



Auditor's Office | Policy

Effective Date: 01/24/2019

Replaces:

Approved By: Julie Anderson

See Also: [Lawful Service Animal Rules](#)

Policy | Customer Code of Conduct

The Auditor's Office will ensure that public service areas are safe, orderly, and conducive to business. A Customer Code of Conduct will be posted and enforced by Pierce County Auditor's Office employees, as well as contract G4S Security Officers.

Pierce County Auditor's Office

Customer Code of Conduct

The Auditor's Office may refuse service, or access to the Auditor's office, including eject or exclude, to any person who does not comply with this Code or applicable laws.

Acts prohibited under this Code are permitted if authorized by agreement, permit, license, or a writing signed by an authorized Auditor's Office representative.

Animals

Animals are not permitted in the Auditor's Office, unless the animal is:

- In a secure carrier.
- A law enforcement K9, accompanied by a law enforcement officer.
- A service animal (as defined by the Americans with Disabilities Act), accompanied by a patron.

RCW 49.60.24 allows an Auditor's Office representative to ask:

- Is the animal required because of a disability?
- What work or task has the animal been trained to perform?

Handlers must maintain control of their animals and ensure that animal waste is removed and that the animal doesn't block a walkway or deprive any patron of a seat.

A non-service animal may be ejected if it unreasonably annoys patrons.

Civility, Compliance, and Cooperation

Abuse and harassment of Auditor's Office representatives or patrons is prohibited.

A person must comply with all directives given by an Auditor's Office representative, including any instruction to leave the facility.

A person must wear a shirt, pants or skirt, and shoes, while in the Auditor's Office. Infants being held or in strollers and persons in wheelchairs aren't required to wear shoes.

Disorderly Conduct

The following acts are prohibited in the Auditor's Office:

- Spitting.
- Carrying any explosive, acid, flammable liquid, or toxic or hazardous material.
- Throwing objects.
- Inciting violence or posing a clear and present danger to other persons, including making verbal or visual threats or signs of provocation.
- Engaging in or soliciting another person to engage in lewd conduct.
- Placing feet or shoes on seats or furnishings.
- Defacing with graffiti, vandalizing, damaging, destroying, or tampering with Auditor's Office facilities.
- Littering.

Food, Alcohol, and Drugs

The following acts are prohibited in the Auditor's Office:

- Smoking, or carrying a lit cigar, cigarette, or pipe (including electronic and vapor devices).
- Possessing an alcoholic beverage in an open container.
- Possessing an illegal drug or substance.
- Being under the influence of alcohol, a drug, a controlled substance, toluene, or any combination of those items.

Loitering

Loitering in the Auditor's Office is prohibited. Loitering includes:

- Sleeping in the Auditor's Office (unless waiting for customer service)
- Remaining in the Auditor's Office without a purpose related to Auditor's Office services.

Lost and Found

Patrons who find lost items in the Auditor's Office shall turn them in to an Auditor's Office representative, who will forward the items to the Auditor's Office Lost and Found.

Items can be claimed in person by providing proof of ownership. Items that remain unclaimed for 30 days will be discarded or donated to a charitable organization, without liability to anyone.

The Auditor's Office is not responsible for items lost in the Auditor's Office.

Noise and Unruly Behavior

The following acts are prohibited in the Auditor's Office:

- Disturbing others by engaging in boisterous or unruly behavior.
- Creating noise, including unnecessary cell phone or other conversation, that is so loud, lengthy, sexually explicit, threatening, violent, or disruptive, that it causes a nuisance or unreasonably interferes with the use, operation, or enjoyment of the Auditor's Office.
- Playing a sound device, except when using headphones or earphones that make the sound inaudible to others.

Solicitation

No person shall solicit money or other things of value in the Auditor's Office.

No person shall solicit public support, or distribute materials, for any cause in the Auditor's Office.

Commercial Activity

Persons must not engage in commercial activity in the Auditor's Office.