

- Closing Information -

General Programs and Agency Services



We fully understand the strain that closings can place on individuals and families. We want to keep our programs and services open whenever possible while also protecting the health and safety of individuals and staff. Here is how we will notify you about the status of our agency when we may remain open or may need to close all or some of our programs. We strive to make decisions as early as possible.

WE WILL USE THESE TWO STATUS LEVELS:

1. AGENCY OPEN:

The Medina County Board of DD will remain open (even if Windfall School is closed). All programs and services are open and operating as normal.

2. AGENCY CLOSED:

All MCBDD programs and services are closed.

MEETINGS AND APPOINTMENTS:

If you have a scheduled meeting with one of our staff, they will contact you to either confirm your meeting or to reschedule, if necessary.

INDIVIDUALS AND FAMILIES WHO USE PRIVATE SERVICE PROVIDERS (includes those within the Achievement Center):

If you use a private provider for any of your services, please make sure you understand their calamity day procedures and how/when they will provide service on days that the MCBDD is closed.

INDIVIDUALS WHO WORK IN THE COMMUNITY:

Any adult individual who has a job in the community is expected to make arrangements to attend their job unless otherwise notified or other arrangements are made between the individual and their employer.

Please note that Windfall School and the Medina County Board of DD are treated as two separate entities with regard to closings.

WE WILL ANNOUNCE OUR DECISION IN THESE WAYS:

1. Phone Call Alert - phone calls will be made using the contact information from our client database. If you do not receive a call on a day in which the agency is closed, contact your Service and Support Administrator (SSA) at 330-725-7751; option 2, to verify your contact information is correct. If you wish to be removed from our phone alert system, call the MCBDD Director of Facilities and IT at 330-725-7751, ext. 255.

2. Television and Radio Stations - TV announcements will be separated into two different announcements for "Windfall School" and "The Medina County Board of DD". The TV may indicate that Windfall School is closed; however the agency itself will remain open unless the TV indicates that both Windfall School and the Medina County Board of DD are closed.

3. Website - status will be posted on the front page at www.mcbdd.org

4. Email and Social Media - changes in program status will be announced through email and posted on our Facebook page.