



EMERGENCY CLOSING POLICY and COMMUNICATION PROCEDURES (including for Inclement Weather and “Snow Days”)

September 2025

In the event of a global, national, state or regional pandemic or crisis; inclement weather; or another natural or man-made disaster, the whole agency or some of its programs may remain open, close, remain open without transportation or have a delay in services.

POLICY

CLOSED (CLIENTS): If the announcement is **CLOSED**, all programs are closed for all CLIENTS.

CLOSED (EMPLOYEES): If the announcement is **CLOSED** – and unless otherwise communicated - all programs (except Westover Maintenance Systems) are also closed for EMPLOYEES - who will receive a paid day off. Unless otherwise communicated, all internal meetings and trainings for that day will be rescheduled. *(Employees who were scheduled to attend an external meeting or training are expected to attend that meeting or training unless it is also cancelled. Employees hosting a meeting/training are expected to notify external parties – i.e., family members, representatives from funding sources, other stakeholders – of the cancellation of the meeting or training.) Employees who had approved Paid Time Off will be able to retain their PTO and schedule it for another time.*

Westover Maintenance Systems will only close for EMPLOYEES if the base itself closes. Please listen to local radio stations and watch local TV stations for their announcement.

OPEN WITHOUT TRANSPORTATION: Programs will be open from 9:00 to 3:00 on days when transportation is not available. Clients may be dropped off at/after 9:00 and be picked up no later than 3:00. Employees will be expected to arrive and depart from their program at their usual time, unless communicated otherwise.

DELAY IN SERVICES: Programs will open at a later time for employees and/or clients. This information will be provided in the communication.

COMMUNICATION PROCEDURES

The following communication mechanisms – accessible to everyone - will be used and all announcements are under the name ***Sunshine Village***:

TELEVISION: WWLP Channel 22 **WEBSITES:** www.wwlp.com www.sunshine.us

VOICE MAIL: 413/592-6142 (after 6:30 am)

Other communication mechanisms, including text messages, social media posts, personal e-mail and other radio and television stations may be used intermittently to communicate the status of Sunshine Village.

***Sunshine Village may amend this policy (including the use of paid time for employees)
and communication procedures at any time.***