

**GENERAL ADMINISTRATION
EMPLOYEE**

043 GENERAL OFFICE POLICIES

043.3 Personal Telephone Calls and Text Messages Policy

043.3.1 Purpose

To establish guidelines for the personal use of telephones and other telecommunications equipment in the Human Services Department (HSD). This policy is in addition to and does not replace any HSD, state, or federal information technology policies.

043.3.2 Definitions

- A. "Minimum" means the least quantity or amount possible.
- B. "Text messages" means individual messages sent from mobile phones or personal digital assistants (PDAs).
- C. "Texting" means the common term for sending text messages.
- D. "Personal use" means any use not directly connected with an employee's official work duties.

043.3.3 Policy

- A. Personal phone calls including text messages, whether occurring on state equipment or on an employee's personal device, should be kept to a minimum and must not interfere with workflow.
- B. Office managers and/or bureau chiefs are responsible and accountable for overall implementation of this policy and procedures in their offices.

043.3.4 Prohibited Use of State Equipment

The following conduct is considered misuse or abuse of state telephones and other state telecommunications equipment and is prohibited:

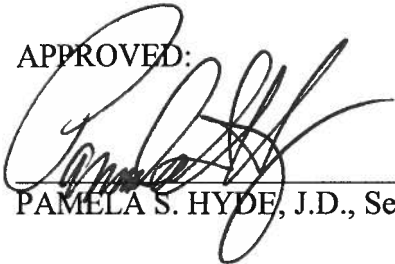
- A. Use of state telephones to place long-distance personal calls or to accept collect calls billed to the state, without approval from a supervisor;
- B. Any use of HSD telephones or telecommunications equipment in connection with outside employment or in connection with the operation of a business;

- C. Excessive personal telephone use or texting, whether or not a toll charge is incurred;
- D. Texting while driving and/or operating a state vehicle;
- E. Speaking on a cell phone in a state vehicle without use of a hands-free device;
- F. Facsimile machines are for business use only and personal use of such equipment should be minimal and must have prior approval by a supervisor; and
- G. Any other failure to comply with this policy or New Mexico law relating to telephone use.

043.3.7 References

HSD Code of Conduct.

APPROVED:



PAMELA S. HYDE, J.D., Secretary

DATE:

