



## CHICAGO COOK WORKFORCE PARTNERSHIP

### AMERICAN JOB CENTER CUSTOMER CODE OF CONDUCT

Greetings from the Chicago Cook Workforce Partnership! Our American Job Centers are open to the public and provide a full array of services designed to meet the needs of our employer and job-seeker customers. Services provided are designed to support job search and related activities which may be obtained in our resource rooms, via the Internet, and through the provision of one-on-one customized services to employers and job-seekers. The Chicago Cook Workforce Partnership is committed to providing all customers with quality, professional services as well as a clean, safe and comfortable environment.

To assist in this endeavor, this Customer Code of Conduct has been established. The use of American Job Center facilities and resources implies acceptance of our Customer Code of Conduct, which is based on the principle of respect for all customers and staff.

Conduct detrimental to the American Job Center's programs, staff, operations or customers will not be tolerated. Customers who are not conducting business related to a job search or who fail to conduct themselves within acceptable standards, as outlined in this Customer Code of Conduct, will be subject to removal from the American Job Center and possible denial of services.

#### **The following is a list of activities and behaviors that will not be tolerated:**

- Use of obscene and/or abusive language
- Intimidation, threatening behavior, verbal abuse, harassment towards staff or other customers
- Disruption of the Center's operations/recklessness or disorderly conduct/creating a public disturbance
- Physical assault on staff or other customers
- Intoxication, bring liquor or illegal drugs/substances on the premise
- Unlawful possession of firearms or weapons or other unlawful items on the premise
- Customer misrepresenting themselves to other customers
- Use of American Job Center and resources for non-job search activities
- Loitering in the American Job Center/not conducting official businesses
- Acts of vandalism, theft, defacement and/or destruction of property, equipment, or materials
- Remaining in the American Job Center after closing or when requested to leave
- Entering non-public areas of the American Job Center, except when accompanied by staff or with staff permission
- Consistently arriving late for scheduled appointments and/or workshops
- Consistently missing scheduled appointments and/or workshops without providing reasonable notice
- Falsification of American Job Center records, including providing false information/identification
- Attire/clothing that is revealing, unclean or otherwise inappropriate for business
- Use of the restrooms for bathing, shampooing, shaving, or washing clothes
- Not adhering to the Center's Resource Room Rules and Instructions

Violations of this Customer Code of Conduct may result in disciplinary action including verbal warning, removal from the American Job Center, suspension of admittance, banishment, involvement of local law enforcement, and the filing of criminal charges. Should you have any questions, please contact the Agency Manager or the Chicago Cook Workforce Partnership's Grievance/Equal Opportunity Officer, Gladys Hall at (312) 603-7083 or via email at [gHall@chicookworks.org](mailto:gHall@chicookworks.org).

***I acknowledge that I have read and am in receipt a copy of the Customer Code of Conduct and Customer Bill of Rights.***

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**Signature**

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**Date**