



Lake County Board of Developmental Disabilities/Deepwood

Provider Support

TO: ADS and NMT Providers
FROM: Samantha Crookall, Provider Support Manager
DATE: October 9, 2020
SUBJECT: ADS Program Closures

In follow up to the letter from the Superintendent of the Lake County Board of DD/Deepwood sent yesterday, this memo is intended to remind all ADS and NMT Providers to begin preparation for potential program closures due to inclement weather and/or other emergencies. Each agency should have a procedure in place for program closures or delays due to weather or other circumstances that may arise.

Every agency is different in its operation; so in order to ensure that individuals and their families, as well as other providers, have as much time as possible to react to changes in the day program and/or NMT schedules, be sure to communicate your policies and procedures in advance of the winter season and provide reminders, as needed.

Here are some points to consider as you review and prepare to communicate your program closure procedures:

- ✓ Determine criteria for closing/delaying services
 - Will you follow along with local school district or the county board closures, etc.? Are there other criteria such as wind chill or temperature that you will take into consideration?
- ✓ Establish specific timelines in which the decision to close or delay will be made
 - Be consistent. Pick a specific time to make the decision (i.e. by 6:00am) so individuals/families/providers will know when to expect the notification.
- ✓ Create an internal system for staff and management to be aware of closures and delays
 - How will you notify your employees of changes to their typical schedule?
- ✓ Identify an agency contact person for specific questions or concerns due to a closure or delay
 - When can this person be reached and how (email, phone, mobile)
- ✓ Identify how closures or delays will be announced when they occur
 - Will you make calls to each individual/family/provider, announce using social media, or will you rely on local news or radio stations?
- ✓ As applicable, create necessary accounts with radio or news stations to broadcast closures /delays
- ✓ Update contact information for employees, individuals/families and other providers; make sure contact information is current and operational.

In addition, NMT providers-

- ✓ Check with all locations in which you transport and make sure you are aware of closure/delay procedures as well as information about early/late arrivals and departures
- ✓ Ensure all vehicles have been inspected and are safe to operate in inclement weather conditions
- ✓ Add necessary seasonal equipment to each vehicle (i.e. snow brush, windshield washer fluid, blankets)
- ✓ Provide drivers with training for safe driving practices in inclement weather conditions

We all know that northeast Ohio weather can be unpredictable throughout the winter season which has the potential to be very disruptive to the services you provide. While we cannot control the weather, you can control your agencies response to changes to service delivery. A consistently implemented and well communicated program closure/delay procedure will maximize everyone's ability to develop a thoughtful and deliberate back-up plan to ensure the health and welfare of the individuals served through continuity of service delivery.

If you have any questions or would like assistance, please contact the LCBDD Provider Support Department at 440.350.5123 or providersupport@lakebdd.org

Thank you and have a great day!

Samantha Crookall
Provider Support Manager

Jammelle Hodge
Provider Resource Coordinator

Lisa Sopko
Provider Resource Coordinator

EMPOWER individuals with developmental disabilities to ENGAGE in activities that ENRICH their lives and contribute to their community.