

Temporary Closures Policy and Procedures

Category: Operational
Policy Number:
Related Documents:

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Summary

There may be circumstances where PAL (55+) activities have to be cancelled. Staff, members, volunteers and contractors (instructors and facilitators) need to be aware of the procedures to be followed in the event that a cancellation is required.

Policy

PURPOSE

To establish a set of procedures and actions to be implemented in the event of a situation that results in the need to cancel classes and activities and/or close down operations at a particular facility.

SCOPE

The Board of Directors, Executive Director, PAL (55+) employees and committee members, contractors and conveners and other PAL (55+) volunteers should be aware of the procedures as set out in the Emergency Closure Policy and Procedures.

DEFINITIONS

For the purpose of this document the following definitions will apply for clarity.

- Class:** A scheduled date of an activity.
For example: the January 14th Intermediate Yoga Class
- Activity:** Any Program (regular or drop-in), Special Interest Group or Event scheduled by PAL (55+).
- Session:** A time frame of consecutive weeks used for Program scheduling.
For example: Fall Session; Winter Session or Spring Session
- Program:** A set of Classes scheduled for a particular Session.

CONDITIONS WARRANTING POSSIBLE CLASS or ACTIVITY CANCELLATION

These guidelines apply to short-term situations. Some examples would be:

- Inclement weather resulting in poor winter driving conditions and visibility due to blowing snow
- Winter storm warning issued by Environment Canada
- Problem at facility such as no water; power outage; roof leak in public area
- Unavailability of a backup in the event of a program leader's illness or absence
(Note that the fee for service contract requires that in the first instance, the program leader is responsible to arrange for a backup or substitute)
- Public Health Advisories such as serious epidemics or widespread pandemics

DECISION AND AUTHORIZATION TO CANCEL CLASS or ACTIVITY

The Executive Director, or Programming Chair, respectively will make the decision to cancel Classes or Activities based on the severity of the situation.

Depending on the situation, Classes or Activities may be cancelled for a single Class, morning only, the afternoon only, or all day.

PROCEDURES & COMMUNICATIONS

Once a Class or Activity has been cancelled, the Executive Director or Programming Chair will implement the communication protocol as described below.

1. The Executive Director, or Programming Chair, will contact all instructors, conveners and facilitators affected by the decision to cancel scheduled Classes or Activities that day.
2. Each instructor, convener or facilitator will in turn contact all people on their respective program participant lists.
3. The Executive Director or Programming Chair will contact the Chair of the Communications Committee to request that a notice of cancellation be sent to all of the contacts on the PAL (55+) contact list.
4. The Executive Director will contact the facilities impacted by the cancellation of Classes or Activities to advise them of the decision. Where appropriate, the Executive Director may ask that they post a cancellation notice on the door. Such a document should be prepared by PAL (55+) and kept on file to be updated and emailed to the facility if and when needed. In the case of the PAL (55+) home facility, the Administrative Assistant will post the notice.

REMEDIAL ACTIONS REGARDING SHORT TERM CANCELLATIONS

Whenever possible, any Classes or Activities cancelled may be extended in duration to make up for the lost day or Class.

If a make-up Class is not possible, for whatever reason, a refund will not be provided for the missed Class.

Refunds would only be considered in the event that a situation resulted in the cancellation of two or more Classes within a Session and if requested by the participant.

CONDITIONS WARRANTING POSSIBLE PROGRAM CANCELLATION

There may be situations where all programming may need to be cancelled for part or all of a session. And in rare cases, this cancellation may extend beyond the current Session. Examples of long-term cancellations include:

- Seasonal flooding that can occur in the region, generally in late Spring
- Public Health Advisories such as serious epidemics or wide spread pandemics

DECISION AND AUTHORIZATION TO CANCEL PROGRAMS

The decision to implement long term Program cancellations will be made by a majority vote of the Board. Where time is of the essence decisions will be made by the Executive and later ratified by a majority vote of the Board.

PROCEDURES & COMMUNICATIONS FOR LONG TERM CANCELLATIONS

Once all programming has been cancelled, the Board will implement the communication protocol as described below.

1. The Executive Director, Programming Chair will contact all instructors, conveners and facilitators scheduled to run activities during the current or upcoming Session.
2. Each instructor, convener or facilitator will in turn contact all people on their respective Program participant lists. If the lists have not been distributed, then staff members are responsible to contact participants.
3. The Chair of the Communications Committee will ensure that the following actions are implemented:
 - a. Send out an email blast advising all contacts in the PAL (55+) Contact Database of the cancellations and the reasons behind the decision and advising them of a contact should they want more information.

- b. Mail cancellation information to those members who do not use email and/or implement a phone tree to advise them and provide a contact should they want more information.
 - c. Have the webmaster post a cancellation notice on the PAL (55+) website. Such notice to be removed upon directions from the Board, through the Chair of the Communications Committee
 - d. Publish cancellation information in the media where appropriate.
 - e. During the period of cancellation, the Communications Committee will, as appropriate, continue to distribute the weekly email blasts to provide information which may be relevant during the cancellation. Mailouts will also be sent to those without access to email.
4. The Executive Director will contact the facilities impacted by the cancellation of programs to advise them of the decision. Where appropriate, the Executive Director may ask that they post a cancellation notice on the door, or the PAL (55+) Administrative Assistant will post. Such a document should be prepared by PAL (55+) and kept on file to be modified to suit a given situation, and emailed if and when needed.

In situations where it is not possible to work from the PAL (55+) offices, staff and contractors will be permitted to work from home. Office supplies will be provided as required of the position. Consideration will be given to reimbursing staff for a portion of their monthly internet and/or phone costs when doing PAL work while at home.

Board or Committee meetings will be scheduled offsite when and where appropriate.

There may be circumstances where conducting a virtual online meeting is preferable to having a face-to-face meeting. The Communications Committee will research various platforms for conducting meetings online and will advise the Board members regarding the process. Board members will use their desktop computer, laptop, tablet or smart phone to participate in the online meeting.

When the reason for Program cancellations comes from a Public Health Advisory, from any level of Government, specific protocols may be included and PAL (55+) will follow those protocols and advise members accordingly.

REMEDIAL ACTIONS REGARDING LONG TERM CANCELLATIONS

Refunds will be provided in the event that a situation resulted in the cancellation of all programming for the current or upcoming session. If cancellations occur after a Program has started, refunds would be prorated for the remaining classes.

Instructors will be paid out for any Program cancellations during a current Session for which contracts have been signed. In the event that cancellations impact a Session not yet started, this provision will not apply.

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