



## American Job Center Customer Code of Conduct

The Chicago Cook Workforce Partnership (The 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, harassment towards staff or customers**
- **Disruption of the center operations/recklessness or disorderly conduct/creating a public disturbance**
- **Physical assault towards staff or customers**
- **Intoxication, bringing liquor or illegal drugs/substances onto the premise**
- **Bringing unlawful firearms, weapons, or items on the premise**
- **Customer misrepresentation to staff or customers**
- **Misuse of American Job Centers and its resources for non-work-related activities**
- **Loitering on the property of an American Job Center**
- **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 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 or 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 resource room instructions and procedures**

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 Complaint/Grievance Equal Opportunity Officer, Gladys Hall at (312) 603-7083 or via email at [ghall@chicookworks.org](mailto:ghall@chicookworks.org). *This notice is completed once staff starts working with the customer and provides that person with one-on-one services and/or guidance.*

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

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

