



# Human Services Agency

County of Kings – State of California

## POLICY/PROCEDURE

SUBJECT: <b>Conduct on Human Services Agency Premises</b>	ORIGINAL ISSUE DATE: <b>08/29/2023</b>	PAGE: <b>1 of 4 PAGES</b>	APPROVED BY:  SIGNATURE ON FILE <b>W. OSIKAFO,</b> Director
DIVISION: <b>ADMINISTRATION (AD)</b>	PROGRAM: <b>AGENCY- WIDE/PERSONNEL (AW)</b>	POLICY NUMBER: <b>AD-AW-065</b>	REVISION DATE: <b>MM/DD/YYYY</b>

### **PURPOSE**

To advise Human Services Agency employees of appropriate workplace conduct and provide instructions for handling occurrences of unauthorized filming, trespassing, and abusive behaviors by members of the public.

### **BACKGROUND**

Human Services Agency offices should foster a safe environment for clients to access public assistance benefits and for employees to administer services in a manner that minimizes the disruption of ordinary business activities and protects the confidentiality of applicants and recipients of public benefits.

To prevent disclosure of clients' identities, filming activities are prohibited in Human Services Agency space. In limited circumstances, clients may audio record eligibility-related interaction with employee taking place in non-public and internal areas, with employee consent.

### **POLICY**

Human Services Agency offices are expected to foster a safe environment for clients to access public assistance benefits and for employees to administer services in a manner that minimizes the disruption of business activities and protects the confidentiality of applicants and recipients of public assistance. Consistent with the above goals, Human

Services Agency offices may be divided into areas that are accessible without being accompanied by an employee (public areas), and areas that are only accessible by employees or by individuals accompanied by an employee (non-public areas). Both public and non-public areas of Human Services Agency spaces are controlled to limit activities that do not serve a business need, to prevent disruption of operations, and to protect the confidentiality of clients.

**Office Access:**

Access to Human Services Agency spaces is only available to employees during their scheduled work hours or as determined by the Director or designee. Unless authorized by the Director or designee, employees shall not occupy Human Services Agency spaces during no-working hours.

**Filming or Audio Recording:**

Human Services Agency has determined that photography, video, or audio recording (filming activities) may disrupt business activities, risk breaching the confidentiality of clients, and may have a chilling effect or adversely affect client's efforts to access benefits. The following is intended to minimize the aforementioned adverse effects to the extent possible.

- a. Human Services Agency employees are prohibited from filming activities in public and non-public areas of Human Services spaces unless instructed or permitted to engage in such activity by the Department Head or their designee.
- b. Members of the public are not allowed to film in Human Services Agency spaces. Members of the public engaged in filming activities in lobby areas interfere with employees and other persons attempting to conduct business. Failure to abide by the no-filming provisions is disruptive to employees and clients. In all circumstances employees will remain professional when engaging with an individual that is filming. Filming activities by members of the public, in public and non-public areas are prohibited.

**Public Areas:**

- a. To prevent disclosure of participants' identities, filming activities are prohibited in Human Services Agency spaces. Managers are responsible for ensuring approved "Do Not FILM/Record" signage is posted throughout public and non-public areas to deter filming, photographing, and or recording.
- b. When employees become aware of filming activities, they must immediately notify Security and management. In the event nonbusiness-related questions or comments are lodged during the filming, employees should not

respond. Management will coordinate with security personnel for removal of individual (s) refusing to cease unauthorized filming activities. Security will complete an Incident report of every occurrence of unauthorized filming and submit the report to the Director through the appropriate chain of command.

### **Non-Public Areas**

- a. Employees shall monitor participants granted entry in non-public and interior spaces to ensure compliance with the no-filming restrictions.
- b. In limited circumstances, participants may audio record eligibility-related interactions with employees taking place in non-public areas, with the employee's consent.

## **PROCEDURE**

### **RESTRICTED WORK AREAS**

- A. Occasionally, members of the public enter a prohibited work area, this is considered trespassing. Their presence or activity may disrupt office operations. Supervisors or their designee should request the individual leave the area and return to public spaces. If the individual does not leave, contact Security, or if Security is not available, contact the Sheriff to remove the trespasser. Employees must notify their chain of command.
- B. In emergency situations where a delay in contacting Security would result in property loss, damage, or injury to self, other employees, or the public immediately contact the Sheriff for assistance.
- C. In no situation will employees be required to physically restrain or remove a person engaged in unauthorized activities; however, the employee is responsible for taking appropriate safety measures and notifying Security or the Sheriff.

### **ABUSIVE BEHAVIOR**

- A. When employees are the object of verbal abuse (including "catcalling"), are pushed, or otherwise physically threatened or harmed, then assault and/or battery may have taken place. The aforementioned actions must be reported to Security, and to management. Security is responsible for completing and submitting an Incident report to the Director. Individual employees at their own discretion have the option of filing appropriate assault and/or battery charges with law enforcement. Human Services Agency cannot file personal charges on behalf of the employee.

- B. In no situation will employees be required to physically restrain or remove a person engaged in unauthorized activities; however, the employee is responsible for taking appropriate safety measures and notifying Security or the Sheriff.

### **RELATED POLICIES**

California Welfare and Institutions Code § 10850

California Penal Code § 602

California Penal Code § 632 (a)

[AD-AW-002](#) Office Security Key/FOBS/Photo ID/Visitor Badges

### **ATTACHMENTS**

Signage "Video Recording is Not Allowed"

# Video Recording Is Not Allowed



Human Services  
Agency

Privacy Matters

**Attention!**

To protect the confidentiality of all clients, the use of any recording device (phone, tablet, video camera, etc.) is not allowed on Human Services Agency (HSA) premises.

Thank you for your cooperation.

**Welfare Institution Code 10850**

*(b) Except as otherwise provided in this section, a person shall not publish or disclose or permit or cause to be published or disclosed a list of persons receiving public social services*

**California Constitution, Article 1, Section 1**

*All people are by nature free and independent and have inalienable rights. Among these are enjoying and defending life and liberty, acquiring, possessing, and protecting property, and pursuing and obtaining safety happiness, and privacy*