

New Haven, Meriden and Middletown American Job Center/Workforce Alliance

Customer Conduct Policy

To assure the safety of American Job Center and/or Workforce Alliance customers, partners and employees and in keeping with the State of Connecticut Violence in the Workplace Prevention Policy we have adopted a zero tolerance policy for workplace violence, which prohibits all conduct, either verbal or physical, that is abusive, threatening, intimidating or demeaning.

Any customer/visitor whose conduct or dress is in violation of the law, is a public nuisance or is deemed improper and detrimental to the center, and/or does not abide by the policies of a program may be subject to sanctions, including suspension from accessing services, either on a temporary **or** long-term basis, at the American Job Centers and/or Workforce Alliance.

American Job Centers shall post a copy of rules and prohibited conduct in a conspicuous location.

Prohibited Behaviors/Conduct

American Job Center and Workforce Alliance customers and visitors are prohibited from participating in/exhibiting the below activities and/or behaviors while on the American Job Center/Workforce Alliance campus or any sponsored program or activity:

ALCOHOL and/or CONTROLLED SUBSTANCES: Possession, use, and/or *under the influence* of alcoholic beverage/controlled substance is strictly prohibited in/around American Job Center or any of its sponsored programs.

PROPERTY DAMAGE/THEFT: Damaging, attempting to damage, and/or theft of American Job Center, customer and/or staff property.

BULLYING/HARRASSMENT, including unwanted and repeated written, verbal, or physical behavior, including threatening, insulting, gesturing that creates an intimidating, hostile, or offensive environment, causes discomfort or humiliation, or unreasonably interfere with another individual's participation in career services.

COMPUTER MISUSE: Manipulation of computer hardware, software or data, and or the misuse of telecommunication services, including but not limited to, improper use of technology devices or posting inappropriate information in/around the American Job Center campus.

DISRUPTIVE BEHAVIOR: Participating in and/or encouraging any activity that substantially disrupts the career center.

CELL PHONE USE: Use of any communication or recording device, such as cell phone, text messaging devices, or digital cameras, during appointments, career center use or workshop participation (unless instructor/staff approved or directly associated to the lesson).

DRESS CODE VIOLATION: Failure to comply with AJC dress code requirement(s).

DRUG SALE/DISTRIBUTION: Manufacture, cultivate, sale, or distribution of any drug, narcotic, controlled substance, or substances represented to be a drug, including but not limited to giving prescription drugs prescribed for someone else to another person.

DRUG USE/POSSESSION: Use possession, or under the influence of any drug, narcotic, or controlled substance, including any possession of drug paraphernalia.

PROFANITY: Use of profanity, and/or vulgar, abusive, or inappropriate language or gestures.

PORNOGRAPHIC MATERIAL: Possession and/or distribution of any pornographic material.

WEAPONS POSSESSION: Possession of any instrument or object that can inflict serious harm on another person or that can place a person in reasonable fear of serious injury, including but not limited to: any firearms, handguns, Tasers, zip guns, knives, brass knuckles, razor blades, chains, chemical sprays, sharp objects, etc.

Tobacco-Free Environment

To provide a safe and healthful environment for employees, customers, and visitors, use of tobacco products is prohibited in and on the American Job Center/Workforce Alliance Campus.

For purposes of this rule, "Use of Tobacco Products" means smoking, burning, chewing, snuffing, dipping, or otherwise ingesting or deriving the effects of tobacco and shall include the use of tobacco-like substances or products intended to provide or simulate the effects of tobacco including, but not limited to, electronic cigarettes or similar devices.

Policy on Sexual and Other Forms of Harassment

Sexual and other unlawful harassment is a form of misconduct that is demeaning to another person and is strictly prohibited.

Actions, words, jokes or comments based on an individual's sex, race, ethnicity, age, religion or any other legally protected characteristic will not be tolerated.

In addition no form of bullying or harassment of customers and/or staff in/around the AJC/WA campus. Our goal is protection of our visitors and provision of a safe and non-hostile environment for all of our visitors and staff.

Response to Misconduct

Customers are expected to fully cooperate with AJC Conduct standards. All staff are authorized and expected to advise/remind customers of any prohibited conduct and/or direct advisement to immediately **stop** the offensive conduct and the potential for formal sanctioning if the offensive activity continues. Minor violations (such as personal use of computer, talking on cell phone, etc.) which the customer immediately corrects when asked, should be noted in writing for internal files, but do not require an incident report.

Staff must submit an incident report to their immediate supervisor if the violation is more egregious (such as viewing pornography, bullying, disruptive and aggressive behavior, etc.). In

such cases, immediate removal and 24 hour suspension of services should follow. The American Job Center security officer and/or immediate supervisors should be involved.

Additionally, individuals whose behavior clearly demonstrates intoxication or impairment due to the influence of alcohol, drugs or controlled substances should result in immediate removal/24 hour suspension of services. Repeated occurrences may result in a long-term suspension.

Where safety or security is an issue staff shall alert the American Job Center security officer **immediately** (in New Haven office) or contact the police immediately by calling 911 (in other offices **OR** if security officer is not immediately available). Staff shall then immediately follow up with notification to their immediate supervisor or any available supervisor. Such behavior should result in *immediate removal and short-term suspension of services* **until** the American Job Center Manager, and/or Workforce Alliance President and CEO has issued written notification to the customer advising of the formal sanction.

Long term or permanent barring/suspension from use of South Central American Job Center services may **only** be issued by an American Job Center Manager and/or Workforce Alliance President and CEO.

In any case where a law has been violated and/or a safety or health emergency occurs, the appropriate law enforcement and/or emergency agency shall be contacted.

Non-Discrimination

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