



STANDARD HOURS OF OPERATION POLICY

Approved by: Academic Coordinating Committee

Authorizer: Director, Human Resources

Reference Code: HR3_V3

Effective Date: 2/5/2011

POLICY STATEMENT:

Conestoga is committed to providing excellent service to its many clients, including current and prospective students, parents, alumni, employers, Conestoga employees and others. Standard hours of operation for institutional services are necessary to meet client expectations and demands in a consistent manner.

SCOPE:

This policy pertains to the hours of operation in effect at all Conestoga campuses.

DEFINITIONS:

For the purposes of this policy, hours of operation refer to the times Conestoga departments responsible for providing direct services to students and the general public are open for business.

POLICY ELABORATION:

1. All departments providing direct services to students and the general public must be open and staffed appropriately at a minimum from 8:30 a.m. to 4:30 p.m. Monday to Friday. Departments can determine hours beyond the standard minimum, based on client demand and departmental resources

2. For the months of July & August (beginning the week that includes Canada Day and ending the Friday prior to Labour Day) standard hours will be adjusted to 8:30 a.m. to 4:00 p.m. Departments may extend the summer hours of operation at certain times based on client demand and campus activity levels. It is expected that all areas will be open until at least 4:00 p.m.

3. No department shall be closed for lunch

4. Hours of operation must be clearly posted at the department location and on the Conestoga website and signs and elsewhere as appropriate, such as brochures and catalogues

5. Service alternatives must be available and communicated to clients who are unable to visit departments during normal hours of operation

6. Departments providing direct services on weekends will set hours of operation that are reasonable to meet client needs

REVISION LOG:

Revision Date	Summary of Changes
Dec. 17 2010	Policies and Procedures Committee - Approved
Jan 26 2011	Academic Coordinating Committee – Approved
May 2, 2011	Standard Hours Revised & Summer Hours Added

REVIEW LOG:

As Policy Owners, we certify that the Standard Hours of Operation Policy is appropriate and provide an up-to-date framework in which decisions can be made and implemented.

Shelley Schenk
Shelley Schenk
Director, Human Resources

October 9, 2015
Date