



CAPITAL REGION

Virginia Career Works Capital Region (July 2023)

*Employee Handbook for the Common Systems and Processes
Across Partners*

Policy and Procedures Manual for Use by All Staff Conducting Business in the Virginia Career Works Capital Region Centers

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Section 1: Introduction

Welcome to the Virginia Career Works Capital Region Centers. It is our goal to provide high quality customer centered services to businesses and jobseekers. We are committed to creating a service experience for our customers that exceeds their expectations.

Virginia Career Works is composed of many service providing agencies located in one place working together to bridge the gap between businesses and jobseekers. The policies, procedures, and tools outlined in this manual are designed to facilitate integration across agencies, functions, and programs. They are also designed to ensure that customers have a consistent service experience in any interaction within the centers.

Vision of an Integrated and Comprehensive One Stop

To ensure that customers receive efficient and effective services of high quality in a seamless manner.

Virginia Career Works Capital Region Centers

Henrico Center (Comprehensive)

121 Cedar Fork Road
Richmond, VA 23223
Phone: [\(804\) 952-6116](tel:(804)952-6116)
TTY: 711 VA Relay

C hesterfield C enter

304 Turner Road North Chesterfield, VA 23225
Phone: [\(804\) 652-3490](tel:(804)652-3490)
TTY: 711 VA Relay

Richmond West Center

4914 Radford Ave
Richmond, VA 23230
Phone: [\(804\) 652-3241](tel:(804)652-3241)
TTY: 711 VA Relay

Section 2: External Customer Related Policies

Hours of Operations

The center's customer service hours are 8:30 a.m. to 4:00 p.m. Monday through Thursday, and 8:30 a.m. – 2:00 p.m. on Friday. The need for staff to work 'non-traditional' hours will be discussed between staff and management. Closings for staff training should be communicated at least one week in advance.

Holidays

The workforce centers follow the Henrico County holiday schedule which could include the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

Inclement Weather

The workforce center will follow Henrico County Government closures for inclement weather. For information about potential weather-related delays or closures, Virginia Workforce staff can check the county's [website](#), [Facebook](#), [Twitter](#) or call the Employee Home Line (804) 501-HOME (4663). Staff also can check Henrico County Television (HCTV) and local media outlets.

All partner staff located in the center will abide by the closure policies of their respective agencies. Therefore, if the center is open, but the partner agency is closed, the agency closure supersedes the center's opening. Likewise if the center is closed to the public under Henrico County determinations but the partner agency has not closed, those employees may report to the building. It is the responsibility of staff located at the center to inform the manager if they are not coming to work due to weather.

Customer Service

Virginia Career Works is committed to providing high quality service to all customers who enter each center by delivering the standards contained in this policy.

A customer is anyone who enters a center for information or services and includes: individuals seeking employment services, employers seeking talent, and organizations that seek to partner with the centers for the benefit of the community. Virginia Career Works' goal is to provide our customers with:

- Assistance in finding meaningful employment
- Connecting Employers to skilled and work ready talent
- Access to funding that will allow customers to meet and exceed their goals

- A positive and successful environment for all who walk through our doors

In order to ensure these measures are met, please follow the following regulations:

1. All staff members are responsible for providing the best customer service possible and are empowered to make decisions that will ensure the best experience for each customer while balancing the needs of the individual.
2. When answering the phone, an employee will identify him or herself and that they are calling Virginia Career Works – Henrico, Richmond, or Chesterfield locations.
3. Staff will assist customers on a first come, first served basis to the extent possible without infringing on the service needs of customers that have established appointments.
4. Staff members will enable successful use of the Resource Room by assisting customers with the resources and equipment as needed.
5. Staff will do their best to connect all customers to the services they need. If the services are not offered at the center, please see **Appendix M** for a list of resources that may be useful.
6. Agencies: If a customer or customers are not eligible or suitable for your program, please redirect the customer to another agency through the referral process.

Customer Satisfaction

To ensure our customers are having the most meaningful experience possible, Virginia Career Works will distribute customer satisfaction surveys in both paper and electronic formats. Please see Appendix E to view customer service survey.

Deescalating Customers

Remember that most customers entering our centers are likely to already be at some level of duress. In situations when customers may become agitated or difficult, please consider the following:

If a customer is demanding to see a staff person, ask them to please have a seat and that you will find someone to help them, inform the other resource area staff that you may have to leave and indicate the demanding customer. If you can't contact via phone, go find someone in management that is on duty.

Do not take the customer to the staff person.

There is a difference between a difficult customer and an irate/hostile customer. If a customer becomes upset, follow these steps to the degree you are comfortable:

1. Assume the customer has the right to be upset
2. Listen with empathy (remain objective)
3. Be Patient
4. Speak softly
5. Reiterate to make sure you are understanding the concern
6. Own the problem
7. Place the need of the customer first and the problem second
8. Triage the issue
9. Correct the issue or find someone who can
10. Follow up

Please do not hand customers off simply because you do not feel like dealing with them. Provide a warm handoff to a person who can solve the issue. If you begin to feel uncomfortable, locate the nearest on duty management staff and provide full detail of the situation. In the event a difficult customer becomes hostile, please call 9-1-1 or activate the panic alarm and document the incident in the form located in **Appendix F**.

Use of Panic Alarm

The purpose of the [Capital Region Workforce Partnership](#) Panic Alarm Procedures is to ensure that all installed panic alarms in [the Workforce Centers](#) are functioning properly, and personnel are trained to be aware of when to activate, how to activate, and what to do while waiting for Law Enforcement response.

Panic Alarms are designed to allow alarm users to activate the system under specific emergency situations when they are unable to dial 9-1-1. These types of alarms generally result in a heightened response, sometimes with lights and sirens, due to a raised likelihood of a criminal event in progress. Therefore, it is very important that alarm users understand that activation of the alarm in non-emergency or improper situations may place law enforcement officers, alarm users and the general public at increased risk.

Appropriate Use of Panic Alarm

In the event you are unable to dial 9-1-1, or if feeling threatened, the alarm should be activated.

Once the alarm is activated, make up an excuse to leave the immediate area and go to a safer place. Do not return to the area unless directed by responding officers.

Once in a safe area, due the following two things:

1. Use the intercom to say the duress phrase to alert staff to the situation and its location. Immediate Danger Phrase, "Mr. Green please report to (name area) for a 121". I repeat, "Mr. Green please report to (name area) for a 121"). This phrase should only be used to ensure staff avoid the area.
2. Call Henrico County Security Console (804) 501-XXXX, to let the know the Panic Alarm was activated, the nature of the situation, location in building, description of the person and any other information they may need to share with the responding officers.

Customer Complaints

If a customer would like to file a complaint, please provide contact information for the One Stop Manager. After an investigation of the complaint, the One Stop Manager will work with agency leads to address the issue.

Using Virginia Career Works Resource Center

Virginia Career Works Centers are open to the public for customers to conduct job search activities. The Virginia Workforce Connection should be the main source for registration, profile updates and job search. However, similar tools are allowable for job search. Anyone who is not utilizing the computers for the purposes of conducting job search, enrolling in unemployment, or any other authorized activities may be asked to leave computers.

Computers are situated in public areas and individuals are expected to use the internet in a manner that respects the center environment. Behavior by adults or children that is disruptive and not conducive to an atmosphere suitable for study, reading, and research is not allowed. A maximum of two (2) individuals may be seated at a computer terminal at one time.

Customers may not bring food or drinks near the computers. As a staff person, if you are working in the Resource Area within sight of a customer, you should not have food or drinks either. If you come to the center with food or drink, please proceed to the nearest break area.

Customers may stay on computers for up to two (2) hours consecutively if other customers are waiting. If no one is waiting, customers may use the computer as long as needed. If individuals begin to wait after someone whose two (2) hour period has expired, staff will ask the individual to leave the computer in order to accommodate the customers in waiting. Individuals who have been asked to move away from computers will wait in at the end of the line for their next turn for usage.

It is inappropriate to knowingly view or print any sexually graphic and/or explicit materials, or other materials that are not related to job search functions. Access to social media websites (Facebook, Twitter, LinkedIn, etc.) should be limited to career networking and job search activities. Failure to comply will result in loss of internet privileges. Repeat offenders may be suspended or banned from visiting centers. To view our computer usage policy, **please see Appendix R.**

Virginia Career Works is not responsible for damages that may occur to a user's equipment or data due to conditions beyond the Workforce Development Board's control such as power surges, computer viruses, etc.

Children in the Centers

Customers are not encouraged to bring their children to the centers. It is important to recognize that the Resource Area is a space designed for customers to conduct job search activities. Children who are disruptive will create a distraction for those using resources to look for employment. Therefore, center staff reserve the right to ask a parent to leave the center with their child if the child is being disruptive.

A disruptive child is a child who is creating a disturbance in the Virginia Career Works Resource Room environment. Behavior that distracts others from their activities will not be tolerated. Examples of disruptive behaviors include but are not limited to:

- Loud talking on mobile telephone (applies to everyone)
- Shouting
- Throwing objects
- Playing with equipment
- Swearing
- Singing
- Crawling on the floor around other customers
- Crying – while not deliberate, it is still disruptive to others

Children who are ill are not to be brought into centers. The following are examples of children who are ill:

- Vomiting or diarrhea has occurred more than once in the past 24 hours
- A contagious disease such as chicken pox, strep throat, or pink eye
- An unidentified rash
- Has a constant, thick, or colored nasal discharge

Staff will provide two (2) warnings to customers with disruptive children. Following this, staff may ask parents to leave center. Staff will be given discretion depending on the situation.

Smoke Free Policy

The Virginia Career Works Capital Region Centers is a smoke free building. There are designated smoking areas outside of the building. Such space are delineated and removed from any center entrance doors.

Business Solutions Function

The Business Solutions Function is Workforce Board and the entity they designate as Business Solutions Coordinator. and provided by business services representatives from partner and WIOA funded staff. The Business Solutions team is responsible for building positive relationships with employers, identifying opportunities to address the human resource needs of employers, and designing services and products to assist employers in meeting their needs. This function is the bridge between business and job candidates by coordinating with all Virginia Career Works staff members to actively recruit and refer qualified job candidates based on the needs of business. Team representatives must be knowledgeable of the eligibility and performance requirements of the Virginia Career Works region. Business Solutions functions may include, but are not limited to:

- Schedule employers for on-site recruitment at Virginia Career Works or employer worksite
- Business outreach and development
- Standard and customized recruitment and referrals for job vacancies primarily for targeted business and industry
- Job candidate qualification review
- Provision of economic, business and workforce trends
- On-the-job training contracting, and work experience
- Referral to community services

Room Reservations (External)

Eligible Organizations

Businesses, Nonprofit organizations, educational institutions, professional associations, and other entities may request to use Virginia Career Works Conference Rooms.

Reservation Process

Eligible organizations must submit a room reservation form in order to secure space at any of the Resource Workforce Centers. All room request forms must be submitted at least 14 calendar days prior to event. These forms must be completed and emailed to One Stop Manager at roberto.ford@equusworks.com. Reservations will be accepted on a first-come, first serve basis. The one Stop Manager reserves the right to reassign your group to a different conference room, if the number of attendees is changed dramatically. Attendance at events in meeting and conference rooms will be limited to the stated capacity of the individual room. To view the available spaces that may be reserved and the alternates in case the One Stop Manager is unavailable, please see **Appendix D** for room listings.

Partners that are considered workforce center tenants should follow the instructions listed on CRWP Administrative Policy 122 (**Appendix T**).

Bumping Rights

The Career Advantage (Youth) Program use takes precedence in the scheduling of all youth rooms. The Capital Region Workforce Partnership (CRWP) use takes precedence in the scheduling of all rooms in the Centers. On rare occasions, these parties may exercise “bumping rights” over usage of space. In the event this occurs, the workforce center will do its best to accommodate the organization with another space. All activities, regardless of affiliation, are subject to approval by the Capital Regional Workforce Partnership. (Please see **Admin Policy 122** for more information)

Reservation Cancellation

Room cancellation is required no less than 5 business days prior to the event date. Failure to notify the One Stop Manager at 804-952-6100 may prevent your organization from future use. Virginia Career Works Capital Region reserves the right to withdraw its offer of conference room usage should an internal need supersede it. Should this situation arise, we will make every attempt to try to find you an alternate room within our facility but cannot guarantee availability.

Food and Beverages

Refreshments, excluding alcoholic beverages, can be consumed in meeting rooms and conference rooms. Outside food deliveries are permitted, but onsite cooking is not permitted (Warming trays/Sterno excluded). Organizations are required to provide their own utensils and supplies and to dispose of leftovers and waste.

Food and Beverages should not be consumed near any computer technology or other electronic equipment. Any spills must be reported to staff immediately.

Technology Use

Computers and projection equipment belonging to users can be used in meeting rooms. The centers do not provide equipment cables and any changes to equipment settings should only be made by Center staff. Audio visual capabilities vary by facility and room; users can confirm what is available with the facility staff. Public WiFi is available at all Centers. All computer settings and configurations should be returned to the setting and manner in which they were found.

Costs

There is no rental charge for the rooms or equipment. All catering arrangements, rentals, i.e. additional tables, chairs, linens, coat racks, and audio-visual equipment not provided by Virginia Career Works Capital Region and associated costs are the responsibility of the host organization. Miscellaneous stationery supplies, i.e. pads of paper, pens, pencils, flip chart paper, markers, tape, etc. must be supplied by your organization.

Although the facility is offered free of charge, in the event of damage to the rooms or equipment, it is the Center’s expectation that the host organization be responsible for reimbursing, replacement, and repair and/or cleaning. The person signing the form and /or the organization represented shall be held financially responsible for any damage to the facility, furniture, etc., and equipment during the time of use.

Events that charge attendees are not permitted to be held at the Virginia Career Works Capital Region centers.

Ethical Standards

Virginia Career Works Capital Region presumes that all organizations hosting events at any center location will uphold high ethical standards without regard to race, color, religion, sex, age, national origin, or disability.

Compliance

All activities and participants must adhere to the Center rules of conduct and Henrico County rules and regulations and the laws of the Commonwealth of Virginia. Activities in all Center rooms should be cognizant of noise levels for other users in the building.

All rooms must be returned to their original state (chairs, table, technology set up) after meeting or event. Failure to do so may result in the prevention of future reservations.

The Virginia Career Works staff or its agents assume no responsibility for loss, damage, or liability that may arise through use of the facility.

Center Violations and Suspension Policy

I. Behaviors warranting suspension or ban

All users are prohibited from any activity that violates local, state, or federal laws, including copyright laws. Violation of law will be reported to the appropriate law enforcement authorities and will lead to a permanent ban from all Virginia Career Work Centers.

A. General Causes

Certain behaviors can be grounds for removal from our centers and possible prohibition from returning. Reasons may include:

1. Disruptive talking, noise, or any other types of disorderly conduct.
2. Use of cell phones or other electronic devices that disturb other customers or staff.
3. Cursing or abusive language or gestures.
4. Physical, sexual, or verbal harassment of customers or staff.
5. Using computers to knowingly access, display, send or receive obscenity, threats, or child pornography.
6. Vandalism, theft, removal, destruction, or unlawful possession of center property or equipment or personal belongings of staff, customers, or visitors.
7. Violation or disregard for safety and fire policies.

Computer Usage:

1. Center computers may not be used to conduct or encourage any unlawful activity, nor to post or transmit any threatening, abusive, libelous, defamatory, pornographic, or indecent materials.
2. Users may not attempt to gain unauthorized access to other networks or computer systems or to any other network or computer system. Users may not attempt to change or modify hardware or software configurations or install software on any workstations. Users may not attempt to damage computer equipment or software or cause degradation of system performance.
3. By using our computers, you are also assuming responsibility for any copyright or proprietary infringements you initiate. These provisions apply even in using your personal email account.

II. Procedures for suspension or banning of customers by OSO Manager

Employees observing violations of behaviors in Section I. are required to first immediately notify their supervisor or the center manager verbally. The one stop manager shall determine if the nature of violation merits immediate suspension and/or notification to police and take appropriate action. In the event the One Stop Manager is not available, an onsite manager should ask the customer to leave the center for the day and follow the incident reporting procedures so a determination can be made.

A written notice of suspension shall be issued by the one stop manager within 48 hours of the incident. The notice shall indicate the reason for suspension, length of time and afford the opportunity to submit an appeal to the WDB Director within 30 days of receiving the notice. A suspension applies system-wide to all centers.

For actions not determined to merit immediate removal, a written warning notice shall be provided placing a customer on “warning” status indicating that a subsequent violation will result in suspension from visiting centers.

The One Stop Manager must also be provided with a written incident report from the staff member(s). (Using a form provided by the One Stop Manager). There must be a file kept on site and/or electronically for each incident.

In the event a customer has been permanently banned from the centers, customers will have the right to request reinstatement using the following steps:

1. Write a letter or email to the One Stop Manager specifying the behavior that caused your permanent removal from the center and provide assurances that the behavior or incident will not be repeated.
2. Participate in a face-to-face interview with the One Stop Manager if requested.
3. Agree that the One Stop Manager has the right to make the final determination of reinstatement.

III. Requirements for partners who independently ban customers from their services

If any partner agency co-located in a workforce center under a sub-lease or any other arrangement elects to ban an individual for any reason, whether related to an incident in one of the centers or not, they must notify the WDB within 24 hours of such action.

The report is found Appendix F of this manual.

The notice must include:

1. The reason for the decision; including nature of actions, comments or behaviors and whether the police have been notified.
2. Whether the ban is permanent or for what period of time.
3. A copy of the written notice provided to the individual as issued by the organization. If no notice was issued, the reason for not doing so must be provided.

This information will be used by the WDB director to determine the appropriate actions to take regarding the center and system operations as a whole and if a center-wide ban is also warranted under this policy.

Section 3: External Customer Related Policies

Center Management

Virginia Career Works Centers are overseen and managed by the Workforce Development Board and its contracted one stop operator, with day-to-day services delivered in partnership with the co-located and non-co-located partners. The staff of all co-located partners will integrate service functions as required to deliver universal services as envisioned by the existing Memorandum of Understanding (MOU) and the Workforce Innovation and Opportunity Act (WIOA). The service integration will continue to be defined over time by through the work of the Core Partner team, Mandatory Partner team, and the CRWP. Some elements of partner integration include but are not limited to:

- Customer and center flow
- Customer Satisfaction
- Policies and Procedures for Center Operations
- Cross training of partner staff

The One Stop Manager's role is defined under the One Stop Operator contract awarded by the Workforce Development Board. This role focuses on providing operational oversight to the centers. The One Stop Manager is responsible for operational management, ensuring that services are being delivered in accordance with the processes outline by the parties listed above and the use of continuous quality improvement initiatives of the partnership. The One Stop Manager must ensure the tools and strategies developed by the different partner teams (listed above) are implemented. This person will provide work direction to all co-located partners within the agreed upon policies and procedures to manage the onsite staff; with agreed upon protocols for operations, customer interactions, staff interactions, and operate in accordance with the CRWP certification quality standards.

The One Stop Manager is responsible for the overall performance of the co-located partners at the centers. This will require that partner staff are willing to share performance data with the One Stop Manager.

Customer Flow

To ensure the most customer friendly and welcoming environment for our customers, a customer flow process map has been developed. **Please see Appendix B.**

Front Desk Operations

When operating the front desk, staff will be responsible for:

1. ***The appropriate signing in of customers, guests, and partners.*** The front desk staff is responsible for utilizing the electronic sign in system to track all customers entering the center.
2. ***Maintaining the Resource Area.*** Ensuring that the area is clean and neat utilizing the checklist located in **Appendix J**.
3. ***Checking and using master calendar at the front desk.*** The shared room calendar should be kept at the front desk with the schedule of all activities for the partners. Partners should utilize the room reservation procedures when booking meeting/event spaces. To view calendar, please visit www.calendarwiz.com/resourcewfcva.
4. ***Opening and Closing of Resource Rooms.*** Only the staff operating the front desk are permitted to open and close resource rooms at the centers.

Closing the Centers

When closing the centers, staff must follow the outlined procedures to ensure the safety of everyone. The last staff person in the building each day will be responsible for the following:

1. Complete a walkthrough of the building to ensure that the building is empty.
2. Make sure the necessary doors are completely closed. This may vary depending on the center.
3. Turn on alarm system in applicable centers.
4. Check parking lot for cars.

Henrico Closing

The janitorial person at this location starts early and ensures she is the last person to leave the building Monday-Thursday. Be prompt in leaving the building by 5:00pm on these days. One Fridays when you are the last person, ensure all room doors are locked, and the lights are off prior to setting the alarm.

Chesterfield Closing

When you are the last person, ensure all room doors are locked, and lights are off prior to setting the alarm.

Richmond West Closing

When you are the last person in **your suite**, cut off the lights, and lock the door to the suite. Check each suite to ensure you are the last person in the building and set the alarm.

Partner managers will check with staff prior to leaving the center to remind them of the process above. In some instances, **building janitorial services may arrive to the building. In this event, the janitorial service will properly close the building.**

Front Desk Script

Hello, Welcome to Virginia Career Works_____ (Henrico, Richmond, or Chesterfield). How can I assist you today?

*refer to FAQ's

Answering Phones

Thank you for calling Virginia Career Works_____ (Henrico, Richmond, or Chesterfield). How can I assist you today?

*refer to FAQ's

Voicemail Script

Internal (youth and Adult/DW staff)

Hello, you have reached the voicemail of (insert name), (title) at Virginia Career Works (location). Please leave your name, number, and brief message and I will return your call as soon as possible.

Partner

Hello, you have reached the voicemail of (insert name), (title), for the (agency), at Virginia Career Works (location). Please leave your name, number, and brief message and I will return your call as soon as possible.

Media Policy

Virginia Career Works wants to ensure consistent handling of general media request and a consistent message about the centers. Please follow these simple rules regarding the media:

1. Media Inquires

Inquiries from the media should be handled by management staff in your organization who are familiar with the topic. Activities should be discussed in a concise, factual, and balanced fashion. The One Stop Management team will determine the messaging for the media.

We want to keep track of all inquiries from the media. Please email the One Stop Manager to share information about the media contact.

2. Press Releases

If you issue a press release about your organization and its involvement with Virginia Career Works, please be sure to send a copy to the One Stop Manager.

3. Fact Sheets

Fact sheets about all the services currently offered at the centers can be found in **Appendix L**. Please use this fact sheet for all interactions with the media. **Do not** create a separate fact sheet.

Weapons Free Workplace

1. Except as provided herein, no person may possess, conceal, use or transfer any firearm (including any handgun) or any other weapon (including knives, clubs, or other articles or devices that are primarily used to inflict injury) in a building or portion of a building or at the entrance or exit of a Virginia Career Works - Capital Region Center.
2. Law enforcement officers carrying weapons in the performance of their jobs are exempt from this policy.
3. The One Stop Operator will post all necessary signage and notices required to enforce this policy if permitted by facility landlord.
4. Staff, Customers, and Tenants may store firearms or ammunition in a personal vehicle that is parked in a parking lot, garage, or other parking area provided for them so long as the following criteria are met:
 - a. The employee holds a concealed handgun license, or otherwise lawfully possesses the firearm or ammunition.
 - b. The firearm or ammunition is stored in the employee's personal vehicle.
 - c. The vehicle is locked.
5. Virginia Career Works – Capital Region does not have any duty to inspect, patrol, or secure the parking lot or any vehicles parked in a parking lot. In addition, VCW has no duty to confirm or determine an employee's compliance with laws relating to firearm ownership or possession.
6. Any staff or partner violation of this policy will result in an incident report that will be directed back to the staff's employer of record. Any customer violation may result in action by law enforcement and immediate removal/suspension from centers.

Incident Reporting

This report must be filled out within 48 hours after an incident occurs for both emergency and non-emergent events. An accident/incident report may include any of the following:

- All Injuries
- Illness
- Disruptive behavior of customers or their children
- Any inappropriate behavior by a customer towards staff or other customers which can include:
 - Profanity
 - Threats
 - Assault
- Property Theft
- Any suspected incident of abuse

(Please contact the local EMS, Police, or any authority for an emergency situation)

Risk Management: Incidents

1. If an incident occurs, attend to those involved to ensure there are no injuries.
 - Please call or send an immediate note of an incident to the One-Stop Operator and CRWPIncident@henrico.us and send electronic copy of report to One Stop Manager within 24 hours of incident.
2. Complete an incident report, located in Appendix F.
3. All incidents must be submitted via email to the One-Stop Operator.

Reporting staff should always maintain a copy for their records. Please see panic alarm section for the incidents that require an immediate police response. All other incidents that may not need police intervention but require de-escalation, please request the supervisor on call to assist.

Risk Management: Accidents

1. Attend to persons involved
2. If necessary, move yourself and injured persons out any areas of immediate danger such as fire or traffic.
3. Administer First Aid if necessary. Only administer the level of first aid you are qualified to perform.
4. Do not admit liability or promise to pay any expenses incurred for the injured persons.
5. Call or ask bystander to call 9-1-1 or the emergency number for the police, ambulance, or fire department. Do not leave scene until phone call has been made.
6. Complete Accident report found in Appendix F.
7. Keep report on file
 - **Send electronic copy of report to One Stop Manager and CRWPIncident@henrico.us within 48 hours of incident**

Code of Conduct:

Partner staff should refer to the code of conduct specific to their agency. Here is a general Code of Conduct for Virginia Workforce Centers:

- a. Badges must be worn at all times
- b. All smoking (including e cigarettes) must be in the appropriately marked areas
- c. Appropriate language should be used while on center property and working with customers
- d. Employees shall conduct themselves in a manner that creates and maintains respect for their work sites, fellow employees and customers, their respective agencies or departments.
- e. Employees shall strive to provide impartial quality service to those with whom they interact, including customers and fellow employees, and avoid providing preferential treatment to any individual or organization
- f. Consumption of illegal drugs or narcotics or the abuse of any drug or narcotic is strictly prohibited. Use of alcoholic beverages or being under the influence of alcohol while on duty or immediately prior to reporting for duty is prohibited.
- g. Employees will comply with all federal and state laws, rules and other regulations
- h. Employees shall respect and protect confidential information and abide by all laws governing the possession and use of such information
- i. Employees will provide customers with accurate, timely, fair, and understandable information and provide the highest level of customer service possible
- j. Employees shall not speak on behalf of their department or agency without prior authorization to do so
- k. Employees shall not speak on behalf of their department or agency without prior authorization to do so or unless the level of their position allows it.
- l. Employees shall accurately report work time and attendance
- m. Employees shall not be involved in dishonesty, fraud or misrepresentation.
- n. Employees shall help maintain a healthy, safe, and productive work environment which is free from discrimination and harassment
- o. Employees shall not refuse to accept reasonable assignments or intentionally fail to follow lawful instructions
- p. Employees shall not refuse to accept reasonable assignments or intentionally fail to follow lawful instructions issued in the interest of serving customer or assisting partners.
- q. Any employee having knowledge that a theft, forgery, credit card fraud, or any other act of unlawful or unauthorized taking, or abuse of, public money, property, services, or other shortages of public funds has occurred shall report the information immediately to the office of the comptroller of the treasury

The Roles of the Partners and Programs

All staff working in a Virginia Career Works center should be aware of the services that their co-located and non co-located partners provide, and what process is used to refer participants to these services. Training on the services that can be provided by partners results in less duplication of services, encourages co-enrollment, and results in better outcomes for participants who are able to obtain the resources that they need to be successful.

A. One Stop Operator (One Stop Manager): The basic role of a One-Stop Manager is to coordinate the service delivery of participating one-stop partners and service providers at the Virginia Career Works Centers.

- A One-Stop Manager must coordinate service delivery of the required Virginia Career Works partners and service providers
- Oversee management of Virginia Career Works Centers and service delivery
- Evaluate performance (as indicated in the Incentives and Sanctions Policy) and implement required actions to meet performance standards – This does not include performance negotiations
- Evaluate various customer experiences (including but not limited to employers, jobseekers, and partner staff)
- Ensure coordination of partner programs
- Act as liaison with the LWDB and Virginia Career Works Centers
- Define and provide means to meet common operational needs (e.g., training, technical assistance, additional resources, etc.)
- Design the integration of systems and coordination of services for the site and partners
- Manage fiscal responsibility for the system or site
- Plan and report responsibilities
- Write and maintain business plan
- Market Virginia Career Works Center services
- Facilitate the sharing and maintenance of data; primarily the site, with emphasis on the state system
- Integration of available services and coordination of programs for the site with all partners

B. WIOA Adult, Dislocated Worker and Youth (Title I): Services offered by staff consist of (but are not limited to) career counseling, supportive services, training, and workshops.

C. Adult Education and Family Literacy (Title II): Conduct activities designed to assist adults to become literate and obtain the knowledge and skills necessary to obtain employment and economic self-sufficiency, which includes obtaining their high school equivalency diploma. Adult Education also assists customers who are English language learners to improve their reading, writing, speaking, and comprehension skills as well as math skills.

D. Wagner-Peyser, VEC (Title III): Wagner-Peyser staff offer basic labor exchange services such as job referrals, labor market information, and job search assistance. Staff offer services to businesses standard and customized recruitment, referrals to job vacancies, job candidate qualification and provision of economic, business, and workforce trends

E. Department of Aging and Rehabilitation Services, DARS (Title IV): Staff provide a variety of individualized services to people with disabilities. Staff provide employment-focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities and resources. Services include counseling and guidance, training, maintenance and transportation, transition services from school to work, personal care assistance, technology services, job placement, post-employment services, supported employment, and independent living services for those customers with disabilities.

G. Senior Community Service Employment Program (SCSEP): SCSEP is an employment training program for low-income, unemployed individuals aged 55 years and older. The program provides subsidized, part-time work experience for a limited time through community service. Participants in the program learn new skills and talents, or enhance existing skills, through valuable work experience and other training to become competitive in today's workforce.

H. Community Service Block Grant Program: This program aims to combat poverty within communities by removing the barriers to self-sufficiency clients may encounter. Applicants meeting the income requirements may be eligible for a variety of services. The goal of the program is to provide services to eligible low-income individuals and families to improve the communities in which they live. Allowable services range from "safety net" emergency services through job development, adult education, and self-sufficiency programs. ***CAPUP is the local Community Service Block Grant Program***

I. Job Corps: Job Corps is a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16 through 24 improve the quality of their lives through career technical and academic training while living on campus.

J. National Farmworker Jobs Program: This program is aimed at educating and training farmworkers into jobs that allow them to earn an income to sustain themselves and their families. The program provides an opportunity for migrant and seasonal farm workers who are U.S. citizens to participate in education beyond high school or GED to secure employment in a more stable field of work. Services include farmworker housing assistance, career counseling, work experience, classroom training, on the job training, job search assistance, and emergency assistance to address the immediate needs of the farmworker and his/her family. ***There is no National Farmworker Job Program in the Capital Region.***

K. Trade Adjustment Assistance (TAA): provides support to laid-off workers and downsizing businesses impacted by jobs leaving the USA or foreign products or services making it hard to compete. Services include re-employment services, job search allowances, relocation allowances, funded training, weekly trade readjustment allowances for eligible workers who have exhausted their Unemployment Compensation benefits and are in training, Alternative Trade Adjustment Assistance/Re-employed Trade Adjustment Assistance, and On-the-job training

N. Career and Technical Education (Perkins Act): This program is a principal source of federal funding to states and discretionary grantees for the improvement of secondary and postsecondary career and technical education programs across the nation. The purpose of the Act is to develop more fully the academic, career, and technical skills of secondary and postsecondary students who elect to enroll in career and technical education programs. CTE classes can be found at Henrico, Richmond, Chesterfield, and Hanover.

Locating American Job Centers

To find the American Job Center closest to any location in the country, visit <https://www.careeronestop.org/site/american-job-center.aspx>. You may conduct a search using the Center name, city, zip code, or service needed. Alternately, you may click on any area of the map to locate American Job Centers close to the location that you select.