



Welcome to LRS Education Services! I appreciate you allowing us to assist you with your education goals and hope that your experience at our facility is a positive one. While our skilled instructors will provide much of this information to you in the classroom, I wanted to provide you with logistical information while you are with us.

#### **Attire**

Business casual attire is appropriate for all students attending classes at the LRS Education Services facility.

#### **Class Hours**

Classes at LRS Education Services begin promptly at 8:30 a.m. and conclude by 4:30 p.m. each day. Our facility is open from 8:00 a.m. to 5:00 p.m. with a manager available during those times for any questions or concerns. Students are given a one-hour lunch break, generally around 11:30 depending on course progress, and can also expect one morning and one afternoon break during a day-long class. Morning and afternoon refreshments, including complimentary coffee, soda and water can be found in our break room.

#### **Recommended Eateries:**

1. Applebee's Grill & Bar 217-698-0550  
3335 Veterans Parkway
2. Lime Street Café 217-793-1905  
Monroe Street and Durkin Drive
3. McCalister' Deli 217-210-0780  
2917 Iles Avenue
4. Subway 217-546-4440  
2359 West Monroe Street

\*A cafeteria is available on our third floor. Hours: Monday - Friday, 11:00 a.m. to 1:30 p.m. There is a menu board in the cafeteria for items available. An LRS employee must escort you to and from the cafeteria. Please see your instructor for assistance.

#### **Contact Information**

If you need to be contacted while you are at our facility, a message can be left with our administrative assistant at 877-832-0688 Ext. 1493. Messages will be sent to your classroom upon arrival.

If you need to leave a message for an instructor (you are running late, have an emergency, etc.), please use that number as well. If you prefer to send an email, please send it to: [getsmart@lrs.com](mailto:getsmart@lrs.com).

#### **Emergency**

In case of an emergency within our facility, please follow the exit signs to vacate our building.

In case of inclement weather, if you are questioning whether your class is being held, please call the LRS Education Services Weather Mailbox at 877-832-0688, Ext. 1500. This mailbox will be updated by 6:15 a.m. if the weather is an issue related to classes. It is recommended that you provide a cell phone number to us on the first day of class so that you can be reached due to any type of emergency/rescheduling.

#### **Equal Opportunity**

LRS Education Services does not condone discrimination or harassment based on race, color, religion, sex, national origin, age, disability, political affiliation or belief. If you think that you have been subjected to discrimination or harassment, you may file a complaint within 180 days from the date of the alleged violation with either:

Brian Pier, Equal Opportunity Officer  
Levi, Ray & Shoup, Inc.  
2401 West Monroe  
Springfield IL 62704  
phone: 217.793.3800  
fax: 217.862.9709  
email: [bpier@LRS.com](mailto:bpier@LRS.com)

OR

Director, Civil Rights Center  
U.S. Department of Labor  
200 Constitution Avenue, NW, Room N-4123  
Washington, DC 20210

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Auxiliary aids and services are available upon request to individuals with disabilities.

Again, thank you for choosing LRS Education Services as your training provider. Please don't hesitate to contact me with any questions or concerns regarding our services. I can be reached at 877-832-0688 Ext. 1215 or [Margaret.Teague@lrs.com](mailto:Margaret.Teague@lrs.com).

Margaret Teague, Manager – Education Services