



Workforce Talent and Development Board Policy

Subject: WorkSource Center Operations

Publish Date: 11/01/2021

New Policy Revised Policy

Overview

Customer and staff safety in the State's WorkSource Centers is of the highest priority. In times of high unemployment, increased stress and frustration can lead to situations that require de-escalation or law enforcement engagement. Further, communication can easily break down between co-located partners as appropriate resolution is sought. This policy is meant to address the communication between co-located partners in the event of a threatening situation.

Policy Statement

Each Local Workforce Development Board (LWDB) will convene their Local Leadership Team, plus one representative from each agency represented in one of the local area's centers if not already part of the Local Leadership Team, to develop a Center operational policy to cover rules and communication protocols around:

- Mask mandates in place will be enforced – this is a no tolerance requirement and does not fall within any one agency's customer service/de-escalation policy. Define protocol when a visitor fails to follow mandate, regardless of the agency the visitor is seeing.
- What circumstances require engagement of law enforcement and what circumstances require elevation to management staff. Threats to staff or facilities require immediate law enforcement engagement.
- Physical threats to individual staff or facilities must be communicated to all co-located partners *at the same time that* engagement of appropriate law enforcement is occurring. This is required regardless of the method by which the threat was received, e.g., in-person versus telephone.
- Co-located agencies may have their own policies and procedures for dealing with angry or volatile customers, but that policy must acknowledge and follow the Center policy and procedures covered here.

Definitions

- *Threat* – A statement of an intention to inflict pain, injury, damage or other hostile action on someone in retribution of something done or not done.
- *Violent / Aggressive Behavior* – Any actions by an individual that threatens or causes harm or injury to an individual(s) or destroys property. May range from verbal abuse to destruction.

Effective Date

11/01/2021

Required Action

Center Operational Policies are to be developed and submitted to the LWDB no later than January 1, 2022. The LWDB Executive Director will review and approve the policy within 30 days of submittal.

Contact

Questions are to be referred to hecc.owi-workforce-policy@hecc.oregon.gov.

References

WorkSource Oregon Operational Standards
20 CFR Part 679.300(b)(1)