

# CODE OF CONDUCT

## FOR COUNTY CLIENTS/VISITORS



The Department of Public Social Services (DPSS) strives to foster a culture of mutual respect between clients/visitors and staff. DPSS is committed to creating a secure and safe environment for its employees, security personnel, and visitors. Anyone who enters or calls a DPSS facility must not disrupt, disturb, or physically interfere with the performance of the official business and duties of DPSS employees.

Anyone who enters or calls a DPSS facility and engages in the following disruptive conduct, may be escorted from the office for the day, or have their call terminated even if they have not finished their business. In such situations, the client/visitor will be offered an alternate resource such as calling the Customer Service Center and online services of BenefitsCal.

### Disruptive Conduct includes:

- Making threats (verbal/nonverbal);
- Using obscene language;
- Making obscene gestures to employees or other visitors;
- Hitting or attempting to hit employees or other visitors;
- Fighting or throwing things;
- Spitting, throwing bodily fluids, kicking, biting, or engaging in similar assaultive behavior of any kind;
- Taking pictures or recording employees or other visitors;
- Entering or trying to enter restricted areas;
- Destroying or defacing County property;
- Touching other individual(s) without their permission; or
- Interfering with the free passage of employees, security personnel or other visitors.

### Potential Penalties for Violations of Code of Conduct:

Willful or repeated disruptive conduct that is prohibited by law or that violates the Code of Conduct Policy may result in one (1) or more of the following consequences:

- Noncompliance following a verbal warning may result in being asked to leave for the remainder of the day or have the call terminated.
- Intervention by law enforcement, including possible arrest and civil or criminal penalties. Penal Code Sections 422(a), 594 (a), and 602.1(b).