

# THE MANUAL: OFFICE PROCEDURES

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Now that the terms of employment have been fully addressed, the procedures for working in your office should be outlined. This portion of the manual should provide the employee with detailed instruction of how to perform their duties as well as instruction in performing the duties of someone else if needed.

## SECURITY

Because a law firm handles confidential information, maintaining security is imperative. Of biggest concern today is electronic security for computer systems and files. (Please see our handout on "Email, Internet and Wireless" in the Risk Management Resources section of our website for more information on developing policies regarding electronic file policies.)

Another aspect of security is the proper disposal of confidential information. Shredding policies for documents should be addressed. If your firm employs a disposal company to shred documents for you, placing confidential documents in secure containers until it is picked up to be shredded should be stressed. Leaving confidential information in a recycle box to be emptied later could be a liability should someone gain access to your office.

To prevent unauthorized access to your office, outline opening and closing procedures that provide security for your staff and your confidential information. Physical access to the office was described in the office structure section, but reiterate security procedures as part of the maintaining confidentiality process.

## EMERGENCY OR DISASTER

Hopefully never to be needed, every office needs an emergency and/or disaster plan. Natural disasters such as hurricanes or flooding should be addressed, but modern disasters such as server crashes must be

Another portion of emergency planning is the procedure for an on the job emergency. Describe the procedure for reporting injuries. If the incident is a worker's compensation claim, include information regarding proper procedures for notifying management.

## REPRESENTING FIRM

This section furthers the basic code of conduct outlined in the personnel policies. Provide instruction regarding the proper way to greet clients and answer the telephone. While these simple gestures may be second nature to some, having guidelines will present a uniform image of the office.

Maintaining confidentiality is another portion of representing firm. This requires no watercooler gossip within earshot of clients who are visiting the office. Remind employees that they are not allowed to discuss cases in front of clients.

## REPRESENTING CLIENTS

Of course the most important function of a law firm is the representation of clients. This section describes the proper office procedures for engaging and declining representation. Referring cases to third party lawyers should be delicately handled, for example, when your firm cannot accept a case.

The proper use of engagement letters is crucial for establishing client relationships. Be sure staff know the procedures for using engagement, non-engagement and dis-engagement letters so that representations are clearly established from start to finish. These letters can greatly reduce the headaches caused by misunderstandings between clients and attorneys. (For more information, including sample letters, please see our "Attorney-Client Relationships" handout in the Risk Management Resources section of our website.)

# Office Procedures Manual Template

**Cheryl Price, Julia Wix**



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terminology audio pronunciations Archie animations Medisoft practice management software exercises chapter quizzes  
review activities and more on a completely revised companion Evolve Resources website      *Plunkett's Procedures for the  
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## **Table of Contents Office Procedures Manual Template**

1. Understanding the eBook Office Procedures Manual Template
  - The Rise of Digital Reading Office Procedures Manual Template
  - Advantages of eBooks Over Traditional Books
2. Identifying Office Procedures Manual Template
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Office Procedures Manual Template
  - User-Friendly Interface
4. Exploring eBook Recommendations from Office Procedures Manual Template
  - Personalized Recommendations
  - Office Procedures Manual Template User Reviews and Ratings
  - Office Procedures Manual Template and Bestseller Lists
5. Accessing Office Procedures Manual Template Free and Paid eBooks

- Office Procedures Manual Template Public Domain eBooks
- Office Procedures Manual Template eBook Subscription Services
- Office Procedures Manual Template Budget-Friendly Options
- 6. Navigating Office Procedures Manual Template eBook Formats
  - ePub, PDF, MOBI, and More
  - Office Procedures Manual Template Compatibility with Devices
  - Office Procedures Manual Template Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Office Procedures Manual Template
  - Highlighting and Note-Taking Office Procedures Manual Template
  - Interactive Elements Office Procedures Manual Template
- 8. Staying Engaged with Office Procedures Manual Template
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Office Procedures Manual Template
- 9. Balancing eBooks and Physical Books Office Procedures Manual Template
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Office Procedures Manual Template
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Office Procedures Manual Template
  - Setting Reading Goals Office Procedures Manual Template
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Office Procedures Manual Template
  - Fact-Checking eBook Content of Office Procedures Manual Template
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development

- Exploring Educational eBooks

#### 14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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