



## **Opening and Closing Procedures For Supervisor on Duty**

### **Opening Procedure:**

- Just prior to 8:30 am and prior to unlocking main entrance doors, turn on all lights to the facility.
- Check the calendar for the day to determine Multipurpose and Conference Room Setup.
- At 8:30 am – unlock front doors.
- On UC phone days (Monday, Tuesday and Thursday) – be prepared for potential individuals waiting outside to use the UC Courtesy Phone. Under no circumstances do not unlock the doors or let UC customers into the building before 8:30 am.
- After unlocking doors, begin to check persons in using Foot Traffic Count Sheet.
- After opening, be sure that staff at the front desk check office voice message system and distribute messages to staff accordingly.
- Throughout the day, be sure to do several walk-thru's of the entire office to ensure:
  - All Emergency Exits remain locked
  - All Windows are locked
  - Customers are in the appropriate areas of the office (e.g. Public not permitted in EARN classroom area).
  - We have appropriate staffing in the front office area and Computer Resource Center (CRC) area.

### **Closing Procedure:**

- At approximately 4:20 pm, alert customers in the CRC area that the office closes at 4:30 pm and they should begin wrapping thing up.
- On UC Courtesy phone days (Monday, Tuesday and Thursday), be advised that customers are not permitted to begin using the UC phone after 4 pm. The UC Call center stops accepting calls after 4 pm.
- At 4:30 pm, ensure that all customers have exited the building. This includes staff who may be meeting 1-1 with customers.
- Lock the main entrance doors at 4:30 pm and after all customers have exited the building.
- Do a walk-thru of the common area of the office starting in the back near the GED Program and work your way toward the main entrance. During your walk-thru make sure that you ensure the following:
  - All customers are exited from the building
  - Double check the restrooms to ensure water is turned off and there is no one from the public still in the restrooms.



- All emergency exits and windows are locked (in common area and private offices)
  - All monitors in the Assessment Room are turned off.
  - All monitors in the CRC are turned off
  - Return Thermostats to normal operating temperatures (if they were changed during the day).
  - Turn off all lights in Common Area
- Do a walk-thru of the staff area of the office to ensure:
  - All windows and emergency exits are locked
  - All customers are exited from the building
  - If you are the last staff person on site, be sure to turn off all lights and exit thru the staff exit.

**For issues that come up during the day related to the physical site,  
you should notify:**

- *Primary:*  
Walter Urban, Jr., Site Administrator  
[burban@chesco.org](mailto:burban@chesco.org)  
office: 610-280-1015 or cell: 484-653-7941

*Secondary:*  
Jason Foster, CL Supervisor  
[jasfoster@pa.gov](mailto:jasfoster@pa.gov)  
office: 610-280-1019

**When not available, notify:**

- Department of Workforce Development  
Jeannette Roman, Program Manager – [jroman@chesco.org](mailto:jroman@chesco.org) cell: 215-989-9461

**For Issues related to Internet Connectivity** (CRC/GED, MP Rooms, Subcontracted Staff, County Staff) – contact the HELP DESK at 610-344-HELP or [hdesk@chesco.org](mailto:hdesk@chesco.org)

*\*Note State staff and EARN staff have their separate connection.*