



Inclement Weather Procedures

Updated December 2019

<i>Section</i>	<i>Page</i>
Inclement Weather Procedures	2
Ancillary Services	8
Brock University Students' Union	10
Campus Security Services	11
Facilities Management	19
Faculty Notification Plan	21
Food/Dining Services	22
Hamilton Campus	23
Information Technology Services	24
Library	25
Office of the Registrar	27
Residences	28
Student Life and Community Experience and Faith and Life Centre	30
Student Success Centre	32
Student Wellness and Accessibility Centre	34
University Marketing and Communications	37
Walker Sports Complex	39
Appendix A and B	

Category:	Operations and General Administration
Responsibility:	Interim Executive Director, Marketing and Communications
Issue Date:	December 2019

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 travelling 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 longer 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 and to 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 2,500 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:

- Animal Care
- Campus Security Services
- Conference Services
- Emergency repair and maintenance
- Facilities Management
- Food service in the residences
- Residences
- Telecommunications – Information Technology Services (ITS)
- University Marketing and Communications

Staff to provide “essential services” will be 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, as much 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 their 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 Senior Associate Vice-President, Operations and Infrastructure Services (in their absence, the Vice-President, Academic) 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:

- The Senior Associate Vice-President, Operations and Infrastructure Services will consult with the Director of Campus Security who will contact local school boards, Niagara College, Niagara Regional Police Service, Environment and Climate Change Canada and St. Catharines Transit.
- The Interim Executive Director, Marketing and Communications (in their absence, the Manager, Communications and Media Relations) will monitor media outlets and report information to the Senior Associate Vice-President, Operations and Infrastructure Services. Similarly, the Director of Campus Security will report information to the Senior Associate Vice-President, Operations and Infrastructure Services (in their absence, the Vice-President, Academic.)
- The Senior Associate Vice-President, Operations and Infrastructure Services (in their absence, the Vice-President, Academic) calls the President with a recommendation. The decision is made and communicated by the Senior Associate Vice-President, Operations and Infrastructure Services to the Interim Executive Director, Marketing and Communications.
- The Interim Executive Director, Marketing and Communications will release one of the following announcements to media outlets and arrange for information to be posted on the Brock home page, the Brock telephone messaging system, *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 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. Employees must follow the appropriate departmental notification procedures if they will be absent from work.

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:

- The Senior Associate Vice-President, Operations and Infrastructure Services 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 Service, Environment and Climate Change 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 Interim Executive Director, Marketing and Communications (in their absence, the Manager, Communications and Media Relations) will monitor media outlets for weather-related news and brief the Senior Associate Vice-President, Operations and Infrastructure Services. The Director of Campus Security will then advise the Senior Associate Vice-President, Operations and Infrastructure Services (or Vice-President, Academic, in their absence) in time to announce a decision by 3 p.m.
- The Senior Associate Vice-President, Operations and Infrastructure Services (in their absence, the Vice-President, Academic) makes a recommendation to the President. A decision is made and communicated by the Senior Associate Vice-President, Operations and Infrastructure Services, to the Interim Executive Director, Marketing and Communications prior to 3 p.m.
- Based on the decision, the Interim Executive Director, Marketing and Communications 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 Senior Associate Vice-President, Operations and Infrastructure Services in consultation with the Director of Campus Security, who will notify the Interim Executive Director, Marketing and Communications.

The Interim Executive Director, Marketing and Communications 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 Senior Associate Vice-President, Operations and Infrastructure Services, in consultation with the Director of Campus Security will notify the Interim Executive Director, Marketing and Communications, who will initiate appropriate communications.

Non-closure

Faculty and staff should use reasonable discretion in determining whether the conditions are safe to report to work. If the University remains open, time not worked due to weather conditions will be accounted for as per the collective agreement, if applicable, or by using available options approved by the manager (i.e. vacation time, lieu time, working remotely.)

Other scenarios

These proposed time frames for scheduling weather-related campus closures are subject to change at the discretion of the Senior Associate Vice-President, Operations and Infrastructure Services, depending on the weather conditions or other circumstances.

COMMUNICATION PROCEDURES

During a change of status for the University, the Interim Executive Director, Marketing and Communications (or in their absence, the Manager, Communications and Media Relations) will initiate the following procedures:

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

- Notify Campus Security Services.
- Before 7 a.m., University Marketing and Communications staff publicize the closure via:
 - media release sent to Niagara and Hamilton-region news media
 - mass email to students, staff and faculty
 - Brock homepage alert
 - announcement on *The Brock News*
 - social media messaging
- University Marketing and Communications works with ITS to update the messaging system.
- Campus Security Services 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 Services.
- Before 3 p.m., University Marketing and Communications staff publicize the closure via:
 - media release sent to Niagara and Hamilton-region news media
 - mass email to students, staff and faculty
 - Brock homepage alert
 - announcement on *The Brock News*
 - social media messaging
- University Marketing and Communications works with ITS to update the messaging system.
- Campus Security Services post notices around the campus at main entrances and in other key areas.

3) Decision to close outside of normal business hours

- Notify Campus Security Services.
- Before 9 p.m., University Marketing and Communications staff publicize the closure via:
 - media release sent to Niagara and Hamilton-region news media
 - mass email to students, staff and faculty
 - Brock homepage alert
 - announcement on *The Brock News*
 - social media messaging
- University Marketing and Communications work with ITS to update the messaging system.
- Campus Security Services post notices around the campus at main entrances and in other key areas.

Ancillary Services
Edward Wall, Acting Associate Vice-President
December 2019

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 Services 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 seminars, conferences, courses, programs, and client-organized or sponsored rentals that take place until 4 p.m. will be cancelled unless otherwise noted in the procedure document (i.e. Food/Dining Services, Residences, Walker Sports Complex).

All program/rental co-ordinators 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.
- Where feasible and necessary, contact attendees and advise them of closure.
- Advise University Marketing and Communications, Campus Security Services and the Senior Associate Vice-President, Operations and Infrastructure Services of the nature and magnitude of the programs and events that are cancelled.
- Change departmental and personal voicemail 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 Services and other affected 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, and client-organized or sponsored rentals will be cancelled unless otherwise noted in this procedure document (i.e. Food/Dining Services, Residences, Walker Sports Complex).

All program/rental coordinators should:

- Contact the program/event organizer and advise them of the closure.
- Where feasible and necessary, contact attendees and advise them of closure.
- Advise University Marketing and Communications, Campus Security Services and the Senior Associate Vice-President, Operations and Infrastructure Services 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 Services and other effected departments to amend arrangements.

4) Procedures for weekend activities:

The procedure for weekend closings will remain the same as above, however, conference co-ordinators should be reminded that prior to leaving the office on the Thursday prior, ***a complete list of activities must be supplied to the Senior Associate Vice-President, Operations and Infrastructure Services in order that the VP is aware of the activities scheduled for that weekend.*** The co-ordinator 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) Ancillary Services department contact information:

Brock Card

Danielle Cannella, Operations Manager, Dining and Brock Card:
Malcolm Dales, Director, Dining Services:

Brock Recreation

Karen McAllister-Kenny, Director of Brock Recreation:
Brent Schulz, Facilities Manager:

Brock Sports

Emily Allan, Associate Director, Brock Sports:
Steve Lidstone, Associate Director, Sports Performance:

Campus Store

Nicholas Fabiano, Associate Director:
Kate Palmieri, Supervisor, Cash Operations:

Conference Services, Room Bookings and Hospitality Services

Sonya Forsey, Manager, Conference Services:
Jessica Petrella, Senior Conference Co-ordinator:
Residential conferences, special events, client organized rentals/events

Food/Dining Services

Malcolm Dales, Director, Dining Services:
Danielle Cannella, Operations Manager, Dining and Brock Card:

Parking Services

Tarilyn Bartels, Manager, Parking Services:
Taylor Gillard, Enforcement and Technology Co-ordinator:

Residences

Jamie Fleming, Director, Residences:
Cindy Chernish, Manager, Residence Facilities and Finance:

**Brock University Students' Union
Robert Hilson, General Manager
December 2019**

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

Campus Security Services will contact the General Manager about a decision being made to cancel classes. The General Manager will consult with the Senior Associate Vice-President, Operations and Infrastructure Services about the scheduled BUSU events and activities. The General Manager will then contact the Interim Executive Director, Marketing and Communications or alternate Manager, Communications and Media Relations, (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 business hours

Same as above.

**Campus Security Services
Donna Moody, Director
December 2019**

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

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.)

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 Platoon Supervisor, 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 Platoon Supervisor, 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/
Niagara Catholic District School
Board**

Lori Ziraldo

Rob Berketo

**Environment and Climate
Change Canada**

Niagara Catholic Education Centre

**Jennifer Pellegrini
*Communications
Manager***

**Niagara College
*Campus Safety & Parking Services***

**David Jastrubecki
*Manager***

Facilities (Alternate)

**Ralph Scholz
*Director***

Niagara Regional Police Service

Supervisor *Communications*

St. Catharines Transit Commission

**On Duty Supervisor
General Manager**

The Director may also consult with the Director, Facilities and Services in assessing the state of the University property.

Facilities and Services

Dave McArthur
Director

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

Operations and Infrastructure Services

Scott Johnstone
Senior Associate Vice-President
Operations and Infrastructure Services

University Marketing and Communications

Kevin Cavanagh
Interim Executive Director

Or

University Marketing and Communications

Dan Dakin
Manager, Communications and 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 Platoon Supervisor 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 Platoon Supervisor or Special Constable to notify the following staff members and members of the Senior Administrative Council (SAC), 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.

Academic

Greg Finn
Provost and Vice-President

Academic

Brian Power
Vice-Provost and Associate Vice-President

Academic

Janice Peacock
Senior Executive Assistant to Provost and Vice-President, Academic

Administration

Romina Cristofano
Executive Assistant to the Senior Associate Vice-President, Operations and Infrastructure Services

Ancillary Services

Edward Wall
Acting Associate Vice-President

Brock Sports	Emily Allan <i>Associate Director</i>
BUSU	Robert Hilson <i>General Manager</i>
Centre for Pedagogical Innovation	Madelyn Law <i>Associate Vice-Provost, Teaching and Learning</i>
Campus Store	Nicholas Fabiano <i>Associate Director</i>
Concordia Seminary	Tom Winger <i>President</i>
Facilities Management	Scott Johnstone <i>Associate Vice-President</i>
Facilities Management	Dave McArthur <i>Director, Facilities and Services</i>
Faculty of Applied Health Sciences	Peter Tiidus <i>Dean</i>
Faculty of Education	Michael Owen <i>Dean</i>
Faculty of Graduate Studies	Diane Dupont <i>Interim Dean</i>
Faculty of Humanities	Carol Merriam <i>Dean</i>
Faculty of Mathematics & Science	S. Ejaz Ahmed <i>Dean</i>
Faculty of Social Sciences	Ingrid Makus <i>Dean</i>
Food/Dining Services	Malcolm Dales <i>Director</i>
Financial Services	Joshua Tonnos <i>Associate Vice-President and Interim Chief Financial Officer</i>
Goodman School of Business	Andrew Gaudes <i>Dean</i>
Human Resources	Jennifer Guarasci <i>Associate Vice-President</i>

Indigenous Engagement	Amos Key Jr. <i>Vice-Provost</i>
Information Technology Services	David Cullum <i>Associate Vice-President</i>
Internal Audit Risk & Compliance Services	Rob Cargnelli <i>Director</i>
Librarian's Office	Mark Robertson <i>University Librarian</i>
President and Vice-Chancellor	Gervan Fearon <i>President and Vice-Chancellor</i>
Brock Recreation	Karen McAllister-Kenny <i>Director</i>
Office of the Registrar	Geraldine Jones <i>Registrar</i>
Research Services	Tim Kenyon <i>Vice-President, Research</i>
Residences	Jamie Fleming <i>Director</i>
Rosalind Blauer Centre for Child Care	Helene Randle <i>Executive Director</i>
Strategic Partnerships and International	Camille Rutherford <i>Vice-Provost</i>
Student Life and Community Experience and Faith and Life Centre	Brad Clarke <i>Director</i>
Student Success Centre	Maggie Whitfield <i>Acting Manager, A-Z Learning Services</i>
Student Wellness and Accessibility Centre	Sarah Pennisi <i>Director</i>
Teaching, Learning and Student Success	Anna Lathrop <i>Vice-Provost</i>
University Secretariat, Office of	Chabriol Colebatch <i>University Secretary and General Legal Counsel</i>

During routine patrol, information affecting other Campus Security Services staff will be communicated by means of the campus radio system. Campus 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 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 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
Chief Communications
Officer

Transportation for:

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

Lori Ziraldo

Rob Berketo

**Environment and Climate
Change Canada**

Niagara Catholic Education Centre

Jennifer Pellegrini
*Communications
Manager*

Niagara College
Campus Safety & Parking Services

David Jastrubecki
Manager

Facilities (Alternate)

Ralph Scholz
Director

Niagara Regional Police Service

Supervisor *Communications*

St. Catharines Transit Commission

On Duty Supervisor
General Manager

The Director may also consult with the Director, Facilities and Services in assessing the state of the University property.

Facilities and Services

Dave McArthur
Director

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

Operations and Infrastructure Services

Scott Johnstone
Senior Associate Vice-President

University Marketing and Communications

Kevin Cavanagh
Interim Executive Director

Or

University Marketing and Communications

Dan Dakin
Manager, Communications and Media Relations

The Director may also consult with the Director, Facilities and Services 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 Senior Associate Vice-President, Operations and Infrastructure Services, as soon as possible.

In the event of a partial closure, the on-duty Inspector, Special Constable or contract Security Guard staff will continue to monitor University weather advisories, police reports, and news broadcasts. During routine patrol, information affecting other Campus Security Services staff will be communicated by means of the campus radio system. Campus 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
Scott Johnstone, Senior Associate Vice-President, Operations and Infrastructure Services
December 2019

1) Essential services staff – Facilities Management

All Facilities Management staff are designated as “essential services” for the purposes of the University’s Inclement Weather Procedures. The Directors of each Facilities Management Services unit will determine the staffing levels *necessary for the situation*.

In extreme conditions access to University facilities, which will facilitate food, refreshments, sleeping quarters and hygiene, may need to be made available. Facilities Management staff who would experience undue difficulty in reaching their work location during adverse weather conditions, must communicate with their immediate supervisor by telephone as soon as possible.

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 usually would 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

The Grounds Crew provides snow and ice control services at the 1812 Sir Isaac Brock Way campus utilizing personnel and equipment resources of the University. Contracted snow and ice control services are provided at other locations including the East Campus, Rodman Hall, the Marilyn I. Walker School of Fine and Performing Arts and the Hamilton Campus. Quarryview Residence and the Gateway Residence snow and ice control is contracted by the property owner.

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, Facilities and Services and the Senior Associate Vice-President, Operations and Infrastructure Services if the roads, emergency exits or parking lots cannot be cleared at any site. The Senior Associate Vice-President, Operations and Infrastructure Services 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 Grounds 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 Campus Security has a problem contacting the employees on the list, they then call the Manager, Grounds Services, or as an alternate, the Director, Facilities and Services.

If the roads and parking lots at the main campus 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 them. The Manager, Grounds Services will then advise the Director, Facilities and Services and the Senior Associate Vice-President, Operations and Infrastructure Services before 5:45 a.m. if roads and parking lots cannot be cleared by the Grounds Team snow removal crew and/or contractors. The Senior Associate Vice-President, Operations and Infrastructure Services 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: x3717. 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. If Campus Security Services is unable to contact the trades needed from the list or if Campus Security Services is unsure of the proper trade to contact, they call the Manager that they think is appropriate. The Director, Facilities and Services is called if applicable Maintenance and Utilities Services Managers or tradespersons cannot be contacted. If the tradesperson called in requires additional assistance, they will call Campus Security Services who will contact 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
Greg Finn, Provost and Vice-President, Academic
December 2019**

1) 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 and Associate Vice-President, Academic) will advise the Deans via phone and/or email. (See Campus Security Services section.)
- Students and faculty will get information through the University communication procedures, which include local radio stations, the brocku.ca homepage and other methods.

2) 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** 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). 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 portal.
- 2) Go to bulletin channel.
- 3) 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.

Food/Dining Services
Malcolm Dales, Director, Dining Services
December 2019

Below 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.

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 Hortons – 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 are 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 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.

Catering Services

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

Malcolm Dales will contact Noodles.

**Hamilton Campus
Mandeep Mukkar Ippolito, Facilities Manager
December 2019**

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
 K-Lite 102.9
 Y108 107.9

AM: OLDIES 1150
 CHML 900
 CHAM 820
 CKTB 610

TV: 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 Services, University 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.

**Information Technology Services
Telephone System Mass Voice Message
Luciano Della Smirra, Manager, ITS Telecommunications
December 2019**

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:	Senior Associate Vice-President, Operations and Infrastructure Services or designate
Message content:	University Marketing and Communications
Implementation:	Infrastructure Group Information Technology Services
Contact:	Primary: Luciano Della Smirra, Manager, Telecommunications Secondary: Daniel Minniti, Senior Electronics Technologist Alternate: Michael Tisi, Associate Director, IT Infrastructure

**Brock Library
Mark Robertson, University Librarian
December 2019**

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, Digital Scholarship Lab, Makerspace, and Map, Data & GIS Library will remain closed.

2) WHEN CLASSES ARE CANCELLED DURING BUSINESS HOURS:

- The University Library, Digital Scholarship Lab, Makerspace, and Map, Data & GIS Library will close. The University Librarian or designate will decide on a closing time in consultation with key staff.
- Communicated to library users through frequent announcements on the public address system, and through the Library's website, and in strategic and high traffic areas. Campus Security Services will assist in clearing the library floors.
- Library users are not expected 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 Digital Scholarship Lab, Makerspace, and Map, Data & GIS Library, will close.

When classes are cancelled by 7 a.m.:

- The University Librarian or designate will post a message on the Library's website.
- Library staff are responsible for checking the Brock website or to listen for local radio station announcements of closures at the University.
- If the University reopens for evening classes, an announcement will be made by 3 p.m. In this case, the Library will open at 5 p.m. A notice to this effect will be posted on the Library's website. 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 a closing time in consultation with key staff.
- Access Services staff will make frequent announcements on the Library's public address system, advising users of the specific closing time and the return time of reserve materials and equipment.

- The University Librarian or designate will post a notice on the Library's website and 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, entrance doors, elevator doors, the Digital Scholarship Lab, the Makerspace, and the Map, Data & GIS Library.
- 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 refer to the Brock website or 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 a 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.

**Office of the Registrar
Geraldine Jones, Registrar
December 2019**

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

- The Office of the Registrar (RO) will remain closed.
- The Registrar will contact the RO management team to ensure staff are aware of the closure.
- The Registrar (or alternate in the Registrar's absence) will check the University website for any closure announcement prior to leaving for Brock. The Registrar will contact the Manager of Student Information and Service who will ensure the telephone message has been changed on the Brock Central extension 3052 to indicate that the University is closed due to weather conditions and that classes or examinations have been cancelled.
- The Assistant to the Registrar will update web messaging on the RO website.
- The Assistant Registrar, Scheduling and Examinations will coordinate communication with MarComm regarding make-up dates and ensure that exam invigilation staff are notified if required.
- The Director of Recruitment (or alternate in the Director's absence) will coordinate with Recruitment staff (initiating procedures for campus-based staff, for those on the road, student staff, and for group/guest outreach and online communication). In the event that inclement weather is predicted, outreach to planned/registered guests and group visitors will be conducted the day before by email and telephone.
- All staff of the RO 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 above staff will be responsible for adjusting the messaging.

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

- The RO will close as per the announcement for timing.
- Before leaving the office, Manager of Student Information and Service will post signs notifying students if the office closes earlier due to inclement weather.
- Brock Central and Academic Records staff on call centres will direct students to the University webpages for updates and let students know that notification regarding make-up days will be posted on the student portal and Brock websites.
- Recruitment will communicate with those scheduled for off-campus activities; with guests/student staff scheduled for campus events/tours the following day; and retrieve those on campus for tours/group visits at time of closure (i.e. guests/student staff). Closure information to be posted in Tours Office, and online.

3) Procedure for weekends when the University is closed.

- Any RO office event will be cancelled, including examinations. The Assistant Registrar Scheduling and Examinations will work with examinations staff to secure exams and notify students. The Assistant Registrar will coordinate communication with MarComm.
- If a Recruitment event is being held, the Director of Recruitment will follow the procedures as outlined above.

**Department of Residences
Jamie Fleming, Director of Residences
December 2019**

PREAMBLE:

The residence system accommodates approximately 2,500 students, in eight different buildings or complexes and operates 24-7 during the academic year. Inclement weather, which may result in cancelled classes, would not normally result in closing the residences. Only under extreme circumstances and/or emergency situations would the residences actually close and would students be required to vacate their rooms. According to the Residence Agreement student do vacate their rooms during the Winter Break, with the exception of Brock Suites (in Gateway Suites) as well as a limited number of students who would have received approval to stay in Quarry View Residence during the winter break.

During the summer months, May to August, some residence buildings may operate as conference facilities as well as accommodate summer students or other guests as part of Department of Residences operations.

1. Procedure for notification when classes are cancelled prior to 7 a.m.; during the business hours; or at any time during the term (including weekends and holidays):

- Residence students and staff will get information through the University communication procedures, which include local radio stations, the brocku.ca homepage and other methods.
- Should there be severe inclement weather or other circumstances during the academic year, requiring that normal operations be interrupted, and the University cancels classes, the operation of residences can continue for a limited period of time (two to three days) with limited staff being on site.
- Co-ordination of staff can be done by Department of Residences managers via phone and/or email to ensure buildings and residents are being monitored and kept informed.
- The two 24-7 Service Desks are essential services that provide front line service to the residence students. Service Desk staff can post information and/or updates.
- The Residence Life Staff (RLS), who live in residence and are available to monitor residence life 24 hours per day, seven days per week*.

*The “Brock Suites” operation (Gateway Suites) does not have RLS. There is one student Community Assistant, who lives in Gateway Suites. The Gateway Suites building is operated differently than the rest of the residence system. The Service Desks have different contacts, information and procedures for issues/situations occurring in Gateway. Campus Security Services will respond to Gateway Suites and Lofts 9; the University’s Facilities Management staff typically do not (such services are contracted to outside service providers through the residence service desks).

2. Procedures for staff if classes are cancelled.

Should classes be cancelled, BUT the University remain open, staff would be expected to be at work and report for their scheduled shift. In particular, this applies to those who have scheduled shifts at Residence Service Desks, which are deemed to be essential services. Staff is expected to be at work and report for their regularly scheduled shift, unless directed otherwise by their direct manager/supervisor or designate; or safe travel is a concern.

Department of Residences senior management team:

- Department of Residences senior management team will communicate with each other regarding pertinent information.
- Managers will communicate with their staff teams within their primary areas of responsibilities. Managers can remotely send emails to specific individuals, areas or the entire residence population as required.

Service Desk staff

- Service Desks are considered an essential service and should remain operating if classes are cancelled.
- Depending on availability of staff, it may be the case that only one desk can remain open.
- Co-ordination to ensure Service Desk staffing is in place 24-7 can be done via phone and/or email.

Residence Life Staff

- Each separate RLS is responsible for monitoring their residence complexes. Minimum numbers (ranging between one quarter and one third 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.
- In order for the residences to continue to operate, certain assumptions are made regarding the support from other departments, services and/or contractors to provide essentials, such as provision of food, utilities (i.e. heat, water, electricity) and other services (i.e. snow removal for emergency response; emergency notification and fire detection systems operational). Please see Inclement Weather Procedures for other departments within this document.

**Student Life and Community Experience
and Faith and Life Centre
Brad Clarke, Director
December 2019**

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

- Service locations, including the Student Life Involvement Commons (MCA 204) and the Faith and Life Centre (Alphie's Trough) will be closed. Administrative and student staff will work remotely as necessary.
- The Director (or alternate in the Director's absence) will check the University website for any closure announcement between 7 and 7:30 a.m. The Director will contact the Student Life and Community Experience Management Team (SLCEMT) to identify and strategize for any date-specific challenges arising from the decision to close.
- The Manager, Student and Community Experience will ensure the telephone message has been changed on the primary phone line, x6321, and Student Life and Community Experience (SLCE) website to indicate that the University is closed due to weather conditions – all workshops and campus or community events are cancelled; and that all students with SAR appointments or Student Conduct Council hearings will be rescheduled.
- The Director will contact the University Chaplains who will ensure the Faith and Life Centre website has been updated to indicate that the University is closed due to weather conditions and that all workshops, campus and community events are cancelled; and all students appointments will need to re-schedule. The Chaplains will endeavor to make any direct notifications necessary based on the schedule for the day, including adjunct and associate chaplains and student groups.
- The Manager, Community Outreach programs will communicate with SLCE student employees to notify of closure. They will work with the Community Engagement Co-ordinator to assess and mitigate any community outreach or event concerns arising as a result of the closure.
- The Manager, Student and Community Experience will clear the OCLNR voicemail and email inboxes and set 'office-closure due to weather' notifications on both. Any pending landlord or student housing advertisements will be processed by 12 p.m. The Manager will communicate student employees of the Society of Off-Campus Students, as necessary, to notify of closure.
- The Manager, Student Leadership and Engagement will take any necessary steps to notify Foundations in Leadership peer mentors and participants that workshops are cancelled. They will also work with the Co-Curricular Engagement Co-ordinator to ensure that a general notice related to the University closure is posted as a news item on ExperienceBU (advising participants to contact event organizers directly) and will ensure that any SLCE event listings on ExperienceBU for the date of closure are cancelled.
- The Associate Director, Student Affairs will work with the Case Co-ordinator to assess and mitigate any urgent SAR or non-academic misconduct concerns arising as a result of the closure. They will endeavor to make any direct notifications necessary based on the schedule for the day.

- All SLCE and affiliated staff 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 SLCEMT will be responsible for removing messages and notices as required.

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

- Service locations, including the Student Life Involvement Commons (MC A204) and the Faith and Life Centre (Alphie's Trough) will be closed. Administrative and student staff will work remotely as necessary.
- The Director (or alternate in the Director's absence) will check the University website for any closure announcement before 3 p.m. The Director will contact the Student Life and Community Experience Management Team (SLCEMT) to identify and strategize for any date-specific challenges arising from the decision to close.
- The communication and mitigation strategies outlined above will be implemented. SLCE Co-ordinators will be responsible for placing appropriate signage on the exterior of the Student Life Involvement Commons. The University Chaplains will be responsible for placing appropriate signage on the exterior of the Faith and Life Centre.

3) Procedure for weekends when the University is closed.

- Service locations, including the Student Life Involvement Commons (MC A204) and the Faith and Life Centre (Alphie's Trough) will be closed and any programming will be cancelled. Administrative and student staff will work remotely as necessary.
- The Director (or alternate in the Director's absence) will check the University website for any closure announcement between 7 and 7:30 a.m. The Director will contact the Student Life and Community Experience Management Team (SLCEMT) to identify and strategize for any date-specific challenges arising from the decision to close.
- The communication and mitigation strategies outlined above will be implemented.

Student Success Centre
Maggie Whitfield, Acting Manager, A-Z Learning Services
December 2019

4) 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 Co-ordinator who will ensure the telephone message has been changed on the main office x 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 co-ordinate with the team to notify students of appointment cancellations by phone or email, and cancel the scheduled workshops on ExperienceBU.
- The AbSS Co-ordinator 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 Co-ordinator will be responsible for removing messages from SSC extension 5774. The AbSS Co-ordinator will remove voice message on x5883.

5) Procedure when University closure is announced by 3 p.m.

- The SSC will close.
- Before leaving the office, the Office Co-ordinator will ensure telephone message has been changed on the main office x5774 and place notices on the doors of TH 123, TH 129, TH 130 (Gerald Nash Consultation Room) TH 131, and TH 133 (Hildebrand Learning Centre) to indicate early closure as the University is closing due to inclement weather.
- The Manager of Learning Services will co-ordinate with the team to notify students of appointment cancellations by phone or email and cancel the scheduled workshops on ExperienceBU.
- The AbSS Co-ordinator 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 notice on the door of TH 145 indicating temporary closing.

- When the University re-opens, the Office Co-ordinator will be responsible for removing the closure message on extension 5774, and for removing the notices on the doors of TH 123, TH 129, TH 130 (Gerald Nash Consultation Room) TH 131, and TH 133 (Hildebrand Learning Centre). The AbSS Co-ordinator will remove voice message on extension 5883 and remove temporary closing signs from AbSS office TH 145 (Aboriginal Student Services).

6) 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 notices on the doors of TH 123, TH 129, TH 130 (Gerald Nash Consultation Room) TH 131, and TH 133 (Hildebrand Learning Centre) and TH 145 (Aboriginal Student Services) to indicate the University is closed due to inclement weather.
- When the University re-opens, the Office Co-ordinator will be responsible for removing notices from the doors of TH 123, TH 129, TH 130 (Gerald Nash Consultation Room) TH 131, and TH 133 (Hildebrand Learning Centre) and TH 145 (Aboriginal Student Services).

Student Wellness and Accessibility Centre
Sarah Pennisi, Director
December 2019

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

- The Student Wellness and Accessibility Centre (SWAC), which includes 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 and check the brocku.ca homepage 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 SWAC staff 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 (e.g. 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 Co-ordinator 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 Co-ordinator 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 three-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 Student Accessibility Services will continue until the scheduled test/exam end time. (e.g. the University announces at 2 p.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 Student Accessibility Services exam centre even if the time continues past 3 p.m.). The Manager or designate will remain with the Exam Co-ordinator/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 Student Accessibility Services 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 Student Accessibility Services appointments are scheduled there, the Student Accessibility Services 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 Co-ordinator and/or Instructor will listen for the radio announcement and check the brocku.ca homepage prior to coming to Brock. The Accommodations Co-ordinator/Instructor will contact the Student Accessibility Services 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 section two, 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 Student Accessibility Services, 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.

University Marketing and Communications
Kevin Cavanagh, Interim Executive Director, Marketing and Communications
December 2019

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

Change of status prior to 7 a.m.

The Interim Executive Director, Marketing and Communications, or alternate (Manager, Communications and Media Relations) will notify the local media prior to 7 a.m. (see Appendix B for the media contact list.)

University Marketing and Communications will work with ITS to activate the Brock messaging system with the relevant messaging. University Marketing and Communications will distribute information to media and the web, and will work with the Senior Associate Vice-President, Operations and Infrastructure Services to issue any mass emails.

Campus Security Services will post notices around campus at main entrances and in other key areas. The Interim Executive Director, Marketing and Communications or alternate (Manager, Communications and Media Relations) will contact x3200 or x4300 if details are needed.

The Interim Executive Director, Marketing and Communications or alternate (Manager, Communications and Media Relations) will post an alert on the Brock home page. This message will also be posted on the main page of *The Brock News* site.

When *The Brock News* is updated, staff will also post to Brock's Facebook and Twitter pages to direct viewers to the Brock website for more details. The Social Media and Digital Content Co-ordinator, Manager, Communications and Media Relations, Manager, Web and Digital Strategy, and Web Designer all have access to these social media properties.

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

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

University Marketing and Communications will work with ITS to activate the Brock messaging system with the relevant messaging. University Marketing and Communications will distribute information to media and the web, and will work with the Senior Associate Vice-President, Operations and Infrastructure Services to issue any mass emails.

Campus Security Services will post notices around campus at main entrances and in other key areas. The Interim Executive Director, Marketing and Communications or alternate (Manager, Communications and Media Relations) will contact x3200 or x4300 if details are needed.

The Interim Executive Director, Marketing and Communications or alternate (Manager, Communications and Media Relations) will post an alert on the Brock home page. This message will also be posted on the main page of *The Brock News* site.

When *The Brock News* is updated, staff will also post to Brock's Facebook and Twitter pages to direct viewers to the Brock website for more details. The Social Media and Digital Content Co-ordinator, Manager, Communications and Media Relations, Manager, Web and Digital Strategy, and Web Designer all have access to these social media properties.

Walker Sports Complex
Karen McAllister-Kenny, Director Recreation
Emily Allan, Associate Director Brock Sports
December 2019

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

- The Walker Sports Complex will close and department-wide events will be cancelled.
- Should classes be cancelled, department 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 websites brocku.ca/recreation and gobadgers.ca will be updated to indicate that all programs are cancelled and the facility is closed.
- If inclement weather is imminent the day before, Welcome Desk staff, program co-ordinators and full-time staff will contact student staff, instructors and program participants by email to inform them of possible program cancellations and where to check in the morning to verify cancellation. Off-campus programs will be cancelled if Brock is closed.
- University Marketing and Communications will be notified to alert the media of major community programs that are cancelled.

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 Brock Sports 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 brocku.ca/recreation (including Aquatics) and gobadgers.ca websites.
- Voice messages at the Welcome Desk, Equipment Room and Zone will indicate that the Walker Sports Complex has closed due to inclement weather and all programs are cancelled.
- Should a booked event, e.g. a varsity game, be scheduled, Recreation staff will consult with the Associate Director of Brock Sports to find out whether or not the game must be played (team, officials available). If the game must go ahead, the Associate Director of Brock Sports must try to ensure that enough staff are available to stay to operate the event safely. Those staff must also have a safe way home following the event. Campus Security Services 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, Campus Security Services will notify the Director of Recreation and Associate Director of Brock Sports, who will then 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. If possible, signage will be posted on entrance doors to the building.
- University Marketing and Communications will be notified to alert the media of the cancellation of programs.

4) When a weather warning is issued

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