

Closure of CMCC due to Inclement Weather Internal Procedure

Should inclement weather be forecasted for the next 24 hours, the Associate Vice President, Institutional Advancement & Communications will notify the CMCC community that they should check the CMCC website, their CMCC email and/or twitter messages early the next day for information on CMCC's opening status before coming to CMCC.

I. Closure in the morning prior to normal opening hours

1. The Director, Facilities, Safety & Security (DFSS) [alternate is Jake Hacker, Facilities Assistant], after consultation with a member of his team and/or onsite Security staff, informs the Vice President, Administration & Finance (VPAF) [alternate is the President, directly] of weather conditions at and around CMCC **by 5:15 a.m.**
2. Upon recommendation from the VPAF after a review of forecasted road and storm conditions, the President makes the decision to open, delay opening, or to close CMCC. In the absence of the President, any two members of the Executive Leadership Team (ELT) will make the decision. This decision will be made **by 5:30 a.m.**
3. The President notifies the remaining members of the Executive ELT of the open/closure decision, who will in turn notify their direct reports.
4. The VPAF contacts the Associate Vice President, Institutional Advancement & Communications (AVPIAC) [Alternate: Marketing & Communications Project Lead] who will initiate the closure notification **before 6:00 a.m.:**
 - i. to be posted on www.cmcc.ca
 - ii. a broadcast email sent to employees and students (and staff in the UOIT-CMCC Research Centre)
 - iii. a twitter message [@CMCCnews](http://www.twitter.com/CMCCnews)
 - iv. a Facebook posting www.facebook.com/cmccnews
 - v. change the Leslie Street electronic sign to reflect the open/closure status (provided there is no power outage to the building)
 - vi. contact media (see III)
5. The Dean, Clinics will notify the AVPIAC if a different decision is made with regard to any or all of the external clinics.

Should the decision be to delay opening, the notification will indicate the time of the delayed opening, with a confirmation announcement to be posted no later than two hours in advance of the time of the delayed opening. The academic schedule will start with the classes scheduled at the time of reopening. The Vice President, Academic will facilitate the rescheduling of missed classes due to any closure.

All notifications and updates will include the time of posting. Updates, if any, will be posted periodically, throughout the day.

6. The VPAF informs the DFSS of the decision. If the decision is to close, the DFSS will notify

Facilities staff and Security who will post notices on all Campus entrance doors and secure the building, including suspension of the perimeter access card system.

7. The VPAF notifies the Office Services Coordinator [alternate is Executive Assistant to the President], who will program the main voice mail message with an announcement that: CMCC is open; there is a delayed opening; or is closed with classes cancelled due to inclement weather. The voice mail message will be programmed by 6:00 a.m.

All notifications will include the time of posting. Updates, if any, will be posted periodically, throughout the day. Note – if CMCC is closed, all activities (including Student Clubs, Continuing Education, recreational and library facilities) are all suspended.

8. The Director of Financial Services & Controller [alternate is VPAF] notifies the Aramark Cafeteria Manager by 6:00 a.m. who will advise her staff of the decision to remain open, delay opening, or to close the campus.
9. Faculty, staff and students are expected to learn of CMCC's open/closure status by viewing the website, reading their email, reading their twitter/Facebook notifications, or calling in to CMCC's automated attendant to hear the voice mail message as of 6:00 a.m. Notifications will be updated as needed on all noted media, throughout the day.
10. Patients are expected, as of 6:00 a.m., to learn of CMCC's open/closure status by listening to one of the identified media outlets (Section III), call in to CMCC's automated attendant to hear the voice mail message, or check the CMCC website or social media sites before coming to CMCC.

II. Closure during the day

1. The President makes the decision to close the campus and/or cancel classes in the event of inclement weather. In the absence of the President, any two of the Executive Leadership Team (ELT) will make the decision. Examination schedules are considered prior to closure.
2. Following this decision, the President notifies the Associate Vice President, Institutional Advancement & Communications and the Dean, Clinics who will initiate the notification processes outlined in I.4. and I.5.
3. Members of the ELT will notify their direct reports who will notify their staff.
4. The VPAF will inform the DFSS who will post notices on all Campus entrance doors and begin the process of securing the building and notifying Security. The perimeter access system will be suspended as of the time of the closure.
5. The VPAF informs the Office Services Coordinator to change the voice message to reflect the closure of CMCC.
7. Patients are expected to visit one of the stated media outlets (Section III), call in to CMCC's automated attendant to hear the voice mail message, or check the website or social media sites, before coming to CMCC. Interns and clinicians are responsible for contacting their patients to notify them that the clinic will be or has been closed.

Last update: November 2018

III. Media Contacts

680 News/CHFI FM

1. Email: News680@rogers.com
2. Then call Newsroom (416-413-3930 or tip line at 416-872-NEWS (6397))
3. Twitter: @680NEWS

CP 24

1. Email: breakingnews@cp24.com
2. Tel: 416-384-2400
3. Twitter: @CP24

CITY TV – Breakfast TV Toronto (<https://www.bttoronto.ca/stormcentre/>)

1. Email: Torontoweb@citynews.ca news.to@citynews.ca
2. Tel: BT Viewer Information Hotline: (416) 764-717 or Main Switchboard: (416) 599-2489 (CITY)
3. Twitter: @BTtoronto, @CityNews, @680NEWS

Newstalk1010 AM (iHeartradio.ca)

1. Email: news@newstalk1010.com and snow@newstalk1010.com
2. Tel: 416-384-5858
3. Twitter: @NEWSTALK1010

IV. Telephone Message

Information pertaining to CMCC’s open/closure status and subsequent re-opening information, as required, will be programmed into the telephone system as part of the initial voice mail greeting when the main number is called. For those Divisions which have direct phone lines, voice mail messages should be reprogrammed to indicate the status of service in order to notify customers any closure.

V. Preparation for a CMCC Closure

CMCC closure procedure will be posted online in *Digest* and on the MyCMCC Workspace annually in November and again in January to remind employees and students of closure procedures, including a list of websites and media to consult. Information bulletins will also be posted around the building.

VI. People on Back-up

Decision to close:	Contact Media:
President	Associate Vice President, Institutional Advancement & Communications
Executive Leadership Team (any two)	Marketing & Communications Project Lead
Program Voice Mail:	Website Update, Email, Twitter and Facebook:
Office Services Coordinator	Website Editor & Administrator
Executive Assistant to the President	Marketing & Communications Project Lead

VII. Information

Everyone who has a role in disseminating closure information should have a copy of the closure procedures and telephone numbers of all those involved.