

Progressive Discipline for Challenging Customers Policy Q&A

Q1: What if harassment occurs over the phone or via virtual means? This policy talks about barring a customer from our physical location but what if with the provision of our virtual services a customer for example: makes threats over the phone, calls repeatedly, harassing emails or inappropriate behavior on video meetings? What alternative option can we provide for services? Are we able to bar them from virtual services in some cases?

A1: The policy has been updated. If someone exhibits inappropriate or harassing behavior, whether virtually or in person, such behavior should be reviewed on a case-by-case basis and may result in temporary suspension from services.

Q2: Regarding the MSP contact sheet - it asks for Claimant # or Employer ID - not all customers are claimants so should this be Jobseeker ID# instead?

A2: Attachment B has been updated.

Q3: Both the draft and the policy it replaces refer to a 'Code of Conduct Policy'. The same should apply to those we are serving. Back in the day when people were at the career center for in-person orientations, job seekers signed off on a code of conduct. We always referred to it in the event we had to send a banishment letter. Now that we are doing virtual orientations on JobQuest, a Code of Conduct needs to be presented to and signed-off (check a box) by the job seeker. This should include verbiage on conduct/behavior regarding interaction with staff and career center customers. Also, prohibitions on weapons (firearms & knives). The code of conduct document should be run by career center directors before publication for comment. This is an awareness thing that is important in setting the tone as well as putting folks on notice. Bad behavior is gradually increasing. Particularly, UI claimants who are wound up before arriving at the career center by the frustration of dealing with an inaccessible unemployment system.

A3: Per this policy and in alignment with [Workforce Issuance 100 DCS 08.111](#) Issued: 02/06/2018, each MCC must develop and adopt its own code of conduct. MDCS will add a reference to codes of conduct as we modify On-Demand Videos, particularly the Career Center Seminars, during calendar year 2024.