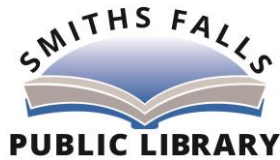


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## Smiths Falls Public Library



Policy Type: **Operational**

Policy Number: **OP-17**

Policy Title: **Unscheduled Closures and  
Inclement Weather**

Policy Approval Date:  
**February 15, 2022**

Last Review Date:

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The Smiths Falls Public Library endeavours to fulfill its responsibility of providing services to the public while recognizing that there may be rare circumstances when it is not safe to do so. The Library will make the effort to maintain services despite inclement weather and other extenuating circumstances while balancing the need to keep staff and the public safe.

### Conditions Warranting Closure

#### Conditions which warrant closure

- a) **Non-emergency closing:** Failure of heating/cooling equipment during periods of extreme weather or lack of electrical power.
- b) **Emergency evacuation:** Building problems resulting in clear and present danger to employees and/or the public (e.g. gas leak, noxious/toxic fumes, or fire) or any event such as a criminal investigation, severe accident involving injury, severe building damage.
- c) **Government order**

#### Conditions which may warrant closure

- a) **Inclement weather:** During inclement weather, the determination to close the library is based on a number of factors including:
  - General conditions of roads, both present and projected
  - Requests for closure by local or provincial agencies
  - Severe Weather Warning, as issued by Environment Canada
  - Closure of municipal facilities
  - Availability of staff to open and operate the Library
- b) **Lack of adequate staffing due to unforeseen circumstances**

## **Program and Service Interruption**

The library offers a variety of programs, both drop-in and pre-registered. Staff will endeavour to directly contact pre-registered program attendees, wherever possible. In situations where inclement weather conditions prevent the provision of library programming and/or services, the following time guidelines will be used to make a decision of upcoming closures and/or cancellations:

- By 9 am - Cancellation of daytime programs
- By 2 pm - Cancellation of evening programs

The Library will make every attempt to reschedule or credit participants for the full value of the program that was interrupted.

## **Communication Plan for Closures**

When the Library closure is determined prior to regular hours of operation, the CEO or designate will initiate communication of the closure to library staff via email or telephone.

In the event of an unscheduled closing, the following means of communication will be used to communicate with the public about the closing:

- Posting on the Library website and social media accounts
- Media outlets
- Signage at library entrances, if possible
- Telephone message, if possible

If the library closure is decided during open hours, staff on duty will inform all users in the library of the closure and ensure that they exit the library safely and have time to arrange for transportation, if necessary.

## **Staff Scheduling and Compensation**

- a) Employees instructed by the employer not to report for their scheduled shift or to leave work due to an unscheduled closure will be compensated at their normal hourly rate for their entire scheduled shift. This compensation is provided on the understanding that all employees scheduled to work will be deemed to be on-call for what would otherwise be a regular work day and be available to come to the Library upon notification by the Library CEO or designate and/or perform work remotely.
- b) Employees concerned for their safety who choose for themselves not to travel to work or choose to leave work before their shift is over, should notify the Library CEO or designate as soon as possible and advise the reason(s) that s/he will not be coming into work or will be leaving work early. In such cases, the employee may use vacation time, if available, or take off the time unpaid.
- c) Employees who are scheduled to work and need to determine the library's operational status in an emergency are encouraged to consult their work e-mail and/or personal telephone messages to receive instructions concerning their work assignment and status.

In the absence of any communication by phone or on the library website or via e-mail, normal operations are presumed.

- d) In some cases, such as temporary power outages, the library may be closed temporarily to the public but not to staff. Employees will be required to stay on site until the situation is resolved or more information is available regarding the timeline of an expected resolution.
- e) If a closure continues beyond one day, staff shall be responsible for remotely accessing their work e-mail each day for instructions as to whether the library is open or closed.