



Policy:	O-3.3
Approved By:	College Executive Team
Approval Date:	December 12, 2001
Amendment Date:	September 28, 2005
Policy Holder:	VP Administration

COLLEGE CLOSURES (PROGRAMS, SERVICES & FACILITIES)

Purpose / Rationale

The purpose of this policy is to establish consistent and clear principles and guidelines for the handling of necessary College closures.

Scope / Limits

This policy applies to all units of the College and includes closures or limits to services offered in person, by telephone or on-line, closures to facilities, and interruptions to programming.

Principles

1. All activities at the College either directly or indirectly support student learning; therefore, limitation or closures of any areas of the College, in particular service areas, must be managed with respect to the impact on student learning and support.
2. Closures and limitations are implemented only for health and safety reasons, **or** to improve services at the College. They will be kept to a minimum and will be as short as possible.
3. All recurring closure plans must be approved annually by Senior Leadership Council (SLC). Such closures will also be discussed with affected units well in advance of the closure.
4. All approved annual recurring closures that directly impact students will be published in the College calendar and on the College public website.
5. All closures and limitations to service will be communicated clearly to the College community and to the public at a level that is appropriate for the Closure. (See Communication Guidelines.)

A. DEFINITIONS

1. Planned Closures

a) Recurring

Closures and limitations for known, recurring events such as Connections Day, the break between Christmas and New Years, or regular technology maintenance events.

b) Non-recurring

Closures and limitations that do not occur on a regular schedule and are necessary for the ongoing operation of the College. Such closures may include upgrading of systems or launching new initiatives or processes.

2. Unplanned Closures

Closures that are unpredictable, related to weather, health and safety, crises or system or technology failures.

B. GUIDELINES

1. Planned: Recurring Closures

- a) All units which have planned (known) recurring closures will develop an annual plan, which will be tabled with and approved by SLC prior to implementation or publication.
- b) All units will develop and implement a communication plan for service closures or limitation. (See Communication Guidelines below.)

2. Planned: Non-Recurring Closures

- a) Units planning non-recurring closures will discuss the planned closure with all affected groups during the planning stages.
- b) Non-recurring closures require approval by the appropriate member of the executive, or designate.
- c) All approved non-recurring closures or service limitations require:
 - i) notification of two (2) weeks (normally)
 - ii) a communications plan (see Communication Guidelines below).

3. Unplanned (Emergency) Closures

From time to time, emergencies occur that require College closures without sufficient lead-time to provide notice or planning as described above. The safety of students and staff is our primary consideration in any decision with respect to closure due to extreme conditions such as weather, health and safety crises or other unpredictable significant hazards. The following guidelines apply to emergency closures.

- a) Any decision to close the College due to extreme weather conditions will apply to both campuses; the College will either remain fully open or close completely.
- b) Decisions on closures due to an unpredictable event (other than extreme weather conditions) will be made in consideration of the event. These closures may impact the entire College or be limited to a specific area or campus.

- c) All emergency closures require approval of the appropriate member of the executive or designate with the exception of College-wide closures which require the approval of the president, or designate.
- d) All emergency closures require preplanning by all units at the College which includes:
 - i) processes and checklists, maintaining current staff phone lists;
 - ii) communication plan (see Communication Guidelines below).
- e) Post-mortems are to be conducted and documented on all emergency closures to identify strategies to reduce a reoccurrence and to examine and refine the College's response to the closure.

C. COMMUNICATION GUIDELINES

The purpose of the Communication Guide is to advise the unit or authority initiating the closure on the various communication activities requiring consideration. At all times the nature of the closure should drive the comprehensiveness of the Communication Plan. The Office of Communications, Advancement and Planning (CAP) is available for advice and should be directly involved in the development of all communication plans for unplanned College-wide closures.

COMMUNICATION ACTIVITY	CLOSURE TYPE		
	Planned Recurring	Planned Non-Recurring	Unplanned
1. Establish Annual Plan	✓		
2. Approval	✓	✓	✓
3. Calendar Submission	✓	✓ (if known)	
4. Announce Internally	✓	✓	✓
• Camnews	✓	✓	✓
• Webpage	✓	✓	✓
• events page notices	✓	✓	✓
• voice mail			✓
5. Signs (if appropriate)	✓	✓	✓
6. Announce Externally	✓	✓	✓
• Public Media (C&CR to determine)	✓	✓	✓
7. Notification to affected units.	✓	✓	✓
8. Distribution through Appropriate email lists	✓	✓	✓
9. Notification to SLC members		✓	✓
10. Provide Payroll Information			✓
11. Provide Contact Number for Updates			✓

D. RELATED DOCUMENT

Crisis Communication Plan (contact the Communications, Advancement and Planning Office)