



<b>Category:</b>	<b>Facilities</b>
<b>Approved By:</b>	<b>Senior Administrative Team (SAT)</b>
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<b>Policy Sponsor:</b>	<b>Vice President Corporate Services and Chief Financial Officer</b>
<b>Policy Administrator:</b>	<b>Director Facilities Management</b> <b>Director Information Technology</b>

## College Closures and Service Interruptions Policy

### Purpose

The purpose of this policy is to establish consistent and clear objectives relating to planned and unplanned college closures and/or service interruptions.

### Scope / Limits

This policy applies to all departments and centres of the college and includes closures of facilities and/or service interruptions.

### Definitions

**College Closure** closure of one or more college facility.

**Service Interruptions** interruptions to programs and services offered or provided by the college in person, by telephone or via technology.

**Planned Closures or Service Interruptions** planned events that recur on a regular schedule, or planned nonrecurring events which are necessary for the ongoing operation of the college.

**Unplanned Closures or Service Interruptions** closures and/or service interruptions that are not predictable and caused by events such as major weather, health and safety, system failure, technology failure, or other disasters.

### Policy Statements

1. All activities at the College directly or indirectly support learning; therefore, planned or unplanned closures and/or service interruptions affecting the College must be managed with respect to the impact on learning and learner support.
2. Planning for closures and/or service interruptions must have the appropriate level of input from stakeholders.
3. All closures and/or service interruptions must be approved.

4. All closures and/or service interruptions will be communicated to the College community and to the public at a level that is appropriate for the situation (Appendix A).

## **A: Policy Supports**

[College Closures and Service Interruptions Procedures \(Appendix A\)](#)

[Regional Campus Weather Related Closures Procedures \(Appendix B\)](#)

[Unplanned Closure Procedures Due to Emergent Conditions – Main Campus \(Appendix C\)](#)

## **B: Legislated References**

### **C: Other References**

Emergency Response Plan

### **D: Related Policies**

Board of Governors

EL – 10 Access to Education



<b>Parent Policy:</b>	<b>College Closures and Service Interruptions</b>
<b>Effective Date:</b>	<b>February 22, 2011</b>
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<b>Policy Administrators:</b>	<b>Director Facilities Management</b>
	<b>Director Information Technology</b>
<b>Appendix A</b>	

## College Closures and Service Interruptions Procedures

### Part A: Types of Closures

1. **Planned Recurring Closures and Service Interruptions** are closures and service interruptions for known, recurring events such as the break between Christmas and New Years or regular technology maintenance events.
  - a. All departments and centres which have planned (known) recurring closures or service interruptions will develop an annual plan which will be approved by the appropriate Executive Leadership Team (ELT) prior to implementation or communication.
  - b. All departments and centres will develop and implement a communication plan for closures or service interruptions
  
2. **Planned Non-Recurring Closures and Service Interruptions** are closures and service interruptions that do not occur on a regular schedule and are necessary for the ongoing operation of the college. Such closures and service interruptions may include upgrading of systems or launching new initiatives or processes.
  - a. Departments or centres planning non-recurring closures will discuss the planned closure with all affected groups during the planning stages.
  - b. Non-recurring closures and service interruptions require approval by the appropriate member of ELT, or designate.
  - c. All approved non-recurring closures or service interruptions require:
    - I. a minimum notification of two (2) weeks
    - II. a communications plan.

**Unplanned Closures and Service Interruptions** are closures and/or service interruptions that are not predictable and caused by events such as major weather, health and safety, system failure, technology failure, or other disasters.

From time to time, unplanned closures or service interruptions occur requiring action such as a closing the college without sufficient lead-time to provide notice or planning as described above. The safety of individuals is our primary consideration in any decision. The following procedures apply to unplanned closures or service interruptions

- a. Decisions on closures or service interruptions due to an unpredictable event will be made in consideration of the event. These closures or service interruptions may impact the entire college or be limited to a specific area or campus.

- b. All unplanned closures and service interruptions require approval of the appropriate member of the (ELT) or designate with the exception of college-wide closures or service interruptions which require the approval of the President, or designate.
- c. All unplanned closures or service interruptions require preplanning by all departments and centres, as outlined in the Emergency Response Plan.
- d. Debriefings will be conducted and documented on all unplanned closures or service interruptions to identify strategies to reduce a reoccurrence and to examine and refine the college's response to the situation.

**Note:** Refer to Appendix B for Rural Campus Weather Related Closure Procedures.

## **Part B: College Closure and Service Interruptions Communication Plan**

The purpose of the communication plan is to advise the department or centre initiating the closure or service interruption on the various communication activities requiring consideration. The nature of the situation should drive the comprehensiveness of the communication plan. It is designed as a guideline to coordinate and control communication with respect to a specific planned or unplanned event. The timing and implementation of any or all communication strategies may be altered based upon the facts and circumstances surrounding the event..

The Advancement Office is available for advice and should be directly involved in the development of communication plans for unplanned college-wide closures and major service interruptions.

<b>Intended Audience</b>	<b>Communication Medium</b>	<b>Planned Recurring</b>	<b>Planned Non-Recurring</b>	<b>Unplanned</b>
Internal Stakeholders Such as faculty, students, staff, CLC, ELT, etc.	Calendar/Academic Schedule	X	X	
	Webpage/Social media	X	X	X
	Email	X	X	X
	Monitors/Signage	X	X	X
	Public Media			X
	Main switchboard voice message	X	X	X
	Emergency voice message system			X
External Stakeholders Such as Board of Governors, Government, public support services, general public, etc.	Webpage/Social media	X	X	X
	Email	X	X	X
	Monitors/Signage	X	X	X
	Public Media			X
	Main switchboard voice message	X	X	X
	Emergency voice message system			X
	Direct Notification			X



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<b>Policy Sponsor:</b>	<b>Vice President Corporate Services and Chief Financial Officer</b>
<b>Policy Administrator:</b>	<b>Dean Centre of Teaching, Learning, and Innovation</b>
<b>Appendix B</b>	

## **Regional Campus Weather Related Closures Procedures**

The following procedures apply specifically to regional campus weather related closures, and is consistent with Appendix A, Unplanned Closures and Services Interruptions.

1. The Regional Operations Assistant is responsible to make decisions related to weather related regional campus closures based on the appropriate school division decisions. If the local schools are closed and buses are not running, the rural campus will be closed.
2. If the decision is made to close the regional campus, the Regional Operations Assistant will inform the Provost and Vice President Academic, the Manager – Regional Stewardship, and the dean for the centre of teaching, learning, and innovation of the closure.
3. The Regional Operations Assistant will contact the Advancement Office regarding the closure who will issue a press release and update all employees.
4. If the Regional Operations Assistant is unsuccessful in contacting the Advancement Office, the Regional Operations Assistant will contact the media directly.



<b>Parent Policy:</b>	<b>College Closures and Service Interruptions</b>
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<b>Administrative Responsibility:</b>	<b>Vice-President People and Planning</b>
<b>Appendix C</b>	

## **Unplanned Closure Procedures Due to Emergent Conditions - Main Campus**

### **Part A: Purpose and Limitations**

#### **Purpose**

The purpose of these procedures is to guide the decision making process that may lead to suspension of operations or closure due to emergent conditions. This procedure functions in agreement with the Emergency Management Plan to communicate decisions to employees, students, and the public. These procedures are applicable college-wide, including contractors working on campus.

When emergency conditions are occurring or forecasted and normal campus operations would pose a significant threat to the safety of students, employees, and the public or would prevent large numbers of them from coming to the Lethbridge College campus or returning safely to their homes, the college will normally follow these procedures in deciding whether to suspend operations or close the campus, and in communicating that decision to members of the college community and the public.

#### **Limitations**

These procedures are intended to cover all eventualities. It is assumed that the decision making and relevant communications will be adapted, as appropriate, to suit the circumstances. Reasonable efforts will be made to communicate class cancellation, suspension of operations, or closure, but it is possible that not all individuals will receive notification despite these efforts.

### **Part B: General Procedures**

Decisions and actions relating to these procedures will at all times be made in accordance with the Emergency Management Plan, communicated in accordance with the plan, and be subject to any specific circumstances that exist.

#### **Authority**

Only the President (or designate) has the authority to make the decision to suspend operations on or close the college's main campus.

Reaching this decision may include consideration of all relevant information available and activation of the Incident Command Team.

### **Closure or Suspension of Operations**

Closing the main campus means that:

- all classes are cancelled;
- scheduled meetings and other events, including external user events, are not held;
- employees, other than those needed for required services are not expected to be on campus;
- all normal business and services on campus are ceased, and individuals not designated as "required" are discouraged from coming to campus or staying on campus; and,
- examinations are cancelled and rescheduled in accordance with Academic Policies.

Suspension of operations means that the college remains open in whole or in part, but some or all of the following operations may be suspended:

- classes, including examinations, which will be rescheduled in accordance with Academic Policies;
- scheduled meetings and other events, including external user events; and,
- Employees, other than those needed for required services, must check with their supervisor regarding alternate work options such as working from home, using vacation time, or changing hours of work.

In the case of suspension of operations/campus closure, faculty are responsible for determining and communicating decisions regarding student assignments and other submission deadlines that were scheduled for the day(s) of the suspension or operations/closure.

### **Timing**

It is preferable that a decision regarding suspension of operations/closure be made before employees and students would normally start their days. However, in the event of deteriorating or emergent conditions during the day, the President (or designate) may choose to suspend operations or close the main campus at any time.

### **Required Services**

Depending on the circumstances, the college may need to maintain certain services during a suspension of operations or campus closure and/or take appropriate measures to resume required services prior to re-opening.

Each particular situation will dictate the types of services required and the number of required personnel to be on campus and will be determined by the Incident Command Team.

### **Employee Compensation**

When the college campus is closed or operations are suspended due to an emergency,

employees whose work sites are affected, and who were scheduled for work, and who would have been at work but for the suspension of operations/closure, will be compensated in accordance with the appropriate employment agreement.

Employees who were not intending to be at work and who had scheduled vacation, sick leave, compensating time off for overtime, days off in lieu, normal days off or other approved leave will have their time recorded as scheduled before the suspension of operations/closure was announced.

The college will provide food and shelter for employees who are required to remain on duty or who are asked to report for their regularly scheduled hours of work to provide required services.

Where the college campus is open and an employee is unable to report for work, is late, or makes a request to leave early as a result of conditions affecting the individual employee, the employee may, subject to departmental approval, use accumulated time owing or vacation credits, implement a working-from-home arrangement, or make up the hours at a mutually acceptable time.

## **Part C: Decision Procedures**

These procedures will at all times be in accordance with the Emergency Management Plan and may be modified as unique circumstances warrant by the Incident Command Team.

### **Decision to Close or Suspend Operations**

The Incident Commander will gather information from appropriate sources and provide advice to the President (or designate) regarding whether the college campus can operate safely and safe access to and from the campus is possible.

The decision to close or suspend operations on the college campus will be made by the President (or designate).

### **Determining Factors**

The safety of our employees and students is of paramount importance.

Factors contributing to the decision to close or suspend operations on the college campus include but are not limited to the following:

- a) emergency conditions (current and forecasted);
- b) road conditions;
- c) availability of public transit;
- d) ability to access and use the campus safely;
- e) ability to maintain campus roadways, parking lots, paths, stairs and building entrances in safe condition;
- f) ability of emergency services to access the campus;
- g) disadvantages of sending individuals back into the weather once they have arrived on campus; and



- h) anticipation that conditions will worsen or persist such that public transportation may not operate or roads may be closed as a result of extreme conditions, which will make travel home unusually difficult or hazardous.

## **Communications**

The Incident Command Team includes an Information Officer who is responsible for the coordination of communications concerning closure of or suspension of operations on the college campus.

Based on the decision to close or suspend operations, the Information Officer will undertake communications in a timely manner and provide updates as required to the Incident Command Team.

Where campus facilities are rented for functions on the date of closure or suspension of operations, the college department responsible for the rental will notify the event organizer. The renter is responsible for communicating the cancellation to participants.

In the case where the college makes the decision to close or suspend operations on a campus while classes are in session, notifications will be delivered in accordance with the Emergency Management/Crisis Communication Plan, and then periodically reinforced or updated with other communication methods as determined by the Incident Command Team.

In circumstances where the college campus has not closed or suspended operations but it may be impossible for a faculty member to conduct a scheduled class, the faculty member should make every reasonable effort to inform students of the class cancellation. It is strongly recommended that each faculty member make reference to their notification procedure in the course outline.

Each faculty is responsible for setting their own procedures in cases where exams (other than final exams scheduled by the Registrar's office) or submission deadlines were scheduled to occur on a day when the campus is closed or has suspended operations.