

Jefferson Franklin Consortium Facility Safety Policy

Safety Preparedness

An Emergency Response Plan (ERP) shall be completed for each Job Center and shall be distributed to all staff. The ERP will identify what staff are expected to do during emergencies such as fire, severe weather, medical emergency, bomb threat, active shooter, etc. Staff will receive regular ERP training. The ERP will have an Emergency Contact List that will designate the names(s)/title(s) of the staff that will handle an emergency as well as describe the responsibilities including contacting law enforcement/emergency personnel; operating emergency equipment; providing medical assistance such as CPR; ordering evacuation or shelter in-place procedures and other actions that will be needed in an emergency. The ERP will be reviewed/updated annually. Due to the sensitive nature of the full ERPs, it will not be publicly available.

If the designated representative is not available, personnel should report the threat to their supervisor or another member of the management team. The priority when an emergency occurs is life safety. This policy shall clearly communicate to job center staff that any staff member that feels threatened by the behavior of a customer or occupant of the building is authorized to call 911.

Disruptive Customers

Customers who display abusive, violent, or threatening behavior of a customer, may need to be barred or restricted from entering the Job Center or Local Workforce Development Board (WDB) office/worksites.

Prohibited behavior includes, but is not limited to:

- Disruptive behavior, which includes disorderly conduct, physical abuse, and abusive or threatening language.
- Theft, vandalism, or other illegal acts during a visit to the job center.
- Displaying violent or aggressive behavior that warrants alarm for the safety and health of other individuals.
- If the person is running and looking about furtively as if they were being pursued.
- A person exhibiting unusual mental or physical systems, such as (1) inability to hold a cohesive conversation, (2) inability to focus on a particular subject, or (3) inappropriate clothing.

If suspicious persons are discovered, either inside or outside, the building, staff should consult with their supervisor and notify law enforcement immediately.

Any person who makes substantial threats, exhibits threatening behavior, or engages in violent acts on the premises shall be removed from the property as quickly as safety permits, and may be asked to remain away from the premises pending the outcome of an investigation of the incident. When threatening behavior is exhibited or acts of violence

are committed, staff will initiate an appropriate response. This response may include but is not limited to, suspension and/or termination of any business relationship, restricting access to the Job Center or Local WDB office/worksite, and/or criminal prosecution of the person(s) involved. The type and length of restriction may be permanent or temporary and will be based on the severity and extent of the violent act of behavior. The Local WDB and/or the Office of Workforce Development (OWD) reserves the right to respond to any actual or perceived acts of violence in a manner we see fit according to the particular facts and circumstances.

Property Damage

Customers and staff may be held liable for any damage to property due to a misuse, neglect, malicious intent, or negligence during their use of said property. If a customer or staff willfully causes or attempts to cause physical damage to the facility or equipment, enters unauthorized areas, or refuses to comply with the directives of the site supervisor, they will be asked to leave. This could include but is not limited to, bringing food and beverages into the worksite, unattended children, or uncontrolled service animals. Staff will plan with the customer to deliver the services in another manner at another time.

Reporting

Whenever there is damage, loss of property, or injury to customers or staff, the incident should be reported to the OWD Regional Manager and the local WDB Executive Director immediately. All pertinent information such as police reports, the extent of damage, cause of injury, etc. should be included.



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Arnold

Emergency Response Plan

Job Center Name: **Missouri Job Center – Arnold**

Address: 3675 W. Outer Rd Suite 102
Arnold, MO 63010

Telephone: (636) 865-6060 Missouri Relay Services at 711.

Contact Name: Bobby Barlow Regional Manager
Megan McEwen Job Center Supervisor
Trish Davids One- Stop Operator

Last Revision Date: *03/03/2026*



Washington

Emergency Response Plan

11/28/2023

Job Center Name: Missouri Job Center – Washington Location

Address: 1108 Washington Square Shopping Center
Washington, MO 63090

Telephone: (636) 583-9670 Missouri Relay Services at 711

Contact Name: Bobby Barlow (Regional Manager)
Tina Davis (OWD Supervisor)
Trish Davids (One-Stop Operator)

Last Revision Date: 03/03/2026