



## Policies and Procedures Manual

### Health and Safety: Inclement Weather

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#### Purpose:

During periods of inclement weather, the safety of CCS clients, employees and volunteers is of primary importance.

#### Policy Statement:

Caledon Community Services (CCS) recognizes that inclement weather may at times create difficult and dangerous travel and work conditions, temporarily disrupting the availability and normal business operations of the agency's services.

This policy serves to outline procedures and assign responsibilities for determining possible service reductions, closures and/or cancellations and to clearly outline the communication protocol around these situations. Expectations around communication must be clear to all employees in advance of these situations occurring. This policy is also important to maintain employee safety while continuing to deliver those services to CCS clients that are deemed by CCS to be essential.

#### Definitions:

*Necessary Services:* Services deemed by CCS to be essential include (but are not limited to): Transportation rides to dialysis and other essential medical appointments, Health Services' Supportive Housing, Transitional Care Centre (TCC) and any Community Assisted Living Program (CALP) services that cannot be rescheduled due to client medical and/or safety needs.

*Inclement Weather:* Snowstorm, ice storm, tornado, hurricane, flooding or any unforeseen acts of nature.

#### Procedure:

##### ***Getting to Work:***

All employees shall make every reasonable and good faith effort, consistent with personal safety, to report for work unless instructed otherwise. This includes but is not limited to allowing sufficient travel time, using alternate routes or alternate methods of transportation where available.

If inclement weather makes it difficult for an employee to arrive for work at the normally scheduled start time, the employee must make every reasonable effort to call their supervisor within one hour of their start time to advise that they are unable to report for work or will be arriving late due to the weather conditions.

Employees who elect not to report for work due to the inclement weather, even though their program/work location/office remains open, can utilize accrued vacation time or lieu time for the day. Alternatively, they may elect to work a full shift from home, upon authorization from their Manager. In these instances, the employee must adhere to the required procedures for calling their Manager to notify them of the absence.

It is recognized that some employees have greater distances to travel (i.e. home to work) than others and may live far outside of Caledon. It is also a fact that inclement weather can vary considerably from one region to another. Accordingly, management may schedule staff in an appropriate manner given regard to safety, travel distance, operational need and employee concerns.

**CCS Closures:**

The decision to close CCS programs, facilities and/or offices will be made by the CEO in consultation with the Director, Finance and Infrastructure or this Director's designate.

Criteria for determining whether inclement weather is severe enough to warrant closing the agency are as follows:

- If local school boards determine that schools should be closed due to inclement weather, CCS will also close its non-essential services
- Local weather forecasts indicating anticipated amount of precipitation, temperature, poor visibility, poor road conditions, wind speed and their recommendations pertaining to non-essential travel. Sources of information may include: The Weather Network, Environment Canada- 'Special Weather Statements', O.P.P. press releases, etc.

For inclement weather that has started overnight or in the morning, the decision to close will be made by 6:30 AM.

For inclement weather that starts or occurs during the course of a workday or shift, the decision will be made as soon as practical in order to help reduce the risk to employees, volunteers and clients on their commute home.

The decision to close services and worksites will be relayed to CCS employees via the following methods:

- Director, Finance and Infrastructure will coordinate a 6:00 AM teleconference with the the CEO and all other Divisional Directors to determine whether the agency should be closed.
- The final decision to close will be made by the CEO.
- Director, Fundraising and Communications or their designate will update the CCS website, Facebook page and Twitter feed with a message to advise clients, volunteers and staff about the closure and any essential services that will still be running;
- Director, Finance and Infrastructure or their designate will update the main CCS phone message to advise callers of the closure;

- Employees must check the CCS main phone line or the CCS website, Facebook page or Twitter feed to learn whether the agency and their particular program/location have been closed.

In the event of a closure, the following measures will address pay for CCS staff:

**Non-essential staff:**

Non-essential staff that are scheduled to work during the closure period will be paid their normal rate for the period of the closure.

Non-essential staff whose scheduled time off falls on a day when CCS is closed will not be paid or credited with lieu time as a result of the closure.

Staff who were already on a prescheduled vacation at the time of the closure will continue to have the vacation time for that day deducted from their vacation bank. They will not be paid or credited with lieu time as a result of the closure.

Staff who were given the opportunity to work from home during the closure are expected to work a full shift.

Staff whose program/location/office has been closed due to inclement weather are NOT authorized to be on site at the closed location, even if they feel capable of doing so. This also applies to users of the Multi-Service offices and the Exchange.

**Essential staff:**

Staff who provide necessary services such as Transportation Drivers, Transportation schedulers, PSW's, ReUstore staff, etc. who report for work and work their full scheduled shift during the closure period will be paid at the rate of time-and-a-quarter (1.25 X their regular hourly rate) for the hours worked. This may also apply to those staff who work their full scheduled shift during non-core business hours (i.e. weekends, overnights) if it is determined after a review by Senior Management that the inclement weather occurring during those shifts would have necessitated a closure had it occurred during core business hours.

Staff who are scheduled to work and provide essential services, but are not able to report for work or elect not to report for work due to the inclement weather may use accrued vacation or lieu time provided they adhere to all required procedures for reporting the absence to their Manager.

**Responsibilities**

*Employees:*

- Report to workplace if no announcement is made of Agency closure;
- Call CCS Main Line at 905-584-2300 and check for automated message regarding closure or check CCS website, Facebook page or Twitter feed;
- May request to his/her manager to take vacation time, time in lieu, unpaid time, or to work from home (if the nature of the duties permit for it) due to inclement weather (if workplace is not closed);
- Report absences or tardiness in accordance with their program's procedures;

*Manager/Supervisor:*

- Make approval decision to grant employee time off as per their request giving consideration whether the employee performs essential services, their level of staffing within team, and the operating needs of the work unit.
- May approve an employee's request to telecommute from home, if the position can be performed at home.
- Consult with appropriate/relevant members of Senior Management Team to make a decision on program/location closure in the event of pending or current Inclement Weather.

*RCT (Senior Management):*

- Wherever possible, telephone discussion between the Director, Finance and Infrastructure, RCT (including the CEO) will occur prior to 6:30 am to review inclement weather information and make a decision on closure.
- If inclement weather occurs during core business hours, the CEO or their designate will make the final decision to close CCS operations that are not essential, with the input of RCT.
- Formally communicate final decision using methods described above

References:

Health and Safety Policy  
Emergency Response Policy  
Environment Canada: <http://weather.gc.ca>  
The Weather Network: [www.theweathernetwork.com](http://www.theweathernetwork.com)

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