

<b>Policy Title:</b>	Temporary Closure of CMCC		
<b>Category:</b>	<input type="checkbox"/> Institutional - Board	<input type="checkbox"/> Academic - Administrative	
	<input checked="" type="checkbox"/> Institutional - Administrative	<input type="checkbox"/> Employment - Administrative	
<b>Approved by:</b>	<input type="checkbox"/> Board	<input checked="" type="checkbox"/> President	
<b>Date approved:</b>	August 27, 2020	<b>Effective date:</b>	August 27, 2020
<b>Policy Sponsor:</b>	Vice President, Administration & Finance	<b>Date last reviewed:</b>	From CMCC Closure due to Inclement Weather Procedures
<b>Date of Mandatory Review (expiry date)</b>	August 2023	<b>Date of last revision of Procedures</b>	August 27, 2020

## 1 POLICY

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

1. Institutional Advancement & Communications is to notify the CMCC community as soon as possible through the CMCC website, CMCC email, social media and media contacts. Information regarding opening, closing, delayed opening and re-opening is to be provided.
2. CMCC's telephone system is to be programmed with a message that will include the above information as part of the initial voice mail greeting when the main number is called. Those Divisions that have direct phone lines are to re-program their voice mail messages to indicate the status of service in order to notify customers of any closure.
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:

1. posted on [www.cmcc.ca](http://www.cmcc.ca)
2. broadcast via email to employees, students and staff in the OTU-CMCC Centre
3. sent via twitter [@CMCCnews](https://www.twitter.com/CMCCnews)
4. posted on Facebook [www.facebook.com/cmccnews](https://www.facebook.com/cmccnews)
5. sent to media contacts:
  - a) **680 News/CHFI FM**
  - b) **CP 24**
  - c) **CITY TV – Breakfast TV Toronto** (<https://www.bttoronto.ca/stormcentre/>)
  - d) **Newstalk1010 AM** (iHeartradio.ca)

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 includes students, employees, and patients.

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

**New Policy Approved (date):**

August 27, 2020

**Policy Revision History (dates):**

-----**END OF POLICY**-----

**7 PROCEDURES**

**1. Closure in the morning prior to normal opening hours**

- a) The Director, Facilities, Safety & Security (DFSS) [alternate is the morning 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] of conditions at and around CMCC **by 5:15 a.m.**
- b) 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.**
- c) The President (or alternate) notifies the remaining members of the ELT of the open/closure decision, who will in turn notify their direct reports.
- d) 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.** 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 Vice President, Academic 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.

- e) The Dean, Clinics notifies the AVPIAC if a different decision is made with regard to any or all of the external clinics.
- f) 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.
- g) The VPAF notifies the Office Services Coordinator [alternate is Executive Assistant to the President], who will program the main voice mail with a message announcing that: CMCC is open; there is a delayed opening; or is closed with classes cancelled due to <insert reason here>. The voice mail message will be programmed **by 6:00 a.m.** Updates, if any, will be posted periodically throughout the day. All notifications will include the time of posting.
- h) The Director of Financial Services & Controller [alternate is VPAF] notifies the Aramark Cafeteria Manager **by 6:00 a.m.** who will advise their staff of the decision to remain open, delay opening, or to close the campus.
- i) 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 twitter/Facebook 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.
- j) Patients are expected to learn of CMCC's open/closed status as of 6:00 a.m. by listening to one of the identified media outlets (Section III), 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.

## 2. Closure during the day

- a) 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.
- b) Following this decision, the President notifies the Associate Vice President, Institutional Advancement & Communications and the Dean, Clinics who will initiate the notification processes outlined above in 1.d) and 2.e).
- c). Members of the ELT notify their direct reports who will notify their staff.
- d) 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.
- e) The VPAF informs the Office Services Coordinator who will program the main voice mail with the appropriate message as outlined above in 1.g).
- f) 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 travelling to CMCC. Interns and clinicians are responsible

for contacting their patients to notify them that the clinic will be or has been closed.

### 3. Media Contacts

- a) **680 News/CHFI FM**
  - 1. Email: [News680@rogers.com](mailto:News680@rogers.com)
  - 2. Newsroom Tel. 416-413-3930 or tip line at 416-872-6397 (NEWS)
  - 3. Twitter: @680NEWS
- b) **CP 24**
  - 1. Email: [breakingnews@cp24.com](mailto:breakingnews@cp24.com)
  - 2. Tel: 416-384-2400
  - 3. Twitter: @CP24
- c) **CITY TV – Breakfast TV Toronto** (<https://www.bttoronto.ca/stormcentre/>)
  - 1. Email: [Torontoweb@citynews.ca](mailto:Torontoweb@citynews.ca) [news.to@citynews.ca](mailto:news.to@citynews.ca)
  - 2. Tel: BT Viewer Information Hotline: 416 764-717 or Switchboard: 416 599-2489 (CITY)
  - 3. Twitter: @BTtoronto, @CityNews, @680NEWS
- d) **Newstalk1010 AM** (iHeartradio.ca)
  - 1. Email: [news@newstalk1010.com](mailto:news@newstalk1010.com) and [snow@newstalk1010.com](mailto:snow@newstalk1010.com)
  - 2. Tel: 416-384-5858
  - 3. Twitter: @NEWSTALK1010

### 4. People on Back-up

<i>Decision to close:</i>
President
Executive Leadership Team (any two)

<i>Contact Media:</i>
Associate Vice President, Institutional Advancement & Communications
Marketing & Communications Project Lead

<i>Program Voice Mail:</i>
Office Services Coordinator
Executive Assistant to the President

<i>Website Update, Email, Twitter and Facebook:</i>
Website Editor & Administrator
Marketing & Communications Project Lead

### 5. 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.

<p><b>New Procedure Approved (date):</b></p> <p><b>Procedure Revision History (dates):</b>          Closure due to Inclement Weather – updated annually          August 27, 2020</p>
--

### 8 ATTACHMENTS

N/A