

ATTACHMENT A

TYPES OF CLOSINGS IMPACTING SERVICES

Local facilities closures that impact customer service delivery and/or MassHire Career Center staff may be situational or permanent as described below.

SITUATIONAL CLOSINGS

Adverse Weather Closings

The closing of a MassHire Career Center or other service delivery facilities may result from extreme weather conditions, including but not limited to extreme heat, extreme cold, ice and severe storms (rain, snow, sleet).

Weather-related closings may be authorized by the state or at the local level as described in the following examples:

1. Commonwealth Issued Adverse Weather Closings

If the Governor has made a determination requiring the closure of some or all state facilities and operations:

- State employees who are scheduled to telework are not excused from work and must work as scheduled at home on the approved telework day. Any typical limitations on telework regarding dependent care will be suspended under these circumstances. State employees who telework should use the SSTA reporting code **TEL**. Teleworking employees **shall not** use the WEA code for a snow/weather emergency.
- State employees who were scheduled to report on-site but are unable to do so due to a state of emergency or office closure will be expected to telework and use the time reporting code **TEL**. Any typical limitations on telework regarding dependent care will be suspended under these circumstances. Teleworking employees **shall not** use the WEA code for a snow/weather emergency.
- State employees who have the capability to telework but do not do so during a weather emergency or office closure shall bring their absence to the attention of their supervisor and must **use accrued leave time**.
- State employees unable to telework for any reason shall bring their absence to the attention of their supervisor. MDCS will inform the local management

teams of the appropriate protocols for recording staff time and attendance.

- State employees who have approved time off on the day of the snow/weather emergency shall use the applicable time reporting code. For example, an employee with prior approval for a vacation or personal day on the day of the snow emergency, shall use the appropriate time code, **VAC** or **PER**.
- Mass.gov will post the announcement on the main page.
- MDCS will post information on its website www.mass.gov/massworkforce.

2. Locally Issued Adverse Weather Closings

The protocols below should be followed if a MassHire Career Center is closed by the local Chief Elected Official (CEO), MassHire Workforce Board or local MassHire Career Center Management Team because of adverse weather conditions or emergencies.

- MassHire Board or Career Center Director must notify MDCS, **as early as possible**, of the closing and the compelling reason for the closing. See **Attachment B and email form to** DCSChangeNotification@mass.gov.
- The MassHire Career Center should notify the MassHire Workforce Board and CEO (in cases where the CEO or Board did not make the decision) as well as local partners with co-located staff.
- The MassHire Career Center must post closure information on the Career Center website and to the extent possible, post signs, in highly visible locations onsite at the Career Center, including but not limited to the front door, notifying customers of the closing.
- MDCS will post information on its website www.mass.gov/massworkforce.

- MDCS and local management teams will apprise local MDCS staff of the appropriate options:
 - State employees already scheduled to telework must work as scheduled at home on the approved telework day. Any typical limitations on telework regarding dependent care will be suspended under these circumstances. Use time reporting code **TEL**.
 - State employees who were scheduled to report on-site will be expected to telework and use the time reporting code **TEL**. Any typical limitations on telework regarding dependent care will be suspended under these circumstances.
 - State employees who have the ability to telework but do not do so shall bring their absence to the attention of their supervisor and must **use accrued leave time**.
 - State employees unable to telework for any reason shall bring their absence to the attention of their supervisor. MDCS will inform the local management teams of the appropriate protocols for recording stafftime and attendance.
 - State employees who have approved time off on the day of the snow/weather emergency shall use the applicable time reporting code **PER** or **VAC**.

Local Emergency Situational Closings

In cases of locally determined situational closings related to an emergency condition (for example, burst pipes, HVAC failures etc.), the protocols outlined above for locally issued adverse weather closings apply.

- MassHire Board or Career Center Director must notify MDCS, **as early as possible**, of the closing and the compelling reason for the closing. See **Attachment B** and email form to DCSChangeNotification@mass.gov.
- The MassHire Career Center should notify the MassHire Workforce Board and CEO (in cases where the CEO or Board did not make the decision) as well as local partners with co-located staff.

- The MassHire Career Center must post signs on-site at the Career Center in highly visible locations, including but not limited to the front door, notifying customers of the closing and post closure information on the Career Center website.
- MDCS will post information on its website www.mass.gov/massworkforce.
- MDCS and local management teams will apprise local MDCS staff of the appropriate options:
 - State employees already scheduled to telework must work as scheduled at home on the approved telework day. Any typical limitations on telework regarding dependent care will be suspended under these circumstances. Use time reporting code **TEL**.
 - State employees who were scheduled to report on-site will be expected to telework and use the time reporting code **TEL**. Any typical limitations on telework regarding dependent care will be suspended under these circumstances.
 - State employees who have capability to telework but do not do so shall bring their absence to the attention of their supervisor and must **use accrued leave time**.
 - State employees unable to telework for any reason shall bring their absence to the attention of their supervisor. MDCS will inform the local management teams of the appropriate protocols for recording staff time and attendance.
 - State employees who have approved time off on the day of the snow/weather emergency shall use the applicable time reporting code **PER** or **VAC**.

Local Holiday Office Closings

A MassHire Career Center may have holiday office closings that differ from the Commonwealth's holiday office closings, in those instances:

- MassHire Career Center holiday office closure decisions should be made in consultation with the MassHire Workforce Board and CEO, as appropriate.

- Career Center Management should notify MDCS of the holiday hours of operation **30 business days** in advance, using **(Attachment B)**.
- Partners with co-located staff should be provided with **30 business days** advance notice of the planned closure.
- At a minimum of 1 week prior to the closure, the Career Center must post signs on-site at the Career Center notifying customers of the closing and post closure information on the Career Center website.
- MDCS will post information on its website www.mass.gov/massworkforce
- MDCS and local management teams will apprise local MDCS staff of the appropriate options:
 - State employees already scheduled to telework must work as scheduled at home on the approved telework day. Any typical limitations on telework regarding dependent care will be suspended under these circumstances. Use time reporting code **TEL**. If approved by the supervisor, you may use accrued time reporting time code **VAC** or **PER**.
 - State employees who were scheduled to report on-site will be expected to telework and use the time reporting code **TEL**. Any typical limitations on telework regarding dependent care will be suspended under these circumstances. If approved by supervisor may use accrued time reporting time code **VAC** or **PER**.
 - State employees unable to telework for any reason shall bring their absence to the attention of their supervisor. MDCS will inform the local management teams of the appropriate protocols for recording staff time and attendance.
 - State employees unable to telework for any reason shall bring their absence to the attention of their supervisor. MDCS will inform the local management teams of the appropriate protocols for recording staff time and attendance.
 - State employees who have approved time off on the day of the closure shall use the applicable time reporting code **PER** or **VAC**.

Local Staff Meetings/Trainings

For local MassHire Career Center meetings/trainings that require the closure of the Center for the purpose of a full staff meeting or training:

- Career Center Management should notify MDCS **30 business days** in advance of the planned closure using **(Attachment B)**.
- Partners with co-located staff should be provided with advance notice of the planned closure.
- At a minimum of 1 week prior to the closure, the Career Center must post signs on-site at the Career Center notifying customers of the closing and post closure information (a minimum of 1 week prior) on the Career Center website.
- MDCS will post information on its website www.mass.gov/massworkforce.
- MDCS staff will record regular time as MDCS staff is expected to participate in all required meetings and trainings.
- DUA and Partners will be informed in advance of the meetings/trainings and management will determine whether it is appropriate for their staff to attend. In cases where the meeting/training is not applicable to DUA or other Partner staff, those staff will be able to report to their regularly scheduled workstations.
- For every local training, the organizers should create a contact list that includes all planned attendees for the purpose of notification in cases of emergency cancellation.

MDCS Sponsored Meetings/Trainings

For MDCS-sponsored meetings/trainings that occur throughout the year that require the cancellation of the meeting or training due to weather, emergency closing of the space where the event is occurring MDCS will post information on its website.

PERMANENT CLOSINGS

The Local Lead Elected Official and MassHire Workforce Board may determine that there is a need to make a change to operational service delivery that may impact customer and/or local MassHire Career Center staff. These changes may be a result of budget reductions, change in Career Center Operator, change in location of the Career Center and/or Workforce Board, a reduction-in-force or other reasons.

In the instant of the need for a permanent change the local MassHire Management Team must complete the Permanent Change Form **(Attachment C)** to provide the Commonwealth with notification of the permanent change to the local operational service delivery that will

impact customers and/or staff. Please submit this notice to the MassHire Department of Career Services (MDCS) not later than **60 business days** prior to change implementation. And in case of change in Lead Operator and/or Service Provider MDCS must be immediately notified. Form should be submitted to: DCSChangeNotification@mass.gov.

Please note: along with all factors taken into consideration to a permanent change, local areas should notify MDCS as soon as possible to allow proper notification to Executive Office of Labor and Workforce Development and Governor's Office.