

Policy Title:	Unscheduled Closures and Reductions in CLMA Services
Policy Type:	Public Service
Policy #:	PS 05
Policy Authority:	Board
Effective Date:	June 2023
Revised Date:	December 2025

PURPOSE

This policy provides guidance to staff in the event of an unscheduled closure of Clarington Library, Museums & Archives (CLMA) facilities or a temporary reduction in services. Service reductions may include the unavailability of accessibility features or other services requiring repair or maintenance (for example, an elevator, audio announcements, or accessible washrooms).

SCOPE

Decisions to close facilities and/or reduce services shall be made only for sufficient cause, including but not limited to:

- a. Safety of employees and/or CLMA users
- b. Insufficiency of staff to provide service
- c. Necessity for building maintenance work, which cannot be done with members of staff and the public present
- d. Major change in facility location or layout, which cannot be done with members of staff and the public present

POLICY

1. As the CLMA are important community resources, and other factors being equal, the closing/reduction in service decisions shall be made with the goal of maintaining the widest range of services for the greatest number of people possible. Therefore, where appropriate and feasible, services will be reduced according to the following sequence:
 - a. Programs at any location
 - b. Regular service at Orono Library
 - c. Regular service at Newcastle and Courtice Libraries
 - d. Regular Service at Sarah Jane Williams Museum
 - e. Regular service at Bowmanville Library
2. The CEO or designate has the authority to make decisions to cancel programs, and/or to close facilities, and/or to reduce services that influence operations lasting less than two (2) service days.

3. The CEO or designate has the authority to make decisions to cancel programs, and/or close facilities, and/or to reduce services that have an effect on operations lasting more than two (2) service days but less than eight (8) service days with the condition that the Board Chair or, in their absence the Vice-Chair, be informed of the decision and its circumstances immediately.
4. In the event of a closure exceeding eight (8) days, the Board Chair will call a meeting of the Executive Committee to authorize an extended closure. The Board Chair will inform the Library Board at its next duly called meeting of the situation and reason for the closure.
5. Consideration will be given to non-emergency closing with the following triggers:
 - a. Temperatures inside a building being higher than 32 degrees Celsius and local humidity exceeds 60% for more than two consecutive hours.
 - b. Temperatures are less than 15 degrees Celsius for more than two hours.
 - c. Adverse weather conditions are predicted to last longer than three (3) days.
 - d. Failure of electricity for more than forty-five (45) minutes during the evening.
6. In the event of an unscheduled closure or reduction in CLMA services, the following means of communication will be used:
 - a. Local radio broadcast
 - b. Posting on CLMA social media and website
 - c. Announcement on CLMA telephone answering service
 - d. Notifying scheduled staff via phone/email

POLICY RESOLUTION

Any questions, concerns, or requests for clarification regarding the interpretation or application of this policy can be directed to the CEO at ceo@cplma.ca.

If the matter remains unresolved or the party is not satisfied with the CEO's determination, the issue may then be formally escalated to the Library Board for review at chair@cplma.ca.

The decision of the Library Board shall constitute the final authority on all matters related to the interpretation and application of this policy