



Report To: Manitoulin-Sudbury DSB - Human Resources Committee  
From: Aurel Malo – Human Resources Consultant  
Date: Sept. 26, 2012  
Re: Updated - 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. At the September 2011 Board meeting the Board reviewed and approved the [DSB Office Hours - Issue Report](#). Based on this report, the Board passed a resolution to approve the closure of 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 offices were closed at noon on Friday December 23 for Christmas Eve and closed at noon on Friday December 30 for New Year's Eve.

This office closure applied to Administration, Ontario Works, Social Housing and Children Services. 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.

### **Impact on Operations**

Staff monitored each DSB office to ensure there were no issues or complaints due to the closure. Based on the review by staff there were no issues that arose by closing at noon on December 23, 2011 and noon on December 30, 2011.

## **Recommendation**

The Board approve the closing the DSB offices at noon Christmas Eve and New Year's Eve as an ongoing practice effective the 2012 calendar year.

This DSB practice will be reviewed annually by staff to ensure that it does not impact regular DSB business. If at any point this practice does interfere with the delivery of DSB services, the Board will be advised and the practice will cease.

For the 2012 calendar year, the office would be closed at noon on Monday December 24 for Christmas Eve and closed at noon on Monday December 31 for New Year's Eve.