

	North Carolina Department of Commerce Division of Workforce Solutions
	DWS Policy Statement Number: PS 02-2019
	Date: January 14, 2019
	Subject: Guidelines for North Carolina NCWorks Career Center Code of Conduct Violations
	From: <i>Daniel L. Giddens</i> <hr style="width: 20%; margin: auto;"/> Daniel L. Giddens Assistant Secretary for Workforce

Purpose: To provide procedures for NCWorks Career Center staff to follow regarding customer behaviors that violate the NCWorks Career Center Code of Conduct and for the discipline of customers from NCWorks Career Centers.

Rescinded

Background: It is the intent of the Division of Workforce Solutions (DWS) to provide a safe environment for customers seeking services in the NCWorks Career Centers. In June 2017, DWS developed an NCWorks Career Center Code of Conduct and distributed the Code of Conduct for display in all NCWorks Career Centers.

Action: Effective immediately, NCWorks Career Center staff are required to display NCWorks Career Center Code of Conduct signs in a location where the signs are visible to all customers in NCWorks Career Centers across the state. NCWorks Career Center staff are required to enforce the Code of Conduct when violations are committed and, when appropriate, staff are encouraged to involve local law enforcement.

Please refer to the following attachments for guidance: NCWorks Career Center Code of Conduct, Documentation and Reporting Process, and a Sample Disciplinary Letter on the documenting and reporting process for unacceptable behaviors.

Effective Date: Immediately

Expiration: Indefinite

Contact: Myra Beatty, Division of Workforce Solutions Ombudsman

Attachments: NCWorks Career Center Code of Conduct
Documentation and Reporting Process
Guidance on NCWorks Career Center Code of Conduct
Sample Disciplinary Letter