

## Policy Title: Temporary Closure

Category:	<input type="checkbox"/> Institutional - Board <input checked="" type="checkbox"/> Academic - Administrative <input type="checkbox"/> Institutional - Administrative <input type="checkbox"/> Employment - Administrative		
Approved by:	<input type="checkbox"/> Board <input checked="" type="checkbox"/> President		
Date approved:	December 19, 2024	Effective date:	December 19, 2024
Policy Sponsor:	Vice President, Administration and Finance	Date last reviewed:	December 19, 2024
Date of Mandatory Review (expiry date):	December 2029	Date of last revision of Procedures:	December 19, 2024

### 1. POLICY

In the event that CMCC is required to close due to unforeseen events:

1. Institutional Advancement & Communications is to provide the CMCC community with information regarding opening, closing, delayed opening and re-opening, as soon as possible, through the CMCC website, CMCC email, and all social media channels.
2. CMCC's Teams® telephone system main number, and direct lines to the Campus Clinic and Supply Centre are to be programmed with a message that will include the same information outlined in 1. above as part of the initial voice mail greeting when those numbers are called.
3. Information bulletins are to be posted on the entrances to the building.

### 2. PURPOSE

To ensure the CMCC community is provided with information regarding temporary closure of CMCC.

### 3. SCOPE

The CMCC Community.

### 4. INFORMATION AND COMPLIANCE PLANS (not a comprehensive list)

CMCC temporary closure information will be:

- posted on [www.cmcc.ca](http://www.cmcc.ca)
- broadcast via email to employees, students and staff in the OTU-CMCC Centre
- posted on X (formerly Twitter) [www.X.com/CMCCnews](https://www.X.com/CMCCnews) (@CMCCnews)
- posted on Facebook [www.facebook.com/cmccnews](https://www.facebook.com/cmccnews)
- posted on Instagram (@cmccnewsandevents)
- sent to media contacts -- **CP24 and CITYNews/680News for their websites**

When CMCC closes temporarily, all activities are suspended, including those in the recreational and library facilities, and those put on by Student Clubs and Continuing Education.

## 5. RELATED POLICIES (not a comprehensive list)

N/A

## 6. DEFINITIONS

The CMCC community consists of policy stakeholders, including the Board of Governors, administrators, faculty members, staff members, students, clinic patients, volunteers, visitors, contract workers and others engaged in activities of the institution.

Unforeseen events may include but are not limited to inclement weather, cleaning protocols, hydro/electricity issues and/or other safety measures mandated by the City of Toronto.

<b>New Policy Approved (date):</b>	August 27, 2020
<b>Policy Revision History (dates):</b>	December 15, 2022 December 19, 2024

## 7. PROCEDURES

### Closure in the morning prior to normal opening hours

1. The Director, Facilities, Safety & Security (DFSS) [alternate is the morning Facilities Assistant], after consultation with a member of their team and/or onsite Security staff, informs the Vice President, Administration & Finance (VPAF) [alternate is the President] of conditions at and around CMCC **by 5:15 a.m.**
2. Upon recommendation from the VPAF after a review of 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 (or alternate) notifies the remaining members of the ELT of the open / closure decision, who will in turn notify their direct reports.
4. The VPAF contacts the Associate Vice President, Institutional Advancement and Communications (AVPIAC) [Alternate: Manager, Marketing & Communications] who will initiate the closure notification **before 6:00 a.m.** by methods included in the Information and Compliance Plans section above. (Media contact information is below).

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 Dean, Undergraduate and Graduate Education (or alternate, Director Year III will facilitate the rescheduling of missed classes due to any closure.

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

5. The Dean, Clinics notifies the AVPIAC **by 5:30 a.m.** if a different decision is made with regard to any or all of the external clinics.
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 sends an URGENT ticket to the IT Helpdesk with the voice mail message for the Teams phone system to announce that CMCC is open; there is a delayed opening; or is closed with classes cancelled due to <insert reason here>. Helpdesk staff will program the main, Campus Clinic and Supply Centre voice mail messages **by 6:00 a.m.** Updates, if any, will be posted periodically throughout the day. All notifications will include the time of posting.
8. The Director of Financial Services & Controller [alternate is VPAF] notifies the on-campus lead for Food Service Operations **by 6:00 a.m.** who will advise their staff of the decision to remain open, delay opening, or to close the campus.
9. Faculty, staff and students are to learn of CMCC's open/closed status as of 6:00 a.m. by viewing the website, reading their email, reading their X (formerly Twitter) /Facebook/Instagram notifications, or calling in to CMCC's automated attendant to hear the voice mail message. Notifications will be updated as needed in all formats, throughout the day.
10. Patients will be contacted by clinic staff, interns or clinicians but may learn of CMCC's open/closed status as of 6:00 a.m. by calling in to CMCC's automated attendant to hear the voice mail message, or checking the CMCC website or social media sites before travelling to CMCC.

## **Closure during the day**

1. The President makes the decision to close the campus and/or cancel classes. 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 and Communications and the Dean, Clinics who will initiate the notification processes outlined in 1.d) and 2.e). Depending on the circumstances for the closure/cancellation of classes and to ensure the safety of the CMCC community, the campus building may remain open with minimal staff on site, providing students and employees the CMCC community the opportunity to wait out any hazardous weather conditions until it is safe to travel.
3. Members of the ELT notify their direct reports who will notify their staff.
4. The VPAF informs 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 sends an URGENT ticket to the IT Helpdesk requesting that Teams voice mail messages will be programmed as outlined above in 1.g).
6. Patients will be contacted by clinic staff, interns or clinicians but may learn of CMCC's open/closed status by visiting one of the stated media outlets (Section III), calling in to CMCC's automated attendant to hear the voice mail message, or checking the website or social media sites, before travelling to CMCC.

## **Media Contacts**

1. **CityNews/680 NewsRadio**
  - X: [@CityNewsTO](#)
  - Facebook: [@CityNewsTO](#)
  - Instagram: [@CityNewsTO](#)
2. **CP 24**
  - Email: [breakingnews@cp24.com](mailto:breakingnews@cp24.com)
  - X: [@CP24](#)

## **People on Back-up**

<b>Decision to Close</b>	<b>Contact Media</b>
President	Associate Vice President, Institutional Advancement and Communications
Executive leadership Team (any two)	Manager, Marketing and Communications
<b>Program Voice Mail</b>	<b>Website Update, Email, X (formerly Twitter), Facebook and Instagram</b>
IT Helpdesk	Communications Coordinator, Web and Social Media
	Manager, Marketing and Communications

### Information

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

<b>New Procedure Approved (date):</b>	
<b>Procedure Revision History (dates):</b>	Closure due to Inclement Weather – updated annually August 27, 2020 December 15, 2022 December 19, 2024

### 8. ATTACHMENTS

None.