ONE-STOP EMPLOYMENT SYSTEM’S OPERATIONS MANUAL

Our Vision:
To be the premier organization for employment and training solutions to the business and workforce of Volusia and Flagler Counties

Our Mission:
To provide innovative, customized employment and training solutions to support economic prosperity in collaboration with economic development, education, Chambers of Commerce, community-based organizations, local governments and active business partners.

Our Values:
- All customers (internal, job seeker, and business) deserve a meaningful, timely response to their needs.
- The One-Stop Employment System is committed to quality service.
- Economic self-sufficiency is possible in Flagler and Volusia counties.
- One-Stop Employment System personnel strive for gaining and maintaining knowledge about all One-Stop Employment System services.
- One-Stop Employment System personnel are committed to increasing community awareness of the One-Stop Employment System services.

Our Seven Strategic Goals:
- Sustained and Valued Partnerships
- Continuous & Accurate Business Intelligence
- Qualified Talent Pool for Today and Tomorrow
- Effective One-Stop Employment System
- Effective Regional, State and Federal Partnerships
- Effective Use of Funds
-Effectively Guide Youth Towards Success
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Welcome to the Employment System Team

Welcome to the Center for Business Excellence and one of the best One-Stop Employment Systems in the nation.

You have joined one of the strongest teams in our profession. This means that you will be called upon to work diligently and produce in your particular area of responsibilities.

This Operations Manual is intended to guide all Employment System personnel; including work experience participants, as well as visitors who work in our centers, to provide quality customer service to our community. As you read on, you will find information on workforce legislation, workforce services offered, job descriptions, policies and procedures, and more.

1. ORGANIZATION
The Center for Business Excellence (CBE) is one of 24 regional workforce development boards who are responsible for and provide employment and training services through a One-Stop Employment System.
**WORKFORCE FLORIDA, INC.**

- **Mission Statement**

Florida will develop the state’s business climate by designing and implementing strategies that help Floridians enter, remain, and advance in the workforce, becoming more highly skilled, successful, benefiting Florida business, and the entire state.

Workforce Florida, Inc. was created by Governor Jeb Bush and the Florida Legislature with the passage of the Workforce Innovation Act of 2000, Chapter 445, and Florida Statutes. A 45-member board appointed by the Governor oversees and monitors the administration of the state’s workforce policy, programs and services carried out by the 24 business-led Regional Workforce Boards and the Department of Economic Opportunity. Direct services are provided at nearly 100 One-Stop Employment Centers with locations in every county in the state. This innovative approach to workforce development in Florida is illustrated in the model above.

The workforce system was re-designed to create partnerships between economic development, workforce development and businesses. In addition, the system is operated through performance-based contracts that increase accountability of all entities to meet strategic and legislative-mandated goals.

For additional information on Workforce Florida, Inc., visit: [http://www.workforceflorida.com/](http://www.workforceflorida.com/)

**Center for Business Excellence (CBE)**

CBE is the regional workforce development board for Region #11 in the State of Florida. Region #11 is one of 24 regions and covers Volusia and Flagler Counties.

**CBE’s Definitions of Success:**

- Promote active participation of valued partnerships in the creation of a workforce vision, the development of “Success” Strategies, and the achievement of supporting goals.

- Provide a cohesive and functional service delivery system with the capability to meet the needs of both the workforce and the business community.

- Refine communication processes and links throughout the workforce investment system to ensure effective coordination of all services and resources between the Employment System, job seekers, and businesses.

- Enhance the business services plan that will strengthen the economic vitality and employment potential of our community.

CBE’s Board of Directors includes wide representation from businesses, education, business development, and community leaders and works toward continuously improving organized workforce development efforts.

The function of CBE, which is predominantly business led, is to define the size, shape, and overall direction of the local workforce development system. It is also the function of the CBE to establish operational structures, policies, and oversee the performance for the system as a whole. Responsibility for external relations, public relations, and marketing for the local workforce development system lies with CBE.

CBE’s Board of Directors has several committees each with the responsibility for a specific area of
the Workforce Investment System. Each committee works on issues and develops solutions under their purview. The recommendations made by each committee are reviewed and approved by the Board. Each committee is staffed by CBE personnel.

For more information, visit: http://www.centerforbusinessexcellence.net/board/committees.htm

A detailed description of our service providers and their responsibilities is located in the Program Reference Guide found at http://www.onestops.com/staff/ProgramReferenceGuide.pdf.
ONE-STOP EMPLOYMENT CENTERS

Full Service Centers

Daytona Beach One-Stop Employment Center
359 Bill France Blvd.
Daytona Beach, FL 32114
Phone: (386) 323-7001
Fax: (386) 323-7055

Orange City One-Stop Employment Center
846 Saxon Blvd.
Orange City, FL 32763
Phone: (386) 561-9550
Fax: (386) 456-5359

Flagler One-Stop Employment Center
20 Airport Road, Suite E
Palm Coast, FL 32164
Phone: (386) 586-5169
Fax: (386) 586-5178

● Website: www.onestops.com
● Staff Start Page: http://www.onestops.com/start.asp

MINI CAREER LINK LOCATIONS

MINI CAREER LINKS (MCL) have been created to help area residents locate jobs, create résumés, and access Employ Florida Marketplace (EFM). These MCLs are the result of partnerships between CBE, the local community, and faith-based organizations willing to provide the staff and facilities necessary to assist the community in accessing basic One-Stop Employment System services online.

For a complete listing of MCLs, visit: http://www.onestops.com/Who/MCL_Locations.html.

ONE-STOP EMPLOYMENT SYSTEM PRINCIPLES

1. Universal Access
   Services are available to all population groups, including those with special needs. Training and support services will be accessed and initiated through the One-Stop Employment System. Eligibility for certain programs may be required before receiving services.

2. Customer Choice
   Customers have a choice of selecting services and accessing information based on their individual needs and preferences. One-Stop Employment System personnel must have a thorough understanding of job seekers and business’s needs, available services and resources, and knowledge about programs for which a customer may be eligible.

3. Integrated Services
   Workforce development services, provided by local, state, and federal programs, are available through the One-Stop Employment System. These services are enhanced through integrating available resources, coordinating activities and services, and sharing information.
4. Accountability

The One-Stop Employment System will be evaluated on the basis of measurable performance outcomes with future funding tied to specific performance standards. Design and management of the centers including delivery of services, must be responsive to the needs of customers with customer satisfaction as a key measure of accountability.

II. EMPLOYMENT

YOUR RESPONSIBILITIES AS A MEMBER OF THE TEAM

Our strength depends on you and the contribution you make to our system. We count on you to help us make the programs of CBE a success for the various segments of the public we serve. Your formula for excellence includes:

- Demonstrating a professional demeanor in both appearance and behavior
- Displaying a positive attitude
- Being effective and productive in your work
- Providing superior services to our customers and clients
- Cooperating with management and fellow employees

We also expect every member of our team to be honest, dependable, fair and loyal; to follow instructions; to learn and accept responsibility; to be willing to adapt to change; to show good judgment, teamwork and professionalism.

ETHICS

At CBE, we are dedicated to the values of integrity, trustworthiness, respect for other people, and respect for ourselves, loyalty, and dedication to high professional levels of achievement. We base our service to our customers and clients, our fellow employees, and all with whom we do business on a firm ethical foundation. The elements of this foundation are:

- **Honesty.** We strive at all times to be accurate in the assessment and representation of CBE and our services. We use the same accuracy in our professional dealings with fellow employees, service suppliers, vendors and any groups or individuals who work with us or are served by us.

- **Reliability.** We strive at all times to insure that our actions reflect our values. We "walk our talk": We live up to the claims we make about our products and services; we honor commitments to others; we do what we say we're going to do.

- **Respect.** We strive at all times to respect the differences and the similarities between ourselves and our coworkers, customers, and others with whom we interact. We welcome diversity. We also respect the fact that each of these people is a special individual, possessing skills, interests, needs, and goals that contribute to the value of our CBE experience.
- **Fairness.** We strive at all times to balance the rights and needs of others with consistency, sound judgment, and good will.

- **Cooperation.** We strive at all times to offer assistance, support and encouragement to those with whom we work with in the course of business as a team working together to achieve excellence.

- **Dedication.** We strive at all times to make decisions and take actions that make concrete contributions to the professional, financial and organizational welfare of CBE.

### Receiving Gifts

Employees are expected to be professional about receiving gifts from customers, service providers, vendors, and other companies with which we do business. Employees may accept small, modest gifts worth not more than $25, but are not permitted to accept extravagant, expensive gifts or entertainment related, or gifts that are not in CBE’s best interest. If you are in doubt about the acceptability of a gift you are offered, check with your supervisor.

### You and Your Supervisor

You have joined a dedicated, competent team. Your supervisor will help make you feel welcome and part of the team by introducing you to fellow employees, orienting you to the facility, and explaining your job responsibilities. Your supervisor is also your first link in the chain of communication if you have a problem or question about your job.

### Customer Service Excellence

One-Stop Employment System personnel must ensure customers receive excellent service and helpful information in a timely fashion. Customers shall be provided with current, complete information which satisfies their needs. The following guidelines are recommended for excellent customer service:

**Communicate Clearly**

It is important to communicate with your customers in a clear and effective way using plain language (*i.e.*, avoid acronyms and industry jargon). Provide complete, easy-to-understand information that will help customers use all of the Employment System services and resources available to them.

**Treat Customers Fairly and Provide Services to All**

Treat all people fairly; respect their privacy and dignity; be helpful and courteous; and pay particular attention to those with special needs. Remember one of the principles of the One-Stop Employment System delivery system concept is to provide universal access to workforce services. This universal access is inclusive of everyone.

**Encourage Access and Self-Sufficiency**

Inform customers of the variety of choices available for accessing workforce services wherever possible. The goal is to make resources and services easily available to everyone who needs them. Show customers how to use helpful technology, *i.e.*, Internet employment sites, resume preparation software, etc.
USE RESOURCES EFFECTIVELY

Use workforce resources and services effectively in order to provide the best service(s) to the customer. Make sure you are knowledgeable regarding the most current options. The worst possible service is providing misinformation.

WORK WITH OTHER AGENCIES

Work with relevant workforce and community agencies to ensure that services are simple to use, effective, and coordinated. Keep in mind the ultimate goal - to provide the best service possible to the customer.

IF SOMETHING GOES WRONG. MAKE IT RIGHT - QUICKLY

If you experience a customer grievance or complaint, do your best to resolve it quickly and effectively. Familiarize yourself with your One-Stop Employment System Grievance/Complaint procedure and follow the appropriate steps.

Some customers may be stressed or disturbed by their present situation. Regardless of how the customer behaves, it is unacceptable for you to act in a way that may be interpreted as rude or unprofessional. If at any time you feel you cannot handle a situation in a courteous manner, excuse yourself and contact your immediate supervisor to assist you in serving that customer.

You are the One-Stop Employment System. The way people are treated during the first few minutes of contact makes a lasting impression. This impression will be carried back into the community as a recommendation for, or against, One-Stop Employment System. A professional and pleasant demeanor gives the customer a sense of value and communicates your desire to help. Remember, your attitude reflects the personality of this organization.

ATTENDANCE AND PUNCTUALITY

You are expected to be at work every day that you are scheduled and to start your workday on time which means being at your work area and ready to begin work at the specified time. Punctuality means meeting all work assignments and deadlines on time.

If for any reason you are unable to be at work on your regularly scheduled day(s) or at your regular starting time, you must call your supervisor as soon as possible so that if necessary, your work can be reassigned in your absence.

Your IM status will also allow others to see your availability. Please see the Instant Messaging section of this manual for more information.

WORKPLACE HARASSMENT PROHIBITED

CBE is committed to a work environment that is free of illegal bias, prejudice and harassment and where all individuals are treated with respect and dignity. Every individual has the right to work in a professional atmosphere that promotes employment opportunities and prohibits discriminatory practices.

Workplace harassment manifests itself in two primary ways:

1. In forms of harassment that violate state and federal laws; and
2. In forms of harassment that may not violate law, but which violate CBE's rule because they are not conducive to creating a work environment for employees that is consistent with the intent of this rule.

This rule covers both types of harassing behavior. Employees are expected to talk with their supervisor or other managers about harassment they experience regardless of its origin. Supervisors or managers receiving such complaints are expected to take appropriate corrective action to stop the harassment.

It is CBE’s policy to prohibit workplace harassment and discrimination on the basis of race, religion, gender, marital status, familial status, national origin, age, mental or physical disability, sexual orientation, and gender identity, source of income, or veteran’s status, or other protected status under applicable law in any personnel action.

Harassment and discrimination is prohibited in the workplace or in any work-related setting outside the workplace. Every employee shares the responsibility for bringing to the CBE’s attention conduct that interferes with providing a work environment free of illegal discrimination and harassment.

**VOICE MAIL**

All telephone messages requiring a response should be handled within one (1) business day.

It is proper protocol to use an out of office voice mail greeting when you are away from your desk for a day or more. Your greeting should be polite with up to date with correct date of return and an option of who else to contact or another means to contact you.

**EMAIL**

All email received and sent through the CBE servers is public and therefore is archived prior to receipt by users and immediately upon being sent. There is no expectation of privacy by either the sender or the recipient.

**EMAIL ETIQUETTE**

Email is a work tool that should be clear and concise. Emails are intended to convey a simple message and assist in communicating information. All e-mails requiring a response should be handled within one (1) business day.

SEND = simple, effective, necessary, done

Email is another form of communication, just as a phone conversation or a letter. Incomplete sentences, missing or misspelled words and information do not present the professional image you should portray.

Read your message before you send it and use the auto spell check feature offered in outlook.

It is proper protocol to use your out-of-office assistant when you are away from your desk for a day or more. Your auto message should be polite with up to date with correct date of return and an option of who else to contact or another means to contact you.

Think before you send and send only email you would like to receive.
INSTANT MESSAGING

CBE provides internal Instant Messaging (IM) capabilities. It is your responsibility to use IM as a method of letting others in the centers know if you are available, away from your desk for a short period or for an extended leave. If someone comes into the centers and requests to see you, the Customer Service Assistant at the front desk will IM you if it shows you are available. It is courteous to let other staff and your customers know when you are available or not available.

PERSONNEL GUIDELINES

Many employees working within the Employment System are employed by a provider of CBE. These guidelines are a suggestion only and do not replace your employer’s personnel policies. All personnel working within CBE’s One-Stop Employment System are subject to these guidelines in addition to their employer’s policies.

DRESS CODE

A dress code gives us a standard for our professional appearance. It establishes a standard that the average employee is comfortable with and can, with a few changes, live with.

Clothing that reveals too much cleavage, your back, your chest, your feet, your stomach or your underwear is not appropriate for a place of business.

In our work environment, clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable. All seams must be finished. Any clothing that has words, terms, or pictures that may be offensive to other employees and customers is unacceptable.

This is a general overview of appropriate business casual attire. Items that are not appropriate for the office are listed, below. Neither list is all-inclusive nor is both open to change. The lists tell you what is generally acceptable as business casual attire and what is generally not acceptable.

Employees are expected to exercise good judgment in matters of attire and personal grooming. No dress code can cover all contingencies so employees must exert a certain amount of judgment in their choice of clothing to wear to work. If you experience uncertainty about acceptable, professional business casual attire for work, please ask your supervisor or manager.

SLACKS, PANTS, AND SUIT PANTS

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, dressy capris, and nice looking dress synthetic pants are acceptable. Inappropriate slacks or pants include jeans, sweatpants, exercise pants, Bermuda shorts, shorts, bib overalls, leggings, and any spandex or other form-fitting pants.

SKIRTS, DRESSES, AND SKIRTED SUITS

Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be at a length at which you can sit comfortably in public. Skirt length should be appropriate for the business environment. Extremely long (i.e., dragging on the floor) or short skirts or dresses are not appropriate. Gaucho skirts are not acceptable. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, shorts, denim skirts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.
SHIRTS, TOPS, BLOUSE, AND JACKETS

Casual shirts, dress shirts/blouses, sweaters, tops, golf-type shirts, and turtlenecks are acceptable attire for work. Most suit jackets or sport jackets are also acceptable attire for the office, if they violate none of the listed guidelines. Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders or plunging necklines, sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket, or dress.

SHOES AND FOOTWEAR

Conservative walking shoes, dress shoes, oxfords, loafers, boots, flats, dress heels, and backless shoes are acceptable for work. Athletic shoes, tennis shoes, sandals, flip-flops, slippers, and any casual sandal are not acceptable in the office.

ACCESSORIES AND JEWELRY

Tasteful, professional ties, scarves, belts, and jewelry are encouraged. Jewelry should be worn in good taste, with limited visible body piercing.

HATS AND HEAD COVERING

Hats are not appropriate in the office. Head Covers that are required for religious purposes or to honor cultural tradition are allowed.
PERSONAL HYGIENE

Cleanliness - Practices vary from culture to culture, but in U.S. business, it’s customary to arrive at work having showered and shampooed within the previous 24 hours.

Groomed nails - Fingernails should be kept clean, short or moderate in length - and out of your mouth.

Cheerful breath - Food-related bad breath can be managed by keeping a toothbrush at work for those after-lunch meetings. Chronic bad breath is a treatable medical condition; consult your doctor if you think it’s you.

Understated scent - Light, discreet perfumes and colognes are a form of personal expression and pride; but overpowering scents can detract from your more important messages about the work itself.

Makeup - A professional appearance is encouraged and excessive makeup is unprofessional.

CONCLUSION

If clothing fails to meet these standards, as determined by the employee’s supervisor, the employee will be asked not to wear the inappropriate item to work again. If the problem persists, the employee will be sent home to change clothes. All other policies about personal time use will apply. Progressive disciplinary action will be applied if dress code violations continue.

Our goal is to offer professional guidance to customers. This entails a professional appearance, along with the knowledge and skills required to successfully assist customers in making educated training and career choices.

Note: a doctor’s note for an exception to any of these guidelines will be maintained on file with the Center Manager.

GUIDELINES FOR PERSONAL CONDUCT

Common sense, courtesy and respect for others are the keys to maintaining a pleasant working environment and providing good customer service. The following guidelines provide several examples of unacceptable conduct. These examples of misconduct will lead to disciplinary action and possibly termination of employment. This list is not intended to be an all-inclusive list and may exclude other unacceptable behavior.

Unacceptable behavior includes, but is not limited to, the following:

- Falsifying customer documents or other records.
- Breach of Confidentiality Policy.
- Possession of dangerous or unauthorized materials, such as firearms or explosives.
- Excessive leaving early or arriving late without authorized approval.
- Unexcused/unscheduled absence without reasonable cause (if you are absent from work, you must notify your immediate supervisor no later than your scheduled start time).
- Violation of safety rules or practices.
Loitering or loafing during working hours.

Failure to maintain a professional appearance and demeanor at all times.

Being under the influence of alcohol or illegal drugs while on the job, performing work-related duties, or on company property.

Refusing to follow lawful instructions and directives from supervisory personnel.

Possession of unauthorized keys or unauthorized use of keys.

Using company property for personal business.

Damage, waste, or neglect of company property.

Theft or unauthorized use or removal of company property, as well as the property of fellow employees, customers, and others.

Use of obscene or abusive language.

Loud or disruptive behavior in the Center.

Threatening, intimidating, or coercing others.

Sexual harassment of co-workers, customers, partners, and others.

Unsatisfactory job performance.

Employees committing any of the above violations may receive an oral or written warning, suspension without pay, demotion, probation, or termination of employment. Each case is considered on an individual basis and may not follow a set pattern. Disciplinary action is enforced by the employee's supervisor.

SEXUAL HARASSMENT

It is the policy of CBE to provide a work environment free from verbal, physical, and visual (signs, posters, or documents) forms of sexual harassment. The corporation will promptly investigate any allegation of sexual harassment and, if it is determined sexual harassment has occurred, appropriate disciplinary action, up to and including discharge of the offending employee will be taken.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature that creates an intimidating, offensive or hostile work atmosphere for an employee and/or the One-Stop Employment System customer. Behavior of this nature is against the law, unprofessional and can distract employees from performing their job functions. Therefore, unwelcome sexual advances, requests for sexual favors, or verbal or physical conduct that has sexual connotations will not be tolerated. Such behavior by vendors, contractors and other non-employees who have reason to be on company premises or who otherwise have dealings with our employees and/or customers also will not be tolerated.

Such conduct, when experienced or observed, must be reported to the supervisor/manager/EO Officer or CBE President. The supervisor/manager/EO Officer will conduct an investigation and will be required to report the findings to the President. The privacy of the employee and/or customers under investigation shall be respected at all times.
Any sexual harassment is considered to be a major violation of company policy and will be dealt with accordingly by corrective counseling and/or suspension or termination depending upon the severity of the violation.

**DRUGS AND ALCOHOL USE POLICY**

Employees are expected and required to report to work on time and in appropriate mental and physical condition for work. It is our intent and obligation to provide a drug-free, healthful, safe, and secure work environment.

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on company premises or while conducting company business off company premises is absolutely prohibited. Violations of this policy will result in termination, and may have legal consequences.

The company recognizes drug dependency as an illness and a major health problem. The company also recognizes drug abuse as a potential health, safety, and security problem. Employees needing help in dealing with such problems are encouraged to use their health insurance plan, as appropriate. Conscientious efforts to seek such help will not jeopardize any employee’s job, and will be kept confidential. Any employee seeking assistance should contact their HR Department or Health Provider. All discussions will be kept strictly confidential.

Employees who appear to be in an impaired condition on the job may be asked by the Supervisor/Manager or CBE President to submit to a test by a bonafide company or agency to determine whether they are under the influence of alcohol or illegal drugs. The types of tests that may be used include breathalyzer tests, blood tests, and urinalysis.

Employees must, as a condition of employment, abide by the terms of the above policy and report any conviction under a criminal drug statute for violations occurring on or off company premises while conducting company business. Any sale of illegal drugs during the work day or on the employer’s premises will be treated as gross misconduct punishable by immediate discharge for the first offense. Any employee who is arrested for selling drugs while off duty will be discharged if convicted of a criminal offense. A report of a conviction must be made within five (5) days after the conviction. (This requirement is mandated by the Drug-Free Workplace Act of 1988).

**SECURITY & CONFIDENTIALITY**

CBE has instituted Data and Network Security procedures that comply with both Federal and State regulations concerning use of data and resources that are provided by public funding streams.

All staff members are required to read CBE’s Security Information Policy Guide and sign a security and confidentiality agreement, before receiving a network log in ID. In doing so, the staff member agrees to be bound by these policies. Additional security and HIPPA training will be required for access to some state maintained systems.

Security information, forms and help desk instructions are available on your start page.
WHISTLEBLOWER POLICY

If any employee reasonably believes that some policy, practice, or activity of CBE is in violation of law, a written complaint must be filed by that employee with the President or the Board Chair. It is the intent of CBE to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization’s goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of CBE and provides CBE with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement. CBE will not retaliate against an employee who in good faith, has made a protest or raised a complaint against some practice of CBE, or of another individual or entity with whom CBE has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy. CBE will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of CBE that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare, or protection of the environment.
ACCOUNTING AND AUDITING MATTER

The audit committee of the Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Compliance Officer shall immediately notify the audit committee of any such complaint and work with the committee until the matter is resolved.

ACTING IN GOOD FAITH

Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

CONFIDENTIALITY

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

HANDLING OF REPORTED VIOLATIONS

The Compliance Officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

It is a crime to alter, cover up, falsify, or destroy any document that may be relevant to an official investigation.

COMPLAINTS AND GRIEVANCE PROCEDURE

One-Stop Employment System Personnel

Grievances could be any issue or conflict that is interfering in your job performance and/or a productive work environment. This could include a hostile work environment, personality clashes, job-related performance issues, etc. If you have a conflict or issue, follow your agency’s complaint and grievance procedures or file with the EO Officer in each One Stop Employment Office.

Daytona Office:  Bridget Hernandez
Orange City:  Michael Miller
Palm Coast:  Kathryn King

OR

1) Office for Civil Rights (OCR)
   FL Department of Economic Opportunity
   107 East Madison Street, Caldwell Building, MSC 150
   Tallahassee, Florida 32399-2250
OR

2) Civil Rights Center (CRC)
   US Department of Labor
   200 Constitution Avenue N, Rm N-4123
   Washington, DC 20210
You may file a complaint of discrimination within 180 days from the date of the alleged discrimination with the EO Officer, the Office for Civil Rights, or the US Department of Labor Civil Rights Center. Individuals who elect to file with the EO Officer or the Office for Civil Rights must wait until the EO Officer or the OCR issues a decision or until 90 days have passed, whichever is sooner, before filing with the CRC. Such complaint must be filed within 30 days of the date you received notice of the decision.

**Equal Opportunity Employment**

CBE is committed to the principle and practice of equal opportunity and affirmative action. CBE intends to comply with the letter and spirit of federal, state and local laws and regulations prohibiting discrimination based on race, color, religion, political affiliation or belief, national origin, sex, disability, age or marital status. Further, participation in programs and activities shall be open to citizens and nationals of the United States, lawfully admitted permanent resident aliens, lawfully admitted refugees and parolees and other individuals authorized by the United States Attorney General to work in the United States. All employment and training programs will be conducted under the principles of fair employment practices, equal opportunity and affirmative action. All individuals involved in the personnel process, including any persons having the authority to hire and promote, will be responsible for making decisions consistent with this agency's policy.

In accordance with the Fair Credit Reporting Act (FCRA), the CBE's sub-contracted providers must obtain an individual’s signed consent prior to obtaining an investigative consumer report. Additionally, in accordance with the FCRA, the CBE’s sub-contracted providers will provide a copy of any report, a summary of an individual’s rights and the name of the consumer reporting agency to individuals who are denied employment as a result of an adverse report obtained from a pre-employment investigation.

**INTERNET & COMPUTER USAGE POLICIES**

Each company that contracts with CBE is required to sign an Internet and Computer Usage Policy. In addition, every employee of the One-Stop Employment System is also required to sign an Internet and Computer Usage policy. You can access both the contractor policy and employee policy at: [http://www.onestops.com/howto/default.htm](http://www.onestops.com/howto/default.htm)

**CONFIDENTIALITY POLICY**

One-Stop Employment System staff members are required to sign a confidentiality policy and must remain highly sensitive to the personal nature of our work. All customer records, employee records, business records, plans, training materials, and other documents are considered confidential and cannot be shared with anyone not directly related to the scope of work. Dissemination of any information requires the utmost discretion. When in doubt, always consult your supervisor.

As an organization who receives government funding, we are subject to disclosure of public information. All inquiries and requests for information will be handled by the CBE administration.

If you encounter a situation regarding confidentiality, or any request for records, go immediately to your supervisor. Your supervisor will then notify the CBE administration.
You are responsible for locking up all sensitive information each evening and when you are out of the office for an extended period (a day or longer). This information includes all personal information on your customers, especially social security numbers.

**PARKING**

Each of our facilities has a parking policy. Staff should check with their supervisor to learn where parking is and is not permitted at each location.

**SMOKING**

In accordance with the Florida Clean Indoor Act law, CBE is a smoke-free workplace. Smoking is prohibited in any office, hallway, restroom, lobby, or other area within any CBE facility. Smoking is permitted only in areas designated for smoking outside each CBE facility, which does not include the general area around the front doors. Employees are expected to refrain from littering the sidewalks or parking lots with cigarette butts.

**BREAK ROOMS/FOOD AND BEVERAGE**

CBE break rooms contain standard kitchen equipment including a refrigerator for storing lunches and snacks. The refrigerators will be cleaned all of contents as needed. It is your responsibility to assist in maintaining a clean environment that all staff can enjoy.

CBE’s Food and Beverage Policy prohibits supply of coffee/tea service with the exception of brewing equipment. Staff is allowed to supply their own coffee, tea, filters, creamers, sweeteners, cups, etc. at their own expense.

CBE supports fostering excellent employee morale. While it cannot supply food and beverage for such special occasions as staff holiday, it does support staff supplying their own food and beverage for a gathering previously approved by the Employment System Manager. However, staff are to be sensitive to customers and their current situations and use the utmost discretion.

**PERSONAL TELEPHONE CALLS/TEXTING**

Please use good judgment in placing and accepting personal calls as well as sending and receiving text messages during work hours, and do not use extensive amounts of time for these purposes. Also, do not bill long distance calls to CBE.

**STAFF SURVEY**

CBE conducts an internal customer satisfaction survey of all front-line staff in December and June. These anonymous surveys help management see how effective they are and to gain valuable insight from front-line staff.

At CBE we believe that every employee has the potential for coming up with ideas which might be very beneficial to the business. If you have any suggestions or ideas that you feel would benefit CBE, we encourage you to tell us about them. We are always looking for ways to improve working conditions, improve productivity, and reduce costs -- anything that would benefit our system and our customers. Suggestions should always include a solution to identified problems.

**WORK RELATED FUNCTIONS**
Some employees may have the responsibility of representing CBE at outside business functions or professional activities. Employees should remember that they reflect the image and reputation of CBE and that they are expected to conduct themselves in a professional manner that brings credit to CBE and is consistent with our policies.

RETURNING CBE-OWNED ITEMS

If you leave our system, please return all CBE-owned or sponsored items (e.g., name tags, keys, office supplies, equipment, and CBE shirts paid for by CBE)

III. CENTERS AND SERVICES

HOURS OF OPERATION

One-Stop Employment Centers are consistent in the hours of operation. Each partner agency or organization is accountable for providing services during regular business hours. If for some reason the provider is unable to perform during regular business hours, they must give advanced notice to the One-Stop Employment Center Manager in order to make arrangements for coverage or to provide customers with information concerning alternative sites.

- One-Stop Employment Centers Hours
  Monday through Friday: 8:00 am to 5:00 p.m. (closed to the public at 4:00 p.m.) Exceptions may be made as driven by needs of our service delivery
  Full services are to be provided during all hours of operation.

- Work Hours and Breaks
  The regular workweek is 40 hours. Depending upon your specific role at the One-Stop Employment System Employment Center, schedules may vary. It is your responsibility to confirm your work schedule with your immediate supervisor.

- Extended hours
  Some of our customers require appointments around our normal working hours. You are encouraged to accommodate customers’ reasonable requests and arrangements should be made with your supervisor.

All providers within the One-Stop Employment System must operate in accordance with local ordinances, state wage and hour regulations, and with the U.S. Fair Labor Standards Act.

HOLIDAY SCHEDULE

All One-Stop Employment Centers are closed in observance of the following holidays:

- New Year’s Day
- Martin Luther King’s Birthday
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

Holidays falling on Saturday or Sunday will be observed on the nearest workday.

**EMPLOYMENT AND TRAINING SERVICES**

The One-Stop Employment System provides employment and training services and resources to the workforce and businesses of Flagler and Volusia counties. These valuable workforce resources are available to customers (job seekers and businesses) at no cost. One-Stop Employment System services are funded by federal and state tax dollars and are available to everyone at no charge.

For a full list of services see the Contract Reference Guide.

*NOTE: Services are subject to change depending upon factors such as the type of jobs available, the level of wages offered, and the availability of the One-Stop Employment System resources.*

**CUSTOMER ACCESS**

Remember, one of the primary One-Stop Employment System principles is universal access. It is up to the One-Stop Employment System staff to provide equal access and complete information to anyone entering the System for service.

The entire workforce of Flagler and Volusia Counties and beyond can be a potential customer. Some customers are eligible for special or intensive services. These customers may include, but are not limited to, the following target populations:

- Veterans
- Ex-offenders
- Disabled
- Low income adults and youth ages 16 to 21
- Unemployed/Dislocated workers
- Temporary Aid for Needy Families (TANF) recipients
- Food Stamps recipients
- Unemployment Compensation Recipients
- Homeless

One-Stop Employment System must achieve a level of service that meets the needs of businesses, job seekers, those with barriers to employment or special needs, and anyone wanting to advance their current employment status.

The following is a list of the categories of services. For a full list of services, review the contract reference guide.
**TIER I. CORE SERVICES – NO ELIGIBILITY REQUIREMENTS**

Provided to the “universal customer,” which is anyone who walks through the System’s physical or electronic doors.

**TIER II. INTENSIVE SERVICES – NO ELIGIBILITY REQUIREMENTS.**

More comprehensive services provided to those job-seekers who were not able to find employment through core services and need more than core services to become employed.

**Tier III. TRAINING SERVICES – ELIGIBILITY PRIORITY**

Training services have specific eligibility requirements and are generally only provided to those job seekers who cannot compete in today’s job market with their current “hard skills.”

**Youth Services** – Assists young people to get on the right track with job search, referral and placement assistance, interviewing, resume and other employability workshops, and job skill training. Career Counselors help with career planning and vocational assessment.

**Welfare Transition Program (WTP)** – Provides assistance to needy families so that children may be cared for in their own homes or in the homes of relatives; ends the dependence of needy parents on government benefits by promoting job preparation, work and marriage; prevents and reduces the incidence of out-of-wedlock pregnancies and establishes annual numerical goals for preventing and reducing the incidence of these pregnancies; and encourages the formation and maintenance of two-parent families.

**The Supplemental Nutrition Assistance Program / SNAP** - emphasizes work, self-sufficiency, and personal responsibility. The program strives to meet the needs of participants in gaining skills, training, work, and experience that will increase the program participants’ ability to obtain total self-sufficiency. The state of Florida provides SNAP services to able-bodied adults (ages 18 - 49) without dependents (children) (ABAWDS).

**Veterans** - Services involve the provision of priority workforce services to veteran customers in the One-Stop Employment System Employment Centers around the State. These services include, but are not limited to, job referrals, job development, referrals to training and supportive services, case management, labor market information, resume assistance, employability workshops, etc.

**Businesses** - Provides recruitment-related services, human resource information, and training opportunities to our business community. Our job is to help our business community put available training dollars to work for them to help reduce recruitment costs and to provide the information and resources they need to attain and maintain qualified employees at no additional cost to the business.

**PERFORMANCE MEASURES**

The most current performance report (entitled Performance Reports) can be found in the Quick Links on the One-Stop Employment System Staff Start Page under CBE & One-Stop Employment System Info Section.

**FUNDING**
CBE administers up to 20 various funding streams, each with many rules and regulations. To the extent possible, our finance department makes these various streams seamless to you and to our customers. However, there are some rules that must be followed in particular for internal controls. Your supervisor will provide you with information that is critical for us to meet our shared responsibilities. These may include, but are not limited to, logging all gift cards, bus passes, and gas cards and to show who received these services.

SUPPLIES

It is the philosophy of CBE that you will have the basic supplies needed to complete your tasks efficiently. This includes the equipment (i.e., computer) at your desk, a working phone, and office supplies. Supplies requested beyond these basics should be sent to your supervisor. CBE will order supplies monthly, but requests may be made to your supervisor at any time and the supply closets are available to you throughout the month. If you see that something is getting low, please let the Administrative Assistant know as quickly as possible.

ORDERING SUPPLIES

Office supplies will be ordered on the 15th of each month by the administrative division of the CBE. Special orders can be placed in the interim on an emergency basis through your supervisor. Order forms should be completed and approved by your supervisor before submission to the Administrative Assistant. Every attempt will be made to provide the supplies necessary to do your job. Please be reminded, however, that office supplies are expensive, and you should be careful not to waste, damage or destroy the supplies provided.

DISABILITIES LEGISLATION

ADA Legislation
Disabilities Act

Title I of the Americans with Disabilities Act (ADA) of 1990, which took effect July 26, 1992, prohibits private employers, state and local governments, employment agencies, and labor unions from discriminating against qualified individuals with disabilities. This includes job application procedures, hiring, firing, advancement, compensation, job training, and other privileges of employment. The ADA guarantees disabled people access to employment, public accommodations, transportation, public services, and telecommunications.

The One-Stop Employment System provides services for the disabled to the maximum extent possible. Some of the services we currently provide are: TDY, Interpreter Services, and MAGIC/Jaws computer software located on one of our computers in the Career Zone. The Rehabilitation Act of 1973, Public Law 93-112, as amended December 1974, Title V gives a "Bill of Rights" for persons with disabilities.

All One-Stop Employment Centers and outside providers must be in compliance with Section 188 of the Workforce Investment Act of 1998.

CBE’s One-Stop Employment Centers have an EO Officer and a disability specialist assigned:

EO Officers/Disability Specialists:
Disability Special Accommodation

Individuals employed in the One Stop Employment System who request a special accommodation will be required to request such accommodation through their respective employers. Such requests will require a doctor’s order and may be considered as long as it does not cause “undue hardship” on any one company. Each employer is required to complete the One Stop Reasonable Accommodation Request Form for an individual’s request.

It should be noted by staff that CBE can provide such services as special computer software for the visually impaired, interpretive services (upon prior arrangement) for the deaf and hard of hearing, etc. Please consult your One-Stop Employment System Employment Center Manager for the most updated information on these customer resources.

One-Stop Employment System Policies & Procedures

All procedures and policies pertaining to the One-Stop Employment System are indexed on your internet home page:

For policies: [https://secure.onestops.com/Policy/Policy_Display.ASP](https://secure.onestops.com/Policy/Policy_Display.ASP)

For procedures: [https://secure.onestops.com/Policy/Procedure_Display.ASP](https://secure.onestops.com/Policy/Procedure_Display.ASP)

If you find a policy/procedure that is out of date or see that a policy/procedure is missing, please notify a Quality Control Specialist. CBE is committed to assisting all staff with complete and up to date guidance.

Incident Reports

In the event of an incident within the One-Stop Employment Centers and its adjacent parking lots, a supervisor or manager must be notified immediately. Please see your One-Stop Employment Center Manager or supervisor to report the incident within 24 hours to CBE administration. Managers are required to complete CBE’s incident form and keep on file. An electronic copy will be forwarded to CBE’s Vice President.

The Wagner-Peyser Complaint Resolution System:

The Wagner – Peyser Complaint Resolution system is designed to address the complaints by processing apparent violations of employment – related laws. The One-Stop Employment Center Manager, along with one designated backup, is responsible for the oversight of this procedure.

Three Types of Complaints:

- Wagner-Peyser related complaints
- Non Wagner-Peyser related complaints
Not applicable to Wagner-Peyser Complaint System.

The One-Stop Career (OSCC) Complaint/Referral Record form ETA 8429 found here [http://www.floridajobs.org/PDG/MSFW/ETA8429.pdf](http://www.floridajobs.org/PDG/MSFW/ETA8429.pdf) must be filled out for each employment violation the customer relays. A file is made for each complaint and a copy sent to customer making the complaint. Record retention is 5 years from the date of last action. A report is sent quarterly to the Department of Economic Opportunity Senior Monitor Advocate.

**STAFF SAFETY**

CBE is concerned for your safety and welfare. Precautions should be taken when working in the centers to not put yourself in harm's way. For example, no one should be left alone in the evening to lock up; customers should not be let in the side or back doors. If you ever feel uncomfortable with a customer, just excuse yourself and talk with a supervisor or another nearby staff to alert them to a confrontational customer.

We will keep a safe working environment through proper equipment, facilities, rules and practices. This eliminates or reduces work-related accidents and injuries. We expect all employees to be aware, understand and follow our safety rules. Safety must be a part of the planning for every employee's job. If you don't understand these safety rules, or how to do your job safely, talk to the Center Manager or your supervisor.

**SAFETY RULES ARE:**

- Make sure you understand all safety precautions about doing your job.
- Report all accidents/injuries and unsafe conditions, behavior or activities (no matter how minor) to your supervisor immediately.
- Do not engage in activity which affects the safety of employees, CBE equipment, property or products.
- Do not smoke in restricted areas.
- Do not contribute to unsanitary conditions.
- Horseplay is strictly prohibited.
- Do not use CBE equipment carelessly or without proper training.
- Do not speed or drive recklessly or carelessly while operating a vehicle in CBE parking lots.
- Keep your work area clean and clear of debris.
- Maintain clean and unobstructed aisles to firefighting equipment, electrical switches and emergency cutoff valves.
- Keep all walking surfaces clear of debris, and clean up all spills. Report all unsafe floor conditions.
- Don't block fire lanes.
- Use the correct tool for the job. Don't improvise.
- Use proper lifting techniques.

**SECURITY**

We make a reasonable effort to provide a safe and secure workplace for our employees. We are not responsible for loss or theft of personal belongings. Please exercise care with your belongings and keep them locked away. Don’t bring large amounts of cash or other valuables to work. CBE cannot reimburse you for theft or loss of your money or valuables.

**VISITORS IN THE WORKPLACE**

To provide for the safety and security of personnel and the facilities at CBE, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter and exit CBE at the reception area. Authorized visitors will receive directions or be escorted to their destination and staff are expected to escort their customers back to the lobby after appointments.

Employees are responsible for the conduct and safety of their visitors. If an unauthorized individual is observed on CBE’s premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

**CHILDREN IN THE WORKPLACE**

This policy is established to avoid disruptions in job duties of the employee and coworkers, reduce personal and property liability and help promote a positive working environment.

Employees and supervisors must consider issues of safety, confidentiality, disruption of operations, disruption of services, disruption to other employees, appropriateness and Legal liability, as well as sudden emergency, posed by the presence of children in the workplace.

Therefore, One-Stop Employment System staff are prohibited from bringing children to work during normal working hours unless a special exception has been approved by the Center for Business Excellence Corporate Office in writing via e-mail as the preferred method. If this is not possible, One-Stop Employment System management team members and/or designated staff will be authorized by the Center for Business Excellence Corporate Office to telephone or inform in person that bringing children to the workplace is allowed due to special circumstances.

No child can be left unaccompanied by an adult in the work place, and any employee who brings a child to the workplace and leaves him or her unattended in an office, room, hall, lounge, restroom, lunch area or elsewhere will be subject to discipline up to and including the prohibition of working in a One-Stop Employment Center or within the One-Stop Employment System.

**ANIMALS IN THE WORKPLACE**

Service animals are the only animals permitted in the work place. Any customer bringing in an animal other than a service animal will be instructed to leave immediately. Any employee who brings an unauthorized animal to the workplace will be subject to discipline up to and including the
prohibition of working in a One-Stop Employment Center or within the One-Stop Employment System.

**REPORTING SUSPECTED CHILD ABUSE**

Florida statues mandates that any person who knows, or has reasonable cause to suspect, that a child is abused, neglected or abandoned by a parent, legal custodian, caregiver, or other person responsible for the child’s welfare shall immediately report such knowledge or suspicion for the Florida abuse hotline of the Department of Children and Families. It is everyone’s responsibility to follow CBE’s policy/procedure on reporting suspected child abuse.

**DISASTERS**

All personnel should familiarize themselves with CBE’s policy/procedure on evacuations of the centers in the event of a disaster.

All personnel are requested to keep their personal information up-to-date with their immediate supervisor. Supervisors will keep the list of information up-to-date with CBE One-Stop Employment Center Managers. CBE is one of the first called by the State of Florida in the event of a disaster to assist with FEMA disaster recovery centers. It is imperative that we can contact you in the event that the centers are inoperable and if assistance is needed at the disaster recovery centers.

**WORKPLACE VIOLENCE/HOSTILITY INCIDENT PROEDURE**

CBE is concerned about the safety and well-being of our staff and guests; therefore, CBE has developed the following procedure for staff members to follow in the event of a problem.

The CBE does not tolerate acts of workplace violence/hostility committed by or against employees. Workplace violence is defined as any physical assault, threatening behavior or verbal abuse occurring in the workplace by employees or individuals visiting our offices.

Prohibited conduct includes, but is not limited to:

- Touching or injuring another person physically
- Engaging in behavior that creates a reasonable fear of injury in another person
- Brandishing or using a weapon while on CBE premises
- Damaging property intentionally
- Threatening to injure an individual or damage property
- Committing injurious acts motivated by, or related to, domestic violence or sexual harassment; and
- Creating an intimidating presence and harassment of any nature such as stalking, shouting or swearing.

This policy summarizes actions you should and should not take to deal with threatening or violent situations. Taking a few moments to familiarize yourself with these guidelines is an important part of being prepared for workplace emergencies.

General Security Practices:

- Never hesitate to call the police if confronted with a potentially violent situation. It is better to have called the police unnecessarily than not to have the police available when a
threatening situation turns violent. As soon as possible, please inform your supervisor and One-Stop Employment Center Manager that you have called the police.

- Never attempt to physically restrain or physically remove a threatening or violent individual by yourself. Doing so puts you in danger and leaves you and CBE vulnerable to possible lawsuits.

- Always report violent, threatening, or harassing behavior to your supervisor and the Center Manager. Alert your supervisor to the presence of suspicious behavior of an individual.

Coping with Threatening or Violent Individuals:

Effective handling of threatening or violent individuals requires you to use good judgment and common sense and rely on your own assessment of the particular situation. Nevertheless, you might be able to resolve or cope with many types of threatening or violent situations by following the guidelines below:

- When confronted with an angry or hostile individual:
  1. Stay calm
  2. Listen attentively
  3. Maintain eye contact
  4. Be courteous and patient, but try to keep the situation under control by expressing a willingness to sit and calmly discuss the matter. This does not have to be in your own office.

JPN ALERTS

When confronted by a person shouting, swearing, threatening violence, or engaging in bizarre or dangerous behavior:

- Stay calm
- Be courteous and patient, but maintain your distance from the individual
- Signal a co-worker or supervisor that you need help.
- Have the co-worker or supervisor call the local police
- Paging JPN or calling a co-worker for a JPN form is a pre-arranged code to signal staff that there is a problem

Group Paging Instructions (for emergencies only):

1. Dial the proper Group Paging Extension
2. Wait for the confirmation tone, and then begin speaking.
3. Note that you are creating a recording that will be set to the group when you hang up.
4. Hang up and your message will be sent to each extension in the group.

Group Paging Extensions:

8329  CBE Office
8359  Daytona One-Stop
8120  Flagler One-Stop
8382  Orange City One-Stop
When confronted by someone with a gun, knife, or other weapon:

1. Stay calm
2. Never try to grab the weapon
3. Quietly signal a co-worker or supervisor that you need help. Do not call for help yourself if the individual is directly confronting you.
4. Have the co-worker or supervisor call the local police
5. Be courteous and patient. Keep talking, but follow the instructions from the person who has the weapon. Stall for time, but do not risk harm to yourself or others.
6. Watch for a chance to escape to a safe area. Take direction from the law enforcement personnel once they arrive on the scene.

It is important that all members of the CBE community take this responsibility seriously to maintain a safe working environment.

DEALING WITH BOMB THREATS

Unfortunately, bombing and the threat of being bombed are harsh realities in today’s world. The danger exists in every place of employment and business.

Bomb threats can be delivered in a variety of ways. The majority of threats are phoned in. Occasionally these calls are through a third party. Sometimes a threat is communicated in writing or by a recording. Two explanations for reporting a threat are:

1. The caller has definite knowledge or believes that an explosive or incendiary bomb has been or will be placed and he/she wants to minimize personal injury or property damage. The caller may be the person who placed the device or someone who has become aware of such information.
2. The caller wants to create an atmosphere of anxiety and panic which will, in turn, result in a disruption of the normal activities at the facility where the device is purportedly placed. Whatever the reason for the report, there will certainly be a reaction to it.

CBE, in our continuing effort to ensure a safe environment, asks that staff members follow the guidelines listed below in dealing with a bomb threat incident.

1. Always treat all bomb threats as real.
2. Try to keep the caller on the line as long as possible, DO NOT HANG UP even if the call is finished. Note down the details of the caller; i.e. person’s accent, background noise, check caller I.D. on the phone if available.
3. As soon as possible, notify your supervisor or the current manager in charge or have a co-worker notify management.
4. Do not panic. Do not announce the situation and create a panic. Only inform the necessary individuals.
5. Ask the caller about the time of detonation, where it is placed, does this individual belong to a specific organization, motive of the bomb, type of bomb, any deals that can be exchanged to avoid the circumstances. Do not aggravate or excite the caller. Obey their instructions. Do not volunteer any information or advice.
6. Call the police as soon as possible. This would apply if you are not able to reach a supervisor. The supervisor would normally be the one to contact the police.

7. If a bomb or strange package is visible **DO NOT TOUCH IT. KEEP AWAY.**

8. Management will instruct regarding evacuation of the building. If the premises are evacuated, follow management instructions carefully and do not re-enter the building until you are instructed to do so.

9. As soon as possible following the incident, complete an incident report include all the details you can recall.

10. It is of paramount importance that all inquiries from the news media be directed to the President or Vice President of the organization.

**POLICE DEPARTMENT NUMBERS**

Determine if the situation is an emergency (someone is threatening violence or being violent), if so, call 911. **(It is necessary to dial 9 and then 911.)** If the situation is not as volatile call the regular police number (example, customer nonviolently refuses to leave the office, contact the regular police number and they will come and remove the individual and issue a no trespass, which is good for a time frame determined by each specific municipality.)

Daytona Beach Police Department 248-1777
Orange City Police Department 775-9999
Palm Coast Sheriff's Office 313-4911

Customers who have been denied services as a result of an act of violence, harassment, etc., will be considered for future services on a case-by-case basis.
ACKNOWLEDGMENT

All personnel who work within CBE’s systems will comply with all rules and regulations, policies, procedures and systems that are currently in effect and all such rules formulated in the future. Failure to do so may result in removal from working in CBE’s Centers. CBE reserves the right to amend or modify the policies referenced in this manual at any time.

I have received a copy of CBE’s Operations Manual (updated July, 2012) and understand that I am responsible for reading it and complying with it. I understand that failure to comply with the CBE’s policies, procedures, rules and regulations is grounds for removal from working in CBE’s Centers.

____________________________________
Print Name

____________________________________
Signature Date