School of Dentistry
Adverse Weather Policy

30 June 2011 (Revised)

INTRODUCTION:

This policy governs classes and clinics (including the Dental Faculty Practice) at the UNC-Chapel Hill School of Dentistry during periods of adverse weather. Adverse weather is inclement weather (generally ice and/or snow) which makes travel conditions potentially hazardous. Because much of our educational program involves clinical treatment provided on an out-patient, ambulatory care basis, adverse weather can have a significant impact on patient attendance.

If you have questions about the UNC-Chapel Hill Adverse Weather Policy or need timesheet information and examples, please refer to the main UNC-Chapel Hill Adverse Weather Administration Website at [http://hr.unc.edu/faculty-and-staff/adv-wx-land/index.htm](http://hr.unc.edu/faculty-and-staff/adv-wx-land/index.htm) or call the University’s Adverse Weather and Emergency Phone Line at 919-843-1234 for a recorded message.

I. Cancellation of Classes

   A. **Decision Authority:** The decision to cancel classes at the University of North Carolina at Chapel Hill is at the discretion of the Chancellor. Classes not involving patient care at the School of Dentistry will not be canceled unless the Chancellor has canceled classes for the entire campus. The Chancellor’s office will contact local radio and TV stations in the event that classes are canceled. (see below)

      Additionally, students and employees may call the University’s Adverse Weather and Emergency Phone Line at 919-843-1234 to receive recorded information and announcements about campus operations. During adverse weather incidents, status updates will also be communicated on the University's homepage at [http://www.unc.edu](http://www.unc.edu).

   B. **Professor Unable to Travel:** In the situation where a professor responsible for teaching a class is unable to get to the school, the professor must notify the affected class(es) and the Office of Academic Affairs with as much advance notice as possible. Ideally, this should be done by emailing the class and copying the Associate Dean for Academic Affairs and the Assistant Dean for Admissions and Student Affairs. Alternatively, the professor should call the Office of Academic Affairs at 919-537-3347 or the Assistant Dean for Admissions and Student Affairs and the Assistant Dean in turn will then contact the president(s) of the affected class(es), who will activate a prearranged telephone tree to inform members of the class. The class president of each dental, dental hygiene and dental assisting class should provide the names of the lead person in each branch of the tree to the appropriate person in their respective units so the phone tree can be activated even if the president cannot be reached.
C. Effect of Absence: If a student is absent from a class, laboratory or examination due to adverse weather not resulting from closing of classes by the Chancellor, the student must submit an online “request for absence” under the “Current Students” link on the School of Dentistry website (https://www.dentistry.unc.edu/secure/academic/absences/). If the student is not able to access the online system, then the student is required to call the Office of Academic Affairs at 919-537-3347. The absence request will be reviewed by the Director of Academic Services, Assistant Dean for Admissions and Student Affairs, or the Associate Dean for Academic Affairs who will determine if it is an excused absence.

II. Cancellation of Clinics

A decision to close clinics will apply to all clinics, including the Dental Faculty Practice.

A. DDS Clinics

1. Decision Authority and Timing of Decision

The Dean of the School of Dentistry will determine by 6:00 AM on affected days whether clinics will be closed. If a decision is made to close the student dental clinics, the following radio/TV stations will be advised so that public announcements can be made:

<table>
<thead>
<tr>
<th>Radio Station 1</th>
<th>Radio Station 2</th>
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</thead>
<tbody>
<tr>
<td>WTVD – TV 11</td>
<td>WCHL – Radio</td>
</tr>
<tr>
<td>(ABC-Durham)</td>
<td>(1360 AM)</td>
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<tr>
<td></td>
<td>Chapel Hill</td>
</tr>
<tr>
<td>WRAL – TV 5</td>
<td>WRTP – Radio</td>
</tr>
<tr>
<td>(CBS-Raleigh)</td>
<td>(106.1 FM)</td>
</tr>
<tr>
<td></td>
<td>(Raleigh)</td>
</tr>
<tr>
<td>WNCN – TV 17</td>
<td>WPTF – Radio</td>
</tr>
<tr>
<td>(NBC-Raleigh)</td>
<td>(680 AM)</td>
</tr>
<tr>
<td>News 14 Carolina</td>
<td>WUNC – Radio</td>
</tr>
<tr>
<td>Time-Warner Cable</td>
<td>(91.5 FM)</td>
</tr>
<tr>
<td>Raleigh</td>
<td>Chapel Hill</td>
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<tr>
<td>WFMY – TV 2</td>
<td>WXYC – Radio</td>
</tr>
<tr>
<td>(CBS – Greensboro)</td>
<td>(89.3 FM)</td>
</tr>
<tr>
<td></td>
<td>Chapel Hill</td>
</tr>
<tr>
<td>WGHP – TV 8</td>
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<tr>
<td>(Fox High Point)</td>
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</tbody>
</table>
Additionally, the School of Dentistry homepage will contain weather-related closure announcements. The homepage address is http://www.dentistry.unc.edu/.

DDS students are responsible for calling scheduled patients to inform them of clinic closure since patients may not have heard media announcements. If clinics are closed but classes have not been cancelled, staff designated by the Office of the Associate Dean for Clinical Affairs will call block patients in Diagnosis and Treatment Planning and Preventive Recall. If classes are closed, block patients will not be called and will need to rely on media announcements.

2. Telephone Set Up

If the clinics are closed, all appointment desk telephones will play a recorded message advising callers that clinics are closed due to adverse weather, instructing them in the procedure for obtaining emergency treatment, and informing them that their student dentists will be contacting them to reschedule their appointments. Telephone messages will be activated from remote locations since often there is minimal staff on site during adverse weather situations.

The telephone appointment confirmation system will also be used to inform patients of the closure.

3. Rescheduling Appointments

DDS students are responsible for rescheduling patient appointments that they personally scheduled that are then missed due to clinic closure for adverse weather. Appointments that were originated by dental school staff, such as in the Preventive Recall Service, will be rescheduled by staff appointment clerks.

4. Emergency Patients/Critical Personnel

Patients with pain, swelling or bleeding will be accommodated in the UNC Hospital Dental Service. Patients who require immediate attention should call the hospital at 919-966-4131 and ask for the dental resident on call.

All faculty who have attending status at the hospital are expected to assist in emergency coverage at the Hospital during adverse weather periods according to an on-call schedule developed using those attendings. The schedule will involve both primary care first call and specialty on-call provisions. On-call faculty are not required to be on site, but must be able to be on site within 30 minutes of receiving a call from the Hospital. Hospital Dentistry faculty and residents and on-call faculty are considered critical personnel by the School of Dentistry. School of Dentistry employees who fail to present without just cause are subject to appropriate University disciplinary action and procedures.
5. **Patients Arriving Without Notification of Closure**

In the event that a patient arrives for a dental appointment due to lack of notification of cancellation, every reasonable effort will be made for some provider (student, resident or faculty member) to treat the patient if the patient so desires.

6. **Make-Up Time**

When time lost due to adverse weather equals or exceeds one week, the Associate Dean for Clinical Affairs, with the approval of the department chairs, may schedule additional clinical sessions at the end of the semester.

7. **Effect of Absence**

In cases where students are absent from clinic due to adverse weather and the clinics have not been closed, the Associate Dean for Clinical Affairs will be responsible for determining the effect on clinic attendance. Clinic attendance policies appropriate for all classes and categories of students will be the overall guide as to missed clinics, but the Office of Academic Affairs may issue an excused absence in appropriate cases. Because students are expected to contact their patients in advance, the presence of the scheduled patient in the absence of the student will generally be considered negatively in deciding the effect of the absence, except in the case of dental hygiene-blocked patients in the Preventive Recall Service.

Staff and faculty absence will be governed by University and State Adverse Weather Policies. Staff members are to contact their supervisors. Supervisors are to contact the Department Chair or Unit Director of the involved department or service area. Work will be available for all employees who report, although they may be asked to perform functions not within their normal duties.

B. **Dental Hygiene Clinics**

1. **Decision, Authority and Timing of Decision**

The Dean of the School of Dentistry will determine by 6:00 AM on affected days whether clinics will be closed. If a decision is made to close the student dental clinics, the following radio/TV stations will be advised so that public announcements can be made:
Additionally, the School of Dentistry Homepage will contain weather-related closure announcements. The Homepage address is http://www.dentistry.unc.edu/

Dental Hygiene students are responsible for calling scheduled patients to inform them of clinic closure since patients may not have heard media announcements. If clinics are closed but classes have not been cancelled, staff designated by the Office of the Associate Dean for Clinical Affairs will call block patients in Preventive Recall. If classes are closed, block patients will not be called and will need to rely on media announcements. When clinics are closed, patients will also be informed by electronically generated calls using the appointment confirmation system.

2. Telephone Set Up

If the clinics are closed, all appointment desk telephones will play a recorded message advising callers that clinics are closed due to adverse weather, instructing them in the procedure for obtaining emergency treatment, and informing them that their student will be contacting them to reschedule their appointments. Telephone messages will be activated from remote locations since often there is minimal staff on site during adverse weather situations.
3. **Rescheduling Appointments**

Dental hygiene students are responsible for rescheduling patient appointments that they personally scheduled that are then missed due to clinic closure for adverse weather. Appointments that were originated by dental school staff, such as in the Preventive Recall Service, will be rescheduled by staff appointment clerks.

4. **Effect of Absence**

In cases where students are absent from clinic due to adverse weather and the clinics have not been closed, the Clinical Director will be responsible for determining the effect on clinic attendance. Please refer to each course syllabus for specific details regarding absence policies. An excused absence may be issued in appropriate cases.

5. **Patients Arriving Without Notification of Closure**

In the event that a patient arrives for a dental appointment due to lack of notification of cancellation, every reasonable effort will be made for a student provider to treat the patient if the patient so desires.

6. **Make-up Time**

When time lost due to adverse weather equals or exceeds one week, the Clinical Directors, with the approval of the program director and departmental chairs, may schedule additional clinical sessions at the end of the semester.

C. **Graduate Clinics**

1. **Decision Authority and Timing of Decision**

The Dean of the School of Dentistry will determine by 6:00 AM on affected days whether clinics will be closed.

2. **Rescheduling Appointments**

Each advanced education program will establish its own protocol for notifying and rescheduling patients.

3. **Emergency Patients/Critical Personnel**

Patients with pain, swelling or bleeding will be accommodated in the UNC Hospital Dental Service. Patients who require immediate attention should call the hospital at 919-966-4131 and ask for the dental resident on call.
All faculty who have attending status at the hospital are expected to assist in emergency coverage at the Hospital during adverse weather periods according to an on-call schedule developed using those attendings. The schedule will involve both primary care first call and specialty on-call provisions. On-call faculty are not required to be on site, but must be able to be on site within 30 minutes of receiving a call from the Hospital. Hospital Dentistry faculty and residents and on-call faculty are considered critical personnel by the School of Dentistry. School of Dentistry employees who fail to present without just cause are subject to appropriate University disciplinary action and procedures.

4. **Patients Arriving Without Notification of Closure**

In the event that a patient arrives for a dental appointment due to lack of notification of cancellation, every reasonable effort will be made for some provider (student, resident or faculty member) to treat the patient if the patient so desires.

D. **Dental Faculty Practice**

1. **Decision, Authority and Timing of Decision**

The Dean of the School of Dentistry will determine by 6:00 AM on affected days whether clinics will be closed.

Each provider (dentist or hygienist) is responsible to ensure that a mechanism exists for notification of scheduled patients during periods of potential adverse weather. Those who place long distance calls should present phone bills and schedules to the DFP accounting technician for reimbursement.

2. **Telephone Set Up**

Voice mail activated from a remote location will advise patients that the Dental Faculty Practice is closed due to adverse weather, instruct them in the procedure for obtaining emergency treatment, and inform them that someone will call to reschedule their appointment. Additionally, patients may leave messages in the voicemail which will be periodically retrieved and triaged from a remote location.

3. **Rescheduling Appointments**

The front desk receptionists will reschedule appointments and time missed due to closure for adverse weather. Faculty are encouraged to be flexible in terms of add-on time for make-up if necessary. Evening or weekend time may be opened for such make-up with the consent and assistance of the Vice Dean. This is particularly appropriate when staff need/desire to make up time missed due to adverse weather.
4. Emergency Patients/Critical Personnel

Patients with pain, swelling or bleeding will be accommodated in the UNC Hospital Dental Service. Patients who require immediate attention should call the hospital at 919-966-4131 and ask for the dental resident on call.

All faculty who have attending status at the hospital are expected to assist in emergency coverage at the Hospital during adverse weather periods according to an on-call schedule developed using those attendings. The schedule will involve both primary care first call and specialty on-call provisions. On-call faculty are not required to be on site, but must be able to be on site within 30 minutes of receiving a call from the Hospital. Hospital Dentistry faculty and residents and on-call faculty are considered critical personnel by the School of Dentistry. School of Dentistry employees who fail to present without good cause are subject to appropriate University disciplinary action and procedures.

5. Patients Arriving Without Notification of Closure

In the event that a patient arrives for a dental appointment due to lack of notification of cancellation, every reasonable effort will be made for some provider (student, resident or faculty member) to treat the patient if the patient so desires.

Adopted: September 7, 2011
Department Chairs Committee
UNC School of Dentistry