

ACTION BULLETIN

TO: All Adult, Dislocated Worker, and Youth Workforce Innovation and Opportunity Act Funded Service Providers

DATE: 04/13/2026

SUBJECT: CUSTOMER CODE OF CONDUCT

PURPOSE OF BULLETIN:

The purpose of this bulletin is for the Alameda County Workforce Development Board (Board) to provide guidance regarding Customer Code of Conduct regulations in place at Workforce Innovation and Opportunity Act (Title I) funded Service Provider sites, and during interactions with Staff associated with Title I programs.

CITATIONS:

- Civil Rights Act of 1964 (Public Law 88-352) Titles VI and VII
- Americans with Disability Act of 1990 (Public Law 101-336)
- Age Discrimination Act of 1975 (Public Law 94-135)

BACKGROUND:

The Board contracts with Career Services Providers to deliver career services, under Title I, within Alameda County, outside of Oakland. To help ensure the health and safety of those at the Board and those contracted and subcontracted to provide services under Title I, herein referred to as “Staff”, the Board has established a Customer Code of Conduct to be applied across the Board career services network.

The Board Customer Code of Conduct is aligned with all rights and regulations in place through the Civil Rights Act of 1964, which outlaws discrimination based on race, color, religion, sex, or national origin. It is also aligned with the Age Discrimination Act of 1975, which prevents discrimination on the basis of age, and the Americans with Disabilities Act, which ensures access to services for individuals with disabilities.

With this in mind, it is intended that **all members of the public** have the opportunity to access Title I Career Services within a safe environment.

DEFINITIONS:

Customer or Client: Any person on site, virtual, or in communication with Staff under Title I, including Adult/Dislocated Worker and Youth programs or other partner programs.

Abuse and/or Harassment: Any physical or verbal mistreatment, including hitting, kicking, inappropriate gestures, yelling, spitting, threats, intimidation, assaults, slurs, cursing, and sexual harassment including unwanted touching, comments, or gestures toward any person.

Weapon or item intended for use as a weapon: Any item that can be used to cause harm, including but not limited to, firearms, switchblade knives, bats, furniture or other items in center, axes, knives, box cutters, straight razors, unpackaged razor blades, swords, nun chucks, explosives, dangerous chemicals or devices, radioactive materials, and combustible materials such as gas cans and batteries.

POLICY:

Customers engaging with Staff must **refrain** from exhibiting and/or participating in the following behaviors and/or activities:

1. Engage in any violent or threatening behavior, including threats or action of abuse or harassment of Staff, or other person(s) seeking services at Career Services location and/or satellite site.
2. Present or threaten the use of any weapon or item intended for use as a weapon while in a Career Services location, and/or while interacting with Staff.
3. Exhibit behaviors or use language in a disrespectful way toward Staff, including harassment, name calling or rude commentary meant to demean, belittle, or make Staff uncomfortable.

In the event that a Customer violates the Customer Code of Conduct, the Staff witness to the behavior or activity should remind the Customer of the expectations of this policy and ask the Customer to stop the behavior and/or attempt to deescalate the situation, as appropriate. If the Customer continues to engage in prohibited behavior, Staff should engage a security officer or law enforcement, if available, and ask the individual to leave the premises, as necessary. Staff should then follow the recommended procedures to report and/ or record the incident.

PROCEDURE:

1. Affected Staff should immediately report the incident in writing to their direct supervisor.
2. The Program Supervisor should, in writing, share details of the incident, including date/time, Staff affected, location, and all other relevant information with Board Program Liaison.
3. The Program Supervisor will work with the Staff to inform the affected Customer regarding the outcome of the investigation, including the decision for a suspension or

expulsion, or if it has been determined that the Customer did not act in violation of the policy. A letter will be provided to the Customer's available email address and mailing address, as available. The letter should also be included in the participant file, either online or physical, and include all details of the incident and which rule was determined to have been violated.

4. Program Supervisor will share outcome and provide a separate copy of the letter to the Program Liaison. As appropriate, and in an effort to ensure system-wide safety and security, information such as a notice of suspension or expulsion, will be made available to all East Bay Works locations.
5. All locations may have standard expectations related to Customer interactions when visiting a Career Service Provider location, although some locations may have access to organization-specific expectations. Career Service Provider locations may use Attachment 1 found at the end of this notice or adjust as needed.
6. Staff reserve the right to refuse services to Customers who violate the Customer Code of Conduct and/or are deemed to present a threat to Staff, Customers, or Clients, of the Career Services location and/or program. Such instances in which there is a direct threat or harm to Staff and/or others will result in an immediate expulsion from accessing site location and/or provided services.

Any discrepancies that arise between this policy/procedure and any updates to federal or state provisions will default to the current minimum federal and state regulations and guidance available. As policies or regulations are updated, the most current versions of bulletins will appear on our website at www.acwdb.org.

For information and inquiries please contact:

Adult/Dislocated Worker Program:

Jennifer Victorica, Career Services Coordinator
Jennifer.Victorica@acgov.org
(510) 259-3841

Youth Program (Ages 16-24):

Ayana Cruz, Youth Program Liaison
Ayana.Cruz@acgov.org
(510) 780-8861

ATTACHMENT 1: Career Center Rules



CAREER CENTER RULES – *Please Read*

The career center is for job seekers conducting self-directed job and training search only. We are not equipped to provide childcare, personal care or guaranteed 1:1 assistance. Violations of rules, or engaging in disruptive behavior, even if not contained in these rules, may result in ejection, suspension or expulsion, possibly with the assistance of law enforcement. You are responsible for knowing and abiding by these rules. Staff continuously monitor the career center to ensure customers' work is related to job search. Thank you for cooperating.

GENERAL

1. Use of the career center and its resources is to support searches for jobs and training resources.
2. Customers are encouraged to register in CalJOBS to access important information regarding job search.

COMPUTER, PHONES, EQUIPMENT AND OTHER RESOURCES

3. There is a one-hour time limit for computer use if others are waiting.
4. Books and materials are the property of the center and cannot be removed.
5. No cell phone use or charging, unless necessary for job search or phone interview/screening in a private area/room; cell phones must be set on vibrate. Staff may ask any cell phone user to refrain from using a cell phone at any time.
6. No spamming, spoofing (impersonating another person), trolling (posting messages to generate numerous responses), interfering with or otherwise abusing the Internet, server, or computer.
7. Center telephone use is limited to job and training searches, or calls related to workforce partners, *only*.
8. Do not call 411 directory assistance. Please use Internet to locate numbers.
9. Copies and faxes are limited to 10 copies per person, per day.
10. You must report any equipment problems to a career center staff immediately.
11. Do not turn off or attempt to fix computer problems. Do not change computer system in any way.
12. No illegal activity; no copyright violation, defamation, fraud, harassment/threats, or obscenity.

CONDUCT, WELLNESS AND WEAPONS

13. Conduct and presentation must be professional. The following may result in loss of

privileges:

*Misuse or abuse of resources | Inappropriate dress or hygiene | Sexual harassment
Appearing to be under the influence of drugs or alcohol | Eating or drinking (including
water)*

*Verbally abusing staff, employers, customers, or others (using loud, rude and/or profane
language)*

*Physical assault of any person in or around the career center | Sleeping or “camping
out” | Theft | Vandalizing*

14. Any of the following symptoms may result in Customer being asked to visit at another time to limit contagious spread:

*Fever | Vomiting | Rash | Diarrhea | Eye discharge | Lice | Severe coughing |
COVID*

You must be free of symptoms for a minimum of 24 hours.

15. No weapons of any kind (including utility knives); violation may result in fine, imprisonment or both.

CHILDREN

16. Children may be present but must be accompanied by *and monitored* by parent/guardian.