

TRIDENT

Trident Workforce Investment Board Workforce Investment Act

WIA PARTICIPANT STANDARDS OF BEHAVIOR AND PROFESSIONAL CONDUCT POLICY

TO: SC Works Trident Operators and Youth Contractor

ISSUANCE DATE: March 18, 2013

EFFECTIVE DATE: March 18, 2013

SUPERSEDES: N/A

SUBJECT: WIA Participant Standards of Behavior and Professional Conduct

PURPOSE:

The purpose of this policy is to establish the principles and guidelines for client behavior and conduct while participating in Workforce Investment Act funded activities, services, or programs.

POLICY:

SC Works Trident is dedicated to maintaining a safe and orderly environment for staff and participants in order to provide self-directed, staff-assisted, intensive and training services. As such, it becomes paramount for individuals receiving services to act, behave, and otherwise conduct themselves within a manner that is both professional and with the utmost respect to staff, other customers and property. Failure to abide by these Standards of Behavior and Professional Conduct may result in the termination or loss of program benefits and/or services. If warranted by behavior, customers may be banned from the SC Works Trident premises and a "No Trespass Order" taken out against them.

The following list are examples and not an exhaustive list of behaviors that will be considered a violation of this policy:

- Harassment (persistent or single act/behavior that threatens or torments someone), verbal or physical abuse, stalking, or sexual misconduct by participants towards staff of SC Works Trident, partner programs, or service providers;
- Misrepresentation or falsification of information provided during eligibility, enrollment or any other time with the intent of receiving a benefit or service;
- Forgery or misuse of any document, record, form, electronic file, or instrument of identification;
- Unauthorized, illegitimate, or commercial use of property of SC Works Trident, partner programs, or service providers;

- Theft or misuse of property belonging to SC Works Trident, partner programs, services providers, or staff; and
- The possession and/or use of dangerous objects, weapon, or any object that could endanger another individual or property.

Any behavior or actions taken by a participant that represents an immediate threat, danger, or other imminent harm to another individual or property will be reported to local law enforcement authorities. The BCD COG, partner programs, or services providers may seek any and all additional legal action to protect life and property against the offending individual, as they see fit.

PROCEDURES:

Staff:

- Any staff member directly or indirectly becoming aware of a possible violation should immediately inform their supervisor of the incident and complete an incident report.
- Information to be provided should include date of alleged incident, time, person(s) involved, damage or injury to person or property, witnesses, and any other information that would be helpful in an investigation.
- Incident report should be sent to the immediate supervisor.

Supervisors:

- Upon learning and/or receiving the incident report, an investigation must be conducted to ascertain the validity of the claim and determine appropriate next steps.
- During the investigation, the participant under review may be removed from training, bared from participating in services at SC Works Trident, or asked to refrain from contacting staff, other than the Center Manager.
- The Center Manager is authorized to suspend services pending the outcome of the investigation. Once all of the facts are known, the Incident Report will be updated detailing the investigation and the appropriate resolution.
- All Incident Reports must be submitted to the Workforce Development Director within 48 hours of the incident.
- Recommendations to remove an individual from the WIA program based upon this policy must be endorsed by the Workforce Development Director.
- Customers may appeal the decision through the Appeal's process (rights handout).



Ronald E. Mitchum, Executive Director
BCDCOG

March 18, 2013
Date