

C Providing a Safe Environment



This section contains information regarding reporting inappropriate behavior.

Policy

At any time, a participant or another person may be creating an unsafe environment by acting with unacceptable behavior. Unacceptable behavior includes, and is not limited to any of the following:

- Under the influence of a drug or alcohol
- Anger (uncontrollable)
- Bothering the workers or other participants

For the safety of participants and staff, a client that comes into a FAA office under the influence of a drug or alcohol may be asked to come back at a later time.

Procedures

At any time, when a participant or another person is creating an unsafe environment by acting with unacceptable behavior or under the influence of a drug or alcohol, FAA must take action to ensure the safety of the other participants and staff in the office.

For procedures, see [Dealing with Customers Under the Influence](#) in the FAA Policy SharePoint Site Doc Library. (Internal use only)

AZTECS Keying Procedures

A participant may be banned from one or more offices. This may be due to anger or other unacceptable behavior. Many things can trigger anger, including stress, family problems, and financial issues.

For some people, anger is caused by an underlying disorder, such as alcoholism or depression. Anger itself isn't considered a disorder, but anger is a known symptom of several mental health conditions. When this occurs, the participant can be asked to come back at another time or they can be 'Trespassed' from all FAA offices.

Designated FAA staff receive notification from the Office of Inspector General (OIG) when a participant has been trespassed. Based on the trespass type determined by OIG, **one** of the following Person ONLY Alert Codes must be keyed in the Person Alert field for the trespassed participant on PRAP:

- Trespassed from one office (T1)
- Trespassed from two offices (T2)
- Trespassed from all offices (TA)

NOTE The trespass codes can only be keyed on PRAP after OIG determines that the egregious customer behavior is appropriate for trespass. See [Responding to Egregious Customer Behavior Job Aid](#) (internal use only) for more information.

Examples

- 1) Examples of unacceptable behavior that could be subject to disciplinary action including suspension, dismissal, and prosecution include, and are not limited to, **any** of the following:
 - Processing your co-worker's adult child's benefit determination after the case was given to you by that co-worker.
 - Checking your roommate's AZTECS case because you know that the previous worker must have made a mistake. After all, your roommate makes much less than the income limit.
 - When you go out to the lobby, pick up your cousin's verification, and deliver it to your co-worker so that your cousin doesn't need to stand in line.
 - Calling a co-worker and asking them to put your mother's case to the top of their cases to work today.
 - Calling the local office using a number that is not available to the public to ask that they call your brother who cannot get through the telephone system.
 - Your neighbor comes over to the house the night before to bring you their verification. You then bring it into the office the next morning and give it to your co-worker.
 - Checking on the status of your friend's case when they call because their worker is not calling them back.
 - Printing a copy of your girlfriend's birth certificate from OnBase for her because she cannot find her copy.
 - Looking up the telephone number of your friend in AZTECS because the one that you have is no longer in service.
 - Looking up your brother's ex-wife's case to find out how much child support your brother is paying her.
 - Asking your co-worker to look up your brother's ex-wife's case to find out how much child support your brother is paying her.
 - Looking up the address and phone number of your ex-boyfriend's new girlfriend to tell her to stay away from your ex-boyfriend.

Legal Authorities

33 CFR Part 95

33 CFR Part 95.020

36 CFR 4.23

14 CFR Part61

[Prior Policy](#)

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