



Report To: Manitoulin-Sudbury DSB - Human Resources Committee  
From: Aurel Malo - Human Resources Consultant  
Date: September 21, 2011  
Re: DSB Office Hours Christmas & New Year's Eve

## REPORT

### Purpose

To review the DSB office hours for Christmas and New Year's Eve.

### Background

Since the inception of the DSB in April 1999, the office has remained open on Christmas and New Year's Eve. Staff have requested on numerous occasions that we review our current business practice and consider shorter hours on these days.

In order to review this issue properly, staff have conducted a survey of the other 11 DSSAB/CMSM in the north and the 18 municipalities that are part of the DSB. A summary of the survey is attached as Appendix A to this report

Of the 11 DSSAB/CMSM's in the North, 6 or 55% are closed at noon on Christmas Eve and New Year's Eve. Another 4 or 36% of the DSSAB/CMSM's close at 2:00 or 2:30 on Christmas Eve and 2:00 or 3:30 on New Year's Eve.

Of the 18 municipalities surveyed 12 or 67% close their offices at noon on Christmas Eve and New Year's Eve. Another 2 municipalities are closed all day on both days.

### Impact on Operations

Of the DSSAB/CMSM's surveyed that deliver EMS services, the office closure does not apply to the EMS department. Emergency Medical Services are a 24/7 operation and staff in this business are accustomed to these types of differences when it comes to hours of work.

As far as the Child Services provided by the DSB on these days, any change in hours would have minimal to no impact. Social Housing Services would also notice minimal impacts as after-hours emergency service would still be available and staff that are on call would respond to any emergency situation.

Historically, walk in clients and calls for Ontario Works Services have been very slow during these 2 days. As long as proper notice is provided to clients, any change in business hours should have a minimal impact on services.

### **Recommendation**

The Board approve the closing the DSB offices at noon Christmas Eve and New Year's Eve for the 2011 calendar year on a trial basis. For the 2011 calendar year, the office would be closed at noon on Friday December 23 for Christmas Eve and closed at noon on Friday December 30 for New Year's Eve.

Based on the 2011 trial, staff will monitor any issues that this closure presents and report back the Board with a suggested practice for 2012 and future years.

**Appendix "A"**  
**Summary of Office Hours**

<b>DSSAB/CMSM's</b>	<b>Christmas Eve</b>	<b>New Year's Eve</b>
Algoma	Open	Open
Cochrane	Close at 2:00	Close at 3:30
Kenora	Close at Noon	Close at Noon
Muskoka	Close at 2:30	Open
Nipissing	Close at Noon	Close at Noon
Parry Sound	Close at 2:00	Close at 2:00
Rainy River	Close at Noon	Close at Noon
Sault Ste. Marie	Close at Noon	Close at Noon
Timiskaming	Close at Noon	Close at Noon
Thunder Bay	Close at Noon	Close at Noon
Sudbury	Close at 2:00	Close at 2:00

<b>Municipalities</b>	<b>Christmas Eve</b>	<b>New Year's Eve</b>
Assiginack	Close at Noon	Close at Noon
Baldwin	Close at Noon	Close at Noon
Billings	Close at Noon	Close at Noon
Burpee & Mills	Varies	Varies
Central Manitoulin	Close at Noon	Close at Noon
Chapleau	Close at 11:00 am	Close at Noon
Cockburn Island	Not Available	Not Available
Espanola	Close at Noon	Close at Noon
French River	Closed All Day	Closed All Day
Gordon/Barrie Island	Closed All Day	Closed All Day
Gore Bay	Close at Noon	Close at 2:00
Killarney	Close at Noon	Close at Noon
Markstay-Warren	Close at Noon	Close at Noon
Nairn & Hyman	Close at Noon	Close at Noon
NEMI	Close at Noon	Close at Noon
St. Charles	Close at Noon	Close at Noon
Sables-Spanish Rivers	Office Closed All Day	Open
Tehkummah	Close at 2:00	Close at 2:00