

## **BEHAVIORAL EXPECTATIONS OF CUSTOMERS, CHILDREN AND VENDORS**

The WorkSource Center is a community resource dedicated to improving job-seeking customers' educational skills, life skills and vocational and job opportunities in a positive, adult learning environment. Courtesy, consideration, goodwill and respect toward others are highly valued. The WorkSource Center environment should help all customers achieve their goals. Customers can help us create this environment by ensuring they arrive to the Center prepared to interview for a job and do not create disruptions and distractions for others. In order to provide a productive environment for all our customers, the following policy addresses conduct and behavioral concerns regarding customers, vendors, children or service animals accompanying them:

Behavior deemed disruptive to others should be discontinued immediately upon notification by a staff member. Examples of disruptive behavior include, but are not limited to: loudness, whether talking, singing, humming or otherwise verbally disturbing others; causing loud or disruptive noise; horseplay; inactivity; misuse of resources, equipment, or supplies; threatening behaviors, excessive fragrance or odor; or otherwise unduly commanding attention. If the disruptive behavior continues, the offender may be asked to leave the WorkSource facility.

Parents, guardians or caretakers will be held solely responsible for the behavior of those dependent(s) they bring into the WorkSource Center. If a visitor becomes disruptive or causes a distraction to customers, the parent, guardian or caretaker will be asked to bring the situation under control immediately. If the distraction or disruption continues, the parent, guardian or caretaker and their dependent may be asked to leave the WorkSource Center.

Each WorkSource site can present local community options to parents with children wishing to pursue job search or related activities. Children under the age of 15 must not be left unattended in the WorkSource Center and must be in the company of their parent, guardian or caretaker at all times.

The WorkSource Center will communicate the intent of this policy in printed material, Internet products, and in customer orientations.

Should a customer, dependent or vendor be asked to leave the WorkSource site by the one-stop operator for creating a disturbance, the customer will be provided an information card explaining alternative ways to access any mandated services of any partner providing those services from the WorkSource Center. Additionally, the one-stop operator shall report to the WorkSource management team the incident, action taken, and outcome via e-mail no later than the following business day.



## Procedural Checklist – Incident Response Behavioral-Based Expulsion

- Service delivery staff review the Behavioral Expectation policy in advance of taking action
- Service delivery staff makes initial contact with customer to identify behavior as disruptive and request an appropriate change in behavior
- If disruptive behavior is not corrected by the initial staff contact notify the one-stop operator, or their designee, to make contact with the subject customer
- One-stop operator or designee responds to staff request and obtains all pertinent information
- One-stop operator or designee determines need for back-up assistance
- One-stop operator or designee contacts subject customer in a location that affords confidentiality as well as security for staff and other customers
- Subject customer is informed of the policy, its purpose, and how their behavior violates policy. Customer is reminded they were informed of policy by staff and requested to correct their behavior and failed to do so.
- Subject customer is advised they are to leave the premises for a specified period of time (to be determined by the One Stop Operator) or until a specific condition is addressed.
- One-stop operator or designee ensures subject customer leaves the premises and informs line staff and supervisor in affected area of action taken.
- One-stop operator or designee conducts background investigation and completes full documentation of incident on Behavioral-Based Expulsion Report.
- Report distributed to WorkSource Northwest Management Team
- One-stop operator or designee, in coordination with all affected partner organizations, conducts and or monitors follow-up activity



## BEHAVIORIAL-BASED EXPULSION REPORT

**Facility:**  Whatcom  Skagit  Whidbey **Date:** \_\_\_\_\_

**Location of Incident:**  Resource Area  Training Room  Public Area  
 Staff Office Area  Other \_\_\_\_\_

**Time of Incident:** \_\_\_\_\_  am  pm

**Type of Behavioral Disruption:**

- Excessive noise  Unsupervised minor  Inappropriate use of resources  
 Horseplay  Threatening behavior  Personal hygiene  
 Inactivity  Other \_\_\_\_\_

**Please describe behavior:** (use additional pages or include documentation as needed)

**Describe action(s) taken:** (use additional pages or include documentation as needed)

Were police contacted?  Yes  No If yes, what is the report no.? # \_\_\_\_\_

**Please describe customer response to action(s) taken:**

**Witness Information:**

Name, Address, Phone of any non staff witness(es):

Name & Phone of staff witness(es):

**Complete Reverse Side**

**Subject Information** (as much as is known):

Full Name \_\_\_\_\_

Male  Female Membership Number (SSN) \_\_\_\_\_

Address \_\_\_\_\_

Height \_\_\_\_\_ Weight \_\_\_\_\_ Hair Color \_\_\_\_\_ Eye Color \_\_\_\_\_

Date of birth or approximate age: \_\_\_\_\_

Distinguishing marks or characteristics: \_\_\_\_\_

**Report Prepared and Submitted By:** \_\_\_\_\_

**Report Reviewed By:** \_\_\_\_\_

**Date of Review:** \_\_\_\_\_

**Management Action(s) Taken:**

**Distribution:**

WorkSource-Northwest Management Team