DATE

NAME

ADDRESS

CITY, STATE, ZIP

Dear [Customer Name]:

The MassHire Department of Career Services (MDCS) strives to provide a safe and secure working environment for employees and customers across the MassHire Career Centers (MCCs). By utilizing MDCS services, you agree to abide by [MCC Name]’s policies, including the applicable code of conduct.

All customers seeking services at MassHire [MCC Name] Career Center must abide by [MCC Name]’s Code of Conduct to continue to utilize those facilities. Any individual who violates [MCC Name] Code of Conduct may be subject to disciplinary action including temporary to long term suspension/banishment from the [MCC Name] and/or all MCCs.

By utilizing [MCC Name]’s services, you agree to abide by [MCC Name]’s policies, including the code of conduct.

On [DATE OF INCIDENT], you violated the [MCC Name] code of conduct in the following way(s):

[LIST TYPE OF BEHAVIOR - EXAMPLES BELOW]

[*You came in to the [*MCC Name*] on [*Date and Approximate Time*] and demanded to see a staff member. You demanded that the staff member correct the issue and, “get me my money”. You were loud, aggressive, hostile, and threatening and would not listen to any explanations or concerns that the staff member had. You were aggressive both physically and verbally. Among other unacceptable behaviors, you approached a staff member too close while waving your arms in a hostile manner. You yelled loudly, multiple times disrupting other customers and staff. You threatened the staff member with physical harm. The staff member asked you to leave multiple times before you complied with the request. The staff were concerned for their safety.*]

As a result of the above-described behaviors at the [MCC Name], you are barred from physically visiting the [List MCC Name and Location(s)] for a period of [Number of Days] (days/months), effective [date of issue].

Violating this ban may result in consequences such as but not limited to criminal charges.

To ensure you are receiving services in your job search efforts, you are encouraged to utilize the online resources available to you through MDCS utilizing MassHire JobQuest: [jobquest.dcs.eol.mass.gov/jobquest/LandingPage.aspx](https://jobquest.dcs.eol.mass.gov/jobquest/LandingPage.aspx). [Explain how the customer will continue to receive additional services, training, etc. or how services may be impacted during this time.]

If you require assistance with an unemployment insurance claim, you may call the Department of Unemployment Assistance Customer Call Center at 1-866-626-6800.

Regards,