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OC Community Resources

May 3, 2021

To: WIOA Subrecipients of the Orange County Workforce Development Area and One-Stop Center Participants

From: Renee Ramirez
Director, OC Community Services

Subject: Code of Conduct Policy
Information Notice No. 21-OCWDB-08

PURPOSE

To provide guidance and direction for implementation of the Orange County Workforce Development Board (OCWDB) Zero Tolerance Standards and Code of Conduct regarding inappropriate behavior by Service Provider employees and visitors of OCWDB One-Stop Centers and/or all other OCWDB locations where workforce services are being delivered.

EFFECTIVE DATE

This policy is effective immediately upon issuance.

BACKGROUND

The OCWDB One-Stop Center is assisted financially through Workforce Innovation and Opportunity Act (WIOA) Title I funding from the Department of Labor Education and Training Administration. The One-Stop Center and its services are equal opportunity employer/programs. It should be expected that the One-Stop Center and all other OCWDB locations where workforce services are being delivered are safe, clean, and accessible. To this end, the OCWDB has established Zero Tolerance Standards and a Code of Conduct to ensure that the rights of visitors, clients, and employees are preserved and property is protected. All One-Stop Center visitors and workforce services clients can expect to be treated with courtesy and respect.

Zero Tolerance Standards

The OCWDB does not tolerate any type of workplace violence committed by or against Service Provider employees or other clients or visitors at an OCWDB One-Stop Center facility, OCWDB location where workforce services are being delivered, or while providing services on behalf of the county.

1. No Service Provider employee, One-Stop Center visitor, or workforce services client shall engage in or be allowed to engage in violent conduct, make threats of violence (implied, actual, direct, or indirect), or cause actual physical injury to another person.



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2. All threatening comments, remarks or violent behavior, implied, direct, or indirect, at a OCWDB One-Stop Center facility, any OCWDB location where workforce services are being delivered, or while providing services on behalf of the county are prohibited.
3. Any aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress is prohibited.
4. Intentionally damaging property or property of another person is prohibited.
5. Being in possession of a weapon is prohibited.
6. Committing acts motivated by, or related to, sexual harassment or domestic violence is prohibited.

Failure to comply with the Zero Tolerance Standards may result in the suspension and/or expulsion from the Orange County One-Stop Center programs or facility, suspension and/or expulsion from any other OCWDB location where workforce services are being delivered, and/or arrest and prosecution to the full extent of the law.

All violations to the Zero Tolerance Standards are to be taken seriously and are never to be dismissed. Each incident is to be reported immediately by the Service Provider to the Orange County Director of Workforce Development utilizing the Incident Reporting Policy incident report. Additionally, a Notice of Suspension and/or Expulsion for failure to comply with the Zero Tolerance Standards must be provided to the participant in writing, must include a copy of the incident report, must be documented in the participant's physical and electronic case files, and must be approved by the Orange County Director of Workforce Development. The OCWDB's approved Notice of Suspension and/or Expulsion will be provided to the participant by the Service Provider on behalf of OCWDB.

Code of Conduct

The following actions are not allowed in or on any OCWDB One-Stop Center facility, OCWDB location where workforce services are being delivered, or while providing services on behalf of the county:

1. Engaging in any activity that violates federal, state, local or other applicable law.
2. Entering the premises without coverings on the upper or lower body or without shoes or appropriate footwear. Patrons whose bodily hygiene is offensive as to constitute a nuisance to other persons shall be required to leave the building.
3. Entering the Orange County One-Stop Center or any OCWDB location where workforce services are being delivered with open sores. Open sores must be wrapped or bandaged while in the One-Stop Center or OCWDB location where workforce services are being delivered due to the health risk presented by open wounds.
4. Possessing or consuming alcohol and/or illicit drugs or exhibiting signs of being under the influence of alcohol or controlled substances.
5. Using restrooms for bathing, shampooing, shaving, doing laundry, changing clothes, using drugs or engaging in sexual acts.
6. Trespassing on the OCWDB One-Stop Center grounds or OCWDB location where workforce services are being delivered and/or using the OCWDB One-Stop Center property or OCWDB location where workforce services are being delivered in a manner inconsistent with its intended use (for example, sleeping or religious proselytizing).

7. Smoking within 20 feet of the entryway, exit, or operable windows of any OCWDB One-Stop Center facility or OCWDB location where workforce services are being delivered.
8. Bringing in personal items that are more than 2 feet in length or height. A maximum of 2 bags of any type will be allowed. Personal property must always be within sight of the owner. The OCWDB One-Stop Center or OCWDB location where workforce services are being delivered is not responsible for any lost, missing, or stolen personal items.
9. Engaging in disruptive behavior that impacts other patrons.
10. Using roller skates, scooters, skateboards, bicycles, wheeled shoes or other similar devices in the OCWDB One-Stop Center or OCWDB location where workforce services are being delivered
11. Bringing animals, insects, or other living organisms, other than service animals assisting people with disabilities, inside the OCWDB One-Stop Center or OCWDB location where workforce services are being delivered, or within 10 feet of any door.
12. Harassing behavior toward any person in the OCWDB One-Stop Center or OCWDB location where workforce services are being delivered, including but not limited to staring, stalking, lurking, and/or repeated unwanted personal and/or embarrassing questions, in person or via electronic communication.
13. Engaging in lewd behavior including, but not limited to, performing sexual acts and indecent exposure.
14. Defecating and/or urinating on OCWDB One-Stop Center property or OCWDB location where workforce services are being delivered, other than in the toilet.
15. Building of fires or using flammable liquids or materials.
16. Using obscene, abusive, threatening, profane language and/or offensive gestures or gang signs.
17. Fighting, intentionally making loud and unreasonable noises, using offensive and/or fighting words.
18. Disruptively using electronic devices, including desktop computers, cell phones, CD players, MP3 players, walkie-talkies, PDAs, laptop computers or any other equipment. Exceptions to this rule include approved OCWDB activities that may involve loud noises.
19. Using technology, including computers, phones, printers, scanners, fax machines, etc., for anything other than its intended purpose (job search related activities) and tampering with equipment settings.
20. The internet is to be utilized for job searching purposes only. All media, including but not limited to videos, chats, games, YouTube, Facebook etc., are prohibited on the One-Stop Center owned computers or devices and OCWDB locations where workforce services are being delivered, unless such media is being used for workforce related purposes.
21. Neglecting to provide proper supervision of children and dependent adults at all times.
22. Failure to follow the reasonable direction of employees or security officers at the OCWDB One-Stop Center or any OCWDB location where workforce services are being delivered and/or their policies and procedures.

Failure to comply with the above Code of Conduct regulations may result in the following:

1. First Violation of Code of Conduct may result in a verbal warning. Verbal warnings are to be documented in the participant's physical and electronic file and must be reported to the Orange County Director of Workforce Development.

2. Second Violation of Code of Conduct may result in a written warning from the Service Provider Program Manager. Written warnings must be provided to the participant in writing, must include an incident report, must be documented in the participant's physical and electronic files, and must be reported to the Orange County Director of Workforce Development.
3. Third Violation of Code of Conduct may result in a second written warning from the Service Provider's Director of Development and/or Director. Written warnings must be provided to the participant in writing, must include an incident report, must be documented in the participant's physical and electronic files, and must be reported to the Orange County Director of Workforce Development.
4. Fourth Violation may result in the suspension and/or expulsion from the Orange County One-Stop Center programs or facility, OCWDB locations where workforce services are being delivered, and/or arrest and prosecution to the full extent of the law. Notice of Suspension and/or Expulsion as a result of the continuous violation of the Code of Conduct must be provided to the participant in writing, must include an incident report, must be documented in the participant's physical and electronic files, and must be approved by the Orange County Director of Workforce Development.

Service Providers are to complete an incident report according to the OCWDB Incident Reporting Policy each time a visitor or program participant receives a Code of Conduct violation. All threatening comments, remarks or violent behavior, implied, direct or indirect at any OCWDB One Stop Center facility, OCWDB location where workforce services are being delivered or at any location where county business is being conducted are to be taken seriously and are never to be dismissed. Supervisors shall take necessary steps to ensure that any incident is reported to the Orange County Director of Workforce Development.

Service Providers are to post a copy of the Zero Tolerance Standards/Code of Conduct policy at each site in a location where visitors can see and read it. This policy is to be given to all program participants and an acknowledgement (Attachment I) that participant received the Zero Tolerance Standards/Code of Conduct policy is to be placed in the participant's case file. If a participant is unable to read, the Service Provider must either read it aloud to the participant or provide a recording of the policy.

OCWDB One-Stop Center visitors or workforce service clients who receive a verbal and/or written warning and/or a notice of suspension and/or expulsion due to a violation of the Zero Tolerance Standards and/or Code of Conduct have the right to file a grievance/complaint. Grievances/complaints must be filed within one (1) year of the incident. Orange County One-Stop Center visitors or workforce services clients who file a grievance/complaint will not be retaliated against in any way for filing a grievance/complaint.

For more information on how to file a grievance/complaint, please refer to the OCWDB Program Grievance and Complaint Procedures Policy.

ACTION

Bring this policy to the attention of all staff and all relevant parties.

INQUIRIES

If you have any questions regarding this policy, please contact your Contract Administrator at 714-480-6500.

ATTACHMENTS

Attachment I: Code of Conduct Acknowledgment Form



ATTACHMENT I

Zero Tolerance & Code of Conduct Participant Acknowledgement Form

The Orange County Workforce Development Board (OCWDB) has established Zero Tolerance Standards and a Code of Conduct to ensure that the rights of visitors, clients, and Service Provider employees are preserved and property is protected. It should be expected that the One-Stop Center is safe, clean, and accessible. All One-Stop Center visitors and clients can expect to be treated with courtesy and respect.

Zero Tolerance Standards

The OCWDB does not tolerate any type of workplace violence committed by or against Service Provider employees or other clients or visitors.

Failure to comply with the Zero Tolerance Standards may result in the suspension and/or expulsion from the Orange County One-Stop Center programs or facility, and/or arrest and prosecution to the full extent of the law.

1. No Service Provider employee and/or One-Stop Center visitor shall engage in or be allowed to engage in violent conduct, make threats of violence (implied, actual, direct, or indirect), or cause actual physical injury to another person at a OCWDB One-Stop Center facility or while providing services on behalf of the county.
2. All threatening comments, remarks or violent behavior, implied, direct or indirect at a One-Stop Center facility or while providing services on behalf of the county is prohibited.
3. Any aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress is prohibited.
4. Intentionally damaging property or property of another person is prohibited.
5. Being in possession of a weapon is prohibited.
6. Committing acts motivated by, or related to, sexual harassment or domestic violence is prohibited.

Code of Conduct

The following actions are not allowed in or on Orange County One-Stop Center property:

1. Engaging in any activity that violates federal, state, local or other applicable law.
2. Entering the premises without coverings on the upper or lower body or without shoes or appropriate footwear. Patrons whose bodily hygiene is offensive as to constitute a nuisance to other persons shall be required to leave the building.
3. Entering the Orange County One-Stop Center with open sores. Open sores must be wrapped or bandaged while in the One-Stop Center due to the health risk presented by open wounds.
4. Possessing or consuming alcohol and/or illicit drugs or exhibiting signs of being under the influence of alcohol or controlled substances.
5. Using restrooms for bathing, shampooing, shaving, doing laundry, changing clothes, using drugs or engaging in sexual acts.
6. Trespassing on the One-Stop Center grounds and/or using the One-Stop Center property in a manner inconsistent with its intended use (for example, sleeping or religious proselytizing).
7. Smoking within 20 feet of the entryway, exit, or operable window of any One-Stop Center facility.
8. Bringing in personal items that are more than 2 feet in length or height. A maximum of 2 bags of any type will be allowed. Personal property must always be within sight of the owner. The Orange County One-Stop Center is not responsible for any lost, missing, or stolen personal items.

9. Engaging in disruptive behavior that impacts other patrons.
10. Using roller skates, scooters, skateboards, bicycles, wheeled shoes or other similar devices in the Orange County One-Stop Center.
11. Bringing animals, insects, or other living organisms, other than service animals assisting people with disabilities, inside the Orange County One-Stop Center or within 10 feet of any door.
12. Harassing behavior toward any person in the Orange County One-Stop Center, including but not limited to staring, stalking, lurking, repeated unwanted personal and/or embarrassing questions or attention in person via electronic communication.
13. Engaging in lewd behavior including, but not limited to, performing sexual acts and indecent exposure.
14. Defecating and/or urinating on Orange County One-Stop Center property, other than the toilet.
15. Building of fires or using flammable liquids or materials.
16. Using obscene, abusive, threatening, profane, language and/or offensive gestures or gang signs.
17. Fighting, intentionally making loud and unreasonable noises, using offensive and/or fighting words.
18. Disruptively using electronic devices, including desktop computers, cell phones, CD players, MP3 players, walkie-talkies, PDAs, laptop computers or any other instruments. Exceptions to this rule include approved OCWDB activities that may involve loud noises.
19. Using technology, including computers, phones, printer, scanners, fax machines, etc. for anything other than its intended purpose (job search related activities) and tampering with their settings.
20. The internet is to be utilized for job searching purposes only. All media, including but not limited to videos, chats, games, YouTube, Facebook etc. are prohibited on the One-Stop Center owned computers or devices.
21. Neglecting to provide proper supervision of children and dependent adults at all times.
22. Failure to follow the reasonable direction of Orange County One-Stop Center employees or security officer.

Failure to comply with the above Code of Conduct regulations may result in the following:

1. **First Violation** of Code of Conduct may result in a verbal warning.
2. **Second Violation** of a Code of Conduct may result in a written warning from the Service Provider Program Manager.
3. **Third Violation** of a Code of Conduct may result in a second written warning from the Service Provider Director of Development and/or Director.
4. **Fourth Violation** may result in the suspension and/or expulsion from the Orange County One-Stop Center programs or facility, and/or arrest and prosecution to the full extent of the law.

I understand these procedures as explained by Service Provider staff. I understand that I can file a grievance if I do not agree with a violation given to me by the Service Provider and that I have one (1) year from the date of the incident to file this grievance.

Participant Signature

Date

Parent/Guardian Signature (if minor)

Date

This WIOA Title I financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.