GENERAL ADMINISTRATION
EMPLOYEE

043 GENERAL OFFICE POLICIES

043.3 Personal Telephone Calls and Electronic Device Use Policy

043.3.1 Purpose

To establish guidelines for the personal use of telephones, other telecommunications equipment, and electronic devices 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. “Personal Electronic Device” means any device used to store, access or transmit information by electronic systems, including but not limited to, cellular telephones, personal data assistants (PDA), tablets, and laptop computers.

C. “Text messages” means individual messages sent from personal electronic devices.

D. “Texting” means the common term for sending text messages.

E. “Personal use” means any use not directly connected with an employee’s official work duties.

043.3.3 Policy

A. Personal communications, including phone calls, emails and texts whether occurring on state equipment or on an employee’s personal electronic device, shall be kept to a minimum and must not interfere with workflow.

B. Use of personal electronic devices for accessing the internet, mobile applications, social networking sites, or other online services and downloads unrelated to work duties shall be limited to breaks and lunch periods.

C. Office managers and/or bureau chiefs are responsible and accountable for overall implementation of this policy and procedures in their offices.

D. All HSD employees must comply with this policy and any New Mexico laws relating to telephone and personal electronic device use.

043.3.4 Prohibited Use of State Equipment

The following conduct is considered misuse or abuse of state equipment and is prohibited:
043.3.4 Prohibited Use of State Equipment

The following conduct is considered misuse or abuse of state 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. Use of state cell phones for personal texting and internet access, and excessive personal calls;

C. Any use of HSD telephones or telecommunications equipment in connection with outside employment or in connection with the operation of a business;

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; and

F. Facsimile machines are for business use only and personal use of such equipment shall be minimal and must have prior approval by a supervisor.

043.3.5 Prohibited Use of Personal Electronic Devices at Work

The following conduct is prohibited:

A. Excessive personal electronic device use, including but not limited to calls, texting, internet access, mobile applications and social networking;

B. Use of a personal electronic device to take pictures or video in private and/or secured work areas where confidential information, as defined by State and federal laws, State Personnel Board Rules and HSD policies, is exposed or another worker's privacy is violated;

C. Use of a personal electronic device where the personal safety of the employees are placed at risk; and

D. Any interruption of formal work duties, including customer assistance, meetings and trainings, except in the case of an emergency.

043.3.6 References

HSD Code of Conduct.

APPROVED: 

SIDONIE SQUIER, Secretary 

DATE: 

11/01/14