

SAN DIEGO WORKFORCE PARTNERSHIP CUSTOMER CODE OF CONDUCT POLICY

The San Diego Workforce Partnership provides services to all customers, regardless of race, religious creed (which includes religious dress and grooming practices), color, national origin (which includes, but not limited to, national origin groups and aspects of national origin, such as height, weight, accent, or language proficiency), ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex (which includes pregnancy, childbirth, breastfeeding, and related medical conditions), gender, gender identity, gender expression, age, sexual orientation, military or veteran status (including state and federal active and reserve members as well as those ordered to duty or training), immigration/citizenship status or related protected activities (which includes undocumented individuals and human trafficking), protected medical leaves, domestic violence victim status, political affiliation, or any other consideration made unlawful by federal, state, or local laws, ordinances, or regulations (the Protected Categories).

The Workforce Partnership is committed to providing a safe and secure environment for all customers, employees and colocated partners that is free from harassment based on any of the protected categories. The Workforce Partnership has the authority to issue a Warning Notice and/or Suspension of Services to any customer who exhibits unruly, disruptive, and/or otherwise threatening behavior. The intent of this Customer Code of Conduct Policy (Policy) is to outline behavior that would warrant issuance of an Incident Report, Warning Notice, or Suspension of Services and provide a uniform procedure to guide the Workforce Partnership employees and colocated partners when a violation of this Policy has occurred.

Any one or more of the following behaviors or incidents may be grounds for issuance of an Incident Report, Warning Notice, or Suspension of Services from the Workforce Partnership including career centers and colocated partner:

- Unauthorized use of telephones, faxes, computers or other equipment
- Disruptive conduct towards staff, customers or visitors
- Inappropriate or otherwise unruly behavior
- Under the influence or use of alcohol or drugs that impairs judgment
- Any violence or threats of violence. Threats are defined as direct or implied expressions of intent to inflict physical harm and/or actions that a reasonable person would perceive as a threat to physical safety or property. *All threats will be taken seriously*
- Possession of a weapon or explosives
- Theft, removal, destruction or unlawful possession of Workforce Partnership property or personal belongings of staff, customers or visitors
- Improper conduct which leads to personal injury or damage of property
- Violation or disregard for safety and fire policies
- Fighting, brawling, lewd or indecent conduct
- Any form of harassment, prejudice or discrimination based on race, color, religion, gender, national origin, sexual orientation, age, veteran status, marital status, medical condition, disability, political affiliation or belief.

Prior to issuing a Warning Notice or Suspension of Privileges, if there is not an imminent feeling of danger, (i.e., a customer has acted inappropriately, but in a non-threatening

manner) a verbal conversation should always take place between a supervisor and the customer to attempt to de-escalate the situation.

1. INCIDENT REPORT

If a customer violates this Policy in any manner, an Incident Report (Exhibit F-2) should be filed. If a staff member has witnessed or is involved in the occurrence, the staff member must complete an Incident Report. In the event a customer must fill out an Incident Report, a staff person will assist.

A completed Incident Report form should be upload in Salesforce by the supervisor of the employee who is filing the Incident Report. Salesforce will then route the Incident Report to appropriate leadership for approval and next steps. An Incident Report should be filled out completely and in detail using professional, appropriate language.

If an Incident Report is submitted regarding a colocated partner customer by the Workforce Partnership staff or other colocated partner, the Department Manager or Director will be notified immediately who will notify the appropriate colocated partner supervisor of the incident and that there is an Incident Report being submitted. The Department Manager or Director will keep the appropriate colocated partner supervisors updated on any further action. If the colocated partner is providing the Incident Report, it will be forwarded from the appropriate supervisor.

2. WARNING NOTICE

A Warning Notice (Exhibit F-3) should be issued when the same incident has occurred more than once after a conversation has occurred between the customer and supervisor (if applicable) (i.e., a customer was disruptive on January 1 and exhibited the same behavior on March 1). The Warning Notice should be sent by the appropriate Department Director using Notice@workforce.org.

3. SUSPENSION OF PRIVILEGES

Any one of the following behaviors or incidents is grounds for the immediate Suspension of Services from all Workforce Partnership services. If it is a colocated partner customer, the Department Manager or Director will be notified who will then notify the appropriate partner supervisor of the issue with the customer. These behaviors include, but are not limited to:

- Any violence or threats of violence. Threats are defined as direct or implied expressions of intent to inflict physical harm and/or actions that a reasonable person would perceive as a threat to physical safety or property. *All threats will be taken seriously*
- Possession of a weapon or explosives
- Theft, removal, destruction, or unlawful possession of the Workforce Partnership's property or personal belongings of staff, customers, or visitors
- Improper conduct which leads to personal injury or damage of property
- Violation or disregard for safety and fire policies
- Fighting, brawling, lewd or indecent conduct
- Sexual harassment or harassment on the basis of race, color, religion, gender, national origin, sexual orientation, age, veteran status, marital status, medical condition, disability, political affiliation or belief

Harassment is defined as verbal, physical or visual conduct of a discriminatory manner towards employees or customers. Sexual harassment is defined as unsolicited and unwelcome sexual advances, request for sexual favors and other verbal, physical or visual conduct of a sexual nature. This definition encompasses many forms of offensive behavior, including harassment of a person of the same sex or gender.

A Suspension of Services can also be issued if, after receiving a Warning Notice, a customer continues to display the same disruptive behavior. In all cases of Suspension of Services, a committee of representatives (including Vice President of Client Services, Vice President of Sector Initiatives, Sr. Manager of Compliance, and Vice President of P&C (if applicable)) will meet to determine if suspension is warranted. Depending on the circumstances, other representatives may be part of the committee to add additional context. The Department Vice President must approve the suspension before issuance of the Notice. The Suspension of Services Notice should be sent by the appropriate supervisor using Notice@workforce.org after being approved by the Department Director.

Once a customer has been formally suspended, if they try to enroll in any online programs with the Workforce Partnership during their suspension, they will receive an automated message informing them of their suspension of services. If the suspended customer tries to enter one or more of the career centers or the Workforce Partnership headquarters, they will be immediately asked to leave the premise.

The Workforce Partnership reserves the right to add to this Policy, including updates to the list of applicable violations, as needed. Every effort will be made by the Workforce Partnership to resolve any issues with customers prior to suspending services, if possible.

4. NOTIFICATION

The Policy will be included in all Workforce Partnership program registration and application forms and must be acknowledged and executed by all customers prior to receiving services. Additionally, The Policy shall also be part of all orientations and will be clearly posted in Workforce Partnership headquarters, all Workforce Partnership career Centers, and distributed to any colocated partners.

5. DOCUMENTATION

A file must be maintained in Salesforce for all documentation regarding a customer who has been the subject of an Incident Report, official Warning Notice and/or Suspension of Services regarding any violation of this Policy. The file shall contain the following:

- Any Incident Report(s) (Exhibit F-2)
- Any police or other law enforcement agency reports submitted or obtained by the the Workforce Partnership Site Supervisor or Department Manager or Director
- Any applicable Workforce Partnership employee, customer, or visitor statements about any inappropriate action or behavior by the customer
- Any warning or warnings by the Workforce Partnership or colocated staff member to the customer
- Results of interviews with the customer
- Any referrals provided to the customer to assist in modifying behaviors that may have led to warnings or a suspension

- Any formal complaints filed by the customer and/or resolutions
- Any appeals for lifting the suspension; and,
- Any further recommendations or decisions for the removal of the suspension.

All documentation will be maintained by the Department Manager or Director as well as recorded in the system of record (e.g., CalJOBS, Salesforce, etc. as a case note).

6. NOTIFICATION OF VIOLATION

Internal Notification: The applicable Workforce Partnership staff and/or colocated partner staff shall be notified immediately by email of any warning letter and/or suspensions issued. The customer's account will be noted in Salesforce and CalJOBS

Customer Notification: The Customer shall be notified (Exhibit F-4) within three (3) working days of the determination to issue a warning letter or suspension the of privileges. Additionally, the process for reapplication for Workforce Partnership or colocated partner services will be outlined in the letter. The suspended customer must be provided with information on the grievance and appeals procedures that are discussed in Chapter IV of the Workforce Partnership Operations Manual.

7. RE-ADMITTANCE PROCEDURES

It is the intent of the Workforce Partnership that customers who modify their behavior to comply with the Workforce Partnership requirements will have an opportunity to apply for re-admittance for services. Suspensions are indefinite. However, a customer may reapply for services in writing after a *minimum* of one year. The following are some criteria for consideration; others may be added, as needed:

- Customer's actions taken to correct the behavior
- Letters of reference; and,
- Other agency's recommendations.

The Department Vice President will determine if re-admittance is appropriate. Regardless of the outcome of the re-admittance request, the customer will be notified by the Department Manager or Director within 30 business days of official request.

EXHIBITS

- Exhibit F-1 – Sample Customer Suspension Policy Acknowledgment Form
- Exhibit F-2 – Sample Incident Report
- Exhibit F-3 – Warning Notice Letter
- Exhibit F-4 – Sample Suspension Letter(s)

CUSTOMER CODE OF CONDUCT POLICY ACKNOWLEDGEMENT FORM

Failure to comply with the following rules may result in the suspension of any services provided by the San Diego Workforce Partnership or colocated partner and/or access to our career centers.

Any one of the following behaviors or incidents are grounds for *immediate* suspension of customer in-person privileges from the Workforce Partnership and/or career center services. The behaviors include, but are not limited to:

- Any violence or threats of violence. Threats are defined as direct or implied expressions of intent to inflict physical harm and/or actions that a reasonable person would perceive as a threat to physical safety or property. *All threats will be taken seriously.*
- Possession of a weapon or explosives
- Theft, removal, destruction or unlawful possession of the Workforce Partnership property or personal belongings of staff, customers or visitors
- Improper conduct which leads to personal injury or damage of property
- Violation or disregard for safety and fire policies
- Fighting, brawling, lewd or indecent conduct
- Under the influence and/or use of alcohol, illegal drugs or other controlled substances
- Sexual harassment or harassment on the basis of race, color, religion, gender, national origin, sexual orientation, age, veteran status, marital status, medical condition, disability, political affiliation or belief

Harassment is defined as verbal, physical or visual conduct of a discriminatory manner towards employees or customers. Sexual harassment is defined as unsolicited and unwelcome sexual advances, request for sexual favors and other verbal, physical or visual conduct of a sexual nature. This definition encompasses many forms of offensive behavior, including harassment of a person of the same sex or gender.

Any one of the following behaviors or incidents is grounds for suspension of customer services from the Workforce Partnership and/or career centers after a warning is given:

- Unauthorized use of telephones, faxes, computers or other center equipment
- Tobacco use in unauthorized areas
- Disruptive conduct towards staff, customers or visitors
- Inappropriate or otherwise unruly behavior
- Under the influence or use of alcohol that impairs judgment

The Workforce Partnership may add to this list, as needed.

I have read and agree to comply with the above stated rules.

Name: _____

Signature: _____

Date: _____

INCIDENT REPORT

Type of Incident (e.g., threat, assault, vandalism)		
<input type="checkbox"/> Threat	<input type="checkbox"/> Assault	<input type="checkbox"/> Vandalism
<input type="checkbox"/> Theft	<input type="checkbox"/> Harassment	<input type="checkbox"/> Hate speech
<input type="checkbox"/> General behavioral issues	<input type="checkbox"/> Other: Please specify	
Incident Date	Time <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.	Location (e.g., Career Center location, room, area)

Customer Information

Customer Name (First and Last)		Phone Number	
Customer Address		City	State Zip
Sex <input type="checkbox"/> male <input type="checkbox"/> female <input type="checkbox"/> other	Approximate Height	Approximate Weight	Ethnicity
Eye Color	Hair Color	Distinguishing Characteristics (e.g., scars, tattoos, facial hair, glasses, birthmarks)	
Is Customer currently enrolled in a program?			
If so, which program?			

Incident Reported By:

Name (First and Last)		Phone Number	
Department		Title	
If applicable, other Workforce Partnership staff involved and/or witnessed the incident?			
If the incident involved harassment, discrimination and/or bullying, would you like P&C to be involved with the investigation?			

Signatures:

Person Filing the Incident Report (First and Last)	
Witness Name, if applicable (First and Last)	Phone Number

Supervisor Notes

Supervisor Name	Date & Time of Notification
Outcome of meeting with parties involved	

Detailed Description of Incident

Include police, paramedic, or other officer involvement.

[Large empty box for incident description with horizontal lines]

Office Use Only

Director Name Receiving Report

Signature

Date & Time

Colocated Partner or Staff Supervisor Name

Signature

Date & Time

SAMPLE WARNING NOTICE LETTER

[Date]

[Customer Name]

[Customer Email or Physical Address]

Re: Code of Conduct Warning Notice

Dear [Customer Name]:

It has been brought to our attention that you have violated our Code of Conduct Policy at [ADDRESS]. While we want to see all of our customers receive services that will enable them to succeed in their career journey, our Code of Conduct Policy protects staff, colocated partners and other customers and cannot be violated.

Your violation occurred on [DATE] and consisted of [DESCRIPTION OF BEHAVIOR TIED TO THE VIOLATION]. This letter serves as a warning notice that if this behavior continues, your services and privileges at the San Diego Workforce Partnership and career centers will be suspended indefinitely, but no less than one (1) year from the date of your notice of suspension.

If you have any questions, or if you would like to discuss this matter, please reach out to [NAME AND EMAIL].

Sincerely,

San Diego Workforce Partnership

cc: Vice President of [Appropriate Department]
San Diego Workforce Partnership Compliance Department

**SAMPLE NOTICE OF SUSPENSION LETTER
(AFTER WARNING NOTICE ISSUANCE)**

[Date]

[Customer Name]

[Customer Email or Physical Address]

Re: Suspension of the San Diego Workforce Partnership's Services

Dear [Customer Name]:

On numerous occasions your behavior has been disruptive towards one or more of the San Diego Workforce Partnership's staff, colocated partners and/or career center customers located at [ADDRESS].

Your disruptive behavior began on [DATE] with the most recent occurrence on [DATE]. You were issued a warning letter regarding your behavior on [DATE] explaining that if this behavior continues, you would be issued a suspension of services letter. Due to the continued misconduct, your use of all Workforce Partnership's services and privileges have been suspended indefinitely. You may reapply for services after one year from [DATE] by submitting a letter stating any compelling reasons to modify the suspension. In addition, you may submit any information about any actions taken on your part to correct your behavior, applicable letters of reference and services that you would like to access. San Diego Workforce Partnership staff will review and respond with our decision to your reapplication within 30 days of your request.

If you believe this suspension has been issued in error, information on the grievance and appeals procedures can be found in Chapter IV of the Workforce Partnership [Operations Manual](#).

You may continue to access job search assistance and other information on the Employment Development Department's CalJOBS website at www.caljobs.ca.gov.

Sincerely,

San Diego Workforce Partnership

cc: Vice President of [Appropriate Department]
San Diego Workforce Development Compliance Department

**SAMPLE NOTICE OF SUSPENSION LETTER
(IMMEDIATE)**

[Date]

[Customer Name]

[Customer Email or Physical Address]

Re: Suspension of the San Diego Workforce Partnership's Services

Dear [Customer Name]:

It has come to our attention, your behavior has been disruptive towards one or more of the San Diego Workforce Partnership's staff, colocated partners and/or career center customers located at [ADDRESS].

This behavior included [DESCRIPTION OF BEHAVIOR]. Because of the egregious nature of the disruptive behavior, effective immediately, your use of all Workforce Partnership's services and privileges have been suspended indefinitely. You may reapply for services after one year from [DATE] by submitting a letter stating any compelling reasons to modify the suspension. In addition, you may submit any information about any actions taken on your part to correct your behavior, applicable letters of reference and services that you would like to access. San Diego Workforce Partnership staff will review and respond with our decision to your reapplication within 30 days of your request.

If you believe this suspension has been issued in error, information on the grievance and appeals procedures can be found in Chapter IV of the Workforce Partnership [Operations Manual](#).

You may continue to access job search assistance and other information on the Employment Development Department's CalJOBS website at www.caljobs.ca.gov.

Sincerely,

San Diego Workforce Partnership

cc: Vice President of [Appropriate Department]
San Diego Workforce Development Compliance Department