



Town of Whitby Policy

Policy Title:	Facility Closures
Policy Number:	CA 280
Reference:	Council Resolution #328-09
Date Originated:	November 23, 2009
Date Revised:	Not applicable
Review Date:	As required
Approval:	Council
Point of Contact:	Director of Facilities

Policy Statement

A decision to cancel programs and close facilities may be made as a result of a power failure greater than 20 minutes in duration or inclement weather by the Director of Community Services or designate in consultation with appropriate Town and Department Staff.

Purpose

The Community Services Department requires a process and guidelines to deal with the cancellation of recreation programs and early facility closures due to power failures and inclement weather (generally winter storms). The decision to cancel programs and close facilities may be made if the facility has no power for greater than 20 minutes or if weather conditions become a significant safety hazard to the public and staff. Staff will maintain public safety as a priority while working towards the shortest possible disruption in service. In addition, because weather conditions can fluctuate in such a way to create dangerous and immediate conditions, which can quickly pass, an attempt will be made to delay early closures or cancellation decisions as long as possible in anticipation of changing conditions. Traffic and road conditions will be considered, and in consultation with the Manager of Operations or designate.

Scope

This policy applies to all recreation facilities and community centres.

Index

1	Procedure	2
2	Responsibilities	2

1 Procedure

- 1.1** Procedures for power failure are clearly outlined in each facility's Emergency Procedures. Staff will use a common sense approach when determining if it is safe for public to be evacuating a building during dangerous weather conditions. If the Director of Community Services or designate decides to close buildings due to inclement weather, appropriate actions will be taken in an effort to inform staff and registered participants and permit holders as well as the general public. This will include a news release, updates to the website, staff voice mails and public access automated attendant telephone lines, and posting signs at main entrances to facilities.
- 1.2** Where possible, minimum staff coverage will be maintained immediately following the closure, to provide customer service, and facility security and maintenance as determined by the Supervisor of the facility.
- 1.3** In the case of cancelled services, credits, make up classes, or re-scheduling of lost rental time will be provided as possible.

2 Responsibilities

- 2.1** It is the responsibility of the Commissioner of Community Services or designate to decide when facilities will be closed due to inclement weather and to inform the Mayor, Council and CAO of all facility closures. It is the responsibility of all on duty staff to respond as outlined in the emergency procedures to a power failure. It is the responsibility of the Manager of Facilities to update this policy as required.

This Policy is hereby approved by Council Resolution #328-09 on this 23rd day of November, 2009.