

## Updated November 2022

NCWorks Career Centers will make every effort to maintain regular work hours during inclement weather. However, recognizing that weather changes rapidly in the High Country, the need to close centers or alter schedules may be necessary when weather events may cause a variety of safety risks to employees and individuals.

When making the decision to close a center or alter the hours of operation, Center Managers/Operators should follow the closure or delay-of-opening schedule that corresponds with the County Administration of the county in which the center is located. If in good judgement, the Center Manager/Operator feels that additional operating hour changes are necessary, they may do so at their discretion after consultation with the High Country Workforce Development Board (HCWDB) Director or the Division of Workforce Solutions (DWS) Regional Operations Director (ROD).

Decisions on closure or delayed opening will be adhered to by all staff within the center. Center staff must follow their employer of record guidelines for completing timesheets, using leave, working remotely, altering worksite location, or making up time when the center is closed due to inclement weather. **Changes in schedules that impact Center coverage must be communicated with Managers and Operators.**

Individual discretion should be used when making decisions regarding traveling to and from work in potentially unsafe road conditions. Changes in hours or location/worksite should be communicated and approved by your supervisor. Please check local resources for road conditions in your area to assist in making personal decisions to travel.

**Note:** *Center closures do not follow the closing of public schools, community colleges, or universities with the exception of NCWorks Career Centers located on community college campuses. In that case, staff should either work from another center or work remotely to be determined by the Center Manager/Operator. Centers located within other organizations, such as libraries, should follow inclement weather closings for that entity. Staff should work with their supervisor concerning working hours for the day as a result of any delayed openings/early closures.*

## Notification

Notification to the staff and public should be made as soon as possible when there is a change in operating hours. Centers should have a written plan in place which is shared with Center staff to ensure that staff are made aware (such as a group text or email) in a timely manner and that options are available and made use of for public notice. Options for notification to the public may include the following:

# Inclement Weather Policy



A proud partner of the  
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- Local radio, news, or weather stations and websites
- Updated phone greeting (Please use this feature if available at the center)
- Door Signage
- Courtesy call to customers who have a scheduled appointment
- Auto-responders on emails
- Social media posting



Staff should promptly notify the Center Manager and their employer of record regarding a change in work hours so that arrangements can be made for adequate center coverage as necessary.



Division of Workforce Solutions (DWS) Managers must notify DWS accordingly regarding delays and/or closures.



A notice of change in Career Center operating hours should also be sent to the HCWDB staff.