

CWP Policy and Procedure Manual

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Subject: Maintaining a Safe and Productive Work Environment	Effective Date: 10/01/22	

A. Purpose:

To maintain a safe and productive work environment for customers and staff of the American Job Centers (AJC) and program providers in the community, CWP enforces a standard of conduct and zero-tolerance for violence in the workplace. These procedures provide guidance for addressing prohibited conduct including violence or threat of violence in the workplace.

B. Policy

1. Prohibited Conduct

To maintain a safe and productive work environment for customers and staff of the American Job Centers (AJC) and program providers in the community, prohibited conduct will be addressed immediately as described in section C of this policy. Prohibited conduct includes, but is not limited to, the following conduct.

- a. Any behavior that jeopardizes or threatens the health, safety or welfare of staff or public
- b. Possessing a weapon or threatening with a weapon
- c. Obscene, abusive or demeaning language or gestures
- d. Threats of violence or intimidating behavior
- e. Behavior that is emotionally, physically or sexually abusive toward staff or the public
- f. Verbally abusive or belligerent behavior which disrupts services or operations
- g. Consuming alcoholic beverages or illegal substances
- h. Criminal behavior such as illegally taking possession of property that belongs to another
- i. Using the program equipment for non-program related reasons
- j. Misusing, damaging or destroying program or customers' property
- k. Talking on cell phone in a customer service area or in training/conference rooms
- l. Bringing food or drink into restricted areas
- m. Smoking or vaping anywhere in the program facilities
- n. Leaving children unattended

2. Preventative Measures

To facilitate a safe environment for customers and employees that is characterized by respect and professionalism the following preventative measures are provided.

- a. All CWP and program provider staffs are to be familiar with CWP's standard of conduct, Zero-Tolerance for Workplace Violence policy, Addressing Prohibited Conduct policy and Incident Reporting policy.
- b. All CWP and program provider customers are to be notified of the standard of conduct and CWP's Zero-tolerance for Violence in the Workplace policy during the intake process.
- c. The Zero-Tolerance for Workplace Violence policy and CWP's standard of conduct including a description of prohibited conduct are to be posted publicly in a conspicuous location.

3. Incident Reporting

As described in section C below, staff report violations of the standard of conduct or the Zero-tolerance for Workplace Violence policy on an Incident Report form. See CWP policy 2-30 Incident Reporting in Section 2 of the CWP policy manual and the CWP Incident Reporting form in Section 8.

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C. Procedures

1. Response to Violent or Threatening Conduct

If the conduct is violent, threatening violence or staff believe poses a serious threat to their safety or the safety of others, the following steps are immediately taken.

- a. If possible to do so safely, ask the customer to leave the premises immediately.
- b. Contact 911 to report the situation and ask for assistance.
- c. Inform local program manager/director that the police have been called to their location.
- d. Complete and submit a CWP Incident Report as directed in policy.
- e. Details of the observed conduct and staff's subsequent actions are noted in the customer's record.
- f. A suspension of services for a specific period of time will be considered by the CWP administrator.
- g. If a suspension is merited, a suspension letter is signed by the CWP administrator and mailed to the customer by regular mail, as well as email, if available.
- h. The parameters of the suspension are determined based on the nature of the violation. When a customer is suspended from in-person services, staff may continue to attempt to provide services via e-mail or phone, depending on the nature of the violation.
- i. Prior to being able to access in-person or remote services, the suspended customer must meet with the local program director to discuss expectations regarding standards of conduct and sign an acknowledgement form.

2. Response to Non-Emergency/Non-Violent, but Prohibited Conduct

Non-violent behavior that violates the standard of conduct or zero-tolerance for workplace violence policy is addressed in a progressive manner and may eventually result in a suspension of services.

- a. First Level - Verbal Warning and Case Note
 - i. The first time that a customer violates the standard of conduct, but the violation is non-violent or threatening such as using the computer for a non-program related reason, they are given a verbal warning to stop and are informed of the specific conduct policy violation and consequences for continuing to violate the standard of conduct.
 - ii. Details of the observed conduct and verbal warning are noted in the customer's record.
- b. Second Level - Written Warning, Case Note and Incident Report
 - i. Customers that have been given a verbal warning(s) but continue to violate the standard of conduct may be directed to leave the AJC or program provider location or in the case of remote services, disconnected from the service and will be issued a written warning.
 - ii. Details of the observed conduct and staff's subsequent actions are noted in the customer's record.
 - iii. A written warning from the local program director is mailed to the customer by regular mail, as well as email, if available. The written warning includes a description of the violation(s) and warns that future violations could lead to suspension of AJC or other CWP program provider services.

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- iv. A CWP Incident Report is completed and submitted within 24 hours as directed in policy.
 - c. Third Level - Short- or long-term suspension
 - i. Customers who have been given verbal and written warning(s) but continue to violate the standard of conduct are directed to leave the AJC or subrecipient program location. In the case of remote services, the services will cease.
 - ii. A CWP Incident Report is completed and submitted within 24 hours as directed in policy.
 - iii. A suspension of services for a specific period of time will be considered by the CWP administrator.
 - iv. If a suspension is merited, a suspension letter is signed by the CWP administrator and mailed to the customer by regular mail, as well as email, if available.
 - v. Details of the observed conduct and staff's subsequent actions are noted in the customer's record.
 - vi. Prior to resuming full access to services, the suspended customer must meet with the local program director to discuss expectations regarding standards of conduct and rules and sign an acknowledgement form.
4. Coordination with Partners

All AJC partners are notified when a customer is suspended from in-person services. The local program director will communicate the customers misconduct and any decision to suspend services with program partners via email.
5. Non-Discrimination

Any decision to deny or limit services to a customer may not be based upon any customer characteristic(s), which are protected by law. The delivery of services to a customer, the assessment of a customer's behavior, and/or the decision to impose a subsequent penalty for that behavior must not be based upon the customer's gender identity or expression, race, color, national origin, ancestry, religion, age, intellectual disability, mental disability or physical disability, marital status, sexual orientation, status as a veteran, or political affiliation or belief.