

Bringing care and community together / Jumeler soins et collectivité

Service Interruption Protocol

The WOCRC strives to offer services and programs that are planned with the safety of clients, caregivers, volunteers and staff in mind. As such, the Community Support Services program recognizes that there are times during the year when inclement weather conditions may force the closure and/or cancellation of programs and services.

Ultimately, the decision to close programs and/or cancel services remains at the discretion of the Team Managers in consultation with Program Assistants and/or the Senior Managers of WOCRC.

Program Staff will notify clients, caregivers and volunteers of the cancellation and/or closure.

Please note that fees for any services or programs cancelled at the discretion of the WOCRC will not be charged to our clients.

This applies to all programs where transportation is involved (Transportation, MOW, Frozen Meal Delivery, Foot Care, Diners Club)