

## **Inclement Weather Policy and Departmental Procedures**

**Updated November 2013**

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### INTRODUCTION

The University will “close” because of severe weather when normal operation would pose a significant danger to students, staff, faculty and the community in attending classes or other activities held at the St. Catharines and/or Hamilton campuses.

The St. Catharines campus includes the main and east campus, Rodman Hall and the Brock Research and Innovation Centre.

It should be noted that given the variation in weather activity between Niagara and Hamilton, there may be situations in which one of the campuses is not affected and can continue with normal operations.

Concerns over safety while on campus and in traveling to and from the campus will be paramount to the University's decision to close. In addition, in making decisions to close, the University will recognize the impact that other closures in the region have for our faculty, staff and students. With those factors in mind, decisions will be based on a variety of information such as:

- Weather reports from Environment Canada
- Accessibility of campus roadways and parking lots
- Reports of road and highway conditions for Niagara and Hamilton
- Status of public transportation
- Closing of school boards, Niagara College as well as other businesses and services

In this policy “inclement weather” refers to severe weather conditions involving snow, rain, wind and/or ice. If in the event severe weather conditions are sustained over a period of time, this policy may be overridden by the Emergency Response Management Plan.

### PURPOSE

The purpose of this policy is:

- To co-ordinate information gathering, decision-making and action when the policy is enacted;
- To communicate effectively and in a timely manner to the campus community and to the broader community when circumstances threaten to interrupt the normal operations of the University.

## **SCOPE**

This policy applies to all Brock University departments and faculties.

## **DEFINITION OF CLOSING**

Closing the University is defined as:

- Classes are not held;
- Meetings and other scheduled community events are cancelled. Any exceptions will be communicated via the Brock website and/or local radio stations;
- All areas and operations not defined as “essential” are closed;
- Examinations scheduled on the day or evening of a closing are cancelled, and rescheduled;
- Deadlines for assignments and other submissions are postponed until the same hour of the next academic day on which the University is not “closed.”

## **ESSENTIAL SERVICES**

As the home of 2,400 students living in campus residences, the University is responsible for maintaining essential services necessary for the care of these students and for the protection of life and property throughout emergency closing. The following is defined as “essential services” to be kept in operation during weather-related closing:

- Food service in the residences
- Campus security services
- Facilities management
- Animal care
- Residence and conference services
- Emergency repair and maintenance
- Telecommunications - Information Technology Services
- Marketing and Communications

Staff to provide essential services will be so designated by the department heads (or delegates) responsible for those services. Department heads are responsible for assigning duties to be carried out and making reasonable arrangements for the protection of essential staff. Department heads are expected to show flexibility and, so far as possible, sensitivity to individuals’ needs in assigning duties for “essential services.”

The designation of other essential services must be approved by the department head.

Any employee working in a position identified as “essential services” will continue to perform his/her duties when the University closes unless notified by their supervisor that they are free to leave.

## **PROCEDURES**

### **Decision to Close**

The decision to close the University will be made by the President or Acting President. That decision will be based on a recommendation made to the President by the Vice-President, Finance and Administration following the consultation process outlined below:

In the event the maintenance and operations crew advises that it cannot manage the result of inclement weather in a way that allows for the safe continuation of normal University operations and/or safe access to and from the campus, the Associate Vice-President of Facilities Management will consult with the Director of Campus Security who will contact the local school boards, Niagara College, the Niagara Regional Police Service, Environment Canada Weather Services and St. Catharines Transit.

The Director of Communications and Public Affairs (in his/her absence, the Media Relations Officer) will monitor media outlets and report information to the Vice-President, Finance and Administration. Similarly, Campus Security will report information to the Vice-President, Finance and Administration (in his/her absence, the Vice-President, Academic).

The Vice-President, Finance and Administration, calls the President (in his/her absence, the Vice President, Academic) with a recommendation. The decision is made and communicated by the Vice-President, Finance and Administration to the Director of Communications and Public Affairs.

Based on the decision the Director of Communications and Public Affairs will release announcements to media outlets and make arrangements for information to be posted on the Brock homepage, portal, *The Brock News* and the University's social media properties. They will also notify ITS Infrastructure to activate the auto-attendant messaging system. **Every effort will be taken to communicate the decision by 7 a.m.**

Based on the decision, the Director of Communications and Public Affairs will release one of the following announcements utilizing the attached media plan.

Release by 7 a.m.

A) Despite inclement weather (or other events), Brock University will be open today and classes will be held. A decision on evening classes, events and activities will be announced by 3 p.m.

B) Due to inclement weather, Brock University is closed and classes are cancelled for the day. For information on other University programs, events and activities please check with the organizers.

Individual faculty, staff, and students are responsible for checking the Brock website, portal, social media and/or telephone switchboard, and to listen for local radio station announcements of closures at the University.

In the absence of a communicated decision to close, the University remains open and all activities continue as planned. At all times, individuals should assess their personal safety in deciding whether to come to work or class.

### **Change of Status During the Day**

*If the maintenance crew cannot manage the impact of inclement weather in a way that allows for the safe continuation of University operations or safe access to and from the campus, the Associate Vice-President, Facilities Management will consult with the Director of Campus Security. In consideration of such circumstances or of weather-related conditions outside of the University, the Director of Campus Security will contact local school boards, Niagara College, Niagara Regional Police, Environment Canada and St. Catharines Transit to assess the likelihood of inclement weather or other events challenging the functioning of the University during the day, including access to and from the Main Campus.*

The Director of Communications and Public Affairs (in his/her absence, the Media Relations Officer) will monitor media outlets and report information to the Vice-President, Finance and Administration. Campus Security will then advise the Vice-President, Finance and Administration (Vice-President, Academic, in his/her absence) in time to announce a decision by 3 p.m.

The Vice-President, Finance and Administration, calls the President (in his/her absence, the Vice President, Academic) with a recommendation. The decision is made and communicated by the Vice-President, Finance and Administration, to the Director of Communications and Public Affairs prior to 3 p.m.

**Evening classes are those that begin as of 5 p.m.**

Based on the decision, the Director of Communications and Public Affairs will release one of the following announcements utilizing the attached media plan.

- A) Despite inclement weather (or other events), Brock University will hold classes this evening.
- B) Due to inclement weather (or other events), evening classes at Brock University are cancelled. For information on other University programs, events and activities please check with the organizers.
- C) Due to inclement weather (or other events), evening classes at Brock University are cancelled, as are all campus events and activities.

**Closing outside of normal business hours:**

If weather conditions justify closing the campus during the late evening, so that night shift staff are not required to come to work, the decision will be made by the Vice President, Finance and Administration, in consultation with the Associate Vice President of Facilities Management and the Director of Campus Security, who will notify the Director of Communications and Public Affairs. The Director of Communications and Public Affairs will initiate the appropriate communication procedure. Such a closing is effective until the next morning (no later than 7 a.m.) by which time a decision will be made whether the University will be closed any portion of the following day.

If weather conditions justify closing the campus on a Saturday, Sunday or holiday, the Vice President, Finance and Administration, in consultation with the Associate Vice President of Facilities Management and the Director of Campus Security, will notify the Director of Communications and Public Affairs.

**Non-Closure**

Weather conditions can sometimes be intimidating even when the University remains open. Staff living some distance from the campus can be particularly affected. Consistent with any applicable collective agreement, time not worked due to storm conditions, but when the University is open, will be accounted for through leaves available in the conditions of employment.

**COMMUNICATION PROCEDURES**

During a change of status for the University, the Director of Communications and Public Affairs (or in his/her absence, the Media Relations Officer) will initiate the following communication. In all cases, local radio and television stations play a key role in informing the Brock community and the general public about changes to the normal operation of the University.

**1. Decision to close prior to 7 a.m.**

- Notify Campus Security of the decision;
- Notify the local media by 7 a.m.;

- ITS Infrastructure will activate the switchboard auto-attendant messaging system with the relevant message;
- Campus Security will post notices around the campus at main entrances and in other key areas;
- Place a weather alert notice on the Brock Home Page with a link to the "Brock News" page for details.

**2. Change of status during the day, no later than 3 p.m.**

- Notify Campus Security of the decision;
- Notify the local media by 3 p.m.;
- ITS Infrastructure will activate the switchboard auto-attendant messaging system with the relevant message;
- ITS Infrastructure will send a message to all administrative phone users on campus;
- Campus Security will post notices around the campus at main entrances and in other areas and will communicate directly with staff in key areas of the University;
- Departments will post notices in their work areas;
- Send a campus-wide e-mail blast (in conjunction with the Office of the Vice-President of Finance and Administration who approves the email, and IT Services who distributes the message) and post a bulletin on the Brock portal;
- Place a weather alert notice on the Brock Home Page with a link to the "Brock News" page for details;
- Send a Cable TV Channel 10 alert to all Brock cable users through ITS - Client Services.

**Decision to close outside of normal business hours**

- Notify Campus Security of the decision;
- Notify the local media by 9 a.m.;
- ITS Infrastructure will activate the switchboard auto-attendant messaging system with the relevant message;
- ITS Infrastructure will send a message to all administrative phone users on campus;
- Campus Security will post notices around the campus at main entrances and in other areas and will communicate directly with staff in key areas of the University;
- Departments will post notices in their work areas;
- Send a campus-wide e-mail blast (in conjunction with the Office of the Vice-President of Finance and Administration who approves the email, and IT Services who distributes the message) and post a bulletin on the Brock portal;
- Place a weather alert notice on the Brock Home Page with a link to the "Brock News" page for details;

**The following local media outlets will be notified in the event Brock University closes due to inclement weather.**

**AM Radio**

CKTB 610  
 OLDIES 1150  
 CHAM 820

CHML 900  
 CFBU Brock Radio 103.7

**Television**

CHCH News (Hamilton)  
 Cogeco Cable 10 (Niagara)

**FM Radio**

CHTZ 97.7  
 CJED 105.1 Ed FM  
 CING 95.3 Fresh FM

CHRE 105.7 Y108 107.9  
 GIANT 91.7  
 KLITE 102.9

**Brock University Students' Union  
Juliette Prouse, General Manager  
November 2013**

**1) Procedure when classes are cancelled by 7 a.m.**

Campus Security will contact the General Manager about a decision being made to cancel classes. The General Manager will consult with the Vice-President, Finance and Administration about the scheduled BUSU events and activities. The General Manager will then contact the Director of Communications and Public Affairs or alternate Media Relations Officer, (see appendix A for contact information) regarding the status of BUSU events and activities. BUSU will communicate the decision to its constituents. It is possible that BUSU may maintain food services, if required.

**2) Procedure when classes are cancelled during the business hours**

Same as above.

**Campus Security Services  
Donna Moody, Director  
November 2013**

**1) Procedure when classes are cancelled prior to 7 a.m.**

St. Catharines Campus

(includes main campus, Rodman Hall, and Brock Innovation & Research Centre)

During periods of inclement weather, or when it is anticipated that weather is likely to cause disruption of the regularly scheduled University activities, it is the responsibility of the on-duty Inspector, Special Constable or contract Security Guard staff to monitor the weather and local news broadcasts. In the event the weather requires the attention of Facilities Management personnel, they will contact the staff member listed on the call-out list for Facilities Management.

In consultation with staff of Facilities Management, and in consideration of the local news broadcasts, the Inspector, Special Constable or contract Security Guard staff will contact the Director of Campus Security Services and notify her of the current situation at the University.

The Director of Campus Security Services will contact the following persons for additional information regarding closures, availability of services, and road conditions:

Transportation for:

**District School Board of Niagara/**     **Lori Powell**  
**Niagara Catholic District School**  
**Board**

**Environment Canada**

**Niagara College**                             **David Jastrubecki**  
*Campus Security & Parking Services*     *Manager*

*Facilities (Alternate)*                         **James Woods**  
   *Director*

**Niagara Regional Police Service**     **Supervisor** *Communications*

**St. Catharines Transit Commission** **Supervisor**  
   **General Manager**

The Director may also consult with the Associate Vice-President of Facilities Management in assessing the state of the University property.

When it is determined that a disruption to the University's activities may be necessary, the Director is required to notify:

**Finance and Administration**                      **Brian Hutchings**  
*Vice-President*

**Communications & Public Affairs**      **Kevin Cavanagh**  
*Director*

Or

**University Marketing and**                      **Jeff Sinibaldi**  
**Communications**                              *Manager, Media Relations*

Once a decision has been made regarding a University closure, the Director will notify the on-duty Inspector or Special Constable.

In the event of a University closure, partial closure or cancellation of classes, the on-duty Inspector or Special Constable will continue to monitor University weather advisories, police reports and news broadcasts. It shall also be the responsibility of the on-duty Inspector or Special Constable to notify the following staff members, at their homes, of the status of the University's activities and operations: (Refer to Appendix A for alternate contact numbers if no answer is received) Please ensure contact is made or message left at all listed numbers.

**Athletics**    **Robert Hilson**  
*Director*

**BUSU**    **Juliette Prouse**  
*General Manager*

**Campus Store**                                      **Dan Lewis**  
*Director*

**Centre for the Arts**                              **Debbie Slade**  
*Director*

**Centre for the Arts**                              **Alan Titley**  
*Production Manager*

**Concordia Seminary**                              **Mike Bauer**  
*Business Manager*

**Conference Services**                              **Tom Arkell**  
*Associate V-P*

**Facilities Management**                              **Tom Saint-Ivany**  
*Associate V-P*

**Finance and Administration**                      **Dorothy Witte**  
*Executive Assistant*  
*to the V-P*

**Financial and Administrative**                      **Bryan Boles**  
**Services**    *Associate V-P*

|   |   |
|---|---|
| <b>Health Services</b>  | <b>Melodie Shick-Porter</b><br><i>Director, Student Health Services</i> |
| <b>Human Resources</b>  | <b>Darren Harper</b><br><i>Associate V-P</i>                            |
| <b>Information Technology &amp; CIO</b>   | <b>David Cullum</b><br><i>Interim Associate V-P</i>                     |
| <b>Information Technology Services</b>  | <b>Ed Blasinski</b><br><i>Projects Director</i>                         |
| <b>Library</b> <i>(See 'Emergency Night Numbers' listing for additional contacts if after hours, weekends and holidays)</i> | <b>Debbie Kalvee</b><br><i>Associate Librarian</i>                      |
| <b>Recreation Services</b>  | <b>Karen McAllister-Kenny</b><br><i>Director</i>                        |
| <b>Residences</b>   | <b>Jamie Fleming</b><br><i>Director</i>                                 |
| <b>Rosalind Blauer Centre for Child Care</b>  | <b>Helene Randle</b><br><i>Executive Director</i>                       |
| <b>Sodexo</b>   | <b>Stephanie Resetar</b><br><i>Resident District Manager</i>            |
| <b>Student Services</b>   | <b>Kim Meade</b><br><i>Vice-Provost and Associate V-P</i>               |

In the event of a University closure, partial closure or cancellation of classes, the Director will notify the on-duty Inspector or Special Constable to notify the following members of SAC of the status of the University's activities and operations:

|   |   |
|---|---|
| <b>Academic</b>                           | <b>Neil McCartney</b><br><i>Provost and V-P</i>                     |
| <b>Academic</b>                           | <b>Greg Finn</b><br><i>Vice-Provost &amp; Associate V-P</i>         |
| <b>Academic</b>                           | <b>Anna Lathrop</b><br><i>Vice-Provost, Teaching &amp; Learning</i> |
| <b>Faculty of Applied Health Sciences</b> | <b>James Mandigo</b><br><i>Associate Dean</i>                       |

|   |   |
|---|---|
| <b>Faculty of Education</b>                     | <b>Fiona Blaikie</b><br><i>Dean</i>                           |
| <b>Faculty of Humanities</b>                    | <b>Douglas Kneale</b><br><i>Dean</i>                          |
| <b>Faculty of<br/>Mathematics &amp; Science</b> | <b>S. Ejaz Ahmed</b><br><i>Dean</i>                           |
| <b>Faculty of Social Sciences</b>               | <b>Ingrid Makus</b><br><i>Acting Dean</i>                     |
| <b>Goodman School of Business</b>               | <b>Don Cyr</b><br><i>Dean</i>                                 |
| <b>Graduate Studies</b>                         | <b>Mike Plyley</b><br><i>Dean</i>                             |
| <b>Institutional Analysis<br/>and Planning</b>  | <b>Juan Xu</b><br><i>Director</i>                             |
| <b>President</b>                                | <b>Jack Lightstone</b>  |
| <b>Research Services</b>                        | <b>Gary Libben</b><br><i>Vice-President</i>                   |
| <b>University Secretariat,<br/>Office of</b>    | <b>Mike Farrell</b><br><i>Secretary to the<br/>University</i> |
| <b>University Librarian</b>                     | <b>Margaret Grove</b>   |

During routine patrol, information affecting other Security Services staff will be communicated by means of the campus radio system. Security Services staff may notify students, faculty, administrative and support staff on campus of reports that affect the University's schedule by circulating and posting advisory notices, verbally informing of the closure and/or cancellation, activities, and operational functions.

Due to the Campus Security Services being designated as an essential service, staff members will be required to stay on duty until such time that they are relieved by replacement personnel. In extreme conditions, access to University facilities, which will facilitate food, refreshments, sleeping quarters and hygiene, may be made available if required.

Campus Security Services staff, who would experience undue hardship in reaching their work location during adverse weather conditions, must communicate with their immediate supervisor, by telephone, as soon as possible. The same applies to on-duty staff that might be required to leave the workplace for an emergency situation external to the University.

During long-term interruptions to the normal functioning of the Campus Security Services, on-duty staff will endeavour to communicate with off-duty staff to accommodate planning and organization of Campus Security Services' activities, staffing, and travel.

### **Hamilton Campus**

In the event of the Hamilton Campus being closed prior to the start of the business day, contract Security Guard staff will not be required to attend work. Notification of a closure will be obtained by contacting the Campus Security Services office of the St. Catharines campus or through Hamilton area media outlets.

### **2) Procedure when classes are cancelled during the business hours**

#### **St. Catharines Campus**

In consultation with staff of Facilities Management, and in consideration of the local news broadcasts, the Inspector or Special Constable will contact the Director of Campus Security Services and notify him/her of the current situation at the University.

The Director of Campus Security Services will contact the following persons for additional information regarding closures, availability of services, and road conditions:

**District School Board of Niagara**     **Kim Yielding**  
*Manager of Communications  
and Public Relations*

**Brett Sweeney**  
*Communications  
Manager (Alternate)*

#### **Transportation for:**

**District School Board of Niagara/  
Niagara Catholic District School  
Board**     **Lori Powell**

#### **Environment Canada**

**Niagara Catholic Education Centre** **Jennifer Brailey**  
*Communications  
Manager*

**Niagara College**     **David Jastrubecki**  
*Campus Security & Parking Services*     *Manager*

*Facilities (Alternate)*     **James Woods**  
*Director*

**Niagara Regional Police Service**     **Supervisor** *Communications*

**St.Catharines Transit Commission** **Supervisor**  
**General Manager**

The Director may also consult with the Associate Vice-President of Facilities Management in assessing the state of the University property.

**Facilities Management**                      **Tom Saint-Ivany**  
*Associate V-P*

When it is determined that a disruption to the University's activities may be necessary, the Director is required to notify:

**Finance and Administration**              **Brian Hutchings**  
*Vice-President*

**Communications & Public Affairs**      **Kevin Cavanagh**  
*Director*

Or

**University Marketing and**                  **Jeff Sinibaldi**  
**Communications**                              *Manager, Media Relations*

The Director may also consult with the Associate Vice-President of Facilities Management in assessing the state of the University property. When it is determined that a disruption to the University's activities may be necessary, the Director will notify the Vice-President, Finance and Administration, as soon as possible.

In the event of a partial closure, the on-duty Inspector, Special Constable or contract Security Guard will continue to monitor University weather advisories, police reports, and news broadcasts. During routine patrol, information affecting other Security Services staff will be communicated by means of the campus radio system. Security Services staff will also inform students, faculty, administrative and support staff on campus of reports that affect the University's schedule of activities and operational functioning. This notification will take the form of circulating and posting advisory notices and verbally informing of the closure and/or cancellation.

When a decision is made to close the University during the business day, staff of Campus Security Services will facilitate locking of pertinent rooms, halls and buildings, in accordance with routine closing procedures, after ensuring that all users have left the areas. Campus Security Services staff will be required to maintain normal duties and attention to the departure of all visitors on the University grounds that are not considered essential services. On-duty staff will continue to monitor the grounds, and will utilize the call-out list of Facilities Management, if additional services are required.

Campus Security Services staff who would experience undue hardship in reaching their work location, during adverse weather conditions, must communicate with their immediate supervisor, by telephone, as soon as possible. The same applies to on-duty staff who might be required to leave the workplace for an emergency situation external to the University.

During long-term interruptions to the normal functioning of the Campus Security Services, on-duty staff will endeavour to communicate with off-duty staff to accommodate planning and organization of Campus Security Services activities and staffing.

### **Hamilton Campus**

When the Hamilton Campus is closed during the business day, the contract Security Guard staff on duty will consult with the Inspector of Operations, to receive pertinent closing instructions. The contract Security Guard staff will ensure the safe departure of all staff and students prior to locking the building and grounds. The contract Security Guard staff are then cleared to leave the campus.

### **3) Procedure for weekends**

During the weekends and holidays, the procedure to be followed will be the same as the above.

**Centre for the Arts  
Debbie Slade, Director  
November 2013**

**1) Procedure in the event of a weather watch advisory.** The Office of University Marketing and Communications will advise of any weather watch advisories issued for St. Catharines. In anticipation of inclement weather that may impact scheduled activities and events occurring on campus, an email will be sent to Facilities Management, Campus Security and University Marketing and Communications with information regarding activities scheduled over the next 48 hours.

**2) Procedure during regular hours: For Centre for the Arts and Rental events.** After consultation with Vice-President, Finance and Administration, Campus Security and Facilities Management, CFA staff will contact artist(s), group or organization to confirm cancellation.

Centre for the Arts staff will contact their patrons where possible to inform of the cancellation of performance and any other pertinent information. Rental clients will be responsible for contacting their patrons with assistance from the Centre staff.

**NOTIFYING MEDIA:** The Director will notify the Office of University Marketing and Communications that the performance is cancelled. **During regular business hours, the Office of University Marketing and Communications Director, Kevin Cavanagh extension 5888, will contact local radio stations with this information.**

**WEBSITE:** CFA Marketing staff will post a notice on the main page of the CFA website.

**VOICE MAIL:** The Box Office main menu will be updated with performance cancellation information by Box Office Assistant Mariola Hill.

**VOICE MAIL:** Individual staff members voice mail messages and administration office voice mail messages must be updated to reflect performance cancellation information. This can be done from home where staff cannot make it safely to campus for their shift.

**NOTE:** The Box Office Assistant, Mariola Hill, will add a bulletin to the Box Office Telephone Main Menu instructing callers during “snow” months i.e. Dec - March. *Example:* “For information on performance cancellations due to inclement weather, please visit [www.arts.brocku.ca](http://www.arts.brocku.ca) or listen to the local radio stations for regular updates.”

The University will ONLY cancel classes NOT departmental events. Each department will be responsible for the cancellation/continuation of any scheduled events.

**TENANTS:** During “snow” months, a list of the steps to take should a Rental event be cancelled will be mailed with each contract. Tenants will also be instructed to contact Campus Security to contact either the Managing Director or Production Manager to start the cancellation process in motion.

When classes are cancelled and the performance is not, local radio stations will be contacted by the Office of University Marketing and Communications to inform them that the performance will continue as scheduled.

### **3) Staff is off-campus/after-hours/weekends**

After office hours or on weekends, CFA staff will contact local radio stations.

The same procedures will be followed, but in consultation with tenant and staff and other campus personnel as needed.

#### **NOTES FOR Centre for the Arts staff members:**

***When the decision has been made to cancel a performance due to inclement weather, please follow these steps:***

**WEBSITE:** Michael Chess will post a “News Feature Notice” and Home Page pop-up message on arts.brocku.ca. The “feature” is already created; it will just need to be updated. Insert the performance that is being cancelled in the “Subtitle” line. Set the start date to the day that the cancellation has to be finalized and the end date, the follow day or the next business day we will be open (depending on the weather). Then click the “update” button at the bottom of the page.

#### ***Centre Staff who know how to post a “News Feature” on the Centre website:***

Sara Palmieri, Sales & Marketing Manager

Michael Chess, Marketing Production Coordinator

Emily Lenz, Promotions Assistant

**STAFF IS OFF-CAMPUS/AFTER-HOURS/WEEKENDS:** It will be the responsibility of whoever is in the office when the cancellation has been finalized to send out the PSA via email, fax, phone, etc.

If Centre for the Arts staff members are unable to get on campus due to the severity of the weather, the cancellation notice will have to be done from someone’s home. The staff member will be contacted by either the Director or Production Manager with the request.

Fax (on Centre letterhead when possible), call-in and/or email a *PSA cancellation announcement* to the below radio stations. In the email and fax subject line please put:

**“PSA - PERFORMANCE CANCELLATION - Centre for the Arts, Brock University”**

#### **GIANT 91.7FM**

Phone: 905.732.4433 (primary#)

(secondary # 905.732.6917)

Fax: 905.732.4780

Email: [info@giantfm.com](mailto:info@giantfm.com);

#### **2day FM (formerly 105.1 Ed FM), Z101 FM**

Phone 905.356.6397

Fax: 905.356.0644

Email: [news@z101.fm](mailto:news@z101.fm) and

[news@2dayfm.ca](mailto:news@2dayfm.ca)

#### **97.7 HTZ FM**

**EZ ROCK 105.7 FM**

**CKTB 610 AM**

Newsroom Phone: 905.684.0480

E-mail: [newsroom@610ctb.com](mailto:newsroom@610ctb.com)

#### **CFBU 103.7**

Phone: 905.346.2644

Email: [pd@cfbu.ca](mailto:pd@cfbu.ca)

**Facilities Management**  
**Tom Saint-Ivany, Associate Vice-President**  
**November 2013**

**1) Essential Services Staff - Facilities Management.** All Facilities Management staff are designated as ‘essential services staff’ for the purposes of the University’s Inclement Weather Policy. Based upon the situation at hand, risk, availability (e.g. vacation status), and time of day/week, the Directors of each Facilities Management Services unit will determine the staffing levels “necessary for the care of students and for the protection of life and property throughout the emergency closing.” Administrative details regarding ‘essential services staff’ will be promulgated by the University and the Facilities Management Department.

**2) Provision of Snow and Ice Control Services.** Facilities Management provides snow and ice control services at the Main Campus utilizing personnel (“Grounds Crew”) and equipment resources of the University. Contracted snow and ice control services are provided at other locations including 573 Glenridge Ave., International Centre, East Academic, Quarryview Residences, the Heritage Place, Rodman Hall, 198 St. Paul Street, 108 Ormond St. Thorold, and the Hamilton Campus. The administration of those University contracts varies from site-to-site with Facilities Management providing, as a minimum, standards and technical assistance to individual site administrators.

**3) St. Catharines Campus Snow and Ice conditions.**

a. **During Normal Hours of Operation (Monday to Friday, 7:30 a.m. to 4 p.m.).** The Manager of the Grounds Team will report to the Director, Maintenance and Operations Services and the Associate Vice-President, Facilities Management if the roads, emergency exits or parking lots cannot be cleared at any site. The Associate Vice-President, Facilities Management will advise and inform the Director of Campus Security Services regarding conditions on the Main Campus and/or other sites.

b. **During Grounds Crew Off-Shift Hours.** Campus Security Services staff will determine if the roads, parking lots and walkways require snow/ice removal to keep the university in operation. They will then call in the Facilities Management snow clearing crew as per the call-in list, which is provided by Facilities Management to Campus Security Services prior to the beginning of each snow season. If the Security Officer has a problem contacting the employees on the list, they then call the Manager of the Grounds Team, or as an alternate, the Director, Maintenance and Operations Services.

The Grounds Team snow removal crew Lead Hand will assemble the crew required. If the roads and parking lots at any site cannot be made clear, the snow removal crew Lead Hand will then call the Manager of the Grounds Team prior to 5:30 a.m. to advise him/her. The Grounds Team Manager will then advise the Director, Maintenance and Operations Services and the Associate Vice-President, Facilities Management before 5:45 a.m. if roads and parking lots cannot be cleared by the Grounds Team snow removal crew and/or contractors. The Associate Vice-President, Facilities Management will then call the Director of Campus Security Services with advice and information regarding conditions on the Main Campus and/or other sites.

#### 4) Other Inclement Weather-Related Emergencies.

a. **During Business Hours.** Call Facilities Management Emergency Line: extension # 3000. The Customer Service representative will direct the call to the correct trade and/or Manager.

b. **During Off-Shift Hours.** Campus Security Services calls the appropriate tradesperson if the campus has any emergency that requires Facilities Management staff. A trades duty schedule is provided by Facilities Management to Campus Security Services every three months. If Campus Security Services is unable to contact the trades needed from the list or if security is unsure of the proper trade to contact, they call the Manager that they think is appropriate. The Director, Maintenance and Operations Services is called if applicable Maintenance & Operations Services Managers or tradespersons cannot be contacted. If the tradesperson called needs help, he/she will use the trades duty schedule to call the appropriate tradesperson. For a long-term emergency, crews stay on campus as required until the emergency is cleared.

For further detail see Facilities Management Operating Procedure FMOP 1-3, *After-Hours Call-in Procedures* on the Facilities Management web site:

(<http://www.brocku.ca/facilitiesmgmt/IMAGES/FMOPS/BUFMOP%201-3%20%20After-hours%20Call-in%20Procedures%20-Revised%2018%20Sep%2006.pdf>

<<http://www.brocku.ca/facilitiesmgmt/IMAGES/FMOPS/BUFMOP%201-3%20%20After-hours%20Call-in%20Procedures%20-Revised%2018%20Sep%2006.pdf>> )

**Faculty Notification Plan  
Relaying Class Cancellations to Students  
Neil McCartney, Provost & Vice-President, Academic  
November 2013**

**Procedure for communicating with students and faculty when classes are cancelled by the University.**

When the University is closed, all classes are cancelled.

- The Provost (and/or alternate Vice-Provost & Associate Vice-President, Academic) will advise the Deans via phone and/or email. (See Campus Security section)
- Students and faculty will get information through the University communication procedures, which include local radio stations, the home page and other methods.

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**Procedure for faculty members to communicate with students if they cancel classes when the University is open.**

When instructors cancel a class, the course instructor (faculty member) will make every reasonable attempt to notify students enrolled in the class via a class email bulletin using the [my.brocku.ca](http://my.brocku.ca) portal.

**IMPORTANT NOTES:**

To be able to do this, all instructors must be clearly identified with the current course schedule. Contact the scheduling office via email ([schedule@brocku.ca](mailto:schedule@brocku.ca))

All students need to be informed of the process by their instructors and reminded to check the portal for class messages during periods of inclement weather.

Steps to follow to send class bulletin:

- 1) Log in to [my.brocku.ca](http://my.brocku.ca) portal
- 2) Go to bulletin channel and select “submit a class bulletin”

The instructor should also notify their departmental administrative assistant who will place a notice on the door of the classroom when courses are cancelled.

**Brock University Food/Dining Services**  
**Stephanie Resetar, Resident District Manager, Sodexo**  
**November 2013**

Attached are the detailed plans that have been developed for the academic year, in the event that there is a need for change in normal operations due to inclement weather or other circumstances. It is our intention to offer the most service as possible for the Brock community, but also recognize with possible labour shortages, we will need to alter hours of operations, type of service and menu in some locations.

It is with most importance that there be no disruption in the Residence Dining Program, and our main focus will be to provide service to those students. Should the University remain open, and classes be cancelled, we will keep as many retail locations open as possible. Should the University close, the retail locations will also close.

**\*\*Note:** Please see separate policy for procedures during summer conference season from May to August.

Should the University remain open, and classes are cancelled, the staff are expected to report to work for their scheduled shifts. A fan out system will be used for all dining personnel to bring as many to campus as safety will allow. Staff may be redirected in job/duties for the day based on locations that are open. It is our goal to open as many locations as possible to serve the Brock community.

### **Locations of Service**

#### **Residences Dining Halls**

We will maintain our regular service hours of operation in the dining halls. Some stations may need to be modified in service style to assist with staff availability, but there should be no decrease in services offered. Student employees may also be called to assist with staffing needs.

#### **Tim Horton's - Main Lobby**

Based on staff availability, we will open Monday to Friday from 7:30 a.m. to 4:30 p.m. should the University remain open, and classes cancelled. We will close if the University is closed.

#### **Tim Hortons - Thistle Hallway**

Based on staff availability, we will open Monday to Friday from 7:30 a.m. to 1 p.m. should the University remain open, and classes are cancelled. We will close if the University is closed.

#### **Walker Complex Food Court and Guernsey Market**

Services provided in each of these locations will be determined based on staff availability to come to campus for shifts. Every effort will be made to keep at least one location open if the University is open, and classes are cancelled. If the University is closed, both will be closed.

#### **Alphie's**

Based on staff availability, we will open Monday to Friday from 11:30 a.m. to 2 p.m. should the University remain open, and classes are cancelled. We will close if the University is closed.

#### **Catering Services**

All catered functions will be cancelled on individual basis and priority.

**Hamilton Campus  
Mandeep Mukkar Ippolito, Facilities Officer  
November 2013**

**PROCEDURES FOR CLOSING HAMILTON CAMPUS IN INCLEMENT WEATHER**

See Procedures: Inclement Weather Policy web site:

[www.brocku.ca/marketing-communications/policies/inclement-weather-policy](http://www.brocku.ca/marketing-communications/policies/inclement-weather-policy)

When the Hamilton Campus of Brock University is closed due to extreme weather conditions, details will be announced by the following local television and radio stations. The decision to close the building will be announced by 7 a.m. for day classes and by 3 p.m. for evening classes over the following stations:

FM:    Fresh  95.3  
       Klite  102.9  
       Y108  107.9

AM:    OLDIES 1150  
       CHML  900  
       CHAM  820  
       CKTB  610

T.V.:  CHCH TV (Channel 11 - Hamilton)

A message that the building is closed will also be recorded on the voice mail message at 905.547.3555, ext. 3600 or "0".

Communication to the main campus that the Hamilton Campus will be closed due to extreme weather will be sent via phone or email to the following: Campus Security, Communications and Public Affairs, Facilities Management as well as appropriate members of the Faculty of Education.

Normally, if classes are cancelled during the day, evening classes will also be cancelled, however, in the event that conditions improve significantly, the building will be opened for evening classes. Conversely, if classes operate during the day and conditions deteriorate, a decision may be made to close the building. In either case, evening students should be advised to listen to the above radio stations for cancellations.

**Closing of the St. Catharines Campus does not necessarily mean that the Hamilton Campus is closed and conversely, the closing of the Hamilton Campus does not mean that the St. Catharines Campus is closed.**

**James A. Gibson Library  
Debbie Kalvee, Associate University Librarian  
November 2013**

In the event of inclement weather, the Library will observe the University's Inclement Weather Policy, and these additional policies and procedures.

**1. WHEN CLASSES ARE CANCELLED BY 7 A.M.:**

- The University Library and the Map Library will remain closed.
- This information will be communicated through a notice on the Library's home page and through a recorded message on the Circulation Services telephone number (905.688.5550, Ext. 3228).

**2. WHEN CLASSES ARE CANCELLED DURING BUSINESS HOURS:**

- The University Library and the Map Library will close. The University Librarian or designate will decide on an appropriate closing time in consultation with key staff.
- Information will be provided to library users through frequent announcements on the public address system, and through notices on the Library's home page, and in strategic and high traffic areas. Campus Security Services will assist in clearing the library floors.
- Library users are not required to return borrowed materials during the inclement weather period. Due dates will be adjusted accordingly.

**THE ABOVE PROTOCOL WILL ALSO BE OBSERVED ON EVENINGS, WEEKENDS AND HOLIDAYS.**

**3. PROCEDURES FOR STAFF:**

If the University and the Library remain open during inclement weather, all library staff are expected to make every reasonable effort to report for work. However, staff are advised not to take unnecessary personal risks when it is not safe to travel to work. If weather conditions make it impossible to maintain a reasonable level of service, the University Library, including the Map Library, will close.

**When classes are cancelled by 7 a.m.:**

- The Associate University Librarian, Services & Facilities or designate will post a message on the Library's home page and adjust the Circulation Services telephone greeting.
- Library staff are responsible for checking the Brock website, portal, and/or telephone switchboard, and to listen for local radio station announcements of closures at the University.
- A decision to offer evening classes will be announced before 3 pm. If evening classes are offered, the Library will open at 5 pm. A notice to this effect will be posted on the Library's home page. Staff who are scheduled to work during the evening are responsible for checking the media to determine whether the University will be open.

**When classes are cancelled during business hours:**

- The University Librarian or designate will decide on an appropriate closing time for the Library in consultation with key staff. All department heads will be notified, who in turn will advise their staff of the closure.

- Circulation Services staff will make frequent announcements on the Library's public address system, advising users of the specific closing time; the status of classes; and the return time of reserve materials and laptops.
- The Associate University Librarian, Services & Facilities, will advise Library Systems staff to post a notice on the Library's home page and will notify Campus Security Services and the switchboard of the closing time. Campus Security Services will assist library staff in clearing the floors.
- Signs will be posted in strategic and high use areas, including the service desks on the main floor, University Library and Map Library entrance doors, and the Library elevator doors.
- Department heads will contact library staff scheduled to work later in the day to advise them not to report for work.

**Evening, weekend and holiday procedures:**

- If inclement weather develops before the Library opens on weekends and holidays, staff are expected to listen for local radio station announcements of closures at the University.
- If inclement weather develops during opening hours, Campus Security Services will advise Circulation Services staff to close the Library. The senior staff member on duty should contact the University Librarian or designate to decide on an appropriate closing time. If the University Librarian or designate cannot be reached, the recommendation of Campus Security Services will be followed. Circulation Services staff will contact those scheduled to work later in the day or evening to advise them not to report for work.
- The same closing protocol listed above will be followed.

**Office of University Marketing and Communications  
St. Catharines Campus  
Kevin Cavanagh, Director, Communications and Public Affairs  
November 2013**

Refer to the Inclement Weather Contact List, Appendix A, for numbers and alternates.

**Change of status prior to 7 a.m.**

The Director, Communications and Public Affairs, or his/her alternate (Manager, Media Relations) will notify the local media prior to 7 a.m. (see Appendix B for the media contact list)

ITS Infrastructure will activate the switchboard auto-attendant messaging system with the relevant messaging. University Marketing and Communications will distribute information to media and the web, and will work with the Office of the Vice-President Finance and Administration and IT Services to issue any mass emails, and ITS Infrastructure to co-ordinate switchboard and the auto-attendant messaging system.

The Director, Communications and Public Affairs or alternate (Manager, Media Relations) will contact Ed Blasinski (or alternate) of ITS Infrastructure, to ensure the message has been activated. Either a pre-recorded message or a new message can be used. Indicate the time the message is to be deactivated.

The on-duty Administrative Inspector, Campus Security Services, will post notices around campus at main entrances and in other key areas. The Director, Communications, or alternate (Manager, Media Relations) will contact Ext. 3200 or 4300 if details are needed.

The Director, Communications or alternate (Manager, Media Relations) or the Web Editor will post an alert on the Brock home page, with a link to the "News Around Campus" page for details. This message will also be posted on the main page of *The Brock News* site and on the my.brocku.ca portal. To do this:

Access <https://www.brocku.ca/supersecretloginplace> (this can be done on any computer with Internet access)

- Enter your Campus ID and password, then click Log in
- Click "Create Content" in the left-hand menu
- Locate "News" in the list of page formats, and click on it
- In the "Title" portion type the headline of the news item
- In "News Body" type the text of the news item
- Under "Departments" select "Marketing Communications" (this will post the news item to the home page of the University website)
- Leaving the rest of the page blank, scroll down and check the "Published" box Hit "Save"

When *The Brock News* is updated, an automatic message posted to Brock's Facebook and Twitter pages directs viewers to the Brock website for more details. The Social Media Co-ordinator, Media Relations Officer, and Writer/Editor will also have access to these social media portals in the event that these messages need to be directly created/updated.

The Director, Communications or alternate (Manager, Media Relations) will send the closure information to Gary Cigic (x3588; [gcigic@brocku.ca](mailto:gcigic@brocku.ca)), IT Services, Client Services, who will prepare a Cable TV Channel 10 alert to be sent to all Brock cable users (Thistle hallway TVs and residence cable subscribers)

**Change of status during the day, no later than 3 p.m.**

The Director, Communications or alternate (Manager, Media Relations) will notify the local media by 3 p.m. (see Appendix B for the media contact list.)

ITS Infrastructure will activate the switchboard auto-attendant messaging system with the relevant message. University Marketing and Communications will distribute information to media and the web, and will work with the Office of the Vice-President Finance and Administration and IT Services to issue any mass emails, and ITS Infrastructure to co-ordinate switchboard and the auto-attendant messaging system.

The Director, Communications or alternate (Manager, Media Relations) will contact Ed Blasinski (or alternate) of ITS Infrastructure, to ensure the message has been activated. Either a pre-recorded message or a new message can be used. Indicate the time the message is to be deactivated.

The on-duty Administrative Inspector, Campus Security Services, will post notices around campus at main entrances and in other key areas. The Director, Communications or alternate (Manager, Media Relations) will contact Ext. 3200 or 4300 if details are needed.

A weather alert notice will appear on the Brock home page with a link to the "News" page for details. (SEE ABOVE)

A weather alert notice will appear on the Brock Facebook and Twitter Page with a link to the "News" page for details. (SEE ABOVE)

A Cable TV Channel 10 alert will be sent to all Brock cable users through ITS-Client Services. (SEE ABOVE)

**Department of Recreation Services**  
**Karen McAllister-Kenny, Director**  
**November 2013**

**1) Procedures for when the University is closed by 7 a.m.:**

- The Walker Complex will close and Recreation Services events will be cancelled
- Should classes be cancelled, Recreation Services staff will put messages on the Welcome Desk, Equipment Room, Aquatics, Zone phones to indicate that all classes, programs and activities scheduled for the Walker Complex are cancelled due to the weather. The website ([brocku.ca/recreation-services](http://brocku.ca/recreation-services)) will be updated to indicate that all programs are cancelled and the facility is closed.
- The Athletic Director will be notified to try to cancel athletic events and practices.
- Program Co-ordinators and full-time staff will contact student staff, instructors, program participants by email and phone to inform them of program cancellations. Off-campus programs will be cancelled if Brock is closed.
- The University Communications officer will be notified of major community programs which are cancelled, for release to the media.

**2) Procedures for when the University closes during business hours:**

During working hours and when staff is on-site.

- Should the University declare that classes are cancelled, programs run by Recreation Services will also be cancelled.
- Staff will attempt to notify program participants, officials, and staff by phone and email. Off-campus sites will be notified.
- Information will be posted on the Recreation Services and Aquatics websites.
- Voice Messages at the Welcome Desk, Equipment Room, Aquatics, and the Zone will indicate that the Walker Complex has closed due to inclement weather.
- Should a “booked event”, i.e., a varsity game be scheduled, staff will consult with the Director of Athletics to find out whether the game must be played (team, officials available). If the game must go ahead, the Directors of Recreation Services and Athletics must try to ensure that enough staff are available to stay to operate the event safely. As well, those staff must have a safe way home following the event. Campus Security and Facility Management staff will be notified if an event is going to occur.

**3) Procedure for weekends:**

- Should the University close on the weekend, the Director will be notified by Campus Security, and will notify the appropriate facility and program supervisors.
- Supervisors will notify staff who are scheduled to work and attempt to notify program participants.
- Information will be put onto all phones and the departmental website. Signage will be posted on doors to building if possible.
- The communications officer will be notified to alert the media of the cancellation of programs.

**4) When a Weather Warning is Issued**

- The Director of Recreation Services will notify Campus Security, Facility Management, Office of University Marketing and Communications, Director of Athletics re: programs that are scheduled and may be affected. Programmers will notify external event organizers that their event may be affected.

**Department of Residences**  
**Jamie Fleming, Director of Residences**  
**November 2013**

**PREAMBLE:**

During the academic year, the residence system accommodates approximately 2,400 students and operates 24/7. Inclement weather, which may result in cancelled classes, would not normally result in the residences closing. Only under extreme circumstances and/or emergency situations would the residences close during the academic term (according to the Residence Agreement), and would students be required to vacate their rooms.

[Note: see separate policy by Conference Services for procedures during summer conference season (May-August)]

There are student staff (Residence Life Staff) who live in residence and are available to monitor residence life 24 hours per day, seven days per week. Should there be severe inclement weather or other circumstances requiring that normal operations be interrupted and the University closes, the operation of residences can continue for a limited period of time (2-3 days) without full-time Residence administrative staff being on-site. Coordination of student staff can be done by phone and/or e-mail to ensure each separate residence complex is monitored.

**STAFFING:**

Full-time Department of Residences staff:

- Should the University close, full-time staff would not be expected to come in to, nor stay at work. The exception being, the Service Desks are considered essential and must remain operating during the closure. The Service Desks may be staffed with full-time and/or part-time staff depending on the time of the closure and availability of staff.
- The Department of Residences senior management (director and three managers) is expected to be in communication with each other should the University close.
- The Director of Residences (or designated alternate) will contact the three full-time Managers to give and get pertinent information and updates. Managers will communicate with staff in their primary areas of responsibilities:
  - Manager, Residence Life will communicate with Residence Life Coordinators, who will then communicate with student Residence Life Staff (Head Residents and Dons), as needed.
  - Manager, Residence Facilities and Finance will communicate with Facilities Supervisors, who in turn will communicate with their Assistants and the Service Desk staff, as needed.
  - Manager, Residence Admissions and Administration will communicate with the Admissions/Admin staff.

*Service Desks:*

- One or both Service Desks may be staffed with fulltime and/or part-time student staff (on pay sheets)
- Service Desk staff (or Residence Life Staff) can post information regarding closures and any other pertinent information

*Student staff:*

- Residence Life Staff: each “separate” residence life staff is responsible for separate residence complexes. Minimum numbers (50% of staff complement) would be expected to be present in residence. RLS is to continue to do rounds to monitor residence life and residence facilities.

*Food Services:*

- Residence food service facilities would continue to operate during University closure and/or cancelled classes. Hours of operation, menu choices, etc might be modified (See separate food services policy/protocol by University Food Services, Sodexo for inclement weather)

**FACILITIES:**

*Custodial and Facilities Management:*

- Assume Facilities Management would continue to provide base services (Eg: heat, water, electricity; snow removal\*)
- Cleaning and removal of garbage/recyclables would be monitored should custodial staff not be available

**Snow removal: a priority will be clearing routes for food services deliveries to residence kitchens and clearing fire exits around traditional style residences (DeCew, Vallee, Earp and Lowenberger) as well as exit doors for students who use wheelchairs or scooters who live in residence as identified at the beginning of each academic term (EG. Usually in most of the “15” units in courts 1-6 of the Village Residence.**

**Student Development Centre  
Cathie Closs, Director  
Updated November 2013**

## **PROCEDURES**

### **1. Procedure when University closure is announced by 7 a.m.**

- The Student development Centre will close.
- The Director (or alternate in the Director's absence) will listen for the radio announcement prior to leaving for Brock. The Director will contact the Office Coordinator who will ensure that messages are put on the front office telephone lines to indicate that the Student Development Centre is closed as the University is closed due to weather conditions and that all students with appointments, workshops and scheduled exams for the day will need to contact the office the next day that the University is open in order to re-schedule.
- The Director will contact the Manager of Personal Counselling and the Aboriginal Student Advisor.
- The Manager of Personal Counselling will contact the Counselling service provider (if possible) and every effort will be made by their Administrative Assistant to contact the Counsellors and the students who have a scheduled appointment for that day.
- When possible, the Assistive Technologist will arrange for a message to go up on the SDC website (same as phone message).
- All staff of the Student Development Centre will receive the information about the closure through the normal University communication channels (e.g. webpage, portal, radio stations etc.).
- When the University re-opens, the Administrative Assistants will be responsible for removing messages from phone lines; the Assistive Tecnologist will remove the message from the website and the Manager of Personal Counselling will notify the Counselling Service Provider that the Centre has re-opened.

### **2. Procedure when University closure is announced by 3 p.m.**

- The Student Development Centre will close.
- Before leaving the office, a designated Administrative Assistant will ensure the telephone message has been changed on extensions 3240, 5484, and 4028 and place a note on the doors of ST 400 and ST 411 to indicate early closure as the University is closing due to inclement weather.
- The relevant staff members, with the assistance of the Administrative staff, (when possible) will make an effort to contact and inform those students with appointments scheduled between the time of closure and the end of the day.
- The Aboriginal Advisor will contact the Six Nations radio station letting them know that Aboriginal Student Services at Brock is closing at 3 p.m. (or whatever time the closure occurs) as the University is closing due to inclement weather.
- Any tests/exams either scheduled or in progress with Services for Students with Disabilities will stop at the same time the University says it is closing for the day. (i.e. the University might announce at 2 p.m. that the University is closing at 3 p.m. All exams will therefore stop at 3 p.m.). If the announcement is made soon enough, the Accommodations Coordinator will not have any students start an exam if they will be unable to finish by closing time for the university. (e.g. if the University announces at

1 p.m. that they will be closing at 3 p.m. and a student is to start a 3 hour exam at 1 p.m., the student will not start to write the exam).

- When possible, the Assistive Technologist will arrange for a message to go up on the SDC website (same as phone message).
- When the University re-opens, the Administrative Assistants will be responsible for removing messages from doors, and phone lines, the Assistive Technologist will remove the message from the website and the Manager of Personal Counselling will notify the Counselling Service Provider that the Centre has re-opened.

### **3. Procedure for weekends when the University is closed.**

- The Student Development Centre will close.
- If exams or workshops are scheduled, the Accommodations Coordinator and/or Instructor will listen for the radio announcement prior to coming to Brock. The Accommodations Coordinator/ Instructor will contact the Office Coordinator and messages will be put on the front desk telephone lines to indicate that the Student Development Centre is closed due to weather conditions and that all students with scheduled exams or workshops will need to contact the front office the next day that the University is open to re-schedule.
- Should the University not announce the closure until after staff have arrived at Brock the same procedure for scheduled exams will be followed as described under the procedure for a 3 p.m. closure as in 2 above.
- When possible, the staff person who is in the office will arrange to change the telephone message on extensions 3240, 5484, 4028 with the same message as in the second bullet point in this section.
- Before leaving the office, the staff person will put a note on the front doors of ST 400 and ST 411. The note will include the same message as the one to be put on the phones.
- When possible, the staff person will contact the Assistive Technologist (see S-drive for Emergency staff contact list) and arrange for a message to go up on the SDC website (same as phone message).
- When the University re-opens, the Administrative Assistants will be responsible for removing messages from doors and phone lines, the Assistive Technologist will remove the message from the website and the Manager of Personal Counselling will notify the Counselling Service Provider that the Centre has re-opened.

**Note: The Associate Vice-President of Student Services will be consulted prior to any office closure except on weekends.**

**RELATED DOCUMENTS: Brock University's Interruption of Normal Operations Policy**

**University Telecommunications**  
Recorded Switchboard Phone Messages  
Ed Blasinski, Director Project Office  
November 2013

The following guidelines are for access and implementation of the Shared Distribution List or System-wide Mail Box Distribution for ALL mailbox users who are Brock Administration class – basically all Faculty and Staff who have voicemail.

Residences have their own SDL list designations, which should be implemented separately following the same procedure.

As you normally would, login to your own Voicemail Mailbox.

At the prompt, press the numbers **“75”**

A system prompt will say “Compose, enter a list of address’s”

Enter the Brock Admin SDL addresses. In this case, list **100 + #, 101 + #, 102 + #,**

Followed by another **#** sign when finished entering the address.

The system will then prompt you “to begin recording, Press **5”**

There will a series of simple confirmations along the way....

Once the message is completed and you are satisfied, Press **79** to send.

The message will then be sent out to all Admin mailboxes.

**Residence SDL notification addresses are list 103,104,105.**

Departments will post notices in their work areas.

Each department will take responsibility for this initiative.

A broadcast e-mail will be sent to all computer users on campus.

1. The Director of Marketing and Communications (or alternate) will prepare a draft e-mail and forward it to the Vice-President Finance and Administration for approval. The Vice-President, Finance and Administration will then approve and send the e-mail message to [edb@brocku.ca](mailto:edb@brocku.ca).
  2. The Vice-President, Finance and Administration will contact Ed Blasinski (ext. 4002) or Luciano Della Smirra (ext. 4003) of the Information Technology Services department to alert them that the message is coming. For Ed or Luciano after hours, please refer to Appendix A for home and cell numbers.
  3. If needed, visit the ITS office in the Mackenzie Chown Complex, room F314, to inform them of the message.
  4. A weather alert notice will appear on the Brock Home Page with a link to the "News" page for details.
- See above

**University Services**  
**Conference Services, Campus Store, Hospitality Services, Visitor Services, Youth University,**  
**Community Learning, Continuing Education, Shipping/Receiving/Central Stores & Mail Services,**  
**Leadership Niagara, Printing & Digital Services, Parking Services, and Brock Card**  
**Tom Arkell, Associate Vice-President**  
**November 2013**

1) **Procedure in the event of a weather watch advisory.** The Office of University Marketing and Communications will advise of any weather watch advisories issued for St. Catharines. In anticipation of inclement weather that may impact scheduled activities and events occurring on campus, an email will be sent to Facilities Management, Campus Security and University Marketing and Communications with information regarding activities scheduled over the next 48 hours.

2) **Procedures when classes are no later than 7 a.m.:**

When classes are cancelled no later than 7 a.m., all scheduled (until 4 p.m.) seminars, conferences, courses and programs, plus all scheduled (until 4 p.m.) client-organized or sponsored rentals, will be cancelled.

All program/rental coordinators should:

- Listen to radio announcements or check the University website to determine if classes have been cancelled.
- Contact the program/event organizer and advise them of the closure.
- Contact the program instructor and advise them of the closure.
- Where feasible, contact delegates/learners and advise them of the closure.
- Advise the Office of University Marketing and Communications, Campus Security, and the Office of the VP-Finance and Administration of the nature and magnitude of the programs and events that are cancelled.
- Change departmental and personal voice mail to advise of the campus closure.
- Where possible, post signs on the doors of the rooms that were to be used for the program or event.
- Contact catering and other effected departments to amend arrangements.

3) **Procedures when classes are cancelled during business hours:**

When classes are cancelled during business hours, all scheduled evening seminars, conferences, courses and programs, plus all scheduled evening client-organized or sponsored rentals, will be cancelled.

All program/rental coordinators should:

- Contact the program/event organizer and advise them of the closure.
- Contact the program instructor and advise them of the closure.
- Where feasible, contact delegates/learners and advise them of the closure.
- Advise the Office of University Marketing and Communications, Campus Security, and the Office of the VP, Finance and Administration of the nature and magnitude of the programs and events that are cancelled.
- Change departmental and personal voice mail to advise of the campus closure.
- Post signs on the doors of the rooms that were to be used for the program or event.
- Contact catering and other effected departments to amend arrangements.

#### **4) Procedures for weekend activities:**

The procedure for weekend closings will remain the same as above, however, program coordinators should be reminded that prior to leaving the office on the Thursday prior, that a complete list of activities must be supplied to the Office of the VP, Finance and Administration in order that the VP is aware of the activities scheduled for that weekend. The program coordinator must supply contact information with the list of activities.

#### **5) Brock Card**

The Brock Card will continue to function for all on and off campus vendors provided there is no power disruption or network interruptions.

#### **6) Contact information:**

##### **Brock Card**

Mamdouh Abdelmaksoud  
Danielle Cannella

##### **Conference Services**

Mamdouh Abdelmaksoud  
Marie Reimer

- residential conferences, special events

##### **Central Reservations**

Mamdouh Abdelmaksoud  
Room Reservations & Conference Coordinator TBD

- Day meetings / conferences

##### **Hospitality Services**

Iain Glass  
Will Parent

- on and off-campus bars

##### **Visitor Services**

Wendy Laslo  
Marie Reimer

- Tower Lobby Welcome Centre

##### **CATI/Youth University**

Kate Cassidy  
Sonya Forsey

- adventure and experiential courses for youth and adults, outdoor ropes course and climbing wall

##### **Continuing Education/Community Learning**

Kate Cassidy  
Sonya Forsey

##### **Parking Services**

Wendy Laslo  
Al Ross

**Campus Store**

Dan Lewis  
Janet Jamison

**Shipping/Receiving/Central Stores & Mail Services**

Kevin Lawr

**Printing & Digital Services**

Carol McIntosh  
Dennis Ceci

**Leadership Niagara**

Mario De Divitiis