NORTHWEST OREGON WORKS	**POLICY P18: WSO NORTHWEST CENTER OPERATIONS**
	Effective date: 5/29/2024
	☒ **NEW** ❒ **REVISED**

PURPOSE

This policy is developed in compliance with the Oregon Workforce and Talent Development Board WorkSource Center Operations Policy which requires all Local Workforce Development Boards to ensure development of a center operational policy that cover safety and communication protocols in the event of a threatening situation within all WorkSource Oregon (WSO) centers.

POLICY

Co-located WorkSource Oregon partners in the Northwest workforce area will adhere to the following center operations safety and communication protocols:

- General Safety Mandates: Any state or federally issued safety mandates, such as mandatory use of face coverings during the COVID-19 pandemic, will be followed by all WSO partners. Where partners have some degree of discretion regarding implementation of federal or state agency safety mandates, all partners agree to comply with the most conservative/safe approach required by any one partner within the center. If a visitor fails to follow a mandate, regardless of the agency being seen, the visitor will be asked to comply or leave the center and received access to services virtually. If a customer refuses to comply with either request, assistance from a center manager may be sought and/or law enforcement may be called.

- Threat of Harm: In the event that WSO staff feels their personal safety, or the safety of another person is threatened due to an actual physical threat, violent/aggressive behavior, or other situation causing the staff to feel their personal safety or the safety of another person is at risk, law enforcement support may be solicited. Some WSO partners may have differing policies on whether a staff may contact law enforcement directly prior to involving management-level staff in the decision and will follow any applicable protocols accordingly.

  Notwithstanding individual agency policies and expectations therein, WSO staff are generally authorized to engage law enforcement if they believe a threat to themselves, or others is present. Additionally, partner agency policies and procedures for dealing with angry and/or volatile customers will acknowledge this Center Operations Policy and its guidance.

- Law Enforcement Engagement: If it is determined that law enforcement should be contacted, all co-located staff from all partner agencies and appropriate NOW staff will be contacted via email and/or text message utilizing the center's Continuity of Operations Plan communication tree. The staff member contacting law enforcement is responsible for ensuring that the staff notifications are activated and follow-up communication to the CLT is completed in a timely manner.
  All center staff are encouraged to sign up for the Reverse 911 emergency alert system which will automatically notify them of any incident directly on the communication device(s) of their choice.

- Incident Reporting: Many WSO partners have internal incident reporting requirements that may or may not involve notification to center partners. In the event any one WSO partner issues an internal incident report (such as for trespassing), the partner agrees to notify all Center Leadership Team members via email in a timely manner.

- If a WSO partner fails to comply with this policy, the CLT will be notified for further discussion, assessment, and to help facilitate a resolution.

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.

REFERENCES

Oregon Workforce and Talent Development Board policy WorkSource Center Operations.