



ROCK COUNTY JOB CENTER MANUAL

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General Information

Job Center Concept

The State of Wisconsin developed the Job Center model by focusing on the needs of two primary customers: employers and job seekers. The federal Workforce Investment Act (WIOA) legislation of 1998 identifies the tracks of services available to these customers as: core, intensive and training. In Rock County, Manpower Government Solutions has been designated by the Southwest Wisconsin Workforce Development Board (SWWDB) as the WIOA service provider of adult, older youth and dislocated worker services in the Job Center. Under the WIOA legislation, the local Workforce Development Board (WDB) assumes the lead in oversight of the Job Center system. The WDB is also the One-Stop-Operator for the area, and will assist in the attainment of federal and state performance measures. Rock County is part of the SWWDB Area (WDA) #11; this WDA includes: Grant, Green, Iowa, Lafayette, Richland and Rock counties.

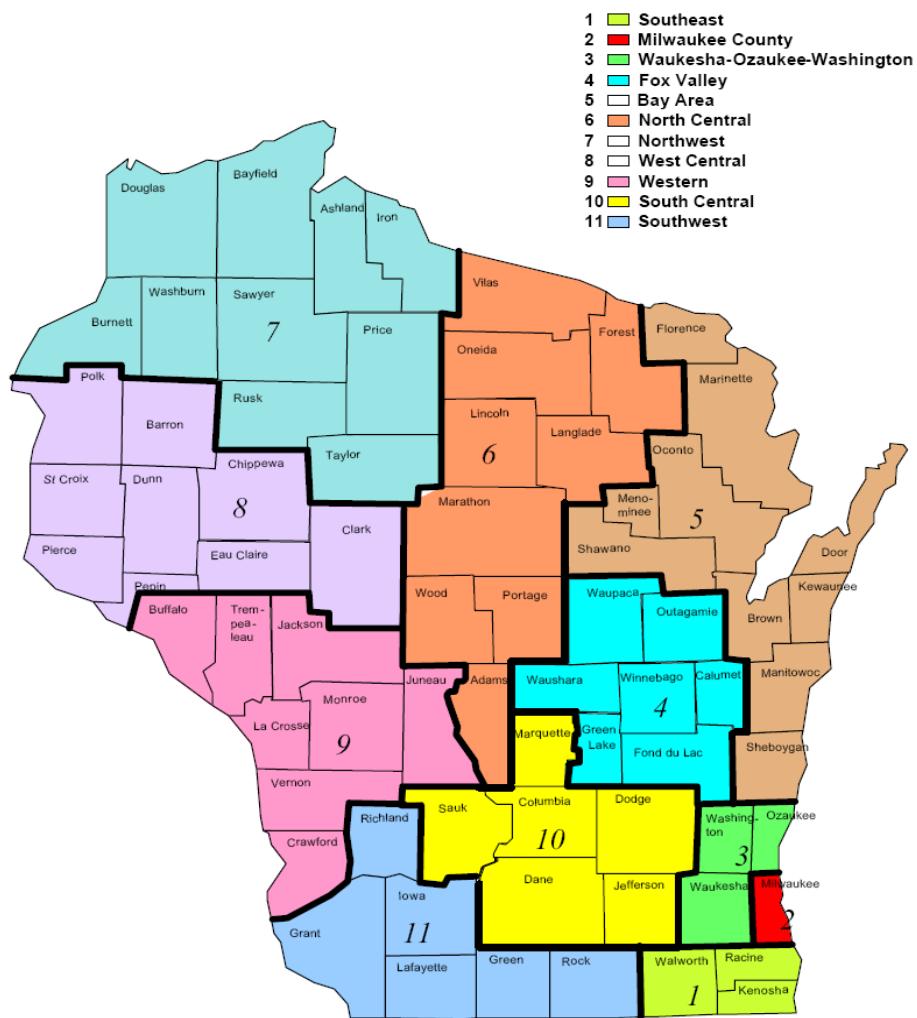
Funding Sources

Funding of the Job Center system varies depending on the area of the State. Generally, funds are a combination of local, state and federal resources. For example in Rock County, the County Board funded the renovation costs of the Job Center facility. The facility's operational costs are then charged back to each of the partner agencies through a lease agreement.

Numerous sources fund the partner agencies, including: local block grants, the United Way of North Rock County, Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser, TANF (Wisconsin Works, Workforce Attachment and Advancement,

Welfare-to-Work), Carl Perkins, Vocational Education Act and Adult Education Act, as well as a variety of targeted grants. In addition to the lease agreement, an Operating Agreement and Memorandum of Understanding also exist. These agreements focus on the delivery of services at the Job Center, including implementation of the WIOA.

Wisconsin's Workforce Development Areas



Facility

As result of several years of planning on behalf of the Job Center partners, the Rock County Job Center facility opened its doors to the public on March 31, 1998. The facility is a former department store and is 60,500 square feet in size. In addition to general office areas, the facility also includes a Resource Room, centralized mailroom, three conference rooms, seven

classrooms, eight individual meeting rooms, a conference center and on-site childcare. See the Appendix for a copy of the **Rock County Job Center Facility Map**.

Job Center Partners

Two components of Job Center Standards establish the guidelines for service. The service standards are the array of services available on-site to all customers, while the functional standards reflect the integration of services provided to customers in the areas of: intake, assessment, case management and employer relations. These standards provide a statewide framework for customer service in Wisconsin's Job Centers. The Rock County Job Center collaboration has grown to a total of 11 agencies providing education, training and support services. In total, these agencies account for approximately 150 staff.

- Aging and Disability Resource Center (ADRC)
- Blackhawk Technical College (BTC)
- Community Action, Inc. (CAI)
- Community Solutions of Wisconsin LLC
- Division of Vocational Rehabilitation (DVR)
- Forward Services
- Job Service
- Job Corps
- Manpower Government Solutions
- Rock County Human Services
 - Economic Support Division (ES)
 - Energy Services
 - Long Term Support (LTS)
- Southwest Wisconsin Workforce Development Board (SWWDB)
- Office of Veterans' Services

Job Center Collaboration

To facilitate integrated services, interagency teams and collaborative groups have been developed to work not only toward the attainment of Job Center Standards, but also to develop our service delivery system. The benefit of this approach is the opportunity for direct service providers to recommend to management, methods for service provision and improvement, based on customers' needs. The Rock County Job Center Management Team meets monthly to discuss services and the needs at the Rock County Job Center.

Rock County Job Center (RCJC) Standards of Conduct

The Southwest Wisconsin Job Centers are charged with the responsibility of providing a wide-range of services to a large and diverse population. In support of this mission, the Southwest Wisconsin Job Centers has adopted a Standard of Conduct that applies to all persons utilizing the services of the job centers. The RCJC Management Team has also adopted this Standards of Conduct. The standards set forth reasonable rules to ensure the effective delivery of services and are intended to protect the welfare and safety of everyone.

Accordingly, each person utilizing the services available in the Job Center are expected to conduct themselves in a manner that is appropriate for a public setting, and sensitive and considerate of other people. The following behaviors and acts are unacceptable and not allowed at the Rock County Job Center:

- Intentional actions that obstruct, disrupt, or physically interfere with another person and use of Job Center facility.
- Intentional acts that obstruct, disrupt, or physically interfere with the use of Job Center.
- Physical abuse, verbal abuse, threats, intimidation, harassment, coercion, and/or other conduct that threatens or endangers any person.
- Theft or other abuse of computer time and equipment for purposes inappropriate to the mission of the job centers.
- Violation of the policies, rules, or regulations of any partnering agency.
- Conduct that is disorderly, lewd, or indecent, or that is a breach of peace on the Job Center premises.
- Conceal and Carry is not permitted. Possession or display of firearms, dangerous articles, or substances, incendiary devices, explosives, or other potential weapons.
- Illegal use, possession, or distribution of narcotics or other controlled substances.
- Use, possession, or distribution of alcoholic beverages on Job Center premises.
- Violation of any federal, state, or local laws on the Job Center premises.
- Failure to comply with reasonable directions given by any person working at the RCJC who is acting in the performance of his/her duties.
- Attempted or actual theft of or damage to Job Center property or to other personal or public property.
- Unauthorized entry to the RCJC facility.
- Any other activity deemed to endanger any individual utilizing the RCJC services.

The RCJC Standards of Conduct are intended for the benefit and protection of everyone involved in job center activities. Conduct that violates these standards is not acceptable and will be addressed by the RCJC Management Team and/or corresponding RCJC partner management when this Standards of Conduct is violated.

Safety

Minor First Aid

First Aid kits are located in:

- Receptionist Desk Area
- Staff Bathrooms
- LTS
- ADRC
- Mail room

Please notify the Facility Manager when you notice First Aid supplies running low.

When accessing items in the First Aid kit, please complete the log located on the inside cover. Be certain to include the:

- Date
- Name
- Person for whom treatment was provided
- Items used
- What was done – please note if further medical attention was required

Please document items utilized in the kit(s) to ensure supplies are replenished and available for all staff. The Facility Manager will order supplies when needed.

Minor Accident or Injury

- 1) In the event a staff member or client has a minor accident or injury, an Incident Report must be completed within 24 hours of the event. Incident Reports are located at the reception desk and in a mailroom mail slot entitled “Incident Reports”. See the Appendix for a copy of the **Incident Report** form.

The following procedure should be adhered to with regard to delivery of completed Incident Reports and copies:

Original to: Rock County Corporation Counsel
Copies to: Individual involved
Rock County Facilities Manager
Secretary to HSD Director

Additionally, staff must follow the policies and procedures of their respective agency.

Severe Accident or Injury

In the event immediate medical attention is necessary:

- 1) **Call 911.** Stay calm and provide:
 - a. Your name
 - b. At the Job Center (1900 Center Avenue, Janesville)
 - c. Location of the emergency within the building
 - d. Details regarding the accident/injury
 - e. Stay on the line until told to hang up, responders may need further information
- 2) Have someone contact reception at ext. **3450** or the switchboard at ext. **3400** to alert them of the location of the incident
- 3) Do not move the injured person unless it is necessary to avoid further injury, as in the case of a collapsing structure, fire or tornado.
- 4) Reassure the victim that emergency assistance is on the way.
- 5) Complete an Incident Report within 24 hours of the event. Incident Reports are located at the reception desk and in a mailroom mail slot entitled “Incident Reports”. See the Appendix for a copy of the **Incident Report** form.

The following procedure should be adhered to with regard to delivery of completed Incident Report and copies:

Original to: Rock County Corporation Counsel
Copies to: Individual involved
Rock County Job Center Facilities Manager
Secretary to HSD Director

Additionally, staff must follow the policies and procedures of their respective agency.

Blood-Borne Pathogens / Vomiting

In the event of a blood or other bodily fluid spill, the agency supervisor, Rock County Job Center Facility Manager and/or a member of the maintenance staff is to be notified. The area should be isolated (safety cones). Rock County General Services is to be contacted for proper clean-up, 608-757-5518.

Fire / Evacuation

All staff and clientele must evacuate the building upon suspicion or confirmation of a fire, using the nearest safe exit. All staff is expected to familiarize themselves with the locations of pull stations and extinguishers.

Should you discover a fire:

- 1) Pull the nearest fire alarm. Pull stations are located near each exit:
 - Exit 1 – Main entrance (east)
 - Exit 2 – End of the main corridor (west)
 - Exit 3 – Two pulls
 - Entrance to the mailroom (D 17)
 - Mailroom Exit
 - Exit 4 – Caged Storage Areas (S 3)
 - Exit 5 – Closed File Room (H 14)
 - Exit 6 – Between offices A 13 and A 14 (south)
 - Exit 7 – Resource Room
 - Exit 8 – Room K
 - Exit 9 – Behind Room J
 - Exit 10 – ADRC
- 2) Extinguish the fire – if trained and if possible without endangering yourself or others. Extinguishers are located:
 - Next to Reception
 - Resource Room
 - Next to Phone Bank
 - Three in main corridor
 - One located at each entry point for Long Term Support
 - Outside of Room E

- Four located in the large office area along the A and I office walls:
- Between A 3 – A 4
- Between A 10 – A 11
- Between I 3 – I 4
- Between Staff Break Room and Restrooms

* Individual(s) responsible for pulling the fire alarm must complete a report on the "Fire Alarm Activated" form. See the Appendix for a copy of the **Fire Alarm Activated** form. Hard copies of the form are available in the Mailroom. The form must be submitted to the Facility Manager within 24 hours of the incident.

Upon learning of a fire or hearing the fire alarm:

- 1) Leave your office area, closing the office door if applicable
- 2) Place the "EVACUATED" sticker on the outside of the door near the door handle
- 3) Remain calm; leave the building immediately by the nearest safe exit. Staff will escort clients out of the building. If wheelchairs are needed, two are stored in the Resource Room closet.
- 4) If caught in heavy smoke, take short breaths and breathe through your nose. Stay low, and crawl if necessary.
- 5) After exiting the building, proceed to either to the front or to the back of the Job Center, as directed by your respective agency, and then organize by your respective agency so assigned personnel may account for all employees. Public visitors are requested to exit the nearest exit along with their RCJC facilitator of needs (ES manager, meeting facilitator, or Resource Room staff)
- 6) Return to the building only after the 'All Clear' signal has been given by facility leadership or emergency responders.

Side Note: The Fire alarm is tested monthly. If the test is done during business hours, the receptionist will make an announcement prior to the test.

Severe Weather

In the event of severe weather (i.e. severe thunder storm, tornado), a warning will come over the public address system. The warning siren located on the back exterior of the building may also begin to sound. The warning to staff will be initiated when the National Weather Service issues an alert. The weather service will announce the approximate time / location of detection and the direction and speed of movement of the storm/severe weather.

Please take the following action:

- 1) Leave your offices - Close the office door (if applicable) and place the "EVACUATED" sticker on the outside of the door by the handle. If you are caught at your workstation, seek cover and protection under a desk as far away from glass as possible.

- 2) Make every effort to remain calm and encourage those around you to do the same.
- 3) Go to the south side of the building, away from outside glass doors and glass windows. Assist the public to the following designated areas:
 - Classroom A
 - M 6 – Economic Support Meeting Room
 - Economic Support Computer Training Room A 1
 - Offices located along south wall: A 1, A 2, A 3, A 4 & A 6 (room capacity is 16 per room)
 - Rooms abutted by the Bowling Alley have been designated as the safest rooms during severe weather (per the Janesville Fire Department)
 - If you feel time is too limited to reach the south side of the facility from your location, secondary areas for safety include: LTS Offices 1 & 2, Meeting Rooms M1- M5 and J and staff bathrooms (per Rock County Emergency Management).
 - Receptionists go to the Resource Room storage room.
- 4) Await further instructions from the Public Address System
- 5) Return to your office after the warning time limit has expired or when instructed to do so via the public address system.

Threat of Violence / Evacuation

Individuals conducting themselves in a disruptive, threatening or dangerous manner may be asked to leave the activity/premises. The RCJC Management Team empowers and expects RCJC personnel to contact the authorities (call 911) when a situation / individual is perceived as hostile, threatening or dangerous, as safety of both the staff and customers is paramount. To enhance security of the facility and its patrons, all Job Center rooms and offices when not in use must have the access door closed; this should help secure the location from inappropriate entrance or intruders.

- 1) **Bomb Threat** - If you receive a bomb threat over the telephone - listen carefully and take notes, writing down the caller's exact words and any background noises if at all possible. The person receiving the threat should immediately signal staff within their area (by waving your hand, flashing lights, sending an e-mail, etc. so that 911 may be dialed by someone else while you are on the call). Begin to document information on the "Bomb Threat Information" form. See the Appendix for a copy of the **Bomb Threat** form.
 - If you receive a bomb threat –or- if another staff alerts you of such, immediately call 911. Follow the instructions the responder gives you.
- 2) **Evacuation - If the Police order an evacuation** do so at once (utilizing the evacuation plan). As soon as possible, or once all employees are a safe distance away from the facility, a member of the Management Team should place a call

to the Rock County Human Services Controller (608.757.5152) to provide notice or alert of the situation.

- Law enforcement officials / emergency responders will respond to make searches of the area as deemed necessary.
- Before leaving the building, conduct a visual inspection of your immediate area. If you observe a suspicious package, inform facility supervision or emergency responders as you leave the building.
- If applicable, close the door to your office as you leave placing the "EVACUATED" sticker on the outside of the door near the door handle.
- Remain calm; leave the building immediately by the nearest safe exit. Staff will escort clients out of the building. If wheelchairs are needed, two are stored in the Resource Room closet.
- After exiting the building, proceed to the east end of the parking lot near Center Avenue and organize by your respective agency so assigned personnel may account for all employees.
- Return to the building only after the 'All Clear' signal has been given by facility leadership or emergency responders via the megaphone.

- 3) **No Evacuation - If the Police do not order an evacuation**, a RCJC Management Team member should still contact the Rock County Human Services Controller (608.757.5152 or internal extension 5152) to provide notice of the situation.
- 4) **Shelter-in-Place Procedures** – In some instances such as an outdoor chemical spill or hostage situation, staying inside is the safer alternative. In this case, an announcement will be made over the public address system whenever possible.
 - Stay calm and quiet
 - Stay in your office or go to an interior room with the fewest windows and doors.
 - Close and lock the doors
 - Shut off lights
 - Await further instruction from the Public Address System or emergency authorities.

Designated staff will be responsible for documentation of all incidents. A RCJC Management Team member or the Facility Manager are responsible for keeping the Human Services Controller apprised of any developments by calling extension 5152.

Facility Information

Maintenance / Cleaning

General Service's staff will be available for building maintenance on a part time basis. Maintenance requests should be emailed to your supervisor and/or the Facility Manager.

Issues that require immediate attention may be verbally directed to: the Facility Manager or your agency supervisor.

The cleaning service and facility staff will maintain cleaning materials (i.e. paper towels, toilet paper, garbage bags, cleaning sprays, etc.) in the first storage cage of Storage Area 3 (S3). Access to cleaning materials is available for RCJC staff, as long as borrowed items are returned promptly and the privilege is not abused. The maintenance sink is located in R8, next to the public restrooms. Additionally, there are several items available for staff to use within the Job Center:

- Up-right Vacuum Cleaner – located in S4 – (the last door at west-end of long hallway.)
- Tool Kit – located at the Reception Desk
- Broom & dust pan – located in the Staff Break Room
- First Aid Kits – located at Reception Area, Staff Bath Rooms, LTS and Mailroom
- Carts / hand dollies –Staff Break Room, and across from F18
- Wheel Chair – located in storage area off of the Resource Room

Facility staff will systematically empty office waste containers about twice a week. If needed, staff may empty their trash into the large waste containers located in the staff break room. These waste containers are emptied daily. Extra waste container liners are available in the staff break room for staff to take as needed.

All staff is asked to place recyclables in recycling containers that are located in each of the printer/copier areas (C4, C12, C14, F5, F9, F17, L27). Can recycling is also located in the Break Areas. Recycle and waste containers are identified for the type of waste to discard. Large recycle/shredding containers are located in most of these areas for confidential and non-confidential documents to be discarded. Paper Recovery Service Corporation picks up the containers monthly and certifies the documents are handled confidentially before shredding. Direct any cleaning or recycling concerns or requests to your supervisor. The Facility Manager will address these concerns, when notified.

Job Center facility staff is available to do all wall mounting of pictures, bulletin boards, etc...

Lighting

RCJC personnel, consumers and community members are encouraged to turn lighting off when a room / space is not being utilized in order to conserve energy and resources.

Lighting of the facility is on a computerized system. Every two hours during off-hours (starting at 11 p.m.) the system scans the building and turns off most lights that are on, leaving only limited lighting. Should this occur if you are in the building during a non-work hour or weekend, simply turn the lights back on and be aware that this occurs every two hours.

Parking lot lighting is also on the computerized system and is changed by the facility staff to adjust for daylight savings / seasonal changes.

Temperature

For temperature control and conservation, the heating and air conditioning in the Job Center is set within a specified range. Temperature concerns should be directed to the Facilities Manager or the Human Services Controller.

Building Access

The Rock County Job Center will provide regular and accessible hours of operation to serve community partners and consumers as efficiently as possible. Business days are Monday, Tuesday, Wednesday, Thursday and Friday.

Hours of Operation

Rock County Job Center

- | | |
|-----------------------------|--------------------|
| ▪ Monday, Wednesday, Friday | 8:00 AM – 5:00 PM |
| ▪ Tuesday, Thursday | 8:00 AM – 7:00 PM* |

Resource Room

- | | |
|-------------------|--------------------|
| ▪ Monday – Friday | 8:00 AM – 4:30 PM. |
|-------------------|--------------------|

*Hours are extended on Tuesday and Thursday's to accommodate evening meetings only.

Any events occurring outside of this parameter are referred to as "off-hours" or "non-business hours."

Staff Access

On business days, the RCJC main entrance (Exit 1) will be open for staff at 7:30 a.m. At the close of business, exterior doors will promptly be locked, unless evening activities are scheduled. With the exterior doors secured, staff and customers will still be able to exit the facility, but will be unable to reenter without a key.

Staff requiring access to the building during non-business hours should submit the appropriate request and / or notification to their agency supervision. During non-business hours, staff with an exterior door key should use the main entrance.

Keys

Rock County Job Center (RCJC) staff will generally receive one key that will provide access to their primary office area in the RCJC. This single key will also access classrooms, conference rooms, as well as the employee break room and staff restrooms.

- Staff will obtain keys from their Supervisor. The Supervisor will submit an email request for a ***Key to the RCJC Facility Manager or the Rock County Human Services Support Specialist.*** The Supervisor will then distribute staff keys when he or she receives them.
- **Primary keys** - will be provided on a tag that states:
 - A number assigned to the staff member

- A return mailing address (Rock County Health Care Center) with Postage Guaranteed (in case keys are lost)
- **Lost Keys** - In the event a key is lost, there will be a \$5 per key charge for replacement keys. Should the lost key be found or returned in the mail, the fee would be refunded.
 - Duplicated keys may or may not have a return mailing address tag.
- **Temporary Keys** - Staff needing temporary keys for special circumstances should contact their Supervisor. The Supervisor will then follow the same procedures as stated above to receive a temporary key.
 - Temporary Keys need to be returned to the Supervisor and then returned to the Rock County Human Services Support Specialist or Facility Manager

Name Plates

The Rock County Job Center (RCJC) staff will receive an office Name Plate when the Supervisor submits an email Name Plate request to ***the RCJC Facility Manager or the Rock County Human Services Support Specialist.*** The Facility Maintenance staff will affix the Name Plate to the office wall.

Name Badges

Rock County Job Center partners are responsible to provide their staff with name badges.

Public Access

At 8 a.m. on regular business days the Reception Desk will be open to the public.

- Visitors must report first to the reception staff, unless attending an event in a meeting / classroom or the Resource Room.
- Visitor Appointments: Reception staff will direct visitors to the appropriate waiting areas, and will contact agency representatives.
- RCJC personnel are required to escort customers to and from the secured office area.
- Exterior doors will promptly be locked at the close of business, unless evening activities are scheduled.

Closure due to Holidays

The RCJC is closed to the public for the following holidays:

▪ New Year's Day (Jan. 1)	▪ July 4th	Day after Thanksgiving
▪ Good Friday	▪ Labor Day	Christmas Eve (Dec. 24)
▪ Memorial Day	▪ Thanksgiving Day	Christmas Day (Dec. 25)

Non County agencies required to work these days will have access to the facility, but the RCJC will be closed to the public.

Inclement Weather / Natural Disaster Closure

In addition to observance of the stated holidays or mandated furlough days, partner agencies or the collective RCJC may be closed in the event of inclement weather or other natural disaster. Notification for RCJC delays or closures due to inclement weather may be heard on 1230 AM radio or found at: www.wclo.com or www.co.rock.wi.us. The following scenarios indicate how RCJC personnel and / or the public would be notified of closure:

- If County operations were closed, the Rock County Administrator's office would state in an official correspondence via WCLO 12.30 a.m. radio and/or other outlets that "*County buildings were closed, but the RCJC Resource Room was open*".
 - It would be the responsibility of Job Service to ensure staff was on-site for the Resource Room.
 - If State agencies were in operation yet Rock County facilities were not, the State employees would still be required to work and allowed access to the facility.
 - However, County expertise would not be available to address potential maintenance issues.
- If both the County and State closed operations, the announcement (issued to local media outlets) would read: "*the Rock County Job Center is closed*."
- If services were closed to the public, but the State (DVR, Veterans' Services and Job Service) still required employees to come to work, the message would remain the same; it would be the agency's responsibility to communicate the expectation with employees.

Parking

The designation of RCJC staff parking at the Job Center promotes customer accessibility. Furthermore, eight handicap accessible parking spaces have been identified near the Main Entrance.

- RCJC parking is in front of the Main Entrance, on the east side of the building.
- RCJC personnel are encouraged to park beyond the second set of lights directly in front of the Main Entrance or beyond the first set of lights in the rows on either side.
- For the convenience of snow removal during the winter months, please consolidate parking of all agency / company vehicles left overnight.
- Parking is prohibited in the fire lanes along the front and back of the building.

General Workplace Information

Respectful Environment

The RCJC is maintained as a professional and safe environment. The RCJC Management Team expects both staff and customers to conduct themselves in a respectful and courteous manner. Individuals conducting themselves in a disruptive, threatening or dangerous manner may be asked to leave the activity/premises. The RCJC Management Team empowers and expects RCJC

personnel to contact the authorities (call 911) when a situation / individual is perceived as hostile, threatening or dangerous, as safety of both the staff and customers is paramount.

RCJC personnel are expected to be considerate of others, and receptive to constructive suggestions from co-workers.

Dress Code

RCJC personnel are expected to dress in an appropriate manner for the work they perform. Casual, business casual and professional dress is acceptable. In general, employee appearance should be neat, clean and within the respective agency guidelines.

Smoking

Rock County policy states that smoking is not allowed within the building or within 30-feet from facility entrance/exit doors, thus the RCJC is a smoke free facility. RCJC personnel who smoke are required to use the designated area outside the exit at the end of the Main Corridor, at the back of the building (Exit #2). These exit doors are to remain shut and locked at all times. RCJC staff smokers without a key to enter the building can obtain a key for temporary use from their supervisor.

Exercise / Walking

As part of the continued effort to provide quality service to clients of the Rock County Job Center, a decision by Rock County Human Services Department Administration has been made related to the practice of agency staff using the inside cubicle areas as well as the main hallway outside of the cubicle area for walking (exercise related).

The following decision was made after careful consideration of discussions that took place between RCJC Management Team members. Walking for exercise will only be allowed:

- In the Main Corridor, between 12:00 – 1:00 p.m., please limit talking around the BTC classrooms and other meeting rooms that are being used.
- Perimeter aisles within the ES cubicle areas 12:00 p.m. - 1:00 p.m.

The above will promote a service-oriented environment for Job Center clients as well as an opportunity to exercise on a daily basis.

Appliances / Lighting

- Please limit the use of appliances such as coffee makers and microwaves to the Break Areas.
- Coffee makers and food may be brought into the conference areas, classrooms and/or meeting areas. However, it is the responsibility of the party hosting the event to ensure the space is cleaned and returned to its original set-up.
- It is the responsibility of the agency maintaining additional refrigerators to clean the water pans on a regular basis.
- Due to safety hazards, halogen lamps / lights are not allowed in office space(s).

Break Areas

There are two break areas within the RCJC; one is designated for staff use (located after Conference Room I on the facility map) the other is near the front of the facility and available to the general public.

- Staff should make every effort to keep things clean and orderly in the break room.
- Coffee is not provided to the staff, nor is it available per requests of the public. Coffee vending machines are in each break area; otherwise catering is allowed as purchased by the respective organization.
- Items in the break room are available for common use.
- RCJC personnel must mark food items put in the shared refrigerators or cupboards with their name and date it, if the intention is to leave items longer than a day (this includes drinks and condiments). Unmarked items will be periodically thrown away. No insulated lunch bags or holders are allowed to be stored in the refrigerator.
- Retirement, going-away parties, bridal or baby showers, etc. are allowed in the break room. Staff choosing not to participate should continue to have access to the resources in the break room.
- Any problems with the vending machines should be reported to the reception staff or Facility Manager. When change is lost in the machines, a refund may be available at the Reception station.

Supplies / Storage

Each RCJC partner agency maintains supplies for their respective staff. Supply requests should be directed according to partner agency procedures.

Various storage spaces are located throughout the facility; some areas are designated for specific agencies and others have a particular use.

- **Janitor Closet:** In front of the Facility, next to the mezzanine stair well, is where a janitor sink, bucket and mop are located.
- **Resource Room:**
 - **Storage Room** - Off the North wall of the Resource Room, is a supply closet for DWD related brochures, pamphlets and literature.
 - Wheelchairs for the public are also located in this storage room.
 - **Copier** - A copier available for work related public use is in Resource Room.
- **S1:** Miscellaneous storage for fans and clothing.
- **S2:** Located inside of Classroom E, this storage area is primarily for Audio/Visual Storage. Resources may be available for use on a check out basis by partner agencies.
- **S3:** Is a caged storage area for partners and maintenance. Cage 1 is for Job Center cleaning services and facility maintenance supplies. Other cages hold items for the partner agencies and are not available for general use.
- **S4:** is for facility janitorial supplies.
- **H14:** is the large closed file area for Human Services and authorized personnel.
- **I01/H01:** are areas for DVR's printers, mail slots and file storage.
- **A13:** is file storage and supply storage for Human Services

Mail Distribution / Mailroom Services

The Mailroom is located at H13 - mail distribution will occur from this location. Staff will pick up their mail from a mail slot provided in the Mailroom. Some agencies have decided to do their own sorting and will receive incoming mail in bulk.

The courier delivers interoffice mail around 9:15 a.m. and 2:15 p.m. Staff will receive interoffice correspondence between 9:30 –10:00 a.m. and 2:30-3:00 p.m. (US Mail is generally delivered to the Job Center between 1:00 – 2:00 p.m. Staff should anticipate that their mail would be available within an hour of mail delivery from the postal carrier.)

Outgoing mail should be to the mailroom by 9:00 a.m. and 2:00 p.m. for the Job Center Courier Service personnel to pick up and deliver to the Post Office that day. Again, some agencies choose to do their own mail, if you have questions regarding this please contact your Supervisor. Outgoing personal mail should be placed in the Post Office Mailbox located in the front of the Job Center. Personal packages should not be sent to or from the Job Center.

When large packages arrive, note cards will be placed in your mail slot to indicate where to locate the items. There are clearly marked carts with bins in the mailroom where these items/files will be placed. Confidential records placed in these bins for interoffice use should be placed with the cover sheets face down.

Fax Machines - Each Partner has a fax machine; speak to partner supervisors for specific usage details. There is a fax machine for public use in the Resource Center.

Forms - All common forms for the Job Center will be maintained in the Mailroom and stored. Agencies will maintain their program related forms in other areas.

Printing / Copying

Each of the RCJC partner agencies is responsible for their own copy machine and printing budget; this includes providing paper and repair as needed. Key codes may be established for shared machines to distinguish agency usage.

Further information regarding the use of Central Duplication is available from the ES Secretary.

Equipment Use

Additional equipment is located in the storage area off of Classroom E, for usage of RCJC partner agencies and/or community members utilizing the facility.

The available items:

- TV / VCR / DVD units
- LCD and Overhead projectors
- Microphone and Lectern
- Flip charts

Meeting Room Scheduling

The Job Center uses an online scheduling program for partners to schedule their own meeting rooms. An appointed Rock County staff person is responsible for scheduling non-partner meeting rooms. Wireless connection is available for meeting room facilitators only.

Complaints

The following process shall be used for handling complaints or concerns that may develop in the Job Center. The RCJC process is presented with the understanding that most agencies have specific complaint guidelines in place that also must be adhered to.

Staff

If there is a personal difference or dispute, staff should contact those with whom there is a concern and make every effort to resolve matters on their own. If this is not effective, staff should inform their Supervisor. The Supervisor will determine the extent of the issue and decide whether to arrange a meeting between Supervisors or if the matter should be taken to the Job Center Management Team.

When resolving an issue, focus on the problem and discuss creative alternatives. Constructive suggestions go much farther than negative feedback.

Public

Occasionally, Job Center customers raise concerns. Individuals may not know the specific agency with which they have a concern. In this case, individuals will be directed to complete a Complaint/Grievance information form. See the Appendix for a copy of the [Complaint Grievance](#) form. After completing the form, forward it to the Job Center Complaint Coordinator for staffing or service complaints and to the Facility Manager for facility related complaints. The complaint/grievance will then be reviewed and given to the appropriate agency staff or to the RCJC Management Team for resolution.

When completing the Grievance Complaint Form, the procedure will be as follows:

- Individuals complete the Job Center Grievance/Complaint Form. Upon receipt the form will be date stamped.
- The Job Center Complaint Coordinator or the Facility Manager will review the grievance.
 - If the complaint is Job Center specific, the Job Center Complaint Coordinator or Facility Manager will mediate the issue to resolution, responding to the individual within two weeks of receipt of the written complaint.
 - If the complaint relates to a specific partner agency, the complaint is directed to the appropriate agency contact to mediate the issue to resolution.
- The Job Center Complaint Coordinator will maintain a tracking log of written grievances and complaints received.
- A summary of complaints will be provided to DWD and the RCJC Management Team on an annual basis.

Office Etiquette

Be aware and considerate of others in the Job Center. Be open to constructive suggestions from supervisors and co-workers. Exhibiting courtesy, tact and empathy in the workplace will help you to build productive relationships and camaraderie with colleagues.

Cell Phone

If you have your cell phone at work, turn the phone ringer off or set to vibrate during working hours. Discretion is expected from Job Center staff when using personal cell phones. Cell phone calls should be limited to breaks or unpaid lunchtime. Taking pictures of work-related items with cell phones is strictly prohibited.

Quiet Zone

Respect the space of other colleagues and making the work environment as quiet as possible. This will result in productive workday and improved employee relations.

- Use “library voice”. Keep voices low so as not to disturb individuals in the next cubicle.
- Don’t hold conversations in the hallways or over cubicle walls. Go to a cubicle or break room as is appropriate.

Cubicle Maintenance

Maintain your work environment. The Rock County Job Center is a model facility; be prepared: facility tours may come through at any time and every effort will be made to provide this information in advance.

By the end of the day, all open soda cans and/or food containers must be thrown away or sealed and stored.

Plants

RCJC personnel who would like to keep plants are allowed to; however, the following guidelines must be adhered to in order to prevent dust and spoilage of the plant and pot. If plants are not taken care of based on the guidelines set forth, it is the manager’s responsibility to discard the plant.

Real Plants:

- Cannot Flower
- Must have rock covering dirt
- Must be kept in glass/terracotta/porcelain/plastic containers – no baskets allowed
- Must be taken care of regularly - watered, groomed etc.
- Dead foliage or plants needs to be removed in a timely manner.

Fake Plants:

- Must have rocks covering moss
- Must be dusted regularly

Air Quality

The air quality of the Job Center is very important to all staff. If the air quality continues to be an issue, all plants may be prohibited.

- Be considerate and aware of staff that has breathing problems or allergies. Use perfumes and disinfectant or cleaning sprays sparingly.
- Candles are not allowed at the Job Center.

Privacy

The cubicle should be treated like an office space, so barging in is impolite.

Borrowing Items

Ask before you borrow items from another workers cubicle or from vacant cubicles.

Office/Cubicle Heaters

Shall be compliant with Rock County's Use of Portable Electric Space Heaters # 3.04 policy. See immediate supervisor for approval process.

Decorations

Use cubicle/office decorations with restraint. Use small touches to "personalize your space". When decorating your cubicle/office to make your workday more pleasant, keep it tasteful and professional.

Another consideration when decorating a cubicle is the exposure it gets. Most staff in the Job Center has direct contact with clients, staff from other agencies, employers, and State staff visit the Job Center. Staff should be cognitive of this when decorating their cubicles/offices as the reputation of the Job Center and Rock County depends on the impression given.

- **Celebratory Decorations:** Office decorations are permitted to recognize traditional holidays and other celebrations; however, decorations must not be affixed to the outside of the cubicle or detract from the professional office environment. All decorations must be taken down in a timely manner after the holiday or celebration. Confetti is not allowed.
- **Cubicle Decorations:**
 - Do not place items on top of the top shelf of filing cabinets. Items may fall off and hurt someone. Items should remain as near the maximum height of the cubicles as possible to avoid unsightly protrusions (e.g. bookcases may slightly exceed the panel height).
 - Do not place items on the public side of the panels.
 - Do not drape items from or over the top of the cubicle walls, as this may be a fire hazard.
 - Do not puncture the fabric of the panel cubicle systems with any objects. Puncturing decreases the panels' sound reduction qualities. Attach items using panel accessories or attach items along the top rail of the system.

- Individuality is the spice of life. But err on the side of caution when decorating your workspace; for instance, don't put up potentially offensive calendars or political posters that may alienate others.

Community Use of Rock County Job Center

Statement of Policy

It is the policy of the Rock County Job Center to make available its facility rooms to partner agencies, employers, job seekers, schools and community groups demonstrating a commitment to providing employment and training services and supportive services for child care, aging, health, safety, education and child health and well being to the Rock County community members.

Proposed users (individuals, groups, or organizations) agree, by signing the Room Reservation form- that they do not discriminate with respect to membership in their organization or admission to the proposed use on the basis of race, color, creed, national origin, ancestry, religion, sex, handicap, age, marital status, sexual orientation, or political affiliation. See the Appendix for a copy of the **Room Reservation** form.

County Rights

Rock County Human Services Department reserves the right to refuse the use of Rock County Job Center facility to any individual, group or organization that is deemed controversial in nature which could impact on the Rock County Job Center's image or whose activities conflict with the Rock County Job Center Statement of Policy.

Authorization to use the Rock County Job Center facility shall not be considered as an endorsement or sanctioning of the activity, group or organization, nor the purposes or objectives they represent.

Use of Rock County Job Center Facility

Rock County Job Center may, subject to the provisions of the Statement of Policy and upon proper written application, make available meeting rooms and classrooms during normal hours of operation. Such use will be approved on a first come, first serve basis.

Groups and organizations authorized to use the Rock County Job Center facility fall into four basic classifications:

- Job Center Related Organizations – Job Center partners and tenants.
- Tax Supported – Rock County units of government or educational institutions located within the County of Rock.
- Community Service – Rock County agencies that qualify under Internal Revenue Service regulations as non-profit for tax purposes.
- Commercial Business and Industry – For profit groups.

Groups and organizations not authorized to use the Rock County Job Center facility:

- Religious or Political – Religious or politically active organizations or groups.

Utilization of the facility shall be limited to the rooms approved on the RCJC Facility Use Request form by the Secretary to Rock County HSD Director.

Use of Facility at No Cost

Groups and organizations that may use the Rock County Job Center facility at no cost include:

- Job Center Related Organizations
- Tax Supported Agencies
- Community Service Organizations

Wireless connection is available for meeting facilitators to use at no charge. A LCD projector is available for a \$25 fee.

Use of Facility for Rental Fee

Rental charges for facility use will be imposed on Business and Commercial For Profit Groups (Reference Schedule of Room Charges). All required usage fees must be paid to the Rock County Job Center Receptionists prior to the event, along with a copy of the approved RCJC Facility Use Request.

Schedule of Room Charges

Classrooms

4 hours or less	\$50
Over 4 hours	\$75

Meeting Rooms

4 Hours or less	\$50
Over 4 hours	\$75

Conference Rooms

4 hours	\$100
Over 4 hours	\$200

LCD Projector

\$25

Rock County Job Center Staff Acknowledgement – Receipt of Manual

The Rock County Job Center Manual has been prepared for your information and understanding of the shared policies, philosophies and practices within the Rock County Job Center. Please read it carefully as you will be held accountable for adhering to the mutual guidelines set forth in this document. Upon completion of your review of this handbook, sign the statement below, and return it to your supervisor.

I, _____, have received and understand I am responsible for complying with the information and guidelines expressed in the Rock County Job Center Manual.

By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Rock County Job Center Manual. I understand this manual is not intended to cover every situation that may arise during my employment, but is simply a general guide to the shared agency guidelines of the Rock County job Center.

I understand that the Rock County Job Center Manual is not a contract of employment and should not be deemed as such.

(Employee signature)

(Date)