



# Employment and Workforce Solutions

## NEW YORK STATE CAREER CENTER DISRUPTIVE CUSTOMER POLICY

**Jefferson-Lewis Workforce Development Board  
Adopted March 16, 2023**



**NEW YORK STATE DEPARTMENT OF LABOR**

**FEBRUARY 2023**

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## I. Introduction

The New York State Department of Labor (NYSDOL) fully supports universal access for all customers seeking employment and training services through the Career Center System (“System”). 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 must be in place for employees, members of the public, and property at all New York State (NYS) Career Centers. The Disruptive Customer Policy was developed to ensure these safety measures. It contains guidance and procedures for handling disruptive customers that come into the System and the mandatory actions required.

## II. Summary of Suspension Process

There are three behavior categories of disruptive customers:

- Violent, or threatening
- Disruptive
- In violation of Career Center rules

Below is a summary of the suspension process:

The following steps apply to all behavior categories of disruptive customers:

- Notify Security, if applicable
- Verbally suspend the customer and issue a Notice of Violation in writing
- Notify the Division of Employment and Workforce Solutions (DEWS) Director by telephone, and follow up with an email, as soon as possible
- Document the incident in the One-Stop Operating System (OSOS)
- Submit an Unusual Incident Report (UIR)
- Provide updates to the DEWS Director when new information becomes available and advise when back to normal operations

**ANY CUSTOMER BEHAVIOR THAT IS VIOLENT OR THREATENING, IMMEDIATELY CALL 911.**

\*Once 911 has been called, proceed with the steps outlined above.

## III. Categories of Behavior

In the event of a disruptive customer, it is essential to take the appropriate protective and safety measures. To determine next steps, you must first identify the type of disruptive customer in the situation. Disruptive customers fall into three Behavior Categories, as defined below.

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## Definitions of Prohibited Behavior Categories

<i>Behavior Category</i>	<i>Description</i>
<p><b>Violent or Threatening</b></p>	<p>Behavior is classified as <b>violent or threatening</b> 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.</p> <p>Examples of physically violent or threatening behavior included individuals who:</p> <ul style="list-style-type: none"> <li>▪ Commit a physical assault on a customer or member of staff</li> <li>▪ Brandish or wield a weapon</li> <li>▪ 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</li> <li>▪ Display aggressive behavior, engaging in loud or boisterous speech suggesting retribution or violence</li> <li>▪ Engage in unwanted physical touching or contact with staff or customers. Threatens violence or bodily harm by telephone or in writing</li> </ul>
<p><b>Disruptive</b></p>	<p>Behavior is classified as <b>disruptive</b> if it interferes with the normal operation of the Career Center facility.</p> <p>Examples of disruptive behavior include individuals who:</p> <ul style="list-style-type: none"> <li>▪ Exhibit loud or argumentative behavior</li> <li>▪ Make harassing or derogatory comments to other customers or staff</li> </ul>
<p><b>Violation of Career Center Rules</b></p>	<p>Behavior is classified as a <b>violation of Career Center rules</b> when the behavior is prohibited by the Career Center Code of Conduct and Use Policy. Note: Behavior under this category may also be classified as <b>disruptive</b> behavior.</p> <p>Examples of behavior that is in violation of Career Center rule include individuals who <i>repeatedly</i>:</p> <ul style="list-style-type: none"> <li>▪ Spend too much time on computers while others are waiting</li> <li>▪ Visit pornographic sites, chat rooms, or other non-business-related sites</li> <li>▪ Overstay their time-limits on the telephone or the computer (in offices that have such restrictions)</li> <li>▪ Use equipment (phone, fax, copier, computers, software programs, etc.) for personal use not related to work search</li> </ul>

## IV. Required Actions for Disruptive Behavior

### 1. Violent or Threatening Behavior

#### Actions to take:

- **Call 911**
- **Notify Security**, if applicable
- **Immediately verbally notify** the customer of a violation of the code of conduct and use policy (see [Verbally Suspending a Customer](#)) and issue a **Notice of Violation** in writing
- **Contact the DEWS Director** by telephone with a follow- up email including incident description and actions taken
- **Notify Property Manager** if premise is NYSDOL Leased/Owned or a State Office Building
- **Document in OSOS**
- **Submit a UIR** (see [Documenting the Incident](#))
- **Provide updates to the DEWS Director** when new information becomes available and advise when back to normal operations.

#### Assaults or threats of bodily harm occurring on the site of the Center

All physical assaults or threats of bodily harm to Career Center workers or customers are serious matters which should be reported to the appropriate law enforcement agency immediately. Building security, if available, should be notified as soon as possible to assist until law enforcement arrives.

#### Threats by telephone or writing

Threats of violence or bodily harm received by telephone or in writing should be reported to the appropriate law enforcement agency. In the case of a threat received by telephone, efforts should be made to obtain as much information as possible about the identity and location of the caller and the content of the call. Threats received in writing, such as letters or emails, should be kept as evidence.

For additional details, refer to the procedures in [Appendix A](#) - *GA Manual Topic No. 0504: Security of Persons and Property* and [Appendix B](#) - *Policy Statement on Workplace Violence*.

### 2. Disruptive Behavior

#### Actions to Take:

- Give verbal warning to customer
- If customer persists, notify supervisor and security
- **If disruption persists, immediately verbally suspend the customer** (see [Verbally Suspending a Customer](#)) and issue a **Notice of Violation** in writing
- **If a verbal suspension is given, contact the DEWS Director** by telephone with a follow-up email including incident description and actions taken
- **Immediately Document in OSOS**
- Submit an **UIR within 24 hours** (see [Documenting the Incident](#))

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## Disruptive Behavior Details

Employees who encounter a customer engaging in disruptive behavior should advise the customer to refrain from such actions and warn that further such conduct could result in removal from the premises. If a customer continues to exhibit disruptive behavior, staff should contact a supervisor who will attempt to discuss and resolve the problem. Security staff, where available, should also be notified.

## Considerations and Accommodations

Staff should be aware that some customers' disruptive behavior may be a result of underlying reasons, such as intoxication (alcohol or drugs), disabilities, mental health disorders, or other medical conditions. In this case, and if the customer is willing, staff should refer the customer to an appropriate supportive service provider.

Accommodations can also be made that will allow the customer to continue receiving services while minimizing any negative impact on other customers. For example, if a high-activity environment causes the customer to become agitated or unable to focus, the customer could be scheduled to use the Resource Room when the office has a slow period.

### 3. Violation of Career Center Rules

#### Actions to Take:

- Give verbal warning to customer
- If behavior continues, or if this is not the customer's first violation, **verbally suspend the customer** (see [Verbally Suspending a Customer](#))
- If a verbal suspension is given, **contact the DEWS Director** by telephone with a follow-up email including incident description and actions taken.
- Immediately document in **OSOS** whether the result is a verbal warning or a verbal suspension.
- If a verbal suspension is given, submit an **UIR within twenty-four (24) hours** (see [Documenting the Incident](#)).

#### Violation Details

A customer who violates a Career Center rule or policy should first be verbally notified of the violation and issued a Notice of Violation. The customer should be clearly told that any subsequent violation may result in a loss of privileges, specifically the privilege associated with the violated rule. Staff should advise the customer that NYSDOL will send a more detailed written notice in the mail.

### V. Verbally Suspending a Customer

Customers engaging in disruptive behavior, as defined in the previous section, should be verbally suspended by Career Center management. They must be issued a [Notice of Violation](#) and informed that they will also receive suspension details in the mail.

If the customer leaves the Center before a verbal suspension and Notice of Violation is given, Career Center management must contact the customer via email or by telephone. Management must inform the customer of the suspension and advise the customer that NYSDOL will send written formal suspension

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details in the mail and shall make certain that OSOS is immediately documented regarding the notification and that staff submit a UIR as described in Section IV.3.

Central Office staff will review the suspension. Once it is determined that the suspension is warranted, staff will initiate the [Written Notification Process](#). If staff believe the suspension is unwarranted, Central Office will notify Career Center management to plan next steps to rectify the situation.

## VI. Documenting the Incident

The verbal suspension must be recorded in OSOS immediately and in an Unusual Incident Report (UIR) within 24 hours of the incident.

**Note: Prior to submitting the UIR, Career Center management must contact the DEWS Director by telephone with a follow-up email, including incident description and actions taken.**

### 1. OSOS

Management must enter a comment in the customer's OSOS record immediately, providing the details of the event, verbal suspension, and email/telephone contact. Management must also record the service suspension via the Non-Service Event button in OSOS. [Instructions for Recording a Service Suspension' in OSOS](#) are provided in the attachments.

### 2. Unusual Incident Reports

UIRs must be filed within twenty-four (24) hours following a customer suspension, as well as for other disruptive incidents. UIRs can only be filed online using the FootPrints system on a NYSDOL networked computer. Therefore, if partner staff need to submit a UIR, NYSDOL staff should assist on a NYSDOL networked computer with FootPrints access.

The FootPrints system can be accessed by clicking on the "Unusual Incident Report" link on the left-hand side of the DOLi Home Page and signing in using a RACF username and password on the following webpage. Once on the FootPrints page, click on "New Unusual Incident" in the upper-left corner of the webpage and complete all required fields on the following webpage to submit a new Unusual Incident Report.

Detailed instructions and screenshots for submitting a UIR are provided in the Disruptive Customer Desk Guide. Further information is also available on the DOLi home page using either the UIR link, or the [How to Submit an Unusual Incident Report Online](#) Intranet Guide.

### 3. Best Practices for Documenting an Incident

- Submit the UIR (and enter OSOS comments) as soon as possible, including the basics (who, what, when, where, and why).
- Include the customer's OSOS ID in the UIR, if known.
- Any actual statements from staff, witnesses, and/or customers should be enclosed in quotation marks.
- If there are multiple witnesses to the occurrence, each witness should individually and independently record what he or she witnessed.

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- Suspensions that are verbally issued to customers should also be recorded.
- The email addresses of the DEWS Director and appropriate Career Center management (if management is not the individual submitting the UIR) should be entered in the cc: box in the “Send Email To” section of the UIR.

The information in the UIR and OSOS comments is used to prepare the suspension letter and develop the record at any future hearings. Therefore, incident descriptions should be as detailed and accurate as possible to thoroughly and objectively document all incidents of disruptive behavior by customers and the actions taken by staff.

## VII. Written Notification Process

The DEWS Director, or designee, will draft suspension letters based on the comments entered into OSOS, UIR incident descriptions, and/or interviewing witnesses. The letter will include the customer’s suspension period based on the behavior type (see [Disruptive Customer Action Chart](#)).

Customers with a suspension of 31 days or more will be notified that they may request a hearing (see [Hearing Process](#)). Additionally, Customers with a suspension period of 31 days or more must apply in writing to have Career Center rights restored once the suspension is served in full.

Suspension letters are reviewed by NYSDOL’s Counsel’s Office. After being cleared by Counsel’s Office and the Deputy Commissioner, letters are sent via Certified Mail with return receipt requested. Electronic copies are sent to the Deputy Commissioner, Counsel’s Office, OSI, Property Office, NYSDOL Security Unit and applicable location security staff, and the Career Center management.

After the suspension letter is sent, Central Office staff will enter the following in the **Comments Tab** of the customer’s OSOS record:

- The dates and length of the suspension from the date of the incidence of prohibited behavior
- The category of behavior (violent behavior, disruptive behavior, or violation of center rules) that prompted the suspension per the Disruptive Customer Policy
- Whether the suspension represents a full suspension from any and all access to the System or a limited suspension from a particular type of service activity
- The location(s) affected by the suspension

Once the suspension time is served, Central Office staff will terminate the service suspension using the Non-Service Event button in OSOS, as detailed in the attached [Instructions for Recording ‘Service Suspension’ in OSOS](#).

## VIII. Hearing Process

Customers suspended for 31 days or more may request a hearing to appeal the decision (see [Disruptive Customer Action Chart](#)). Instructions for requesting a hearing are provided to the customer as part of the [Written Notification Process](#). In this case, a customer has 15 days to request a hearing. If the customer does not request a hearing within the 15 days, or fails to appear for the hearing, the suspension remains in effect for the specified time.

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If the customer requests a hearing within the 15-day time limit, the DEWS Director shall forward a copy of the hearing request to Counsel's Office and the Administrative Adjudication Unit, including copies of all correspondence, reports, records, and files.

A copy of the customer's hearing request must also be forwarded to the Deputy Commissioner, OSI, and the appropriate Career Center management.

The Administrative Adjudication Unit will notify the customer of the date and time of the hearing by certified mail.

Witnesses of the incident(s) may be called to testify at the hearing.

## **IX. Settlement**

If a customer appeals the suspension, Counsel's Office has the sole authority to settle the matter with the customer after consulting with program management. This would avoid the time and expense of a hearing. Before settling a matter, Counsel's Office will discuss the matter with the appropriate program officials.

In the case of a settlement, the customer must agree to the following:

- The customer must comply with any specific requirements contained in the settlement
- NYSDOL has sole discretion to determine if the customer has violated any stipulation of the settlement
- If NYSDOL does determine a violation has occurred, the original period of the suspension will automatically be imposed, and the customer waives any right to appeal the penalty

## **X. Suspension Violation**

A list of suspended customers should be given to building security (where applicable) and/or the reception/greeter desk. If a customer who is suspended from receiving Career Center services attempts to report to any Career Center, staff must:

- Advise the customer that he or she is currently suspended from receiving services and request that the customer leave the building
- Document in OSOS the verbal instructions given to the customer and, if any, disruptive or threatening actions that were taken by the customer

If possible, another staff person should be present during the encounter and should also independently document the encounter.

If the customer refuses to leave, staff must alert Career Center management and Security (where applicable). Career Center management must explain that remaining on the premises while under suspension may constitute criminal trespass and the next step will be to call the police. Where Security staff is available, Security must escort the customer out of the building.

If the customer continues to refuse to leave, the police must be called to remove the customer.

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Some customers may have been suspended specifically from receiving certain services or privileges in a Career Center. For example, the customer may be restricted from using a Resource Room computer but could still use the Resource Room library. If such a customer reports to a Career Center during the suspension and attempts to access the service or privilege from which the customer was suspended, this is considered a suspension violation. Staff should advise the customer that he or she is currently suspended and direct the customer to alternative services if appropriate.

A UIR must be submitted for suspension violations and the incident must be documented in OSOS. Please see [Documenting the Incident](#) for instructions.

An e-mail must also be sent by Career Center management to the DEWS Director with details of the incident, with a follow-up phone call to the DEWS Director's office. The Director will then inform Counsel's Office.

## **XI. Best Practices**

### **1. Codes of Conduct and Use Policies**

Local Career Centers must develop clear guidance for all customers regarding acceptable behavior and use of office resources. This must include a Customer Code of Conduct and a Resource Room Internet and Computer Use Policy.

#### **Customer Code of Conduct**

A Customer Code of Conduct provides customers with acceptable standards of behavior while on the premises of the local Career Center. Customers should sign this document only once at each Career Center visited, as an agreement to abide by the Customer Code of Conduct. The customer should understand that signing the agreement, acknowledges that the customer understands the requirements and that failure to comply with the Code of Conduct can result in loss of privileges or a suspension from the Career Center.

The code of conduct should be given to customers upon their first contact with a Career Center. For example:

- During Orientation
- Upon checking into the Career Center for the first time, such as for a walk-in appointment
- The first time they use Career Center resources such as fax machines or Resource Room computers.

It is best practice to record a comment in OSOS once the code of conduct is signed by the customer. The Career Center's Customer Code of Conduct shall also be posted in the Resource Room for reference. The Customer Code of Conduct can be found on page 15 of this document.

#### **Resource Room Internet and Computer Use Policy**

A Resource Room Internet and Computer Use Policy outlines the appropriate use of the computer equipment and technology available in the Resource Room. While these rules are beneficial, NYSDOL's main goal is always to provide the highest level of customer service possible, and staff should never unnecessarily escalate a situation. Therefore, Career Center staff and management should use their judgment when facing possible violations and remain flexible when appropriate.

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For example, computer use limits may be adjusted as necessary based on usage, or cell phones may be allowed if used quietly for work-related activities.

The Career Center’s Resource Room Internet and Computer Use Policy should be:

- Provided to customers during orientation
- Provided to any customer checking into the Resource Room
- Posted in the Resource Room for reference

The Resource Room Internet and Computer Use Policy can be found on page 14 of this document.

## **2. Registering Customers in OSOS**

All customers should be registered in OSOS. This is important to maintain an accurate record of customer activity at Career Centers. In addition, it allows staff to record any incidents of behavior that violates the Code of Conduct and Use Policy and easily access details on previous events.

## **3. Suggestions for Quality Resource Rooms**

Resource Rooms are the centerpiece of the Career Center. Many UIRs are submitted due to events occurring in the Resource Room. [Quality Resource Rooms](#) offers suggestions for maintaining an optimum Resource Room environment.

## **4. Additional Resources**

### **How to Handle a Threat or Assault**

GA Manual Topic No. 0504, Security of Persons and Property ([Appendix A](#)), outlines protective and safety measures to be provided to employees, members of the public, and property in all NYSDOL offices.

### **NYSDOL Workplace Violence Prevention Program & Incident Reporting**

The Policy Statement on Workplace Violence ([Appendix B](#)) establishes NYSDOL’s program to promote the safety and well-being of all people in the workplace.

## **XII. Attachments**

- **Disruptive Behavior Response Flow Chart**  
**Disruptive Customer Action Chart**
- **Notice of Suspension**
- **Resource Room Internet and Computer Use Policy**
- **Customer Code of Conduct**
- **Quality Resource Rooms**
- **Instructions for Recording ‘Service Suspension’ in OSOS**

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**Customer Exhibits Inappropriate Behavior**

**FIRST...CALL 911\***

**THEN...**

- Notify building Security, if applicable
- Notify Location Supervisor, Manager and DEWS Director
- Verbally Suspend
- Issue Notice of Violation
- Document in OSOS
- Submit UIR

**Is behavior physical, violent or harmful?**

Yes

No

**Is behavior disruptive?**

Yes

No

**Is behavior violating Career Center rules?**

Yes

- Notify building Security, if applicable
- Notify Location Supervisor and/or Center Manager
- Verbally Suspend
- Issue Notice of Violation
- Document in OSOS
- Submit UIR
- Email the DEWS Director

- Notify Location Supervisor and/or Center Manager
- Verbally Suspend/Issue Notice of Violation
- Document in OSOS
- Submit UIR
- 

- Approach the customer to assist and advise him/her of Center rules.
- Firmly communicate what you would like the customer to do or stop doing.
- Advise the customer that he/she will be suspended if he/she does not stop the behavior.

If customer continues to violate Center rules...

**For all categories of behavior, document the incident and decide on appropriate action:**

- Immediately **notify the DEWS Director** by phone and follow up with an email.
- **Enter comments in customer's OSOS record.** Include specifics of the incident: **who, what, where, when.**
- **Record Service Suspension as a Non-Service Event in OSOS.**
- **Submit UIR** Include specifics **plus customer's OSOS ID number**

IF SITUATION

## Disruptive Customer Action Chart

The customer’s suspension letter contains information regarding their suspension period and whether they are entitled to a hearing upon request. The commencement of suspension periods shall coincide with the date of incident. This chart provides an overview of these terms based on Behavior Type.

Behavior Type	Suspension Period	Right to a Hearing?
Violent or Threatening	Not less than 6 Months	Yes
1 <sup>st</sup> Disruptive - Not removed from premises.	None - Verbal warning, notice of violation and document in OSOS.	No
1 <sup>st</sup> Disruptive - Removed from premises.	10-30 Business Days	No
2 <sup>nd</sup> Disruptive	31-90 Days	Yes
3 <sup>rd</sup> Disruptive	One Year	Yes
1 <sup>st</sup> Center Rule Violation	None. Verbal warning confirmed in writing.	No
2 <sup>nd</sup> Center Rule Violation	5-30 Business Days (Privilege Specific)	No
3 <sup>rd</sup> Center Rule Violation	31-90 Days (All Services)	Yes

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1000 Coffeen St  
Watertown, NY 13601  
315-786-3651

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5274 Outer Stowe St  
Lowville, NY 13367  
315-376-5800

# NOTICE OF VIOLATION

Date: \_\_\_\_\_

Due to an incident on \_\_\_\_\_ at The Watertown WorkPlace you are hereby suspended from using the services of **any** Career Center or Department of Labor Office in New York State until further notice.

This incident involved behavior that was:

Violation of Career Center Rules: \_\_\_\_\_

\_\_\_\_\_

Disruptive: \_\_\_\_\_

\_\_\_\_\_

Violent or threatening: \_\_\_\_\_

\_\_\_\_\_

You will receive a letter containing further details.



1000 Coffeen St  
Watertown, NY 13601  
315-786-3651

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5274 Outer Stowe St  
Lowville, NY 13367  
315-376-5800

## NOTICE OF VIOLATION

Date: \_\_\_\_\_

Due to an incident on \_\_\_\_\_ at The Lowville WorkPlace you are hereby suspended from using the services of **any** Career Center or Department of Labor Office in New York State until further notice.

This incident involved behavior that was:

Violation of Career Center Rules: \_\_\_\_\_

\_\_\_\_\_

Disruptive: \_\_\_\_\_

\_\_\_\_\_

Violent or threatening: \_\_\_\_\_

\_\_\_\_\_

You will receive a letter containing further details.





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## Resource Room Internet and Computer Use Policy

We ask that you be considerate of others by using the computers only as outlined in this policy. If you have questions on any of the below, please do not hesitate to talk to a staff member. We thank you in advance for helping to keep this a great working environment!

The WorkPlace has put the following rules in place to prevent transmission of viruses from flash drives and misuse of the facilities:

- Staff has the right to monitor appropriate use of resources and equipment in the Resource Room
- Misuse of computers, printers, or other equipment may result in a loss of privileges
- The WorkPlace assumes no responsibility for any damage, direct or indirect, that users or anyone else may experience through access to the Internet

### Appropriate computer usage includes:

- Searching and applying for jobs on websites and job banks
- Writing resumes, references, and cover letters
- Accessing job-related resources
- Researching companies, career opportunities and educational options
- Applying for NYS unemployment or accessing your NYS unemployment account

### Inappropriate computer usage includes:

- Conducting personal business unrelated to job search, career exploration or unemployment.
- Using the Resource Room to run a private business or as an office if you work from home
- Changing or adding settings, formats, bookmarks, or favorites
- Receipt, storage, transmission, or viewing of offensive, racist, sexist, obscene, or pornographic information or materials
- Downloading software (without authorization of Resource Room staff)
- Infringing copyrights or violating software licensing agreements
- Hacking and/or invading the privacy of others
- Wagering, betting, selling, or other commercial activities

### Email Use in the Resource Room

Job searching today requires having an e-mail. There are several free email sites that we encourage you to use such as: Gmail, Outlook, Yahoo etc. We can assist in setting up an email if you do not have one, but please note that we will not set up an email that is inappropriate for your job search. Email use in the Resource Area is limited to:

- Sending applications, resumes and cover letters
- Correspondence with a potential employer to include seeking information regarding employment and clarifying questions from potential employers

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

OSOS ID: \_\_\_\_\_  
For staff use only



## Customer Code of Conduct

As a customer of The WorkPlace, 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 limit my computer time to 30 minutes when the Resource Room is full so that other customers can utilize the Career Center's services
- I will not use equipment (phone, fax/copier/scanner, 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 be courteous of other customers and staff by not having my cell phone on speaker or having a loud conversation on my phone while in the Career Center
- 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 workplace 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
- 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

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

OSOS ID: \_\_\_\_\_

For staff use only



# Employment and Workforce Solutions

## Quality Resource Rooms

Resource Rooms are the centerpiece of the Career Center. Many Unusual Incident Reports are submitted due to events occurring in the Resource Room. Below are some suggestions for a quality Resource Room.

**GREET** your customers as they enter the Center and/or Resource Room.

- Be visible, approachable, proactive, and ready to assist.
- Be professional in attire, language, and etiquette.

**REQUIRE** customers to sign in for both self-service and career services using one of the following:

- NY OSOS Number.
- Last Name and Last 4 Digits of Social Security Number.

**EMPATHIZE** – Help your customers navigate the array of self-service tools and resources available. Some customers benefit from more detailed guidelines for using specific self- services, such as instructions for accessing job search information on the Internet.

- Watch for customers who need help.
- Actively listen to the customer’s questions.
- Acknowledge waiting customers.

**ACT** – As always, staff should act in a courteous, professional manner while dealing with customers. However, there are times when customers exhibit disruptive, threatening, violent or destructive behavior. Career Center Managers have the right to suspend services to any customer whose behavior falls into one of these categories.

**TELL** – Communicate Resource Room Rules to both staff and customers. Rules are beneficial but may be modified depending on the situation. For example, computer use limits can be adjusted as necessary based on usage or cell phones can be used quietly for work-related activities.

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## Instructions for Recording Service Suspension in OSOS

An OSOS Non-Service Event button was established for the purpose of recording a customer suspended from using the services of the Career Center System. For additional information on recording Non-Service Events, please reference the [Non- Service Event Button – OSOS Guide](#). Detailed instructions and screenshots are also provided in the Disruptive Customer Desk Guide.

### Verbal Suspension

After issuing a **Verbal Suspension**, the Career Center Manager/Location Supervisor will:

1. Select the **Pgms/PA** tab in Customer Detail. Click the **Non-Service Event** button. This will open the Customer Non-Service Event webpage dialog.
2. Click the **Add** button at the bottom of the Non-Service Event webpage dialog. Select **Service Suspension** from the **Non-Service Type** drop-down menu at the top of the webpage dialog box. Enter the start date of the suspension in the **Start Date** field. Click the **Save** button.

This will update the customer's OSOS record with a **Service Suspension – Initiated** activity. It will also cause the word **Disruptive** to display beside the customer's name in OSOS search results and in the customer's OSOS record. This provides an easy way to immediately identify that the customer was suspended from service.

3. Using the **Comments** button at the bottom of the **Customer Detail** window, record the general reason for the verbal suspension.

Also include any specific critical information describing the circumstances and/or terms of the suspension that should be known by other office staff.

### Written Suspension

After the suspension letter is sent, Central Office staff will enter the information in an OSOS comment following the guidance in the [Written Notification Process](#).

### Terminating a Suspension

Customers suspended for 31 days or more must apply in writing to reinstate Career Center rights once the suspension is served in full. Directions for submitting this request are provided to the customer during the [Written Notification Process](#). Central Office staff will also update the Service Suspension Non-Service Event with an end date. When the end date is reached, this will lift the Service Suspension in OSOS and update the customer's record with a **Service Suspension – Terminated** activity.

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## **Jefferson-Lewis Policy Statement on Workplace Violence**

The Jefferson-Lewis Workforce Development Board follows the Workplace Violence Prevention policy of Jefferson County. This document can be obtained at the following link:

<https://co.jefferson.ny.us/media/Insurance/WPV.pdf>

## **NYSDOL Policy Statement on Workplace Violence**

### **Workplace Violence Prevention Program & Incident Reporting**

The New York State Department of Labor, regardless of location, is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our agency, staff, and clients. Threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone on a NYSDOL worksite will be thoroughly investigated and appropriate action will be taken, including summoning criminal justice authorities when warranted. **All** employees are responsible for actively participating in their workplace violence prevention program by creating an environment of mutual respect for co-workers and clients. Employees are directed to adhere to procedures and program requirements, which will provide for a safe and secure work environment.

This program is designed to meet the requirements of NYS Labor Law 27b, “12 NYCRR Part 800.6 Public Employer Workplace Violence Prevention Programs”. Our program includes an ongoing workplace evaluation that is designed to identify the workplace violence hazards employees may be exposed to. In addition; it includes establishing a committee made up of management and Authorized Employee Representatives who will have an ongoing role of participation in the evaluation process, recommending methods to reduce or eliminate the hazards identified during the process and investigating workplace violence incidents or allegations. All employees will participate in the annual Workplace Violence Prevention Training Program.

The goal of this program is to promote the safety and well-being of all people in our workplace. All incidents of violence or threatening behavior will be responded to immediately upon notification. NYSDOL has identified response personnel that include a member of management and an employee representative. If appropriate, the NYSDOL will provide counseling services or referrals for employees.

### **Reporting Workplace Violence**

All NYSDOL personnel are responsible for the timely reporting of any violent incidents, threatening behavior, including threats they have witnessed, received, or have been told that another person has witnessed or received.

The Department of Labor has a longstanding policy of zero tolerance for assaults or threats against its employees. To effectuate this policy the Department has in place a rule requiring employees to report any such incident to their manager and to the Office of Special Investigations.

The procedure for reporting incidents is described in GA Manual.

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## **Topic 0504 follows:**

Every Department supervisor, office or location manager, and administrator must be aware of the requirement to notify levels of higher authority whenever any incident occurs that may present any danger to employees or to Department clients in Labor Department facilities that may impede official functions, or when a request for assistance is made that is questionable. This notification should be made as expeditiously as possible, with immediate telephone communication to the next higher supervisory level, which could be to a District, Regional, or main office location.

Management at higher levels should also be notified. Depending on the seriousness of the occurrence, the Executive Deputy Commissioner of Labor should be notified as soon as possible, through appropriate management channels. Problems that should be brought to the attention of the Executive Deputy Commissioner and/or the Deputy Commissioner of Administration will include, but are not limited to, those concerning interagency matters, criminal activities, severe effects on employees, and widespread service dislocation.

The Office of the State Inspector General (OSIG), Executive Chamber, State Capitol, Albany 12224, shall be notified of any occurrences involving criminal activity or serious misconduct by an employee, and any occurrence that threatens, or places, employees or resources in serious jeopardy or danger. The OSIG may be contacted by telephone at 1-800-367-4448. The Counsel's Office shall be notified of any occurrences that present a danger to Department clients.

Following this initial notification, Department supervisors must prepare a fully detailed description of the incident, utilizing Form GA 51, Unusual Incident Report (UIR), and transmit the original to the Office of Special Investigations, and other copies to the appropriate supervisory office (Division Director, Bureau Head, Board Chair, or appropriate Regional Director), and to the AFB Property Office, Room 536, Building #12, Albany. In cases of damaged, missing, or stolen equipment, a copy of the UIR should be sent to the AFB Purchase and Contracts Unit, Room 454, Building #12, Albany.

Every Department supervisor, office or location manager, or administrator shall also be responsible for notifying the local employee representatives when an incident of workplace violence has occurred. This notification shall be made as expeditiously as possible taking into account the nature of the 3 event.

## **Reporting Form - GA-51**

The form used by the Department of Labor is maintained on the Department's web site. The GA-51 - E form is an electronic fillable form that once completed can be e-mailed to the appropriate offices. The form can be accessed here at: <http://dol0a1fptsprod2/footprints>.

The instructions on using the form are also available online at: <https://doli.labor.ny.gov/content/4103/how-to-file-an-unusual-incident-report>.

## **Types of Incidents Reported**

The Department of Labor requires reports on the following classes of incidents. Assault, Bomb Threat, Breaking and Entering, Theft, Fire, Personal Injury/Medical Emergency, Power Failure, Property Damage, Smoke/Fumes/Odors, Disruptive Conduct/Harassment, and Vandalism. Any other category of incident is reported in an "Other" category. All employee misconduct is reported both to the State Inspector General and to the Office of Employee Relations.

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## Disruptive Customer Policy Registration Form

This is a locked fillable form. Please tab to type in the shaded areas. To specify if the Customer Code of Conduct or Resource Room Internet and Computer Use Policy are for the Career Center (Center) or the entire Local Workforce Development Area (LWDA), please click on the check boxes to select.

<b>LWDA:</b>	
<b>Center Name:</b>	
<b>Center Location:</b>	
<b>Center Supervisor/Director:</b>	
<b>Phone:</b>	
<b>E-Mail Address:</b>	
<b>New York State Department of Labor On-Site Manager:</b>	
<b>Phone:</b>	
<b>E-Mail Address:</b>	
<b>Please describe how customers are notified of the Resource Room Internet and Computer Use Policy and Customer Code of Conduct:</b>	
<b>Customer Code of Conduct (Attach Copy)</b>	<b>Resource Room Internet and Computer Use Policy (Attach Copy)</b>
<input type="checkbox"/> LWDA <input type="checkbox"/> Center	<input type="checkbox"/> LWDA <input type="checkbox"/> Center
<b>Identify On-Site Security Staff:</b>	

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