The Erie Community College One-Stop is intended for individuals seeking work and career guidance. People who come to the One-Stop are from many different backgrounds. It is necessary to establish reasonable standards of conduct so everyone knows what is expected of them. The rules are established to protect customers, staff, visitors, faculty, students, their belongings, and the County of Erie.

**RESOURCE ROOMS**
The One-Stop provides Resource Rooms at the North and South Campuses. Our Resource Rooms are open during posted hours to provide career and job search resources at no-cost to registered customers. These resources are limited. It is our responsibility to make sure that **these resources are ONLY used for job-hunting and career development purposes** provided through Workforce Investment Act grant activities.

**PROHIBITED BEHAVIOR**
- Shouting, abusive/offensive language;
- Aggressive physical gestures such as slamming equipment or throwing items;
- Violence or threatening violence; unauthorized possession of firearms, explosives, or other weapons;
- Misuse of ECC One-Stop resources, including phones, postage, computer, Internet, fax, printer and copier, the Clothing Closet, etc. One-Stop resources may not be used to conduct personal business, including making personal phone calls or printing flyers, journals, manuals, advertisements, photos, court documents, etc. (please see staff if you have questions);
- Misuse of One-Stop computers, network, and communications systems through hacking, installing viruses, copying and illegal transfer of data, and the use of computers in financial frauds;
- Eating or drinking near a computer workstation;
- Refusal to observe the One-Stop’s cell phone or noise policies. Please put your phone on vibrate and speak quietly while you are at the One-Stop or take your phone call outside of the building. Faculty may enforce additional classroom management strategies, policies and or restrictions, as appropriate;
- Monopolizing Resource Room equipment: customers who repeatedly overstay their time-limits on the telephone or the computer (in excess of 1 ½ hours on the computer or 20 minutes on the phone) when there are other customers waiting will be asked to relinquish their access;
- Intoxication/substance abuse;
- Bringing suitcases, laundry bags or other large holders of personal belongings into the facility; &
- Any type of dishonest, abusive, or destructive behavior committed on the premises is subject to inquiry and may result in disciplinary action.

Anyone misusing the ECC One-Stop Center resources or displaying inappropriate behavior will be **asked to leave** under the following conditions:

**FIRST INFRACTION:** A verbal warning.

**SECOND INFRACTION:** Two week suspension of all ECC One-Stop privileges.

**THIRD INFRACTION:** Thirty day suspension from the ECC One-Stop Center.

**FINAL INFRACTION:** Permanent dismissal from the ECC One-Stop Center.

Erie Community College has a **ZERO VIOLENCE** policy. Serious infractions such as threatening staff or other customers with physical harm will be deemed more serious and may be cause for permanent and immediate dismissal from the ECC One-Stop. Other legal actions may also be pursued.

**CUSTOMER VISIT CARDS**
All individuals are to complete a Visit Card each day they are onsite. At Center discretion, computer, printer, copier and fax machine usage may be monitored for job search appropriateness. Individuals may be asked to produce photo identification upon request. Thank you for your cooperation.

*The ECC One-Stop is not responsible for lost or stolen items.*