

INCLEMENT WEATHER PROCEDURAL GUIDELINES

The Human Resources Inclement Weather Policy Number 8-02 provides the Policy Statement, Purpose, Application and outlines the Responsibilities of Employee's as well as of Management. This Guide is intended to outline the process used to close the Municipal Office and/or facilities once the CAO or designate has made such a decision.

1. During periods of severe inclement weather, the Director, Public Works Services or designate, will assess the weather and road conditions and in consultation with the Chief Administrative Officer, determine if the Municipal Office and/or other Facilities should open for business. Every effort will be made to make the determination by 7:00 a.m.
2. The Director, Public Works Services or designate will notify the Director, Human Resources who will inform the Director, Planning & Building Services; the Director, Corporate Communications; the Manager, Facility Services; and the Manager, Corporate Customer Services of the decision to close the Municipal Office. The Director, Human Resources will send an e-mail to all staff communicating the Municipal Office closure to allow for notification of employees who access e-mail from home. The CAO may issue other notification(s) as deemed necessary. Notwithstanding the above, Corporate Communications will ensure appropriate Public Service Announcements are distributed, as per Appendix A. The Media contact information listed in Appendix A may change from time to time.
3. The Manager, Corporate Customer Services, or designate, will ensure appropriate notification to the public via the various portals of communication within the Town. The Customer Service Centre will also post signs at the Municipal Office for the public and to update the phone message system – i.e. general closure statement referring callers to our web site www.newmarket.ca for more details or Foxy 88.5 FM radio station.
4. The Directors/Commissioners, or designates, will notify and take appropriate action for any program cancellations or other cancellations including those at off site facilities. The Customer Service Centre shall ensure this information is also provided to Corporate Communications/IT Departments to add to the web site or press releases, as appropriate.

INCLEMENT WEATHER PUBLIC SERVICE ANNOUNCEMENT MEDIA

Station	Location	Phone	Fax	Email
CFRB 1010 AM	Toronto	(416) 924-5711 Ext 6817	(416) 323-6816	torontopsas@sri.ca
CFTR 680 NEWS AM	Toronto	(416) 935-8488	(416) 935-8288	scott.metcalfe@rci.rogers.com
CIQB B101 FM/ CHAY 93.1 FM	Barrie	(705) 726-1597	(705) 722-5631	news@b101fm.com
FOXY 88.5 FM	Newmarket	(416) 213-1035	(416) 233-8617	news@foxy885.com
CBC RADIO ONE 99.1 FM	Toronto	(416) 205-6304	(416) 205-6491	carrie_schipper@cbc.ca
CJXY Y95.3 FM	Hamilton	(905) 521-0953		
CFNY 102.1	Toronto	(416) 408-3343 Ext 8623	(416) 847-3300	dangerb@edge.ca
Rogers Television Cable 10	Newmarket	(905) 780-7143	(905) 780-7072	jennifer.buchanan@rci.rogers.com
THE New VR TV Station	Barrie	(800) 461-5820 Ext. 325 (Toll Free) (705) 734-3300	(705) 734-2061	vrnews@thenewvr.com
City TV	Toronto	(416) 591-5757	(416) 593-6397	news@pulse24.com
Town of Newmarket	Newmarket	(905) 953-5300 (Info Line)	(905) 953-5135 (CSC)	info@newmarket.ca

INCLEMENT WEATHER - PROCEDURES FOR STAFF

Internal- Facilities, Recreation and Customer Service

The Human Resources Inclement Weather Policy Number 8-02 provides the Policy Statement, Purpose, Application and outlines the Responsibilities of Employee's as well as of Management. This Guide is intended to outline the process used to close the facilities.

1. During periods of severe inclement weather the Manager, Facility Services; Manager, Recreation Services; Manager, Culture and Community Events; Program Supervisors; Customer Service Supervisors; and/or Recreation On-call staff will review staffing and programming to determine the best course of action for all facilities, and will seek final approval on course of action through Directors.
2. Once determined if facilities or programming will be cancelled, proceed with the following process:

When Facilities are closed by 6 a.m.:

- The Manager, Facility Services; Manager, Recreation Services; Manager, Culture and Community Events; Program Supervisors; Customer Service Supervisors or designates will decide on an appropriate closing time for each facility in consultation with key staff by or before 9:00pm the night prior where possible.
- Customer Service Supervisor will post a message on the Town website home page, update the phone lines and provide to Corporate Communications/IT Departments to add to the website and/or press releases, as appropriate.
- All Managers/Supervisors/Programmers will be notified through an email from the Manager, Facility Services or designate, who in turn will advise their appropriate staff of the closure.
- Recreation On call will update the PLAYline and call all early morning staff impacted.
- A decision to open facilities will be announced before 3 pm. Facilities would reopen at 5 pm depending on programming. A notice to this effect will be posted on the Town's website home page. Staff who are scheduled to work during the evening are responsible for checking the media to determine whether the Facilities will be open.

When Facilities are closed during business hours:

- The Manager, Facility Services; Manager, Recreation Services; Manager, Culture and Community Events; Program Supervisors; Customer Service Supervisors or designates will decide on an appropriate closing time for each facility in consultation with key staff by or before 2:00pm when possible.
- All Managers/Supervisors/Programmers will be notified through an email from the Manager, Facility Services or designate, who in turn will advise their appropriate staff of the closure.
- Onsite staff (Facility/Recreation/Customer Service) will advise users of the specific closing time; the status of classes; and drop in programming.
- Program Supervisors will update the PLAYline as appropriate.

- Facility rental contracts will be contacted by Supervisor/Programmer or Kiosk based on situation (who will be able to access and update clients on current status at time of facility closure).
- Business Support/Facility Staff will update Lease space holders of current status.
- Customer Service Supervisors will ensure appropriate notification to the public via the various portals of communication within the Town and also provide to Corporate Communications/IT Departments to add to the website or press releases, as appropriate.
- The Kiosk Associates/Facility Staff/Programmers (Seniors/Youth) will post appropriate signs at the Facilities for the public in strategic and high use areas and will update the phone message system, i.e. general closure statement referring callers to Town website www.newmarket.ca for more details.
- Programmers/Supervisors will contact appropriate staff scheduled to work later in the day to advise them not to report for work.

THE ABOVE PROTOCOL WILL ALSO BE OBSERVED ON EVENINGS, WEEKENDS AND HOLIDAYS.

Evening, weekend and holiday procedures:

- If inclement weather develops before the Facilities opens on weekends and holidays, follow the 6:00am procedures.
- The Manager, Facility Services; Manager, Recreation Services; Manager, Culture and Community Events; Program Supervisors; Customer Service Supervisors or designates; and Recreation On call staff will decide on an appropriate closing time for each Facility (by 2:00pm when possible) if inclement weather develops during opening hours. The same closing protocol listed above will be followed.

Communication between Manager, Facility Services; Manager, Recreation Services; Manager, Culture and Community Events; Program Supervisors; Customer Service Supervisors; and/or Recreation On-call staff will remain constant to determine when possible to reopen facilities. Same steps to notify staff/public when Facilities reopen.

Closing and Delayed Opening Information will be listed on the following locations:

1. Posting of information on the Town website (Customer Service), facility phone lines (Customer Service), PLAYline (1-877-752-9936) (Recreation On call) and Twitter (Recreation On call)
2. Emails will be sent to our contact lists when possible (Customer Service/Recreation)
3. A message will be recorded on the Town's telephone system (Customer Service)
4. Radio stations listed above will broadcast program closings or delays (Customer Service)