



Connecting Older Adults with Community-based Resources and Options

**Policy/Procedure Name:** Inclement Weather Procedures

**Policy:**

**Purpose:**

**Definitions:** (optional)

**Procedure:**

Given recent weather conditions, I would like to discuss some provisions that need to be in place in case of inclement weather.

1. First, we ask that your meal service remain open unless it is absolutely necessary to close. That being said, the final decision is yours. Here are a few reasons you may choose to close operations:
  - Roads being unsafe to travel on.
  - Snow that impedes the ability to deliver meals.
  - Power failures.
  - Tornado or other natural disaster warning.
  - Other conditions that would make it dangerous for clients or employees to be on site, including extreme temperatures.
2. Please ensure that there is a contact tree or other method of contacting all clients in case of a closure. (Please ensure that emergency contacts are kept up-to-date. This should be revisited at least semi-annually.) Your communication should:
  - Remind the client to use a shelf stable meal (or an advance-delivered HDM)
  - Determine if the client is safe and warm
  - Ask if the client has any additional concerns
  - Repeat the call for EACH DAY of the closure
3. For Home Delivered Meals programs, try to deliver extra meals ahead of time if you know in advance that you will have to close.
4. For Congregate Sites, if possible consider providing shelter for those that show up at the site despite the closure. Many seniors are in need of warming centers and may come to you first.
5. Please continue to inform AgeOptions when food service operations are closed.

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