



Providence's procedures for communicating weather-related changes to operation schedules are outlined below.

We will attempt to make a decision regarding operations the evening prior to an expected weather event. If this is not possible, a decision will be made and communicated by 5:15 AM on the day of the weather event. Early closures will be communicated as soon as possible.

Anne Arundel County

Delayed Opening

JBB/Cloverleaf - If our JBB and Cloverleaf Community Locations are opening on a delay due to inclement weather, we will announce the delay via robocall and email to all families, caregivers and staff who have opted in to the robo call system and/or provided email addresses. Delays will also be posted on our website, social media pages (Facebook and Instagram) and on a recorded message that can be accessed by calling our main phone line, 410 766-2212.

Personal and Community Supports - People receiving personal supports in their home or community or who receive supports exclusively in the community will be contacted directly by their case manager or assigned staff who will communicate any changes in schedule. Staff will follow procedures set by their supervisor.

Employment Services - People supported in jobs should follow the schedule and requirements set by their respective employer. Providence will provide transportation and supports as scheduled if possible, and any change will be communicated directly to families and caregivers by their case manager or assigned staff. Staff will follow procedures set by their supervisor.

Early Closure

JBB/Cloverleaf - If our JBB and Cloverleaf Community Locations are closing early due to inclement weather, we will announce the schedule change via robocall and email to all families, caregivers and staff who have opted in to the robo call system and/or provided email addresses. An announcement will also be posted on our website, social media pages (Facebook and Instagram) and on a recorded message that can be accessed by calling our main phone line, 410 766-2212. Families will also be contacted by their case manager or assigned staff, and residential directors will be contacted.

Personal and Community Supports - People receiving personal supports in their home or community or who receive supports exclusively in the community will be contacted directly by their case manager or assigned staff who will communicate any changes in schedule. Staff will follow procedures set by their supervisor.

Employment Services - People supported in jobs should check with their case manager regarding changes to schedules. Staff will follow procedures set by their supervisor.

Closure

JBB/Cloverleaf - If our JBB and Cloverleaf Community Locations are closed due to inclement weather, we will announce the closure via robocall and email to all families, caregivers and staff who have opted in to the robo call system and/or provided email addresses. These closures will also be posted on our website, social media pages (Facebook and Instagram) and on a recorded message that can be accessed by calling our main phone line, 410 766-2212.

Personal and Community Supports - People receiving personal supports in their home or community or who receive supports exclusively in the community will be contacted directly by their case manager or assigned staff who will communicate any changes in schedule. Staff will follow procedures set by their supervisor.

Employment Services - People supported in jobs should follow the schedule and requirements set by their respective employer. Providence will provide transportation and supports as scheduled if possible, and any change will be communicated directly to families and caregivers by their case manager or assigned staff. Staff will follow procedures set by their supervisor.

Charles County

Staff who work in our community living homes will report to work for their scheduled shift. If day providers are closed, current staff will stay until replacement staff arrive. Administrative staff will be notified of any changes in schedule by their supervisor.