



NEMO WDB Issuance 07-2017

ISSUED: APRIL 17, 2018

EFFECTIVE: APRIL 17, 2018

To: All Program Operators

From: Diane Simbro, Executive Director

Subject: Disruption or Threat Policy for Job Centers and other WDB Worksites in Northeast Region

-
1. Purpose: This Issuance is written to communicate the Northeast Missouri Workforce Development Board's (NEMO WDB) standard procedures in the case of disruption or threat at any of the Job Centers or other WDB Worksites in Northeast Region.
 2. Substance: WIOA requires a written policy for barring, restricting, or removing a disruptive person from a Job Center or other WDB Worksite. The safety and security of employees and customers are of the utmost importance. Threats, threatening behavior, acts of violence, or any related conduct, which disrupts another's work performance or the ability to execute its mission, will not be tolerated.
 3. Action: In order to ensure the safety of staff and building occupants, all Job Centers and other WDB Worksites will put these processes in place and develop an Emergency Contact List and procedures to follow in case of incidences of disruptive or threatening behavior events.
 4. Reference: DWD Issuance 11-2014 Job Center Safety/Security Policy Manual
 5. Recissions: None

Diane Simbro, Executive Director
Northeast Missouri Workforce Development Board

Safety Preparedness

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

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 first 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.

Restricting Violent / Disruptive Customers' Access to Job Center and other WDB Worksites

Customers who access the job center or other WDB worksite to obtain employment and training services, and/or to utilize resources, and who display an 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.

The customer's (prohibited) behavior includes, but is not limited to the following:

- Disruptive behavior, which includes disorderly conduct, physical abuse, abusive or threatening language.
- Theft, vandalism or other illegal acts during visit to the career 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.

Suspicious Appearance or Behavior of a Customer

If suspicious persons are discovered, either inside or outside, the building,

- Notify immediate supervisor for assistance.
- Notify law enforcement (911) immediately, if deemed necessary and be prepared to advise the dispatcher of the following information:
 - The exact location of the situation.
 - How many individuals are involved.
 - What the threatening individual(s) look like (i.e. sex, age, race, clothing, physical characteristics, etc.).
 - What threats are being made and to whom.
 - What type of weapons have you seen (if any).
 - If anyone is injured.
 - Complete an Incident Report and include applicable witness statements, photographs, video, etc.
 - Submit the Incident Report to DWD and NEMO Workforce Board Director.

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, NEMO WDB or DWD 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. NEMO WDB and/or DWD 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.

Civil Demonstrators, Civil Disturbances, and Riots

This situation is a form of refusal, non-compliance, defiance, or disobeying legal authority characterized by the employment of such non-violent techniques such as boycotting, picketing, demonstrating, or committing violent acts such as destruction of property, looting, burglary, etc. Job Center or WDB worksite staff should take the following action immediately:

- Notify immediate supervisor
- Contact law enforcement (911) immediately and follow guidance of law enforcement personnel