may call an agency office using a toll-free phone number.
- e. WCA employees may not receive personal calls on the toll-free phone numbers.

D. Use of Long-Distance Phone Service

- a. The WCA has long-distance phone service available to employees for the express purpose of conducting official state business. The WCA is billed for each long-distance call placed from the WCA. The following policies must be followed by employees:
- b. Long-distance phone calls may only be placed for the purpose of conducting official state business, except as otherwise provided below.
- c. Employees will receive a monthly telephone detail report for the telephone extension to which they are assigned. Employees need to promptly review the report for accuracy, note any errors or personal long distance calls, and then sign on the "approved" line. The employees' supervisors will then review, sign, and return to the Facilities Management staff.

- d. Employees may place domestic long distance calls on the agency's phone system, as long as the employee 1) identifies the calls as personal on the monthly phone detail report, and 2) submits the detail report along with reimbursement in cash or check to the agency on a prompt basis. Such personal long distance calls billed to the agency are to be kept to a reasonable minimum.
- e. WCA employees may, within reason, place calls to the State Personnel Office or other State offices for reasons such as inquiring about the status of an application. Such calls are to be kept to a minimum.

E. Cellular Phones

- a. The WCA has several 'pooled' cellular phones available for sign out by employees who are traveling or working in the field. The WCA is usually billed a base rate for a specific number of minutes and on a per-minute-basis in excess of the base allowance. Minutes for both incoming calls and calls placed from the phones count towards and in excess of the base allowance. Employees are to complete a log identifying phone calls made from and received through cellular phones. WCA employees may use these cellular phones only for conducting official state business or in emergency situations.
- b. The WCA also has several cellular phones individually assigned to designated staff. Staff must ensure that personal use of the cellular phones be kept to reasonable limits. Staff will be asked to sign the monthly invoices and reimburse the WCA for any personal calls on the invoice that have a billed amount associated with the call.
- c. Abuse or disregard of this policy will result in disciplinary action.

Approved:

Ned S. Fuller
Director, NM Workers' Compensation Administration

Date



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



SUBJECT: Inclement Weather – Work Delays/Office Closures

POLICY NUMBER:
EFFECTIVE DATE:

Purpose:

To establish guidelines that govern leave usage for purposes of inclement weather affecting the starting/ending times of a workday or the closure of WCA offices.

Definitions:

Delay: due to inclement weather, start time begins 2 hours after the WCA's normal starting time. Thus, all workers report to work no later than 10:00 a.m.

Half Day: due to inclement weather, employees report to work no later than 1:00 p.m.

Early Release: due to inclement weather, employees still at the worksite are released at a specific time prior to the normal end of the work day

Office Closure: due to inclement weather, office is closed for the duration of the work day

Policy:

- A. No delays, half days, early release, or closures are permissible without the explicit pre-approval of the Director or his designee. Any personnel issuing such permission without the express pre-approval of the Director will be subject to discipline, including termination or demotion or suspension.
- B. It is the responsibility of the individual employee to report to work as close as reasonably possible to normal work time during inclement weather so as to not affect the service levels of the communities we serve.
- C. When inclement weather indicates a deterioration of safe driving conditions, a delay, early release, or office closure may be announced. The decision to announce a delay, early release or office closure, is based on road and safety conditions at the time, as well as snow and ice removal efforts underway. The announcement will be made as soon as practical via local television and radio stations. Employees are instructed to tune into their local television and radio stations for this information.
- D. When an official delay, early release or office closure **IS** announced by the Governor's Office, employees will be placed on Administrative Leave for the time and office location the announcement has governed. Employees on other previously approved leave at the time an announcement is made will not be entitled to the Administrative Leave.

- E. The WCA does not designate personnel as essential vs. non-essential for reporting purposes during inclement weather. All WCA personnel will list as non-essential if news reports use these terms.
- F. When an official delay, early release or office closure is **NOT** issued, the Director has the discretion in authorizing Administrative leave for a delay, half day, early release or office closure. In these cases, the Director will consider road and safety conditions for clients as well as employees.
- G. The agency's Facilities Management Office is responsible for ensuring the outgoing message on the main switchboard alerts callers to the closure due to inclement weather. Employees may also utilize the main switchboard to determine the status of the workday.
- H. In cases of inclement weather outside of the Santa Fe/Albuquerque area, the Field Office Manager will inform the Director through the Deputy Director of the situation and acquire the Director's approval prior to authorizing a delay, a half day delay, early release or office closure.
- I. The Director will also give consideration to individual employees who are unable to report to work due to inclement weather and/or road conditions affecting their residential commute. Such requests must be routed through the Deputy Director to the Director for final authorization.

Approved:

Ned S. Fuller

Date

	State of New Mexico Workers' Compensation Administration Employee Policies	
SUBJECT: Public Information / Media Policy		POLICY NUMBER: EFFECTIVE DATE:

Purpose:

To establish uniform guidelines and procedures for the employees of the Workers' Compensation Administration to:

- 1) Deal with inquiries or contact with news media services (television, newspaper or radio.)
- 2) Ensure quality control of printed publications for dissemination to the public.

Policy:

To assure the administration speaks with one voice in alignment with the WCA's Core Values, vision, mission and strategic objectives, all inquiries or interview requests from news media services will be directed to the Public Information Office for processing and clearance from the Director of the Workers' Compensation Administration.

To assure all publications designed for education, information and outreach to the public are consistent, necessary and to reduce redundancy and costs and such items will be reviewed by the Public Information Officer.

I. Media Procedures:

A. Media inquiries.

All media inquiries will be referred to the Public Information Office. WCA staff receiving a media telephone call will record the caller's name, telephone number, time, the name of the news service represented and the topic of the call.

The WCA employee will politely tell the reporter that he/she does not speak for the administration and has no authority to release information on activities, operations or policies. The WCA staff member should then transfer the call or relay the information to the Public Information Office as soon as possible.

All queries from news media services will be staffed and answered only by designated individuals from the Public Information Office or the Director.

WCA staff will not volunteer information or attempt to speculate on potential answers in response to media queries.

B. Media at the WCA.

Media will be addressed with politeness and courtesy at all times.

Media will be escorted at all times while in the building only by individuals who have been designated by the Director; or in his absence the Public Information Officer or the Facilities Manager.

The Public Information Office, or in their absence, the Director's Office or the Facilities Manager, will be notified by the security guards of the arrival of any media to include all reporters and camerapersons. Security guards will follow the instructions of the Public Information Officer concerning matters relating to media personnel.

Members of the media may be present throughout all open meetings to include Advisory Council and public hearings.

No media cameras, or electronic recording equipment, other than court monitoring equipment and video teleconferencing equipment authorized by the Public Information Office or Director, will be allowed at open sessions of the Advisory Council or public hearings without the direct approval of the Public Information Officer or Director.

Media requesting to attend court room hearings and trials may do so only at the discretion of the workers' compensation judge hearing the case. In the spirit of transparency it is recommended that that media be allowed access to open hearings and trials unless the judge has reasonable grounds to believe there would be an adverse impact on the proceedings (example: personal and harmful information of or affecting the welfare of a minor.) It is further recommended that no media cameras or electronic recording equipment will be allowed at open sessions or public hearings without the direct approval of the Workers' Compensation Judge.

Media interviews will be conducted in accordance with the Public Information Office or Director's guidance for each specific event.

C. Media outreach.

Release of news or announcements to any news media (newspaper, television, radio, etc.) will be done by the Public Information Office except as noted below. Requests to release news information will be channeled to that office.

Field Offices will publish routine notices for local outreach, seminars, etc. Requests for interviews or media queries will be directed to the Public Information Office.

Matters of a legal or administrative nature, including official notices of public hearings, legal advertising, recruitment advertising, RFP legal advertisements and the like, are not considered news announcements for the purpose of this policy. They will be handled directly by the responsible bureau. (Note -- unlike a legal notice, an announcement to a news agency of a matter such as a public hearing is considered a news announcement for the purpose of this policy.)

II. Publication Review Procedures

Printed Publications.

All publications designed for education, information and outreach to the public will be reviewed by the Public Information Officer prior to final printing or copying for dissemination to the public.

The screening is to ensure quality control of materials in order to maintain consistency.

The screening will also address the publication against other materials to reduce the potential of duplication and administration cost.

In the event consensus on a correction or the necessity of a publication can not be reached by the Public Information Officer and the authors, the publication will be presented to the Director for decision.

Approved:

Ned S. Fuller, Director	Date
Director, NM Workers' Compensation Administration	