

Cattaraugus-Allegany Workforce Investment Board, Inc.

## **ONE STOP CENTER RULES AND REGULATIONS**

We hope that your experience at the One Stop Center will be rewarding and helpful. Our purpose is to provide you with programs which will help you reach your employment goal. We hope you can make full use of the many opportunities available to you. The staff will work with you to make that possible. You can help us make that possible by being aware of and observing Center Rules and Regulations. **Please be aware that any activity illegal in the community is also illegal at the One Stop Center.** Failure to comply with these Rules and Regulations will result in loss of privileges or suspension and/or discharge from services. There are some things that can result in more serious disciplinary action and could also lead to legal action. These include: possession of alcohol, illegal drugs or weapons, theft, gambling, and misuse of fire or emergency alarms or equipment, destruction of property, physical violence, physical and/or verbal mistreatment of staff.

While at the Center, we expect you to respect and cooperate with both staff and other customers. Fighting, physical or verbal abuse and other forms of misconduct will result in disciplinary action, and may have other serious consequences such as police involvement.

**ALCOHOL AND ILLEGAL DRUGS:** Possessing, using, or distributing illegal drugs or alcohol in the Center or on its property is illegal and will lead to discharge from the Center and its services and are subject to local laws.

**CELL PHONES or ELECTRONIC DEVICES:** Electronic devices are identified as iPods, mp3 players, video games, game systems, any device with text messaging capabilities, and pagers. The following guidelines for use of cell phones and other electronic devices have been established and must be adhered to at all times:

1. The use and security of cell phones and electronic devices at the Center are your responsibility. You are allowed the privilege of using cell phones and electronic devices at the Center so long as it does not disturb other customers or staff. You should report any loss or theft immediately but please note that the Center is not responsible for the replacement of any stolen or lost cell phones or electronics devices.
2. Do not loan or borrow cell phones or any electronic devices to anyone.
3. All devices must be set on silent mode (such as flashing, vibration, etc) while in the building. No sounding alerts (ring tones) are acceptable. Also, use of a speakerphone, walkie-talkie feature, music options or taking photographs with a camera phone is not acceptable.
4. Cell phones and electronic devices may not be used at any time during orientations and workshops.

5. Please demonstrate respect and courtesy if using the cell phone and electronic devices so as not to disturb others.
6. If your cell phone vibrates for an incoming call during a workshop, assessment, or testing, you must wait until a break to respond. If there is an urgent need to respond immediately, you must request approval from the instructor, evaluator, or other staff before leaving the area to respond.
7. Repeated violation of the above guidelines is subject to referral to the Center Manager for disciplinary action.

**CENTER PROPERTY:** The One Stop building and the grounds are the property of a private landlord. The equipment and furniture within the Center is owned by NYS. While your assistance in keeping equipment and furniture in good working order is very important, abusing or destroying any property is illegal and will result in your discharge from the Center. We also need your help in keeping the Center clean. Please assist us by properly disposing of your trash.

**DRESS CODE:** While at the Center, you should dress as if you were going to your place of employment. The goal of everyone at the One Stop is employment, and your clothing must be appropriate for the evaluation, testing or training areas. Some form of shoe must be worn in the Center at all times. For security reasons, hoodies or other garments that conceal your face or full-length coats that could conceal illegal objects may not be worn in the building at any time.

**CHILDREN:** Any children brought with you to the Center must be appropriately supervised at all times. The Center will not be responsible for any injury to children whether supervised or not. If you are attending a workshop, testing, or assessment, children would most likely pose a disturbance and so we strongly recommend that they not accompany during those service visits. If any children accompanying you create a disturbance that interferes with other customers or staff work, you may be asked to leave the Center and return at a different time.

**EMERGENCIES:** Exit the building quickly whenever an alarm sounds unless you are given other directions by staff. In case of an accident or medical emergency, please alert any staff member.

**HELP:** If you have questions about your services, the Center's Rules and Regulations, or if you need help in resolving a problem or simply need someone to talk to, please contact a staff member. If that person cannot answer your questions or resolve your problem, s/he will direct you to someone who can. We want you to be successful with your program and will do everything possible to make that happen.

**MEDICATION:** If you are taking any kind of prescribed medication, and need to do so while at the Center, we ask that you transport the medicine in its original container in case you may be questioned by Center staff.

**PARKING AND PERSONAL VEHICLES:** If you drive to the Center, you may park in the main parking lot. Your vehicle is your responsibility. You should lock it at all times and not leave valuables in sight.

**SMOKING/TOBACCO:** The Center is a smoke-free facility. Smoking or any other use of tobacco is not permitted inside the building.

**STAFF RELATIONSHIPS:** Customers are required to maintain professional relationships with staff at all times.

**VALUABLES:** Personal property or valuables that you bring to the Center will not be replaced if it is lost, damaged, or stolen. While we consider the Center a safe and secure place, we cannot accept responsibility for the loss of money or other valuables. If an item is lost or stolen, you are responsible for reporting it immediately to Staff.

**WEAPONS:** A weapon includes all firearms, all knives, Pepper Spray, Mace, or Tear gas and anything that is designed specifically to harm an individual in an offensive or defensive manner. All weapons are explicitly prohibited from being brought into the Center. If you have a weapon on your person upon entering, you are expected to declare such weapon at the Registration Desk and surrender it until you leave, or secure the weapon in your vehicle.

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## **Resource Area Computer and Internet Use Policy**

Welcome to the Resource Room. Our goal is to make the use of these computers easy and accessible for customers. We ask that you be considerate of others by using the computers only for activities directly related to your job search or other uses approved by staff. Please complete your work as quickly as possible if others are waiting. If you need help using the computer, please ask. We are here to help you.

### **Appropriate computer usage includes:**

- Program registration;
- Accessing job-related resources;
- Researching companies;
- Résumé and cover letter writing;
- Job search, searching job databases; and
- Researching career and training options.

### **Inappropriate computer usage includes:**

- Changing or adding settings, formats, bookmarks or favorites;
- Downloading software without explicit authorization of Resource Room staff;
- Receipt, storage, transmission or viewing of offensive, racist, sexist, obscene, or pornographic information or materials;
- Infringing copyrights or violating software licensing agreements;
- Wagering, betting, selling or other commercial activities;
- Invading the privacy of others;
- Conducting personal business and/or research unrelated to program eligibility, job search or career exploration; and
- Hacking of computers or computerized systems.

### **E-Mail Use in the Resource Area**

Job searching for many job seekers and employers routinely requires the use of e-mail. There are several free e-mail sites available for use. You are encouraged to use business-related sites such as: [www.yahoo.com](http://www.yahoo.com), [www.hotmail.com](http://www.hotmail.com), [www.gmail.com](http://www.gmail.com). E-mail use in the Resource Area can only be used for job search related activities, for example:

- Transferring résumés and/or receiving applications from employers;
- Seeking additional information regarding employment;
- Clarifying questions from potential employees and employers; and
- Notification to the job seeker of job openings (used with SMART 2010, JOB central, indeed, etc.).
- Staff has the right to monitor appropriate use of resources and equipment in the Resource Room.
- Misuse of the computer, printer, or any site equipment will result in the loss of privileges and/or criminal charges.
- The One Stop Center assumes no responsibility for any damage, direct or indirect, that users or anyone else may experience through access to the Internet.