



NEW MEXICO
**LAW OFFICES OF THE
PUBLIC DEFENDER**

Chief Public Defender
Bennett J. Baur

Professionalism & Supervision Guidelines

Client Contact, E-Mail, Telephone & Voicemail

- All staff members shall address clients and other individuals who contact Law Offices of the Public Defender (LOPD) in a professional and polite manner.
- Unless away from the work station, all phone calls should be answered.
- Phone call messages must be returned within 48 hours.
- Voice mailbox should be cleared twice during both the a.m. and p.m. work shifts.
- Emails shall be related only to LOPD work and shall comport with proper email etiquette.
- Clients may be instructed to call not more than once a week unless exceptional circumstances. Family members and friends should stay informed via the client.

Work Hours, Sick and Annual Leave

- All staff members shall maintain regular state office hours from 8 a.m. to 5 p.m.
- Breaks shall be for 15 minutes and limited to one for every four hours of work.
- All vacation/annual leave must be approved in advance.
- When calling in sick, the employee shall contact their direct supervisor and the office administrator to report the leave of absence.
- All leave must be reported by the employee via SHARE and reported in writing with a completed leave slip provided to the office administrator.

Client and Other Complaints

- Supervisors are obligated to inquire about all client and individual complaints.
- No complaints will be assumed to have merit until discussed with the staff member involved and investigated fully.

Maintenance of Work Area

- All staff members shall maintain a clean and orderly working station.
- Any dangerous conditions shall be reported to the administrator immediately.
- No Political postings are permitted in any state offices, including LOPD.
- All non-LOPD personnel must be escorted while in the office.

The guidelines above are in addition to the Codes of Conduct for LOPD.

Employee Signature

Date