

## **Resolution 22-12**

### **Approval of Disruptive Customer Policy**

**Whereas**, the NYS Department of Labor has issued Technical Advisory (TA) #23-02, NYS Workforce Disruptive Customer Policy. The purpose of which is to communicate policy and procedure for dealing with threatening or disruptive customers in the NYS Career Center System; and

**Whereas**, TA #23-03 includes the policy to be used by Career Center staff, and which has been developed to ensure these safety measures are provided. It contains guidance and procedures for handling disruptive customers that come into the System and the mandatory actions required; and

**Whereas**, the Jefferson-Lewis Workforce Development Board has chosen to approve all policies before their implementation in the Local Workforce Development Area Career Centers.

**Therefore**, be it resolved that the Jefferson-Lewis Workforce Development Board does hereby approve the Disruptive Customer Policy as set forth by NYS Department of Labor.