



RIVERSIDE COUNTY
WORKFORCE DEVELOPMENT BOARD

VISITORS TO THE WORKFORCE DEVELOPMENT
CENTERS OF RIVERSIDE COUNTY
POLICY

Date: August 29, 2016

Number: 21-02

PURPOSE: Provides direction to Workforce Development Centers of Riverside County partners and staff regarding visiting with family members, significant others, friends, business associates and/or the general public.

EFFECTIVE DATE: Upon Release

REFERENCES: California Labor Code Division 5, Part 1, Chp.3, Sections 6400, 6401, 6401.7, 6403.

LOCALLY IMPOSED REQUIREMENTS: Locally imposed requirements are indicated in ***bold, italic*** type.

BACKGROUND:

The Workforce Development Board designated the Riverside County Economic Development Agency (EDA) as the Administrator for the Workforce Development Centers (WDC). In this role, EDA is responsible for ensuring the effective and efficient operation of the Centers through the development of Center policies and the coordination of services among the Center partners.

The WDCs are available and accessible to the general public as well as family members, significant others, friends and business associates of staff. The high volume of people accessing the WDCs prompted the establishment of this WDC visitors' policy in order to continue to provide a safe and customer service oriented environment.

Definitions:

Staff: Is defined for this policy as any employee, volunteer of EDA or other partners or tenants located in a Workforce Development Center.

POLICY:

All visitors, applicants, participants, enrolled students, business associates (to include consultants, service providers and vendors) or persons related or non-related to staff shall NOT be allowed beyond public access areas without first signing in with the receptionist and providing the basis for the visit. No visitor of any type shall be allowed in employee areas without an escort. All visitors shall use the main entrances of the buildings when entering. At NO time shall family and friends be allowed access to the building except through the main entrances. It is expected that ALL staff will adhere to this policy in order to ensure the safety of staff and visitors of the WDCs.

PROCEDURES:

Notification

If known, staff shall notify WDC reception staff of the visitor's name and estimated arrival time. Should staff anticipate an absence from their working area, it is the responsibility of that staff to engage another staff member to be notified upon the guest's arrival.

Guest Arrival

- All reception staff shall ensure visitors provide name, nature of the visit and sign in the visitors log at the time of visit.
- Reception staff shall first announce the arrival of the guest before acknowledging staff is available. It is staff's prerogative and responsibility to refuse visitation to anyone not scheduled should:
 1. The visitor poses a threat or possible harm either mentally or physically to staff.
 2. The visitor poses a perceived threat either physically or mentally to staff.
 3. Staff's schedule does not allow for an unscheduled or unannounced appointment.
(It is then the responsibility of that staff to inform visitor personally of time restraints.)
- **All visitors will wear a visitor's badge.** The WDC receptionist and/or the Career Resource Area (CRA) greeter will be responsible for issuing the visitor's badge. It is equally important for WDC permanent and temporary staff to wear either a county or agency identification badge at all times.
- All visitors, business associates, friends or persons related to staff must be escorted at all times beyond the reception desk or up the elevators.

Guest Departure

- Visitors shall be escorted to the exit of the building upon departure.
- If staff is not able to escort their exiting guest, then staff must engage another staff member to assume this responsibility.
- Visitors may not engage a second visit with another staff person without first obtaining staff agreement to do so.
- If a second visit is agreed to, the visitor shall be escorted to that staff member and staff shall advise the WDC receptionist to document the second visit on the visitor's log.
- Visitors must return the visitor's badge to the office receptionist or the Career Resource Area

greeter upon departure.

Keypad Codes

Keypads have been placed on WDC entrances for staff safety, and keypad codes are distributed to staff and partners.

- ***At NO time shall WDC staff give keypad codes to ANYONE other than another staff person.***

Hostile/Violent Visitors

If at any time WDC staff determines a visitor to be hostile or violent and poses either a threat to them, the party requested to be seen, or any other WDC staff member, staff shall immediately follow the procedures outlined in Policy Number 10-09, Hostile Behavior Response dated August 9, 2016.

Staff Responsibilities

While there may be unexpected instances when relatives or friends drop by for any length of time, these instances should be infrequent and not on a recurring basis.

Should family or friends dropping by stay longer than 5 minutes, staff shall break at this time in any of the designated break areas. Permission must be obtained from supervision if staff is currently on a priority assignment or deadline.

If a relative or friend will be staying for longer than a 15-minute waiting period and is under 16 years of age, they may remain in staff's cubicle area. It is expected staff will remain on task at this time. If the relative or friend is over the age of 16, staff shall escort them to the break room where they will remain for the duration of their stay.

Maintenance of Safety

These procedures assure some accountability for the numbers and types of visitors who attend programs and obtain services. It is crucial to maintain safety and order to staff and the public. All WDC staff members are responsible to know and enforce this policy.

Refer to Knowledge Management on the [WDC/Partner Intranet](#) site for procedures related to this policy.

REVISION HISTORY:

Revision Dates: 08/29/2016
Original Policy Date: 12/05/2003



Loren Sims, Administration Manager