WORKFORCE SOLUTIONS
NORTH CENTRAL TEXAS
QUALIFIED CANDIDATES. BETTER JOBS. NO CHARGE.

600 Six Flags Drive, Centerpoint Three
P.O. Box 5888 | Arlington, Texas 76005-5888
Phone: 817-695-9184 | Fax: 817-640-6480
E-mail: workforce@dfwjobs.com
In Partnership with North Central Texas Council of Governments

A proud partner of the AmericanJobCenter network

Board Policy Issuance

POLICY NUMBER:
GA07-201609-01

Policy Name: Code of Conduct	**Description:** Code of Conduct Procedures for Workforce Solutions for North Central Texas Workforce Centers, Mobile Workforce Unit(s), and Other Operational Locations
Date of Approval: May 25, 2021	**Revision History:** 1st Revision
Effective Date: May 25, 2021	**Scheduled for Review:** May 25, 2026
Policy Topic: Governance and Administration	**Administering Department:** Compliance and Continuous Improvement

DEFINITIONS: N/A

POLICY STATEMENT:

Workforce Solutions for North Central Texas (WSNCT) is committed to providing quality, professional services in a clean, safe, and comfortable environment free from disruptions. This policy has been formulated to ensure all can work in an environment that fosters mutual respect and opportunities to achieve the highest impact. The use of WSNCT facilities and resources, as well as working with our staff, implies acceptance of Workforce Solutions for North Central Texas' Code of Conduct. The standards of this Code of Conduct extend to virtual, digital, written, or telephonic communications.

Conduct detrimental to the programs, staff, customers, or general public will not be tolerated. Customers not conducting business related to job search or directly related activities or failing to conduct themselves within the standards outlined in this Code of Conduct, will be subject to punitive action up to and including the filing of criminal charges. All members of the public, no matter the type of relationship with WSNCT are expected to be polite and maintain conduct aligned with this policy. This policy is intended to provide broad guidance regarding prohibited conduct and does not supersede the reasonable discretion of the management of the Workforce Center, Child Care Services, Mobile Workforce Unit, or other workforce activity locations. The behaviors cited below are expressly forbidden and not considered acceptable. The following list is not an all-inclusive list:

- Use of obscene and/or abusive language,

- Intimidation, threatening behavior, verbal abuse or harassment towards staff, othercustomers, or the general public,
- Disruption of operations/creating a public disturbance,
- Loitering in the facility/not conducting official business,
- Use of the facility and resources for non-job search related activities,
- Recklessness or disorderly conduct,
- Acts of vandalism, theft, defacing and/or destruction of property, equipment, materials,including technology, etc.,
- Unlawful possession of firearms or weapons, illegal drugs, hazardous materials, or otherunlawful items/substances,
- Behavior that threatens to cause or does cause bodily harm to a third party, including staff, other customers, or the general public,
- Obstruction or attempts to obstruct service delivery, including falsification of Workforce Center records, or providing false information/identification,
- Remaining in the facility after closing or when requested to leave,
- Entering non-public areas of the facility, except when accompanied by staff or with properpermission, and/or
- Use of the restrooms for bathing, shampooing, shaving, or washing clothes.

Violations of the Code of Conduct, are prohibited and may result in punitive action up to and including thefiling of criminal charges.

ACTIONS REQUIRED:
Subrecipient Management must ensure appropriate staff receives a copy of this policy and implement accordingly. The Code of Conduct must be publicly displayed in visible areas inside each Workforce Center, Mobile Workforce Unit(s), and locations where customers receive servicesor interact with staff, including via written or electronic methods.

RELATED POLICIES/RESOURCES:

N/A

INQUIRIES:
Please contact policy@dfwjobs.com

Approved by:	**Reviewed by:**
Roger Harris	Debra Kosarek
Board Chair	Senior Program Manager - Compliance
Workforce Solutions for North Central Texas	and Continuous Improvement