**Daily Schedule & Things to Know**

**Daily Schedule**: The schedule may vary from time to time for inclement weather or for other reasons. Your instructor will let you know about any adjustments, but most days will follow this basic schedule:

7:00 am: Wake-up, park-feed-water-park.

7:30 am: Breakfast

8:00 am: Depart for daily training

10:30/11:00 am: Water and park

12:00 pm: Lunch

3:30 – 4:00 pm: Return from daily training

4:00 pm: Feed-water-park

5:30 pm: Dinner

7:30 pm: Water-park

9:00 pm: Final Park

If you are awake before 7:00 am please do not interact with your dog. They should remain in their crate until 7:00 am for park, feed, water, and park time. We ask this in order to establish a schedule, avoid accidents and respect the needs of the other dormitory residents, both dog and human. If the dogs in the other rooms hear noises such as food scooping, bowls clanging, crates opening, etc. they may be more likely to become active or vocal and wake their partners.

**Lights Out at 10:00 pm:** At this time lights in the common areas may be turned off. If you plan to be outside past 10:00 pm, please remember to bring your fob with you as you will need to use your park door to get back in or fob through a main door. You do not have to go to bed at 10, but we do ask that you keep noise to a minimum. Keep TV or music volume low in your room or use headphones. Conversations in the lobby or coffee room should be kept low as well. If you wish to socialize, we suggest you use the common areas on the upper level. Remember that it is in your best interest to get plenty of rest while you are in class.

**Moving about in the buildings:** We ask that you always stay to the right and trail the wall when walking in the building. You may know where you are without trailing the wall, but someone coming towards you may not.

If you enter a room, you should announce your presence so anyone else in the room will know you're there. If someone else enters a room where you are, please let them know you are there. If you are in the lobby or Alumni Hall and someone else enters, please let them know if there is an empty seat next to you by tapping the seat.

Feel free to use your canes if it will help you learn the building layout at the school and at the White Plains lounge. If you are carrying a hot drink in the building, please put a lid on it to avoid spilling it on your dog or on another person.

**Doors:** Each dorm room has two doors: one hallway door and one park door, both doors remain locked at all times and are operated by keypad; there is also a key to use if the keypad is difficult. You will be given a unique 4-digit code that will open both doors. Memorize this code or store it in a secure location. When entering or exiting your room, please get in the habit of shutting the door completely, especially the park doors. You will also be given a small round key fob. This allows you to enter the building through any of the main doors. Each door has a small rectangular box (typically to the right of the door) that is activated by holding your fob up to it. Listen for the doors to click open before pulling the handle.

**Emergency Pull Cords:** You will be shown the location of the emergency buzzer pull-cords in your room. There is one in the bedroom, and one in the bathroom. If an emergency occurs, pull the switch down and leave it in that position. This is to be used only in the event of a real emergency, i.e., you need immediate assistance or medical care and are unable to leave your room to get an instructor or nurse. When you pull the buzzer, instructors/nursing will be alerted through an alarm and pager system and rush to your aid. If you pull the buzzer by accident, please come into the hallway to let instructors know you are okay. Do not pull the buzzer as a joke.

There are emergency buzzer cords in the other student use areas as well. When doing orientation to these areas, be certain that you know the location of the emergency buzzers.

**Please be considerate when using** **cell phones.** If you are in a room with other people, please go elsewhere to have your conversation. This includes the White Plains facility. Also, please be courteous and refrain from talking on the phone while riding in the vans.

**Mail:** Mail is delivered to Guiding Eyes 5 days a week. The maintenance staff picks it up from our PO Box at the Post Office Mon – Fri. Staff will bring you your mail if you get any.

**Nursing:** Staff nurses are available from 6:00 a.m. to 8:30 a.m. and from 4:30pm continuing overnight (night nurse) seven days per week. Please do not hesitate to go to them if you have any medical concerns. Nurses are always on call in case of an emergency.

**Volunteers:** During your stay with us, Guiding Eyes staff and volunteers are available to help assist with some of your needs outside of training times such as attending church. We will do our best to accommodate these needs.

**Visiting Hours:** The visiting hours are as follows:

* Saturday: 4:00pm-9:00pm
* Sunday: 8:00am-8:00pm

Visiting hours must coincide with completing the day’s work. If you plan to leave campus during visiting hours, your dog will stay on campus. Please plan to be back for scheduled feed, water, or park times and notify your instructor, night nurse, or training assistant as to where you are going and what time you expect to be back. You will need to alert the class staff on duty when you return so they can open the front gate for you. Bring your fob so you can access the building. Also, please notify the kitchen staff if you will be skipping a meal. There may be other times when you can have visitors or leave for special appointments; please discuss these with your instructors.

**Fire Drills:** We are required to hold one announced fire drill. This will be the first or second night after building orientations are completed. The night nurse will make an announcement. When you hear the fire alarm go off, the fire doors will slam shut. You should exit your room through the park door. You may use your canes. You should stay outside until the alarm has been silenced. If the alarm goes off at the White Plains lounge, it should be treated as a real emergency. If your dog is in your room while you are in another part of the building; continue to exit the building and inform a staff member of the location of your dog. They will go back in the building for your dog.

**Housekeeping:** We have housekeeping staff that will clean your room during your stay. Bedding will be changed on Wednesdays and towels will be changed as needed. If the towels look like they were used, they will replace them. If you hang up your towels and/or they look like they weren’tused, they will not replace them. If class is on grounds, you may be asked to wait in the coffee room or Alumni Hall while your room is cleaned. Housekeeping will not be able to come back later that day if you ask them to leave. If you do not want your room cleaned on any given day, please let your instructor know.

**Alexa Devices & Streaming Services**: Guiding Eyes for the Blind has recently installed Alexa Cubes in our dorm rooms for your comfort and entertainment purposes. The Alexa device installed in your room is called an Alexa Cube. It’s a device that is both an Alexa Speaker and controls your TV. With the Cube, you can stream videos or set reminders and alarms during your stay. Instructors will occasionally make announcements through the Alexa, so please make sure the volume is high enough that you can hear it.

# If you are unfamiliar with Alexa devices, here are some basics:

* To make a request, state the name “Alexa…” and wait a full second before asking for the request. For example, to ask for the time you’d say “Alexa…… what time is it?”
* If Alexa continues talking too long or provides you with an unexpected response, you can stop her mid-sentence by saying “Alexa…. Stop.”
* You can ask her to change the volume up or down, and/or mute, pause and play videos.
* There is a remote that you can use with the Alexa if you prefer.

# Entertainment:

Guiding Eyes has **Netflix and Disney Plus** subscriptions enabled for your Cube.

* Turn the TV on by saying “Alexa, turn on the TV.” You can also raise or lower the volume this way.
* To play a movie, you can say things like “Alexa, Play the movie The Avengers on Disney Plus.”
* **News** –To play the current news, say “Alexa, play the news.”

# Accessibility Options

The Alexa Cube has an accessibility menu to allow for customization. Feel free to customize it with your preferences during your stay. If you are unsure how to do that, please ask a member of staff for assistance.

# Privacy

Your privacy is important to us. If you wish to use an additional streaming service from your personal account, it is your responsibility to log out of all personal accounts prior to leaving. The device has no cameras on it and all “drop-in” features have been disabled. You can turn off the device microphone. If you do this, it will glow red and you’ll need to use the remote to make requests.

*Updated August 2023.*