**Section 505.5 Definitions**

 Customer – Means a person who is receiving, has received, or has applied for any DHS-ORS services, including a student at a DHS-ORS school, or the person empowered by law to act on behalf of the customer.

 Confidential Information – Means all closed, active and future records and conversations (including Teletypewriter/Telecommunication Devices for the Deaf (TTY) between the customer and counselor kept by DHS-ORS, concerning the customer's program of services. Printouts from TTY conversations must be destroyed upon completion and documentation of the call.

 DHS-ORS – Means the Illinois Department of Human Services - Office of Rehabilitation Services.

 Employee – Means any person employed by DHS-ORS to participate in the delivery of DHS-ORS programs. As used in this Part, the term shall also include supervisory level personnel and others in management positions.

 Guardian – Means the person appointed by a court as the guardian of the person of a minor or of an adult.

 Parent – Means either a natural or adoptive parent, except those whose parental rights have been terminated voluntarily or by order of a court, or otherwise restricted by order of a court.

 Representative – Means the person that the customer by Power of Attorney, or otherwise in writing, has authorized to act on the customer's behalf.

 Services – Means the assistance and support available under DHS-ORS programs to a customer.

(Source: Amended at 19 Ill. Reg. 14821, effective October 5, 1995)