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Orange County Workforce Development Board
Code of Conduct Policy

Effective:
January 28, 2026

SUBJECT:
Information Notice No. 26-OCWDB-01
Supersedes Information Notice No. 21-OCWDB-08

APPROVED:
Nancy Cook,
Director of Workforce and Economic Development

PURPOSE

To provide guidance for the Orange County Workforce Development Board (OCWDB) Code of Conduct for Service Provider employees, visitors, and clients of OCWDB American Job Centers of California (AJCC) and all other affiliated locations where workforce services are delivered.

EFFECTIVE DATE

This policy is effective on the date of issuance.

BACKGROUND

OCWDB American Job Centers of California are funded through the Workforce Innovation and Opportunity Act (WIOA) Title I and operate as equal opportunity employers/programs. All OCWDB AJCC sites are expected to be safe, clean, and accessible. The OCWDB has established Code of Conduct standards to ensure that the rights of employees, visitors, and clients are preserved, and property is protected. All individuals can expect to be treated with courtesy and respect.

POLICY

Prohibited Conduct

The following actions are strictly prohibited at any OCWDB AJCC location or while providing services on behalf of OCWDB:

1. Violence, threats (direct, indirect, implied), or behavior that creates fear or emotional distress.
2. Possession of weapons.
3. Intentional property damage.
4. Acts related to sexual harassment or domestic violence.
5. Violation of any federal, state, or local law.
6. Possession or use of alcohol, illicit drugs, or being under the influence.
7. Harassment, lewd and/or lascivious behavior, indecent exposure, or sexual acts.
8. Disruptive, aggressive, or hostile behavior.
9. Failure to follow staff or security instructions.
10. Misuse of program property, technology, or facilities.
11. Any conduct that endangers health, safety, or the orderly operation of services.

Authority to Remove

OCWDB Programs reserve the right to suspend or expel any individual who violates this policy, without prior warning or progressive disciplinary steps, depending on the severity of the conduct. Violators may also face arrest and prosecution to the full extent of the law.

Reporting Requirements

All threats or violent behavior must be taken seriously and are never to be dismissed. Each incident is to be reported immediately by the Service Provider to the OCWDB Director utilizing the Code of Conduct Violation Incident Report Form.

Documentation

Service Providers are to post a copy of the Code of Conduct at each site in a location where visitors can see and read it. This policy is to be given to all employees, visitors, and clients. An acknowledgement form must be collected confirming receipt and understanding of the Code of Conduct policy, and a copy must be placed in the individual's file.

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If a visitor or client is unable to read, the Service Provider must either read it aloud to them or provide a recording of the policy.

Individuals who receive a warning, suspension, or expulsion may file a grievance within one (1) year of the incident. Retaliation for filing a grievance is strictly prohibited. For details, refer to the OCWDB Program Grievance and Complaint Procedures Policy.

ACTION

Bring this policy to the attention of all relevant staff, subrecipients, and partners to ensure full understanding and compliance.

INQUIRIES

If you have any questions regarding this policy, please email info@ocworkforcesolutions.com.

ATTACHMENTS

Attachment I: Code of Conduct Acknowledgment Form
Attachment II: Code of Conduct Violation Incident Report Form

OC Community Services

OC WORKFORCE DEVELOPMENT BOARD
Overseeing job seekers, youth and business programs and services.

americanjobcenter CALIFORNIA

Code of Conduct
Acknowledgement Form

The Orange County Workforce Development Board (OCWDB) has established Code of Conduct standards to ensure that the rights of Service Provider employees, visitors, and clients of OCWDB American Job Centers of California (AJCC) are preserved and property is protected. It should be expected that the OCWDB AJCC is safe, clean, and accessible. All individuals can expect to be treated with courtesy and respect.

Prohibited Conduct

The following actions are strictly prohibited at any OCWDB AJCC location or while providing services on behalf of OCWDB:

1. Violence, threats (direct, indirect, implied), or behavior that creates fear or emotional distress.
2. Possession of weapons.
3. Intentional property damage.
4. Acts related to sexual harassment or domestic violence.
5. Violation of any federal, state, or local law.
6. Possession or use of alcohol, illicit drugs, or being under the influence.
7. Harassment, lewd and/or lascivious behavior, indecent exposure, or sexual acts.
8. Disruptive, aggressive, or hostile behavior.
9. Failure to follow staff or security instructions.
10. Misuse of OCWDB property, technology, or facilities.
11. Any conduct that endangers health, safety, or the orderly operation of services.

Failure to comply with this Code of Conduct may result in the suspension and/or expulsion from the OCWDB programs or facility, and/or arrest and prosecution to the full extent of the law. Such actions may be taken without prior warning or progressive disciplinary steps, depending on the severity of the conduct.

I understand these procedures as explained by Service Provider staff. I understand that I can file a grievance if I do not agree with a violation given to me by the Service Provider and that I have one (1) year from the date of the incident to file this grievance.

_____

Name Signature Date

For clients/visitors under the age of 18, parent/guardian signature is required

_____

Name Signature Date

This WIOA Title I financially assisted program, or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. If you need special assistance to participate in this program, please call 866-500-6587. TDD/TTY users, please call the California Relay Service at (800) 735- 2922 or 711. Please call 48 hours in advance to allow reasonable arrangements to be made to ensure accessibility to this program.

Code of Conduct Violation
Incident Report

Issued By:	
Incident Information:	
Name:	
Date Reported:	
Date of Incident:	
Location of Incident:	
Witness:	
Violation	1st Violation ☐ 2nd Violation ☐ 3rd Violation ☐ 4th Violation ☐
Describe the incident that occurred in as much detail as possible:	
Code of Conduct Violation(s):	
Consequences of failure to follow Code of Conduct as outlined above:	

Name Signature Date

Manager Name, Title Signature Date