



**PEE DEE LWDA INSTRUCTION NUMBER 17-014**

**TO:** Pee Dee Local Workforce Development Area Adult and Dislocated Worker Contractors and SC Works Partners and staff

**SUBJECT:** Standards of Behavior Policy for the SC Works Pee Dee System

**ISSUANCE DATE:** April 18, 2018

**EFFECTIVE DATE:** Immediately

**EXPIRATION DATE:** Indefinite

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**Purpose:** The purpose of this local instruction letter is to transmit minimum standards of conduct for all customers and staff of the SC Works Centers overseen by the Pee Dee Workforce Development Board (WDB).

**Background:** One of the principal purposes of the Pee Dee Workforce Development Board (WDB) is to provide open and convenient public access to employment-related informational programs and services. Pee Dee WDB further supports the concept of universal access for all customers seeking employment and training services through the SC Works system. The WDB and its Service Providers are committed to providing a safe and congenial atmosphere in which to carry out this purpose. This commitment can only be carried out if customers in the SC Works Centers and participants in the WIOA program respect the rights of all other customers and the staff. However, the WDB and its Service Providers will not tolerate behavior that poses a safety risk to staff or customers, or that disrupts the proper functioning of the SC Works Center.

The Code of Conduct has a threefold purpose: 1) to protect the rights and safety of SC Works Center customers, 2) to protect the rights and safety of staff members, and 3) to preserve and protect SC Works Center materials, facilities, and property. The Code of Conduct requires that customers of the SC Works Center act in a manner that will not interfere with the functioning of the SC Works Centers or disturb other customers or staff.

**Policy:** Entering the SC Works Centers represents an agreement to abide by this policy. A customer who engages in conduct that is in opposition to this policy may be asked to leave the SC Works Center premises, and may be barred from all premises for a specified period of time. *Customers should be made aware that they may be subject to other customer code of conduct*

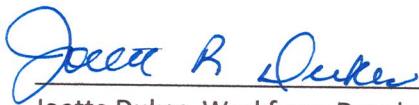
*policies (in addition to this written policy) while participating in programs or events sponsored by partners through the SC Works system.*

Customer conduct must at all times be conducive to the comfort and safety of SC Works Center customers and staff and the protection of SC Works Center property.

**Action:** The Center Manager shall post the Standards of Behavior Poster (see attachment I) in prominent locations throughout the SC Works Centers. WIOA Adult and DW Program Managers shall ensure that all WIOA Adult and DW Case Managers review and obtain agreement from any customer seeking entrance into WIOA to comply with the stated rules called “Standards of Behavior” for the WIOA Adult/DW program participation (see attachment II). All staff should be familiar with these posters and this policy, and trained on how to handle disruptive customers and threatening situations.

All applicable Pee Dee Workforce Development Area service providers, sub-recipients, contractors and other applicable organizational elements will implement and comply with these instructions, as well as any related instructions contained in applicable contractual agreements.

**Inquiries:** Questions pertaining to this instruction should be directed to Joette Dukes at (843) 669-3138 or [j-dukes@peedeecog.org](mailto:j-dukes@peedeecog.org).



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Joette Dukes, Workforce Development Director

**ATTACHMENT:**

Attachment I: Code of Conduct Poster

Attachment II: Standards of Behavior Policy

# **Code of Conduct**

**Thank you for choosing this SC Works Center to assist you with your workforce needs. We are committed to providing you with quality customer service. We ask all of our customers to conduct themselves in a respectful way in accordance with the code of conduct and all laws and local ordinances.**

- 1. No inappropriate clothing.**
- 2. No disruptive behavior.**
- 3. No profane or offensive language.**
- 4. No weapons.**
- 5. No alcoholic beverages and/or illegal drugs.**
- 6. No solicitation other than that which is part of normal SC Works Center operations or which is approved in advance.**
- 7. Service animals, as defined under the ADAAA, are welcome.**
- 8. No smoking, other than in designated areas.**
- 9. No loitering.**

**Authorization for use of this facility shall not be considered as endorsement or approval of the activity, group, or organization, nor the purposes they represent.**

**For more details, please see our Standards of Behavior policy.**





### **Standards of Behavior Policy**

The Pee Dee Local Workforce Development Area (LWDA) is committed to maintaining a safe and orderly environment for all customers and partner staff. This Standards of Behavior document assures the protection of an individual's rights by outlining the behaviors that will not be encouraged or tolerated in any manner. Failure to abide by the Standards of Behavior may result in the termination or loss of program benefits and/or services whether provided directly or indirectly through the local SC Works System. The following will be considered a violation of the Standards of Behavior:

#### **Harassment, Verbal/Physical Abuse, Stalking, Sexual Misconduct**

- (1) Any willful, intentional, and/or persistent act that annoys, degrades or embarrasses any SC Works staff, customer/participant, or provider may be considered harassment.
- (2) Any intentional and/or persistent telephone calls, cellular phone calls, text messages, instant messaging, or other electronic communications that are designed to or have the effect of annoying any SC Works customer/participant or staff.
- (3) Hostile acts against SC Works customers/participants or staff including their property, on the basis of their actual or perceived race, color, religion, sex, age, gender, national origin, nationality, disability, and/or political affiliation/belief.
- (4) Verbal abuse and/or abusive behavior, including threats of harm, intimidation, harassment, coercion, and/or other conduct which threatens or endangers the health or safety of any SC Works customer/participant or staff, or which places them in fear of being physically harmed.
- (5) Physical contact (direct or with an object) which by its nature is provoking or endangers the health or safety of any SC Works customer/participant or staff.
- (6) Willfully, maliciously, and/or repeatedly following or harassing a SC Works customer/participant or staff in any manner that would cause a reasonable person to feel frightened, intimidated, threatened, harassed or molested.
- (7) Conduct of a sexual nature which is unwanted, causes discomfort or embarrassment, and/or creates an intimidating, hostile or offensive environment.

#### **Misrepresentation**

- (1) Personal representation of yourself as another or giving false information with the intent of receiving a benefit or service.
- (2) Forgery or misuse of any document, record, form, electronic file, or instrument of identification.

**Property Use**

- (1) Entry to or unauthorized occupancy of the SC Works offices other than during hours of operation or special events.
- (2) The theft or misuse of property belonging to SC Works or SC Works customers/participants or staff.
- (3) Any unauthorized, illegitimate, or commercial use or access of SC Works computer resources, facilities, or equipment.
- (4) Any use that disrupts, impairs, or in any way causes intended damage to the SC Works networks or equipment.
- (5) Use of SC Works resources which interfere with or impair the activities of customers/participants or staff.
- (6) Use of SC Works resources to harass, threaten or intimidate SC Works customers or staff.
- (7) Any use/misuse of SC Works computing resources to violate city, county, state, or federal laws, rules and regulations.

**General Conduct/Safety**

- (1) The possession and/or use of any dangerous object, weapon, or any object that could endanger SC Works customers or staff.
  - a. Objects that have been pre-determined as dangerous include, but are not limited to: guns (including replicas, BB/pellet, stun), knives, explosive devices, fireworks, sling shots, pepper spray, and hazardous material.
- (2) The disruption or obstruction of SC Works operations or sponsored functions, events or services in the course of exercising rights to freedom of speech, whether individually or in a group.
- (3) Engagement in conduct that is disruptive, offensive, or presents a risk of physical harm to SC Works customers or staff.

**Violation of these Standards of Behavior may result in the termination or loss of SC Works benefits and/or services.**

I have received a copy of the SC Works System Standards of Behavior guidelines. I understand that violation of the Standards of Behavior may result in the termination or loss of my SC Works benefits and/or services.

<b>Name (print)</b>	<b>Signature</b>	<b>Date</b>
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<b>Office Use</b>			
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