**Section 730.600 Rules of Customer Conduct**

a) For security reasons, when leaving and returning to ICRE-Wood, customers must comply with the following procedures:

1) Customers shall inform the appropriate ICRE-Wood employee when they plan to stay out overnight and when they are returning.

2) Customers shall always carry a white cane or be accompanied by a guide dog when leaving the building.

3) Customers attending ICRE-Wood for training may leave the building under their own responsibility when it does not conflict with their scheduled activities.

4) The appropriate ICRE-Wood employee must be advised as soon as possible when a customer plans to miss any meals.

b) Weekends

Customers may go home for the weekends. Customers wishing to stay over the weekend must notify the appropriate ICRE-Wood employee or a member of the management staff by the preceding Wednesday.

c) Commuters

1) Commuters whose class schedules require them to be at ICRE-Wood immediately before and after lunch hour may arrange through the Assistant Superintendent or his or her designee to have lunch provided.

2) Commuters have the same rights as resident customers in using the building (with the exception of the dormitories), but should leave ICRE-Wood by the close of visiting hours, unless there is an evening class or activity in which they are involved. They should then leave as soon as class or activity is finished. Lockers for commuters are provided.

d) Visitors

Visitors are allowed only at designated times and in designated locations. Visitors must sign in and out. Visitors will be required to remain in the lobby until met by the customer to be escorted to a designated area. A customer is responsible for the conduct of his/her guests.

e) Smoking

Smoking is only allowed 15 feet away from the building.

f) Dormitory

1) Courtesy and consideration for others must always be exercised. Activity in the hall and rooms must be conducted in a manner which does not result in complaints from the other residents.

2) Customers are not permitted to eat their meals in their dormitory unless they are confined in bed due to illness. The appropriate ICRE-Wood employee will arrange for meals to be brought to such customers. Snack food may be kept in dormitory rooms but must be stored in appropriate containers.

3) Electrical appliances or other equipment, e.g., hot plates, popcorn poppers, and other appliances that can be a fire hazard or result in damage of property are not to be brought into the dormitory.

4) All customers are expected to make their beds and keep their dressers and closets in order. Dust cloths and dry mops are provided for cleaning.

5) Dormitory windows must be kept closed because opening them affects the air and heating systems and sets off the burglar alarms.

6) Men and women are not allowed in each other's dormitory.

g) Public Areas

Customers who cause disruptions in public areas (i.e., ICRE-Wood's lobby, multi-purpose room, or customer lounge) will be disciplined per Section 730.650(c)(2).

h) Classrooms

Classrooms are not to be used outside of class hours without the permission of the teacher in charge and will only be done when the use of the classroom is work related.

i) Class Attendance

1) Customers are required to attend all scheduled classes and activities and arrive on time for each period.

2) Excused absences from classes must be cleared in advance with each teacher involved, or in the case of illness, with the appropriate ICRE-Wood employee.

3) If illness or other emergencies arise when the customer is not at ICRE-Wood that will delay his or her return, the illness or emergency must be reported by telephone to the Assistant Superintendent or his or her designee or by letter if a phone call is not possible.

4) If a customer becomes ill while at ICRE-Wood and he/she will be bedridden, he/she will be sent home immediately. If the illness causes the customer to miss 3 or more consecutive days of programming, he/she must have a statement, signed by a physician prior to his/her return. The statement must include the cause of the illness and ensure the customer's condition is now stable.

5) If a customer wishes to delete a class from his/her program, it must be discussed with the teacher involved and the appropriate case manager. The program will be changed, if appropriate, based on the customer's reason for the requested change, the need for the class in relation to the customer becoming independent, and the customer's demonstrated level of functioning in the class.

(Source: Amended at 42 Ill. Reg. 16243, effective August 7, 2018)