



New Policy

Policy: Inclement Weather and Business
Continuity Policy

Adoption Date: December 15, 2020

What is the purpose of this policy?

This policy provides detailed procedures to ensure the continuation of services during inclement weather, public health closures, and other emergencies.

Action Required:

Within 15 days of the receipt of this policy it is the recipient's responsibility to ensure all staff are informed of the policy and create an internal process to ensure accountability.

**Upper Cumberland
Local Workforce Development Board
POLICIES AND PROCEDURES**

Title: **INCLEMENT WEATHER, HOLIDAY, AND BUSINESS CONTINUITY POLICY**

Date of Adoption: December 15, 2020

PURPOSE:

The Upper Cumberland Local Workforce Development Board, Incorporated (UCLWDB), recognizes that all workforce system employees must be prepared for weather emergencies, holidays, public health crises, and other interruptions to business continuity. This policy provides detailed emergency instructions for employees who work in UCLWDB American Job Center (AJC) locations to ensure employee and visitor safety and service, as well as the protection of property.

POLICY:

The UCLWDB requires that all members and staff, AJC staff, WIOA contract staff, and all UCLWDB Partner Program staff recognize the interruptions to business continuity listed herein and act to protect the safety of all customers and fellow employees to the fullest extent possible. This applies to all the above-mentioned actors whether operating in a Comprehensive or Affiliate AJC Site. Volunteers on duty (i.e., unpaid interns) and individuals under Paid Work Experience must become familiar with duties and responsibilities of the inclement weather and business continuity emergency policy.

(A) Inclement Weather

AJCs and contractor operations may be closed for specific periods of time when determined by the appropriate authority as necessary. Announced closings and/or weather delays will be handled as follows:

Each AJC site will follow County closures for inclement weather. If the County in which the site is located is closed, the site will be closed as well. All partner staff located at the site will abide by the closure policies of their respective agencies, thus if a site is open but a partner agency is closed, the partner agency closure supersedes the site's opening. Closures mandated by the Governor supersede all others and mandate a system-wide closure.

In the event inclement weather is present but AJC sites remain open, employees should use personal discretion to ensure their own safety.

The employing agency's policies will determine time off granted. If an employee exercises personal discretion and does not report to work during inclement weather and the AJC has remained open, the employing agency's policies will determine how the time off is categorized and whether it is paid or unpaid.

It is the responsibility of staff located at any site to inform their direct supervisor *immediately* if they are not coming to work due to weather and/or their respective agency's closure procedure. The Direct Supervisor must then notify the OSO. The OSO will alert the UCLWDB Executive Director and work with the employee's supervisor to ensure meaningful coverage in the event the AJC remains open.

(B) Holidays

The UCLWDB AJCs are closed on State of Tennessee recognized holidays. As a general guideline, sites will be closed on the following holidays:

- New Year's Day (New Year's Eve & Day)
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- President's Day
- Veterans' Day
- Thanksgiving Day (Thursday & Friday)
- Christmas Day (Christmas Eve & Day)

If a known closure is to occur, within five (5) business days, the OSO will ensure posting of signs to all major entrance ways and in customer areas as an announcement of the closure. A notice will also be posted on the UCLWDB's website and sent to other relevant media outlets.

(C)Public Health Closures

In the event of a public health crisis (such as the COVID-19 pandemic), AJC sites may experience temporary closures to protect employees and customers. Each AJC site will follow County closures for protection of public health. All AJC, contractor, and partner staff will abide by public health closures mandated by the UCLWDB Executive Director. These closures may be enacted when deemed appropriate based upon employee health surveys as well as statistics and information gathered from the Tennessee Department of Health.

It is the responsibility of staff located at any site to inform their direct supervisor *immediately* if they are not coming to work due to public health concerns and/or mandated County closures. The Direct Supervisor must then notify the OSO. The OSO will alert the UCLWDB Executive Director and work with the employee's supervisor to ensure meaningful assistance can be provided to customers throughout the temporary closure period.

(D) Business Continuity

In any event affecting business continuity, partner staff will be responsible for following their employing agencies' procedures for ensuring the continuity of business. UCLWDB staff and contractor staff will be held to standards within this policy as applies to site operations. Ultimately, it is the responsibility and prerogative of the UCLWDB Executive Director to ensure continuity of workforce services Monday through Friday, 8:00 am- 4:30 pm, on all days except state-recognized holidays.

PROCEDURE:

1. Each One Stop Operator Partner co-located in UCLWDB AJC sites and contractor staff are required to make its employees aware of this policy and to have as a part of their respective organization's policies and procedures on inclement weather.
2. The OSO shall establish, maintain, and distribute a phone tree communication system for notifying all agencies and employees within the Upper Cumberland workforce system.
3. Agencies co-located in Comprehensive sites and management of contracted providers shall be notified by the One Stop Operator of the duration of the closure or curtailment of operations. Each co-located Agency and contracted provider shall be responsible for "activating the phone tree" and notifying its employees. One Stop Partners will have procedures in place for securing customers records in the event of an inclement weather emergency including, but not limited to: detailing responsibility for locking file rooms, turning off computers and securing all other paper and electronic customer identifiable information.
4. In the event an emergency evacuation occurs in any UCLWDB AJC site, the site's employees shall be notified by the OSO or site manager to leave the premises. At Affiliate sites, it is the responsibility of the employee assigned to that County to immediately notify their direct supervisor of the evacuation. The direct supervisor shall notify the OSO. It is the responsibility of the OSO to alert the UCLWDB Executive Director and ensure conditions are corrected prior to employees returning to the site. The length of closure or curtailment of operations shall be determined by the OSO in accordance with each county's Government Emergency Action Plan. Emergency procedures for evacuating buildings are posted.
5. The public and customers will be notified by notice posted on the door of the AJC that the facility is closed for an emergency situation or that it is open but operations have been curtailed (a description of the limited services should be included in the notice).
6. If operations are curtailed in an AJC site, each co-located Workforce Partner shall ensure that it has identified essential staff that may be required to report during emergencies and non-essential staff may not need to report during such emergencies.
7. Co-located AJC Partner and contracted provider staff are required to establish an alternate phone

message in the event of site closure to provide information to customers. This message should state the reason for closure, anticipated length of closure (if known) and procedures for receiving services in the interim. The OSO shall ensure main telephone lines have a similar message. All UCLWDB AICs must post the inclement weather policy stating sites are closed when the County is closed.

8. Notice of all curtailments of operations will be posted on official UCLWDB social media outlets. It is the responsibility of the OSO to post notice of holiday closures in accordance with Section (B) of this policy. All other closures (inclement weather, public health crisis, etc.) will be posted by the UCLWDB Executive Director or their specified designee.

This policy must be reviewed by current staff of the workforce system and by new employees as a condition of employment and as included in any partner Memoranda of Understanding.

ATTACHMENTS: None

EFFECTIVE DATE: December 15, 2020

DURATION: Indefinite

CONTACT: For questions regarding this policy, contact Becky Hull, Executive Director, Upper Cumberland Local Workforce Development Board at bhull@ucworkforce.org



Board Chairperson, UCLWDB