

## REDUCTION IN SERVICE POLICY

**PURPOSE:** To establish protocol for reducing the services provided by the University due to weather or other emergency situations.

**POLICY:** Whenever severe weather creates a difficult traveling situation Faculty, Staff and students, or other emergency interferes with the effective operation of the University, a decision may be made to reduce the services available by allowing employees whose work is not essential to the safety of the students or the facilities to leave work early, arrive at work later, or to have the day off.

**DATE APPROVED:** July 1, 2002

**REVISED:** September 1, 2007, Dec 1, 2005, July 1, 2005

### PRACTICES & PROCEDURES:

#### I. General Information

A. The University will make every effort to provide all services and hold classes when students are in residence. The following guidelines will be used to determine when to allow certain employees to arrive at work later than scheduled, depart earlier than scheduled or not to work for the day.

##### 1. Reduced Services For The Day or Delay in Services

- a. If the Governor declares a State of Emergency, the University will comply by reducing as many services as possible for that period of time.
- b. If it is deemed that access to the campus is treacherous and cannot be put into a safe condition by 7:30 AM, then a decision to delay the arrival of certain employees will be made on the basis of the ability to make access safe.
- c. Efforts will be made to determine the general conditions of the highways that lead to the campus. If these are deemed unsafe, guidelines similar to "B" above will be used.
- d. In the case of severe weather forecasts, every effort will be made to determine the likelihood of completing a full day of work. If the best information available indicates that an early reduction in services would occur before 11 AM, then the school "non-essential employees" will not be asked to report to work.

##### 2. Early Reduction in services may occur in the following situations:

- a) Driving conditions for faculty, staff and commuting students are becoming extremely difficult.
- b) There is need by the University to clear the campus of cars in order to prepare for a major storm.
- c) The lack of electrical power needed to perform work.
- d) Every effort will be made to determine the safety of the major highways leading to the campus. If this indicates that these roads will be unsafe by 5:00 PM or earlier, then early reduction in services will occur so that faculty and staff will have additional time to commute.

- e) If there is a major power outage, every effort will be made to determine when power will be restored. If it appears that it will take an extended period of time, the University may reduce services because employees are not able to conduct work efficiently or safely.
  - f) The safety of the majority of students, faculty, and staff will be used in making a decision on reduction of services. However, personal needs and circumstances may lead an individual to choose not to come to campus although the campus is open for business. In these circumstances, personal and vacation time may be used to cover time missed.
- B. The decision to close offices and cancel classes at each of the Graduate & Professional Studies campuses will be made by the individual Center Directors in coordination with the Dean of Graduate and Professional Studies. However this policy shall govern.
  - C. Irrespective of weather or other emergency, personnel who are needed to provide essential services to students and to maintain the safety of the facilities shall be selected on a need basis to be present and carry out assigned duties on campus.
    - 1. Departments expected to provide services shall include, but in no way be limited to:
      - i. Campus Safety
      - ii. Facilities (EVS & Maintenance)
      - iii. Library Services
      - iv. Human Resources
      - v. Payroll
    - 2. Recognizing the possible hazard and the inconvenience involved, and because all other non-working hourly paid employees are being paid for time that they miss from their regular scheduled work, regular pay is awarded to any non-exempt personnel who work when the University is providing reduced services. (See the Administrative Manual Policy: "Employee Classification and Pay Regulations" for the details of this pay.)
  - D. In the event of a campus full day reduction, or a delay in providing services, the University will attempt to provide public announcements, and activate the recorded University telephone messages by 6:00 A.M.
  - E. For purposes of determining the time of delayed services, the University operating hours will be 8:00 AM – 4:30 PM.
  - F. Employees are responsible for calling the main University telephone number whenever there may be a question about reporting. Any non-exempt staff member who reports to work, during hours when the University is on a reduced service schedule may volunteer to work at their regular wage rate, or return home. They will not receive additional pay for the hours that the University is on a reduced services schedule.
  - G. The Marketing and Communications Office shall also collect annually and maintain strictly confidential the individual station emergency code names required to activate public service announcement. This list shall be forwarded annually to the Human Resources no later than October 15.
  - H. The Manager of Human Resources shall issue a University wide memo to employees each fall updating the list of TV and/or radio stations that make emergency announcements for the University.
  - I. The Manager of Human Resources shall maintain and privately issue academic

year updates of the internal "Weather/Emergency & Reductions in Services Procedure". This procedure provides names of all the University personnel potentially involved in complying with this policy, including designated back-up personnel, and home telephone numbers where they can be reached as early as 5:00 A.M.

- J. The Manager of Human Resources will issue guidelines on filling out time cards to all supervisors who sign time cards and request that they review these instructions with their employees and use these guidelines when they approve time cards.

## II. Reduction in Service Prior to the start of normal business day

- A. If the emergency is known to exist prior to the University's normal start of full services, The Manager of Human Resources will consult with the Dean, Director of Campus Safety or Senior Officer on duty, and Supervisor of Maintenance or Senior Maintenance employee on duty to determine which services to reduce and for how long.

B. Steps taken to make the decision about reducing the services:

1. Maintenance Supervisor and Campus Safety Dispatcher will notify the Human Resources Manager that a situation may require a decision on reducing services exists prior to 4:30 AM.
  2. If the Human Resources Manager determines a serious problem exists, she/he calls the Dean of Academic Affairs no later than 5:30 A.M. to determine what academic services will be reduced.
  3. If the University is to reduce the services provided, the Human Resources Manager shall call the Director of Marketing and Communications and the Director of Telecommunications no later than 5:30 A.M and implement appropriate process for notifying faculty, staff and students.
  4. Graduate & Professional Studies Division center directors shall call the Dean of Graduate & Professional Studies to seek approval for canceling classes or closing their offices. The Directors or other individuals selected by the Dean of Graduate and Professional Studies will contact the appropriate radio and TV stations.
- C. Both the Director of Marketing and Communications and the Director of Telecommunications shall refer to the internal procedure entitled "Weather/Emergency Reduced Services Procedure". This document lists the pre-designated messages and the participating stations.

## III. Cancellation of Classes on Reduced Service Days

- A. The Dean will determine when classes will be cancelled and the announcement that will be made. Any Faculty who have a question about his/her class should contact the office of the Dean of Academic Affairs.

## IV. Early Reduction in Services

- A. The Human Resources Manager, after consulting with appropriate Physical Plant personnel, the Dean of Academic Affairs, and any other personnel deemed appropriate and shall decide if an early reduction in services is necessary.
- B. The Human Resources Manager, or designee(s) shall disseminate an announcement of early reduction in services to the University community by voice-mail and any other communication process appropriate. Prior to an announcement to the community, the Human Resources Manager will notify the President and the executive senior staff.
- C. Faculty members who are scheduled to teach at the time of early reduction in services may be given the option of holding classes beyond the time of the reduction in service by the Dean of Academic Affairs.

- V. Employee Notification Process when decision to reduce services is made prior to 8 AM.
  - A. Employees should call 603-899-4100 and listen for the storm/emergency message beginning approximately at 6:00 A.M. (Every effort will be made to program the message by 6:00 A.M.)
  - B. Employees can WATCH/LISTEN to the TV and/or the FM/AM radio stations published each year. VI. Notification Process on an Early Reduction in Services
    - 1. Information on when the decision might be made will be placed on the HR Bulletin Board located on the Human Resources Intranet site.
    - 2. Notice on a decision to reduce services will be distributed by voice mail and other campus communication tools as soon as possible.

Other related policy: Employment Classification and Pay Regulations