

NC DIVISION OF SERVICES FOR THE BLIND POLICIES AND PROCEDURES ADMINISTRATIVE POLICIES AND PROCEDURES

Section: C
Title: Code of Conduct Guidelines for Applicants and Eligible Individuals
Current Effective Date: 04/12
Revision History: Issued 04/12

PURPOSE:

These guidelines outline the steps to take in the event of a violation of the Code of Conduct (COC), by an applicant or eligible individual and the authorities to be notified.

IN THE EVENT OF:

INTIMIDATION: Engaging in actions that include but are not limited to stalking or behavior intended to frighten, coerce, or induce duress.

THREAT: Expression of intent to cause physical or mental harm. An expression constitutes a threat without regard to whether the party communicating the threat has the present ability to carry it out and without regard to whether the expression is contingent, conditional, or future.

IMPROPER USE OF INTERNET/TELEPHONE: Use of various communication mediums to relay harassing statements or threats.

Actions to take by employee involved in incident:

- As soon as possible notify supervisor of incident.
- Complete the COC Violation Incident Report form.
- Send report to supervisor.

Actions to take by supervisor:

- After reviewing COC Violation Incident Report, send an electronic copy to the DSB Crisis Management Team: director, assistant director, HR director, and appropriate program chief. Once the report is signed, forward hard copies to the DSB assistant director.
- If this is the first time an incident has occurred with a particular individual, then the supervisor can determine an appropriate course of action such as, meet with the individual and review the COC, require that the individual receive counseling or anger management intervention and suspend services until the applicant or eligible individual satisfactorily complies with this requirement.
- ***If this is a second incident for the same individual, then the supervisor should discuss the situation with the DSB Crisis Management Team to determine the course of action.**
- Complete a COC Violation Investigation Report form and send signed copies to the DSB assistant director.

FOR ALL OTHER VIOLATIONS:

PHYSICAL ATTACK: Unwanted or hostile physical contact such as hitting, fighting, pushing, shoving, throwing objects, use of firearms, weapons, or devices which would cause bodily harm.

DOMESTIC VIOLENCE: Use of violent behavior, including threats and intimidation, between people who have an ongoing or prior intimate relationship. This could include people who are married, live together, date, who have been married, lived together, or dated.

PROPERTY DAMAGE: Intentional damage to property and includes property owned by State employees, their applicant, eligible individual receiving services, visitors or vendors.

Actions to take by employee involved in incident:

- Call 911, if necessary
- As soon as possible inform your supervisor, the crisis management team, and if necessary the police.

Actions to take by supervisor:

- Ensure safety of staff.
- Report incident to crisis management team and if necessary, the police.
- Complete COC Violation Incident Report and the COC Violation Investigation Report forms and send to DSB assistant director.