



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

Updated: January 2024

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 – 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 and 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. **PAYROLL VOUCHERS:** If the agency closes on a Thursday, SSV will distribute vouchers for direct deposit the next day SSV is open.

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