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

NORTH CENTRAL TEXAS WORKFORCE DEVELOPMENT BOARD OF DIRECTORS and NORTH CENTRAL TEXAS CHIEF ELECTED OFFICIALS

Recommendation for Workforce Board Code of Conduct Policy Revision

Background:

The Code of Conduct provides guidance for all participants, stakeholders, and members of the public working with, or using the services of Workforce Solution for North Central Texas (WSNCT). This policy outlines those behaviors and activities that are not conducive to a safe, professional, and effective work environment. While not inclusive of every possible behavior or circumstance, the policy provides clear guidance and provides numerous examples of unacceptable behavior, and the potential consequences of that behavior.

Information:

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,

Workforce Solutions for North Central Texas is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. For the hearing impaired, call TDD 1-800-735-2989 or VOICE 1-800-735-2988. For more information, visit www.dfwjobs.com.

- 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 the filing of criminal charges.

Recommendation:
The Workforce Development Committee recommends approval of the Code of Conduct Policy by the North Central Texas Workforce Development Board.

Approval Date: May 25, 2021

Attachment: Proposed Board Policy on the Code of Conduct

Workforce Solutions for North Central Texas is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. For the hearing impaired, call TDD 1-800-735-2989 or VOICE 1-800-735-2988. For more information, visit www.dfwjobs.com.