



DISRUPTIVE CUSTOMER POLICY – Amended 6/8/2023

Purpose

The Dutchess County Workforce Investment Board fully supports universal access for all customers seeking employment and training services through DCWORKS Career and Employment Center. However, any behavior that poses a safety risk to employees or customers, or that disrupts the proper functioning of the center, will not be tolerated. Safety measures are in place for employees, members of the public, and DCWORKS property. The Disruptive Customer Policy ensures these safety measures and outlines when mandatory action is required.

Definitions and Descriptions of Disruptive Behavior

This policy addresses three categories of disruptive behavior:

1. Violent or Threatening
2. Disruptive
3. Violation of DCWORKS Career Center Rules

Violent or Threatening:

Behavior is classified as **violent or threatening** when the customer’s behavior creates a real or reasonably perceived threat of physical harm to the staff, customers, or individuals at or around the Career Center facility.

Examples of physically violent or threatening behavior included individuals who:

- Commit a physical assault on a customer or member of staff;
- Brandish or wield a weapon;
- Exhibit any violent behavior (e.g., kicking furniture, hitting head on wall, damaging property, etc.) that causes or threatens physical injury or the fear of physical injury to staff or customers;
- Display aggressive behavior, engaging in loud or boisterous speech suggesting retribution or violence; or
- Engage in unwanted physical touching or contact with staff or customers. Threatens violence or bodily harm by telephone or in writing.

Disruptive Behavior:

Behavior is classified as **disruptive** if it interferes with the normal operation of the Career Center facility.

Examples of disruptive behavior include individuals who:

- Exhibit loud or argumentative behavior; or
- Make harassing or derogatory comments to other customers or staff.

Violation of Center Rules:

Behavior is classified as a **violation of Career Center rules** when the behavior is prohibited by the Customer Code of Conduct and/or the Resource Room Internet and Computer Use Policy. Note: Behavior under this category may also be classified as disruptive behavior.



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“Building Partnerships for Workforce Solutions”

Examples of behavior that is in violation of Career Center rule include individuals who *repeatedly*:

- Spend too much time on computers while others are waiting;
- Visit pornographic sites, chat rooms, or other non-business-related sites;
- Overstay their time-limits on the telephone or the computer (in offices that have such restrictions);
- Use equipment (phone, fax, copier, computers, software programs, etc.) for personal use not related to work search.

Policy

The staff of the DCWIB staff will inform each individual of the rules for usage of the internet, computer lab, resource room and other facilities as well as the code of conduct of the Center. Furthermore, the staff will follow all written procedures as outlined by NYSDOL in Technical Advisory #23-02, dated February 2, 2023, including all mandatory actions that must be taken in response to each of these behaviors.

Resource Room Internet and Computer Use Policy

Welcome to the Resource Room. Our goal is to make the use of these computers easy and accessible for customers. We ask that you be considerate of others by using the computers only for activities directly related to your employment search or other uses approved by staff. Please complete your work as quickly as possible if others are waiting. If you need help using the computer, please ask. We are here to help.

Appropriate computer usage includes:

- Program registration;
- Accessing job-related resources;
- Researching companies;
- Résumé and cover letter writing;
- Job search, searching job databases; and
- Researching career and educational options.

Inappropriate computer usage includes:

- Changing or adding settings, formats, bookmarks or favorites;
- Downloading software without explicit authorization of Resource Room staff;
- Receipt, storage, transmission, or viewing of offensive, racist, sexist, obscene, or pornographic information or materials;
- Infringing copyrights or violating software licensing agreements;
- Wagering, betting, selling, or other commercial activities;
- Invading the privacy of others;
- Conducting personal business or research unrelated to program eligibility, job search, or career exploration; and
- Hacking of computers or computerized systems.

E-Mail Use in the Resource Area

Job searching for many job seekers and businesses routinely requires the use of e-mail. There are several free e-mail sites available for use. You are encouraged to use business-related sites such as: www.outlook.com, www.yahoo.com, www.hotmail.com, www.gmail.com, etc. E-mail use in the Resource Area can only be used for employment-related activities. For example:

- Transferring résumés;
- Retrieving applications from businesses;
- Seeking additional information regarding employment;

- Clarifying questions from potential employees and businesses; and
- Notification to the job seeker of job openings

In addition, this System office has put the following rules in place to prevent transmission of viruses from disks and/or flash drives, and we ask that you follow these additional policies:

- Staff has the right to monitor appropriate use of resources and equipment in the Resource Room.
- Misuse of the computer, printer, or any site equipment may result in the loss of privileges or criminal charges.
- The Career Center System office assumes no responsibility for any damage, direct or indirect, that users or anyone else may experience through access to the Internet.

Name: _____ Signature: _____

OSOS ID: _____ Date: _____

Customer Code of Conduct

As a customer of the **Career Center System**, I agree to work within the following rules:

- I will conduct myself in a manner that is professional, courteous, and respectful;
- I will work in a manner that is productive to my finding employment, training, or educational opportunities;
- I will dress in an appropriate manner suitable for most work environments;
- I will notify Career Center staff when I am offered or accept employment;
- I will follow the Resource Room Internet and Computer Use Policy;
- I will not use equipment (phone, fax, copier, computers, software programs, etc.) for personal use;
- I will notify Career Center staff when equipment fails to function;
- I will not bring food or drink into the Resource Room;
- I will seek out clarity and thorough understanding of what is expected of me when at the Career Center location;
- I will seek out the appropriate staff for resolution to any problems or disagreements;
- I will not engage in physical or verbal confrontation with staff, or other customers;
- I will use appropriate work place language and refrain from yelling and using profanity;
- I will, when told, cease all inappropriate behavior;
- I will notify Career Center staff when others are acting inappropriately; and
- I understand that failure to abide by this Code of Conduct may result in a loss of privileges or bar me from participation at Career Center locations.

Name: _____ Signature: _____

OSOS ID: _____ Date: _____