



MASSACHUSETTS

Workforce Investment Act

WIA Communication No. 04-52

☒ **Policy** ☐ **Information**

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Regional Directors
DCS Area Directors

cc: WIA State Partners

From: Susan V. Lawler, Commissioner
Division of Career Services

Edward T. Malmberg, Chief Operating Officer
Division of Unemployment Assistance

Date: June 10, 2004

Subject: One-Stop Career Center Safety in the Workplace Plans

Purpose: To provide guidance to Local Workforce Investment Boards (LWIBs) and One Stop Career Center (OSCC) operators to assure statewide consistency in developing and implementing comprehensive, local Career Center Safety in the Workplace policies and plans, including timeframes for statewide implementation and training.

Background: Workplace safety and violence prevention is a concern shared at both the state and local level by all of the Commonwealth's workforce development agencies and partners. With the extraordinary level of public access afforded by One-Stop Career Centers (and required under the Workforce Investment Act) it is particularly incumbent of LWIBs and Career Center Operators that the safety of both customers and staff be assured through effective policies and procedures established through formal Safety in the Workplace Plans.

All One-Stop Career Centers, including satellites, should provide a safe, healthy and secure environment. Creating and maintaining a safe, healthy and secure work environment requires the effective implementation of policies, procedures and strategies related to the physical facility, electronic and other security elements and personnel practices as part of an integrated program of prevention.

While One-Stop Career Center staff must always exhibit a courteous, professional manner in dealing with their customers and fellow employees, disruptive, threatening, violent or destructive behavior within the center will not be tolerated. This principle is expressly stated in the Commonwealth of Mass. Human Resource Division's *Policy of Zero Tolerance for Workplace Violence* (issued 12/20/02).

It is the intent of this policy to provide guidance for establishing a consistent, statewide process for LWIBs and One-Stop Career Center operators to follow in developing and implementing specific Workplace Safety and Violence Prevention policies and procedures and related staff training for their individual work sites.

Policy: Each One Stop Career Center Operator must develop and implement a local Career Center Safety in the Workplace Plan that ensures a safe, healthy and secure work environment for each of its locations. Each local Safety in the Workplace Plan will include policies and procedures that specifically address:

- Workplace Aggression and Violence
- Emergency Communications Procedures
- Evacuation Plans
- Natural Disasters
- Fire safety
- Workplace safety and the well being of employees
- Threats (e.g. bomb, mail / letter, telephone)
- Theft
- Staff Training

To assure the effectiveness of the local plan, the Director/Manager of each One-Stop Career Center location shall be responsible for the implementation and enforcement of all workplace safety policies and procedures and will also be responsible for ensuring that all staff and collocated partners are fully trained in the local plan's policies and procedures.

Each local plan must be completed and submitted to the Division of Career Services no later than October 1, 2004. A Workplace Safety Assurance Group will be established, comprised of representatives from Facilities, Workplace Security and DCS Field Services and will review each local plan for its consistency with the policies iterated in this issuance.

Comments from the Workplace Safety Assurance Group will be provided to each LWIB and One-Stop Career Center. A career center that has a formal Safety in the Workplace Plan currently in place may submit the existing plan. The existing plan, however, must address each of the elements described, above and must also incorporate the establishment of an ongoing workplace safety committee as described, below.

Successful implementation of each local Safety in the Workplace Plan will be included as part of the FY 2005 Quality Assurance monitoring process.

Action

Required: Each workforce investment area will establish a workplace safety committee to oversee the process of developing the local Safety in the Workplace Plan. Local areas may choose to establish either a single committee to develop an area-wide plan that covers all Career Center sites (including satellites) or may choose to establish individual committees for each local site. While the overall composition of the committee will be determined locally, a majority of the members must consist of career center staff and management. For areas that choose to establish a single committee to oversee the development of a local Safety in the

Workplace Plan covering multiple sites, the committee membership must be representative of all sites and the local plan must clearly and fully address issues specific to each location.

The committee will be responsible for developing the overall parameters of the local plan including the specific policies and procedures to be implemented. The committee will also be responsible for establishing the local planning and implementation timelines. The workplace safety committee will remain active after implementation (meeting, at a minimum, on a quarterly basis) with its mission focused on maintaining and ensuring currency with effective safety strategies and addressing all workplace safety issues in a timely manner.

The process to be followed by the workplace safety committee in developing and implementing local Workplace Safety Plans must at a minimum, include:

- consultation and site visits with the local fire, police and other appropriate safety department representatives,
- development of Resource Room Guidelines.
- development of a Code of Conduct for customers, and
- development of a Graduated Protocol for Dealing with Difficult Customers.

To assure that local plans are developed and implemented in a consistent manner, development will follow a statewide protocol as described in **ATTACHMENT A**.

Effective: Immediately

Inquiries: Inquiries related to this issuance should be directed to Arleen Damon at adamon@detma.org.

Filing: Please file this in your notebook of previously issued WIA Communication Series Policy Issuances as #04-52.

Attachments: **Workplace Safety Plan Development/Implementation Protocol**

Career Center Safety Plan Template

I. Statement or Introductory Comments

A) Setting broad outlines (goals) for the plan

- B) Organizational Structure
- C) Safety Committee Make Up
- II. Procedures for Career Center Safety
 - A) Emergency Numbers
 - B) Situational Procedures
 - 1) Procedures for Dealing with Unauthorized or Threatening People
 - 2) Procedures for Dealing with Customer Threats (In person and telephone calls)
 - 3) Preventing and Managing Aggressive Behavior/Graduated Protocol
 - 4) Procedures for Reporting Injuries or Medical Emergencies
 - 5) Fire Safety Procedures
 - 6) Evacuation Plans and Procedures
 - 7) Bomb Threat Procedures
 - 8) Bio-Terrorism Procedures
 - 9) Procedures for Dealing with Theft
 - 10) Procedures for Weather Related Emergencies -*optional*
 - 11) Procedures for Power Outages- *optional*
 - 12) Procedures for Dealing with Demonstrations- *optional*
 - C) Communications/Reporting Protocol
 - 1) Emergency Situations – [identify, report, act & document situations]
 - 2) Media Communications- *optional*
 - 3) Communications with Family [who communicates & current staff contact information]
 - D) Statement on Domestic and Workplace Violence
- III. Forms and Policies
 - A) Forms
 - 1) Career Center Safety Checklist
 - 2) Bomb Threat Data Sheet
 - 3) Incident Report
 - B) Policies
 - 1) Statewide Safety Policy
 - 2) Commonwealth of Massachusetts HRD Policy of Zero Tolerance for Workplace Violence
 - 3) Customer Code of Conduct
 - 4) Resource Room Guidelines

ATTACHMENT A

Safety in the Workplace Plan Development/Implementation Protocol

Phase I: *Statewide Training offered to all Career Center Directors and Operators*

- Timeframe: Technical Assistance Meeting – June 14, 2004 -Marlborough
- Expectation: That career center leadership will leave the session prepared to initiate work on their individual plans.
- Format: Interactive; using expertise of those in the workgroup, an external security consultant, and experienced career center management who have already undertaken this process.
- Agenda:
 - ✓ Disseminate final Workplace Safety Policy with a WPS Plan Template
 - ✓ Steps for getting started.
 - ✓ Sample plans from career centers that have current or recently completed plans.
 - ✓ Site surveys and examples of how to use them.
- TA: Will be offered on an as needed basis for those in need of assistance.

Phase II: *Regional Training Sessions*

- Timeframe: August / reasonable timeframe for centers to develop draft plans.
- Expectation: Career centers will bring draft plans, questions and issues to the sessions.
- Format: Regional sessions will be offered for center management and safety officers.

Phase III: *Plan Submission*

- Timeframe: September / reasonable timeframe for centers to finalize plans
- Expectation: Career centers will submit plans and then train their staff on their plan.
- Format: Workplace Safety Plans will be reviewed by the Workplace Safety Assurance Group with review comments provided to each career center site.

Phase IV: *On-going Support*

- The DCS Training Department will offer 2 or more training sessions on workplace safety related topics.
- Based on discussions at Regional Training Sessions, a plan will be developed to support and enforce workplace safety as an integral part of the statewide career center system.
- Future discussions at Operators' Meetings and with ADs/RDs on Workplace Safety Best Practices and creative ways to address issues and concerns.