



## **Inclement Weather Procedures**

**Updated November 2016**

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Personal contact information is contained in the full operations version of this document. To request a copy, contact Amanda Laprise [alaprise@brocku.ca](mailto:alaprise@brocku.ca) or ext. 3245.

<b>Category:</b>	Operations and General Administration
<b>Responsibility:</b>	Director, Communications and Public Affairs
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### INTRODUCTION

The University will “close” when severe weather poses 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, the Brock Research and Innovation Centre and the Marilyn I. Walker School of Fine and Performing Arts.

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 decision to close. 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 these procedures “inclement weather” refers to severe weather conditions involving snow, rain, wind and/or ice. If severe weather conditions are sustained over a period of time, these procedures may be overridden by the Emergency Response Management Plan.

### PURPOSE

The purpose of these procedures is to:

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

## **SCOPE**

These procedures apply 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, social media, local radio stations and news media websites;
- 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 “essential services” are 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 V-P, Administration following the consultation process outlined below:

- If the Grounds Crew cannot manage the impact of inclement weather in a way that ensures safe University operations or safe access to and from the campus, the Associate V-P of Facilities Management will consult with the Director of Campus Security who will contact local school boards, Niagara College, Niagara Regional Police, 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 V-P, Administration. Similarly, Campus Security will report information to the V-P, Administration (in his/her absence, the V-P, Academic).
- The V-P, Administration calls the President (in his/her absence, the V-P, Academic) with a recommendation. The decision is made and communicated by the V-P, Administration to the Director of Communications and Public Affairs.
- The Director of Communications and Public Affairs will release one of the following announcements to media outlets and arrange for information to be posted on the Brock home page, the Brock automatic telephone switchboard, *The Brock News* and the University's social media properties. **Every effort will be taken to communicate the decision by 7 a.m.:**
  - A) Despite weather conditions (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.
  - OR*
  - 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. Monitor the Brock website [brocku.ca](http://brocku.ca) for any updates.

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 – for evening classes that begin as of 5 p.m.**

If the Grounds Crew cannot manage the impact of inclement weather in a way that ensures safe University operations or safe access to and from campus:

- The Associate V-P, Facilities Management will consult with the Director of Campus Security. In consideration of local or incoming weather conditions, 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 safe University operations during the day, including access to and from campus.
- The Director of Communications and Public Affairs (in his/her absence, the Media Relations Officer) will monitor media outlets for weather-related news and brief the V-P, Administration. Campus Security will then advise the V-P, Administration (or V-P, Academic, in his/her absence) in time to announce a decision by 3 p.m.
- The V-P, Administration makes a recommendation to the President (in his/her absence, the V-P, Academic). A decision is made and communicated by the V-P, Administration, to the

Director of Communications and Public Affairs prior to 3 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 weather conditions (or other events), Brock University will hold classes this evening.

*OR*

B) Due to inclement weather (or other events), evening classes at Brock University are cancelled. Evening classes are those that begin as of 5 p.m. For information on other University programs, events and activities please check with the organizers.

*OR*

C) Due to inclement weather (or other events), evening classes at Brock University are cancelled, as are all campus events and activities. Evening classes are those that begin as of 5 p.m.

### **Closing outside of normal business hours**

If weather conditions justify closing the campus during late evening, so that night shift staff are not required to come to work, the decision will be made by the V-P, Administration in consultation with the Associate V-P, 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 appropriate communications. 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 V-P, Administration, in consultation with the Associate V-P, Facilities Management and the Director of Campus Security will notify the Director of Communications and Public Affairs, who will initiate appropriate communications.

### **Non-Closure**

Weather conditions can sometimes be intimidating even when the University remains open. Staff living some distance from 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 procedures:

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

- Notify Campus Security;
- Before 7 a.m., Marketing & Communications staff will publicize the closure via:

- media release sent to local and Hamilton-region news media
- mass email to students, staff and faculty
- Brock homepage alert
- Brock News announcement
- Social media messaging
- bulletin on Brock portal
- Marketing & Communications work with ITS to update switchboard auto-attendant messaging;
- Campus Security will post notices around the campus at main entrances and in other key areas;

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

- Notify Campus Security;
- Before 3 p.m., Marketing & Communications staff will publicize the closure via:
  - media release sent to local and Hamilton-region news media
  - mass email to students, staff and faculty
  - Brock homepage alert
  - Brock News announcement
  - Social media messaging
  - bulletin on Brock portal
- Marketing & Communications work with ITS to update switchboard auto-attendant messaging;
- Campus Security will post notices around the campus at main entrances and in other key areas;

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

- Notify Campus Security;
- Before 9 p.m., Marketing & Communications staff will publicize the closure via:
  - media release sent to local and Hamilton-region news media
  - mass email to students, staff and faculty
  - Brock homepage alert
  - Brock News announcement
  - Social media messaging
  - bulletin on Brock portal
- Marketing & Communications work with ITS to update switchboard auto-attendant messaging;
- Campus Security will post notices around the campus at main entrances and in other key areas;

**Brock Sports**  
**Neil Lumsden, Director**  
**Karen McAllister-Kenny, Recreation**  
**Chris Critelli, Athletics**  
**November 2016**

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

- The Walker Sports Complex will close and Athletics and Recreation events will be cancelled
- Should classes be cancelled, Recreation Services staff will put messages on the Welcome Desk, Equipment Room and Zone phones to indicate that all classes, programs and activities scheduled for the Walker Sports 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.
- 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 Athletics and Recreation 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, Aquatics and Athletics' websites.
- Voice Messages at the Welcome Desk, Equipment Room and the Zone will indicate that the Walker Sports 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 and Recreation 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 Facilities 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, Facilities Management, Office of University Marketing and Communications, Director of Athletics and Recreation re: programs that are scheduled and may be affected. Programmers will notify external event organizers that their event may be affected.

**Brock University Students' Union  
Chris Green, General Manager  
November 2016**

**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, 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 2016**

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

**St. Catharines Campus**

(Includes main campus, Rodman Hall, the Brock Innovation & Research Centre and the Marilyn I. Walker School of Fine and Performing Arts)

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:**

<b>District School Board of Niagara/ Niagara Catholic District School Board</b>	<b>Lori Powell</b>
<b>Environment Canada</b>	905.562.3409 ( <i>Recording</i> )
<b>Niagara College</b> <i>Campus Security &amp; Parking Services</i>	<b>David Jastrubecki</b> <i>Manager</i>
<i>Facilities (Alternate)</i>	<b>Ralph Scholz</b> <i>Director</i>
<b>Niagara Regional Police Service</b>	<b>Supervisor</b> <i>Communications</i>
<b>St. Catharines Transit Commission</b>	<b>Supervisor</b> <b>General Manager</b> <b>On Duty Supervisor</b>

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

<b>Facilities Management</b>	<b>Tom Saint-Ivany</b> <i>Associate V-P</i>
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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*

**University Marketing and Communications**                      **Kevin Cavanagh**  
*Director*

Or

**University Marketing and Communications**                      **Dan Dakin**  
*Media Relations Officer*

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.

**Administration**                                      **Romina Cristofano**  
*Executive Assistant to the V-P*

**Brock Sports**                                        **Neil Lumsden**  
*Director*

**Brock Sports - Recreation Services**                      **Karen McAllister-Kenny**  
*Director*

**BUSU**    **Chris Green**  
*General Manager*

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

**Concordia Seminary**                                      **Tom Winger**  
*President, Concordia Seminary*

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

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

<b>Finance and Administrative Services</b>	<b>Bryan Boles</b> <i>Associate V-P</i>
<b>Human Resources</b>	<b>Grant Armstrong</b> <i>Associate V-P</i>
<b>Information Technology Services</b>	<b>David Cullum</b> <i>Associate V-P</i>
<b>Information Technology Services</b>	<b>Ed Blasinski</b> <i>Director, Special Projects</i>
<b>Library</b> <i>(See 'Emergency Night Numbers' listing for additional contacts if after hours, weekends and holidays)</i>	<b>Laurie Morrison</b> <i>Interim Associate University Librarian</i>
<b>Residences</b>	<b>Jamie Fleming</b> <i>Director</i>
<b>Rosalind Blauer Centre for Child Care</b>	<b>Helene Randle</b> <i>Executive Director</i>
<b>Sodexo</b>	<b>Martin Bayliss</b> <i>Director</i>
<b>Student Success Centre</b>	<b>Amy Elder</b> <i>Director</i>
<b>Student Wellness and Accessibility Centre</b>	<b>Sarah Pennisi</b> <i>Director</i>
<b>University Services</b>	<b>Tom Arkell</b> <i>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>Tom Dunk</b> <i>Provost and V-P (Interim)</i>
<b>Academic</b>	<b>Greg Finn</b> <i>Vice-Provost &amp; Associate V-P</i>
<b>Faculty of Applied Health Sciences</b>	<b>Peter Tiidus</b> <i>Dean</i>
<b>Faculty of Education</b>	<b>David Siegel</b> <i>Interim Dean</i>
<b>Faculty of Graduate Studies</b>	<b>Jens Coorssen</b> <i>Dean</i>
<b>Faculty of Humanities</b>	<b>Carol Merriam</b> <i>Dean</i>
<b>Faculty of Mathematics &amp; Science</b>	<b>Alan Castle</b> <i>Acting Dean</i>
<b>Faculty of Social Sciences</b>	<b>Ingrid Makus</b> <i>Interim Dean</i>
<b>Goodman School of Business</b>	<b>Barry Wright</b> <i>Interim Dean</i>
<b>University Librarian</b>	<b>Mark Robertson</b> <i>University Librarian</i>
<b>President &amp; Vice Chancellor</b>	<b>Tom Traves</b> <i>Interim President and Vice Chancellor</i>
<b>Registrar's Office</b>	<b>Geraldine Jones</b> <i>Registrar</i>

<b>Research Services</b>	<b>Joffre Mercier</b> <i>Interim V-P</i>
<b>Teaching and Learning</b>	<b>Anna Lathrop</b> <i>Vice-Provost</i>
<b>University Marketing and Communications</b>	<b>Gord Hunchak</b> <i>Executive Director</i>
<b>University Secretariat, Office of</b>	<b>Chabriol Colebatch</b> <i>University Secretary &amp; General Legal Council</i>
<b>Vice-Provost, Enrollment Management and International</b>	<b>James Mandigo</b> <i>Vice-Provost</i>

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 Officer (Alternate)

### Transportation for:

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

**Environment Canada**      905.562.3409 (*Recording*)

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

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

*Facilities (Alternate)*      **Ralph Scholz**  
*Director*

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

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

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:

**Administration**                              **Brian Hutchings**  
*Vice-President*

**University Marketing and  
Communications**                      **Kevin Cavanagh**  
*Director*

Or

**University Marketing and  
Communications**                      **Dan Dakin**  
*Media Relations Officer*

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, 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.



**Facilities Management**  
**Tom Saint-Ivany, Associate Vice-President**  
**November 2016**

**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 Procedures. 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 communicated by the University and the Facilities Management Department.

Due to Facilities Management being designated as an essential service, in extreme conditions access to University facilities, which will facilitate food, refreshments, sleeping quarters and hygiene, may be made available if required. Facilities Management 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.

Facilities Management staff are required to report for their regularly scheduled shift unless directed otherwise by their direct manager/supervisor or designate. If a closure occurs after a staff member has reported for their regular shift, they must remain on site to provide essential services until directed otherwise by their direct manager/supervisor or designate.

**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 Plaza, Rodman Hall, 15 Artists’ Common - Marilyn I. Walker School of Fine and Performing Arts, 106 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, Grounds Services will report to the Director, Custodial and Grounds 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, Grounds Services, or as an alternate, the Director, Custodial and Grounds 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, Grounds Services prior to 5:30 a.m. to advise him/her. The Manager, Grounds Services will

then advise the Director, Custodial and Grounds 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 3717. 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 four months or as required. If Campus Security Services is unable to contact the trades needed from the list or if Campus Security is unsure of the proper trade to contact, they call the Manager that they think is appropriate. The Director, Maintenance and Utilities Services is called if applicable Maintenance & Utilities Services Managers or tradespersons cannot be contacted. If the tradesperson called in requires additional assistance, he/she will call Campus Security Services who will contact the appropriate shift supervisor to inquire if an appropriate tradesperson is available. If no tradesperson is available, Campus Security will then use the trades duty schedule to call the appropriate tradesperson. For further detail see Facilities Management Operating Procedure FMOP 1-3, *After-Hours Call-in Procedures* on the Facilities Management web site:

<https://www.brocku.ca/facilities-management/about-us/operating-procedures>

**Faculty Notification Plan  
Relaying Class Cancellations to Students  
Thomas Dunk, Interim Provost & Vice-President, Academic  
November 2016**

**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**  
**Martin Bayliss, Director, Sodexo**  
**November 2016**

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 procedures for 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 Horton's - 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 Sports 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.

**Note:** Alphie's and Noodles will be contacted by Iain Glass

**Hamilton Campus  
Mandeep Mukkar Ippolito, Facilities Officer  
November 2016**

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

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)

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, Marketing and Communications, 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**  
**Laurie Morrison, Interim Associate University Librarian**  
**November 2016**

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

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

- The University Library and the Map, Data & GIS 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 Access Services telephone number (905.688.5550, Ext. 3228).

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

- The University Library and the Map, Data & GIS 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, Data & GIS 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 Access Services telephone greeting.
- Library staff are responsible for checking the Brock website, portal, and/or telephone system, 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.

- Access 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 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, Data & GIS 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 Access 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. Access 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.

**University Marketing and Communications  
St. Catharines Campus  
Kevin Cavanagh, Director, Communications and Public Affairs  
November 2016**

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 (Media Relations Officer) will notify the local media prior to 7 a.m. (see Appendix B for the media contact list).

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

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

The Director, Communications and Public Affairs or alternate (Media Relations Officer) or the Web Editor will post an alert on the Brock home page. This message will also be posted on the main page of *The Brock News* site and on the my.brocku.ca portal.

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 and Public Affairs or alternate (Media Relations Officer) 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 and Public Affairs or alternate (Media Relations Officer) will notify the local media by 3 p.m. (see Appendix B for the media contact list.).

Marketing & Communications 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, Administration to issue any mass emails.

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

A weather alert notice will appear on the Brock home page.



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

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

**Department of Residences**  
**Jamie Fleming, Director of Residences**  
**November 2016**

**PREAMBLE:**

The residence system accommodates approximately 2,500 students and operates 24/7. (Some residence buildings may operate as conference facilities\* during May to August.) 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 (according to the Residence Agreement or contract), and would students be required to vacate their rooms.

*\*\*Note: Please see separate procedures for summer conference operations.*

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\*. There are also two 24/7 Service Desks that provide front line service to the residence students. 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) with limited 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.

*\*\*Gateway Suites accommodates 86 students and is operated somewhat differently than the rest of the residence system. The Service Desks have different contacts, information and procedures for issues in Gateway. Campus Security Services will respond to Gateway; the University's Facilities Management staff do not (such services are contracted to outside service providers).*

**STAFFING:**

Full-time Department of Residences staff:

- Should the University close, provided staffing can be maintained at the 24/7 Service Desks, full-time staff would not be expected to come in to, nor stay at work. The Service Desks are considered an essential service and must remain operating during the closure, thus staffing must be maintained. 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 Facilities 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 full-time and/or part-time student staff (on pay sheets). Co-ordination to ensure staffing is in place 24/7 can be done by phone and/or email.
- Service Desk staff can post information regarding closures and any other pertinent information. Managers can also remotely send emails to specific areas or all of the residence population as required.

**Residence Life Staff:**

- Each separate residence life staff is responsible for separate residence complexes. Minimum numbers (ranging between 1/4 and 1/3 of total staff complement) would be expected to be present in residence. RLS is to continue to do rounds to monitor residence life and residence facilities.
- Coordination of student staff can be done by phone and/or email to ensure each separate residence complex is monitored.

**FOOD SERVICES (Sodexo) ASSUMPTIONS:**

- 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 procedures by University Food Services, Sodexo for inclement weather).

**FACILITIES MANAGEMENT ASSUMPTIONS:**

- Facilities Management would continue to provide basic services (Eg: heat, water, electricity; snow removal\*). Where utility services are provided by city/business (Gateway, Quarry View, Village) it is expected these will be maintained.
- Cleaning and removal of garbage/recyclables would be monitored should custodial staff (contractor for Gateway) not be available.

\*Snow removal: a priority will be clearing routes for emergency response, 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. Snow removal at Quarry View and Gateway is done by a private contractor (not Brock Facilities Management Grounds Crew).

**INFORMATION TECHNOLOGY SERVICES and EMERGENCY NOTIFICATION ASSUMPTIONS:**

- ITS would continue to have network available (connectivity) for residence students to receive notifications/information as a priority over campus when campus is closed.
- Emergency notification systems updates are the responsibility of Campus Security Services via the Command Centre.

**Student Success Centre  
Amy Elder, Director  
November 2016**

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

- The Student Success Centre (SSC) will be closed.
- The Director (or alternate in the Director's absence) will check the University website for any closure announcement prior to leaving for Brock. The Director will contact the Office Coordinator who will ensure the telephone message has been changed on the main office extension 5774 to indicate that the University is closed due to weather conditions and that workshops are cancelled and all students with appointments will need to re-schedule.
- The Director will contact the Manager of Learning Services, the Aboriginal Student Services (AbSS) Coordinator, and the Supervisor for central Academic Advising.
- The Manager of Learning Services will coordinate with the team to notify students of appointment cancellations by phone or email, and cancel the scheduled workshops on ExperienceBU.
- The AbSS Coordinator will work with AbSS staff to ensure telephone message has been changed on extension 5883 to indicate that the University is closed due to weather conditions and that workshops are cancelled and all students with appointments will need to re-schedule.
- The Supervisor of central Academic Advising will work with the Advising team to attempt to notify students of appointment cancellations/rescheduling by phone or email.
- All staff of the SSC 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 Office Coordinator will be responsible for removing messages from SSC ext. 5774. The AbSS Coordinator will remove voice message on ext 5883.

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

- The SSC will close.
- Before leaving the office, the Office Coordinator will ensure telephone message has been changed on the main office extension 5774 and place a note on the doors of TH123, TH129, TH131, and ST 231 (Hildebrand Learning Centre in the Learning Commons) to indicate early closure as the University is closing due to inclement weather.
- The Manager of Learning Services will coordinate with the team to notify students of appointment cancellations by phone or email, and cancel the scheduled workshops on ExperienceBU.

- The AbSS Coordinator will ensure telephone message has been changed on extension 5883 to indicate that the University is closed due to weather conditions, attempt to notify students of appointment cancellations by phone or email, and will place a note on the door of TH145 indicating temporary closing.
  - When the University re-opens, the Office Coordinator will be responsible for removing the closure message on extension 5774. The AbSS Coordinator will remove voice message on extension 5883, and remove temporary closing signs from AbSS office TH 145.
- 3. Procedure for weekends when the University is closed.**
- Any SSC office that is open or hosting a weekend event will close. Before leaving the office, available office/event staff will place a note on the doors of TH123, TH129, TH131, TH145 and ST 231 (Hildebrand Learning Centre in the Learning Commons) to indicate the University is closed due to inclement weather.
  - When the University re-opens, the Office Coordinator will be responsible for removing messages from doors and extension 5774. The AbSS Coordinator will remove voice message on extension 5883, and remove temporary closing signs from AbSS office TH 145.

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

**Student Wellness and Accessibility Centre**  
**Sarah Pennisi, Director**  
**November 2016**

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

- The Student Wellness and Accessibility Centre (Student Health Services, Personal Counselling Services and Student Accessibility Services) 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 Manager for Student Health Services and the Manager of Student Accessibility Services who will ensure that messages are put on the front office telephone lines or the website to indicate that the Student Wellness and Accessibility 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 Psychologist overseeing Personal Counselling Services who 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 SWAC website (same as phone message).
- All staff of the Student Wellness and Accessibility 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 (or designates) will be responsible for removing messages from phone lines as usual; 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.

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

- The Student Wellness and Accessibility Centre will close.
- Before leaving the office, a designated Administrative Assistant will ensure the telephone message has been changed and/or notices posted on entry doors and/or website 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.
- Any personal counselling appointments either scheduled or in progress 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.; therefore all personal counselling appointments will

stop at 3 p.m.). Students scheduled to start an appointment with a personal counsellor a half hour before closing will be told that they can have a brief session to touch base with their counsellor and/or reschedule their appointment.

- The Student Accessibility Centre Exam Coordinator will make every effort to contact individual instructors to confirm class cancellations for classes where class tests are scheduled during inclement weather. 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). Any tests/exams that have NOT been cancelled in class time and are in progress with SAS will continue until the scheduled test/exam end time. (e.g., the University announces at 2p.m. that the University is closing at 3 p.m. Any tests confirmed to begin at 2 p.m. that are continuing to be administered in the class, will be administered in the SAS exam centre even if the time continues past 3 p.m.). The Manager or designate will remain with the Exam Coordinator/Chief Invigilator until the exam time is finished.
- When possible, the Assistive Technologist will arrange for a message to go up on the SWAC website (same as phone message).
- If the Hamilton campus remains open and SAS appointments are scheduled there, the Manager will contact the Administrative Assistant to make every effort to contact the faculty.
- When the University re-opens, the Administrative Assistants (or designate) will be responsible for removing messages from doors, and phone lines as usual, the Assistive Technologist will remove the message from the website and the Psychologist overseeing Personal Counselling will notify the Counselling Service Provider that the Centre has re-opened.
- If the Hamilton Campus remains open and SAS appointments are scheduled there, the SAS Manager will contact the Administrative Assistant to make every effort to contact the faculty and students to cancel those appointments for that day.

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

- The Student Wellness and Accessibility 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 SAS Manager who will arrange for messages to be put on the front desk telephone lines to indicate that the Student Wellness and Accessibility 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 of main phone lines 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 . The note will include the same message as the one to be put on the phones or website.
- 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 SWAC website (same as phone message).
- When the University re-opens, the Administrative Assistants (or designate) will be responsible for removing messages from doors and phone lines as usual, the Assistive Technologist will remove the message from the website for SAS, the Office Manager will remove the message from the website and the Psychologist overseeing Personal Counselling will notify the Counselling Service Provider that the Centre has re-opened.

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



**Information Technology Services  
Telephone System Mass Voice Message  
Luciano Della Smirra, Manager, ITS Telecommunications  
November 2016**

The following guidelines are for implementation of a mass voice mail message for emergency notification purposes to faculty and staff who currently have a valid voice mail box.

Approval of mass voice mail:	V-P, Administration or designate
Message content:	Marketing and Communications
Implementation:	<i>Infrastructure Group</i> Information Technology Services
Contact:	Primary: Luciano Della Smirra, Manager Secondary: Dan Minniti Alternate: Ed Blasinski

**University Services**  
**Conference Services, Campus Store, Hospitality Services, Visitor Services, Youth University,**  
**Shipping/Receiving/Central Stores & Mail Services, Leadership Niagara, Printing & Digital**  
**Services, Parking Services, and Brock Card**  
**Tom Arkell, Associate Vice-President**  
**November 2016**

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 cancelled 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, 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, 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, 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.

See Appendix A for contact information.