Snow Day/Shift Cancellation

Procedure for a Snow Day/Shift Cancellation

In the event that a shift will be canceled due to a snow day or some other reason, the following steps will be followed:

1. If it is a weekday, a volunteer will check whether the Hudson Public Schools are closed and if so, the store should also be closed.
2. If it is a weekend (or a weekday where we have decided to close the store independent of HPS), then a store manager or volunteer will determine that the store should be closed.
3. The volunteer will send an email from within the scheduling system to all volunteers signed up for the shift alerting them that the store will be closed. *[Schedule Details -> pick date -> '*send messages*' (at bottom of page) -> select only '*signed up*' and '*any group*' -> '*find volunteers*' -> write email -> '*send email*']*
4. The volunteer will update store closed dates in the system so that the web page and voice mail system reflect the store closing. [*Call Center -> '*update store closed dates*' -> enter date -> '*create*'*]
5. The volunteer will notify the social media person and ask them to post news about the closing on social media.
6. The volunteer will note which clients are affected by the store closing (as this information will be lost once appointments are cancelled).
7. For each client,
    1. The volunteer will call the client to let them know about the closing. If the volunteer is unable to reach the client, they will leave a voice message and also send an email, if possible. They will document their efforts in the client's records. *[Select client on scheduling page -> Client Details page lists the phone # and email of the client -> '*add note*' to document contact attempt(s)]*
    2. The volunteer will extend the client's referral expiration date by up to a month, if necessary. *[On Client Details page -> change expiration date -> '*update*']*
    3. The volunteer will then cancel the client's appointment in the system so the client is able to reschedule. *[Schedule Details -> pick date -> '*cancel appointment*' for client]*
    4. The volunteer will check to see if there are open appointments in the next few weeks. If there are open appointments, suggest that the client reschedule their own appointment.
    5. If the next few weeks are fully booked, the volunteer will offer to open up a new appointment on an already full day. They will schedule the appointment. *[To open appointment slot, Schedule Details -> pick date -> '*enable slot*'. To then make an appointment for the client, sign in as agency FSFB -> '*schedule or cancel an appointment*' -> pick client -> '*schedule appointment*']* (Note: If you are adding an appointment onto an already full appointment date, do not offer that same date to

more than one client.)

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