ADMINISTRATIVE POLICIES/PROCEDURES

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Subject: Safety/Disruptive Customers

Safety Preparedness

An Emergency Contact List shall be completed for each location and shall be distributed to all staff and tenants of the building.

Each location shall also have an Emergency Contact List that will designate the name(s)/title(s) of the staff that will handle an emergency as well as describe the responsibilities including contacting law enforcement/emergency personnel; operating emergency equipment; providing medical assistance such as CPR; ordering evacuation or shelter-in-place procedures and other actions that will be needed in an emergency. If the designated representative is not available, personnel should report the threat to their supervisor or another member of the management team.

The priority when an emergency occurs is life safety! This policy shall clearly communicate to job center staff that any staff member that feels threatened by the behavior of a customer or occupant of the building is authorized to call 911.

Disruptive Customers

Customers who access the job center or other WDB worksite to obtain employment and training services, and/or to utilize resources, and those who display abusive, violent, or threatening behavior that creates a disruption (and threat) for staff and other job center customers, may need to be barred or restricted from entering the job center or other WDB Worksite.

Prohibited behavior includes, but is not limited to the following:

- Disruptive behavior, which includes disorderly conduct, physical abuse, and abusive or threatening language.
- Theft, vandalism, or other illegal acts during a visit to the job center.
- Displaying violent or aggressive behavior that warrants alarm for the safety and health of other individuals.
- If the person is running and looking about furtively as if they were being pursued.
- A person exhibiting unusual mental or physical symptoms, such as (1) inability to hold a cohesive conversation, (2) inability to focus on a particular subject, or (3) inappropriate clothing.

If suspicious persons are discovered, either inside or outside, the building, staff should consult with their supervisor and notify law enforcement immediately.

Any person who makes substantial threats, exhibits threatening behavior, or engages in violent acts on the premises shall be removed from the property as quickly as safety permits, and may be asked to remain away from the premises pending the outcome of

an investigation into the incident. When threatening behavior is exhibited or acts of violence are committed, the WDB or OWD will initiate an appropriate response. This response may include but is not limited to, suspension and/or termination of any business relationship, restricting access to the job center or WDB worksite, and/or criminal prosecution of the person/persons involved. The type and length of restriction may be permanent or temporary and will be based on the severity and extent of the violent act or behavior. The WDB and/or OWD reserves the right to respond to any actual or perceived acts of violence in a manner we see fit according to the particular facts and circumstances.

Property Damage

Customers and staff may be held liable for any damage to property due to misuse, neglect, malicious intent, or negligence during their use of said property. If a customer or staff willfully causes or attempts to cause physical damage to the facility or equipment, enters unauthorized areas, or refuses to comply with the directives of the site supervisor, they will be asked to leave. This could include but is not limited to, bringing food and beverages into the worksite, unattended children, or uncontrolled service animals. Staff will make arrangements with the customer to deliver the services in another manner or at another time.

Reporting

Whenever there is damage, loss of property, or injury to customers or staff, the incident should be reported to the Executive Director immediately. All pertinent information such as police reports, the extent of damage, cause of injury, etc. should be included.

The Workforce Development Board of North Missouri is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can dial 711. This information can be translated into another language if requested. Please contact the WDB Office for translation assistance.

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