

GLOW Workforce Development Board (WDB) Policy

Under the Workforce Innovation and Opportunity Act (WIOA)

Name of Policy: **GLOW WDB Disruptive Customer Policy**

Approval Date: **~~2/27/23~~, 3/17/26**

Effective Date: **~~2/27/23~~, 3/18/26**

Background:

In 2006, New York State (NYS) enacted legislation that requires public employers with 20 or more full-time employees to develop and implement programs to prevent and minimize violence in the workplace due to assaults and homicides. The purpose of the law is to ensure that such employers design and implement workplace violence protection programs to prevent and minimize the hazard of workplace violence to public employees.

In response to this legislative requirement, the New York State Department of Labor (NYSDOL) established policy and procedures for its employees to deal with disruptive or threatening customers. Because a substantial number of NYSDOL employees are employed in locations throughout the system, it is imperative that a uniform disruptive customer policy be implemented across the system for a workplace violence protection program to be effective.

Adopting a uniform disruptive customer policy will:

- Ensure NYSDOL and partner staff at each location across NYS are covered by the protective and safety measures provided;
- Deter disruptive customers from moving from one office to another, as any suspensions or penalties imposed on them will be applied system-wide; and
- Enable NYSDOL to monitor workplace violation incidents across the system.

Policy:

NYSDOL supports universal access for all customers seeking employment and training services through the system. However, any behavior that poses a safety risk to employees or customers, or that disrupts the proper functioning of a career center, will not be tolerated. Safety measures must be in place for employees, members of the public, and property at all NYS Career Centers. Career Center staff must utilize Workforce Development System Technical Advisory (WDS TA) #23-02 Attachment A: New York State Career Center Disruptive Customer Policy, 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. Career Centers must also develop clear guidance for all customers regarding acceptable behavior and use of office resources. NYSDOL managers/supervisors will be responsible for the notification process, maintenance of records, and communication with NYSDOL authorities associated with the disruptive customer policy.

Disruptive customers exhibit behavior in any of the three categories:

1. Violent or threatening;
2. Disruptive; and

3. In violation of Career Center rules.

Career Centers must develop clear guidance for all customers regarding acceptable behavior and use of office resources. This must include:

- A Career Center Resource Room Internet and Computer Use Policy;
- A Career Center Customer Code of Conduct; and
- A complete WDS TA #23-02 Attachment B: Disruptive Customer Policy Registration Form for each Center location.

In partnership with NYSDOL, GLOW Career Centers will ensure all customers sign and review the following form to be placed in their file.

GLOW 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.
- Work in a manner that is productive to my finding employment, training or educational opportunities. I will not loiter in or around this building once I have completed my business.
- Dress in an appropriate manner suitable for most work environments.
- Notify Career Center staff when I am offered and/or accept employment.
- Follow the *Resource ROOM Internet and Computer Use Policy* (over, on back).
- Not use equipment (phone, fax, copier, computers, software programs, etc.) for personal use.
- Notify Career Center staff when equipment fails to function.
- Not bring food or drink into the computer workstation.
- Not use any tobacco or vaping products.
- Seek out clarity and thorough understanding of what is expected of me.
- Seek out the appropriate staff for resolution to any problems.
- Not engage in physical or verbal confrontation with staff, or other customers.
- Use appropriate workplace language and refrain from yelling and profanity.
- When told, cease all inappropriate behavior.
- 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.**

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 office has put the following rules in place to prevent transmission of viruses from 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 assumes no responsibility for any damage, direct or indirect, that users or anyone else may experience through access to the Internet.

Signature: _____

Date: _____