



POLICY

SECTION: CSTB All Staff, DEO Staff & Partner Organizations	POLICY# 020-C0072	PAGE: 1 of 7
TITLE: CSTB Disruptive Customer Policy		EFFECTIVE DATE: 08.19.14
REPLACES:		DATED: 08.19.14, Rev.6.2019, Rev. 5.21.20

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To establish CSTB Tampa Bay (CSTB) standard operating procedure and provide guidance on handling and addressing disruptive individuals within any of the CSTB facilities to ensure a safe, secure, professional and productive work environment for staff and all CSTB customers. This policy applies to all CSTB staff, as well as DEO staff and partner agency staff that are located within the CSTB offices, volunteers and interns.

BACKGROUND: Individuals accessing services in the CSTB facilities that have occasionally and repeatedly acted in a disruptive, unprofessional, threatening, or violent manner and/or failed to follow CSTB's Rules of Conduct of the center(s). CSTB staff and co-located partners are expected to consistently exhibit and portray a courteous and professional manner while interacting with customers. It is essential that our CSTB Centers provide a safe and secure working environment to staff, partners and customers.

Each CSTB center must follow and communicate to customers the established standards that have been outlined in this policy for addressing and handling any violations. Every new customer that enters CSTB centers will be provided with the "Rules of Use and Conduct within this CSTB Center" document to review.

Appendix A

POLICY:

The policy for handling disruptive customers addresses three categories of behavior: physical, violent or harmful behavior; disruptive behavior; and violation of center rules. Mandatory actions that must be taken in response to each of these behaviors.

1. **Physical, Violent, or Harmful Behavior:** Physical, violent, or harmful behavior occurs when any customer commits or threatens to commit a physical assault, brandishes or wields a weapon, destroys center or personal property or exhibits any violent behavior (e.g. kicking furniture, hitting head on wall, damaging/stealing property, etc.) that causes or threatens physical injury or the fear of physical injury to staff or customers. Aggressive behavior, engaging in loud or boisterous speech suggesting retribution or violence, or engaging in unwanted

physical touching or contact with staff or customers will also be treated as violent behavior. Violent behavior may also include threats of violence or bodily harm received by telephone or in writing. Threats can occur without physical, violent, or harmful behavior. Threats of any nature will not be tolerated by CSTB.

2. **Disruptive Behavior:** Behavior is classified as disruptive if it interferes with the normal operation of the One-Stop centers/offices making it difficult for staff to deliver, or customers to benefit from the services that are available. Examples of disruptive behavior would include individuals who are loud or argumentative or who make harassing or derogatory comments to other customers or to staff. Repeated disruptive behavior or disorderly conduct, exhibiting indecent behavior, violating an order of protection entered by local law enforcement, or hacking into or introducing a virus into One-Stop system computers may elevate the behavior to the level of violent or harmful behavior resulting in more serious penalties.
3. **Violation of Center Rules:** The “Rules of Use of Conduct within this CSTB Center” were established to ensure effective and efficient operations. Violation occurs when the guidelines outlined in “Rules of Use of Conduct within this CSTB Center”, are ignored or intentionally disregarded by a customer. Examples of behavior that fall under this category are the following but not limited to:
 - Individuals who visit non-employment and training -related sites while using the Resource Room computers
 - Individuals who overstay their time-limits on any facility equipment when other customers are waiting
 - Individuals who conduct personal business using Resource Room equipment
 - Individuals who appear to be under the influence or use of alcohol or controlled substances; and
 - Individuals who are argumentative, use profane language, exhibit loud, lewd or indecent conduct, yell at staff or other customers, throw things, harass others, including sexual harassment; etc.

Disruptive, violent, destructive, or threatening behavior or ignoring CSTB center rules will not be tolerated. Corrective actions taken with customers will be progressive, which could include a verbal warning, removal for the day, ban for specified period, or permanent ban from the CSTB facilities. Progressive corrective actions as standard actions that are taken as a result of either a violation of center rules or violent behavior where the penalties increase upon repeat occurrences. Any behavior that threatens or presents a risk to the safety of CSTB staff or customers or that disrupts the proper functioning of any daily operations will not be tolerated. Corrective action should be immediately taken. Actions can include, but are not limited to:

- Attempting to resolve the situation includes a verbal discussion with the customer;
- Notifying management/direct supervisor,
- Removing the customer from the premises (if warranted),
- Documenting the incident, and/or
- Suspending the customer from the use of CSTB center(s).

It is required that CSTB staff and partners carefully and thoroughly document in writing all incidents of three defined categories outlined above, which includes violation of center rules. CSTB must have accurate records of any customer occurrences, the actions taken by CSTB staff /partners in order to support the determination/outcome taken by CSTB.

CSTB staff and partners must document the incident in writing, they must indicate the specific behavior and conduct of the customer, the date and time of the incident, and action(s) taken by staff. If there are multiple witnesses to the occurrence, each witness should individually and independently record what he/she witnessed. This must be documented using the standard CSTB Incident/Accident Report form. **Appendix B**

Note: Verbal warnings issued to customers must also be documented at the time of the incident.

Corrective Action Summary Matrix:

Outlined below is a matrix that identifies the categories, actions and progression.

Category	Action Required	Suspension Period	Trespass Warrant Required	Incident Report Required
1. Physical, Violent or Harmful Behavior	Letter	365 days from all CSTB	Yes	Yes
2a. 1 st Disruptive Behavior Violation	Verbal Warning	None, if behavior stops	N/A	Yes
2b. 2 nd Disruptive Behavior Violation	Letter	90 days	Yes	Yes
2c. 3 rd Disruptive Behavior Violation	Letter	6 months	Yes	Yes
3a. 1 st Violation of Center Rule(s)	Verbal Warning	None	N/A	Yes
3b. 2 nd Violation of Center Rule(s)	Verbal Warning/ Letter	None	N/A	Yes
3c. 3 rd Violation of Center Rule(s)	Verbal/Letter	Removal for the day if behavior does not stop	N/A	Yes
3d. 4 th Violation of Center Rule(s)	Letter	10 business days	N/A	Yes
3e. 5 th Violation of Center Rule(s)	Letter	30 days	N/A	Yes

Tracking & Reporting

It is required that CSTB staff and partners carefully and thoroughly document in writing all incidents of the three defined categories as described in this policy. CSTB must have accurate records of any customer occurrences, the actions taken by CSTB staff /partners in order to support the determination/outcome taken by CSTB leadership.

CSTB staff will document these occurrences in the statewide databases including EmployFlorida, OSST and ATLAS as applicable based on services accessed by the customer. Partner staff will provide the CSTB Incident Report and all details to the DEO Jobs & Benefits Supervisor / Career Services Supervisor and they will ensure that this gets recorded in the appropriate systems. A detailed report will be maintained by Facilities Manager that tracks defined categories, number of incidents, restrictions of access by location, etc.

Violation of Suspension or Restriction of Access to CSTB Center(s)

If the customer attempts to gain entry to the CSTB facility during the their suspension at any CSTB location, during their suspension period, or after being permanently banned from **all** CSTB properties, the staff person or department manager should advise the customer that they cannot enter and must leave the premises. CSTB management or security guard(s) should be present when the customer is told they must leave the facility immediately.

If the customer refuses to leave, a member of CSTB management or security guard should explain that remaining on the premises while under suspension or while banned may constitute criminal trespass and, as such, the next step will be to call the police immediately. Security guard(s) should escort the customer out of the building.

If the customer continues to refuse to leave, 9-1-1 should be called and requested to remove the customer from CSTB properties. CSTB management or security guard(s) will advise the local authorities that there is currently a trespass order in effect for the customer and provide them with details, as requested.

CSTB Center Rules:

The CSTB “Rules of Use and Conduct within this CSTB Center” are outlined on Appendix A. These are prominently displayed in the CSTB Lobby, Resource Rooms and Computer Lab.

INQUIRIES: Any questions about this procedure should be directed to the COO, EEO Officer or their designee.

Appendix A

Rules of Use and Conduct within this CareerSource Tampa Bay(CSTB) Center

CSTB's policy is to provide a safe and productive environment for staff and customers so that all individuals can conduct business and receive services in CSTB centers in a professional, respectful and non- threatening manner.

Failure to comply with the following rules may result in the immediate suspension of privileges or a permanent ban from the offices of CSTB.

Use of center: This facility and equipment within the facility are here to assist you in finding a job through training, education or job search activities. This facility and equipment cannot be used for any other reasons, including running your personal business, selling any product or service, visiting internet sites not associated with job search such as Facebook, betting sites or pornographic sites, or for any other reason which is not for the purpose of finding a job.

Behavior: You must maintain a professional, courteous, and respectful attitude while participating in a CSTB center function or activity.. Being argumentative, using profane language, lewd or indecent conduct, yelling, throwing things, harassment, including sexual harassment, or other disruptive behaviors toward staff or other customers that are inappropriate and unacceptable.

CSTB has zero tolerance for violent, destructive, or threatening behavior. Examples include committing or threatening to commit a physical assault, destroying or stealing center property or personal belongings of staff or other customers, or exhibiting any violent or aggressive behavior (i.e. hitting fist on wall, brawling, etc.) that causes or threatens physical injury or the fear of physical injury to staff or other customers.

Dress and personal hygiene: You must adhere to CSTB Center Dress Code standard and wear attire appropriate for a professional work environment, including shirts, shoes, slacks, or dresses and always maintain proper hygiene.

Children: To ensure the safety of all customers and staff, children are restricted from certain public areas and/or only allowed during posted times and must always stay with an adult. Children are not allowed to play on the computers, in the offices or in the hallways. CSTB is not responsible for the welfare of any child while they are in the center.

Food/Drink: No food or drink is permitted within the Resource Room or Computer Labs.

Use of tobacco products: Tobacco products and nicotine use is prohibited within the CSTB facility.

Use of Personal Cell Phone & Electronic Devices: CSTB requires that all electronic devices be turned off or placed on silent while in the CSTB facility. If you need to use your personal cell or other electronic device, you must step outside the facility to do so.

Length of computer use: CSTB reserves the right to limit your use of the computers in the center to a maximum of two (2) hours per day. In some circumstances, when there is a line of other customers waiting to use the computers, the maximum time may be reduced to one (1) hour.

Copier and Fax Machine Use: You must limit the number of copies of resumes or other job search related material to no more than ten (10) per day and the number of faxes to no more than five (5) per day. Non job search related material may not be copied or faxed.

Resource Room Phones: The phones in the Resource Room are for customers' job search only; they are not to be used to make personal calls. The number of job search calls allowed to be made may be limited if there is a line of other customers waiting to use the phones.

Weapons: No one is allowed to openly carry any weapon or to conceal any weapon on his/her person or in his/her belongings while in this Career Center in accordance with Florida Statute 790 and our local Center Rules. Weapon is defined by law as any dirk, knife, metallic knuckles, slung shot, billie club, tear gas gun, chemical weapon or device, or other deadly weapon.”

Appendix B



Accident or Incident Report

Date Occurred:

Time Occurred:

Specific location and room where this accident or incident occurred (include address if not one of our offices):	
Name(s) of person(s) involved (include phone number(s) and address(es) if not staff):	
Was the person(s) involved (✓ as many as required): <input type="checkbox"/> Customer <input type="checkbox"/> Partner Agency <input type="checkbox"/> Employee <input type="checkbox"/> DEO staff <input type="checkbox"/> Other, explain:	
Name, job title and department of witness(es) to the accident or incident (include phone number(s) and address(es) if not staff. If none, write "none"):	
Describe the accident or incident and how it occurred (what was the sequence of events leading to the accident or incident, who did what, specific activity(s) engaged in when accident or incident happened, etc.): <i>Attach additional sheets of paper if necessary.</i>	
What tools, equipment, machines, objects, or substances were involved, if any? Examples: file cabinet, copier toner, ceiling tiles, etc.	
Was anyone injured? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of person injured:
Nature of injury (cut, bruise, fracture, sprain, etc.) and part of body injured:	
Was 911 called? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why not? _____ If yes, who called 911? What time was 911 called? What agency responded? Did the responding agency write a report? <input type="checkbox"/> Yes <input type="checkbox"/> No Attach a copy of the report if available.	If 911 was called, did the responding EMTs transport the injured person to a medical facility? <input type="checkbox"/> Yes <input type="checkbox"/> No If the EMTs did not transport, did they recommend that the injured person seek medical treatment? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk Did the injured person say he or she was leaving the office to immediately seek medical treatment on his or her own? <input type="checkbox"/> Yes <input type="checkbox"/> No
Was security called if security is on site? <input type="checkbox"/> Yes <input type="checkbox"/> No	Name of security officer responding: Was a report written by security? <input type="checkbox"/> Yes <input type="checkbox"/> No (if Yes, attach)
What action(s) or follow-up was taken and who authorized this action? <i>Attach additional sheets of paper if necessary.</i>	
Other relevant comments:	
Accident or incident reported by:	This report completed by:
Date:	Date:
Time:	