

**ST. LAWRENCE COUNTY
WORKFORCE INVESTMENT BOARD**



**ELECTRONIC MEDIA
COMMUNICATION & INTERNET
POLICY, CODE OF CONDUCT,
CUSTOMER EXPECTATIONS,
RESOURCE ROOM COMPUTER USE
POLICY**

St. Lawrence County One-Stop Career Center

Electronic Media Communication and Internet Policy

All electronic communication systems and all communications and information transmitted by, received from, or stored in these systems are the property of St. Lawrence County (SLC) One-Stop Career Center and as such are to be used solely for job-related, job-searching and but not limited to, facsimiles, printers, computers and copy machines, for private purposes other than job searching is strictly prohibited.

SLC One-Stop Career Center owns and retains the right to examine any information on any equipment at any time used by a customer.

Conditions of Use

All customers are expected to abide by the generally accepted rules of network etiquette. These include, but are not limited to, the following:

Be polite. Do not get abusive in your messages to others.

Use appropriate language. Do not swear, use vulgarities, or any other inappropriate language. Do not engage in activities that are prohibited under state or federal law.

Do not use the network in such a way that you would disrupt the use of the network by other users.

Agree to comply with these acceptable use guidelines presented in this document, and other documents for outside networks or services they may access through the St. Lawrence County computer system.

Users shall not

Use the Internet for any illegal purpose.

Use the Internet to conduct personal business such as EBAY or other marketing venues.

Access, download, upload, save or send sexually explicit or other offensive materials, using vulgar, sexist, racist, threatening, or demeaning language.

Privilege

The use of the computer resources at the One-Stop Career Center is a privilege, not a right. Inappropriate use, including any violation of aforementioned conditions and rules, may result in cancellation of these privileges.

St. Lawrence County One-Stop Career Center senior management has the authority to determine appropriate use and may deny, evoke, suspend or close any customer's access at any time based upon its determination of inappropriate use by that customer.

BY USING ANY SLC ONE-STOP CAREER CENTER COMPUTER SYSTEM, USERS AGREE THAT THEY WILL COMPLY WITH THESE POLICIES.



St. Lawrence County One-Stop Career Center

Human Services Center
80 State Highway 310 Suite 8, Canton, New York 13617-1498
Phone: (315) 386-3276 Fax: (315) 386-3414
www.slconestop.com
Equal Opportunity Program

One Stop Career Center Code of Conduct

As a customer of the One Stop system, I agree to work within the following rules:

- I will conduct myself in a manner that is professional, courteous and respectful.
- I will work in a manner that is productive to my finding employment, training or educational opportunities.
- I will dress in an appropriate manner suitable for most work environments.
- I will notify One Stop staff when I am offered and/or accept employment.
- I will follow the Resource Room Computer Use Policy.
- I will not use equipment (phone, fax, copier, computers, software programs, etc.) for personal use.
- I will notify One Stop staff when equipment falls to function.
- I will not bring food or drink into the Resource Room.
- I will seek out clarity and thorough understanding of what is expected of me when at the One Stop Career Center location.
- I will, if I disagree, seek out the appropriate staff for resolution to any problems.
- I will not engage in physical or verbal confrontation with staff, or other customers.
- I will use appropriate work place language and refrain from yelling and profanity.
- I will, when told, cease all inappropriate behavior.
- I will notify One Stop staff when others are acting inappropriately.
- I understand that failure to abide by the Code of Conduct may result in a loss of privileges or bar me from participation at the One Stop Career Center.

The St. Lawrence County One-Stop Career System is a Partnership of:
NYS Dept. of Labor - Division of Employment Services * St. Lawrence-Lewis BOCES * St. Lawrence County Department of Social Services
St. Lawrence County Youth Bureau * St. Lawrence County Veterans' Service Department * ACCES-VR * SUNY Canton

St. Lawrence County One-Stop Career System is an equal opportunity program. Auxiliary aids and services are available upon request to individuals with disabilities.



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Customer Expectations

1. When utilizing services, please ensure respect (both verbal and written) towards other customers utilizing our services, as well as staff.
2. Inappropriateness of customers through signs of aggravation, anger or yelling toward staff and/or other customers will not be tolerated.
3. Be respectful of all materials provided.
4. Be respectful of all equipment. Equipment is for job-related purposes only.
5. If you must use your cell phone, please take/make your call from the waiting room, or in an area away from other customers/staff.
6. Anyone in violation of the computer guidelines will be asked to terminate their computer use. Computer usage is a privilege. If you have any questions regarding this policy or the computers, please see the Resource Room Specialist.
7. If you are in violation of any of the above Customer Expectations, you may be asked to modify your behavior or if abuse is founded, you will be asked to leave or be suspended from further use of our Resource Room at the One Stop Career Center.

Thank you for your cooperation

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One Stop Career Center Resource Room Computer Use Policy

Welcome to the One Stop Career Center Resource Room. Our goal is to make the use of these computers easy and accessible for customers. We ask that if 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 you 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
- Resume and cover letter writing
- Job search, search job databases
- Researching career and educational 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 material
- 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
- Hacking of computers or computerized systems

E-Mail Use in the Resource Room

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. E-mail use in the Resource Area can only be used for job search related activities, for example:

- Transferring resumes
- Receiving applications from employers
- Seeking additional information regarding employment

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Computer Use Rules

1. Computers can be used for **Job Search activities only**. (eg. Resumes, Job Search sites, etc...)
2. There is a **30 minute time limit** on computers when other customers are waiting. Customers may be asked to sign in for computer use.
3. All **disks/flash drives must be scanned** for viruses before they can be used in the computers.
4. **Printing is limited** to job search items.
5. **Save files to disk/flash drives only**. Do not save to computer hard drive or desk top. Information saved to the hard drive will be deleted.

Anyone in violation of the computer guidelines will be asked to terminate their computer use. Computer usage is a privilege. If you have questions regarding this policy or the computers, please see the Resource Room Specialist.

Thank you for your cooperation.