



**SEVERE WINTER WEATHER
INFORMATION FOR NCSI CLIENTS, PARENTS/GUARDIANS, &
RESIDENTIAL SERVICE PROVIDERS
2023-2024**

Please be advised of the following general information about how the services of Northeast Contemporary Services, Inc. (NCSI) could be impacted by severe winter weather:

- If NCSI closes for program due to the weather, NCSI staff members will call each client's residence once the decision is made. In addition, the closing will be posted online at <http://minnesota.cbslocal.com/school-closings/> and on our website at <https://www.ncsidaysupports.org>.
- If NCSI is open for program and the NCSI client from your residence decides to not attend (and the client utilizes NCSI's Route Transportation Service provided by Newtrax, Inc.), please **call in the client's ride cancellation(s) to Newtrax, Inc. as early as possible at 651-789-6221 with the client's name, route number, and date(s) and time(s) for which the ride(s) is/are to be cancelled.** There is 24-hour voice mail on this phone line so feel free to leave messages at any time, day or night. Early cancellations will allow for the NCSI Routes to be revised and will eliminate unnecessary trips for the drivers.
 - **NCSI clients who utilize Metro Mobility for their route transportation are responsible for making their own ride cancellations as well:**
 - **651-602-1120 East Zone**
 - **651-602-1100 West Zone**
 - **651-602-1180 South Zone.**
- If NCSI is open and driving conditions are demanding and/or traffic is heavy, **please expect delays in the vehicle routes.** If you need information about the status of a NCSI Route, you can contact Newtrax, Inc. at 651-789-6221.
- For clients who work at community employment/volunteer sites during NCSI's program hours and use Metro Mobility to get between NCSI and their sites:
 - If NCSI is closed, their ride(s) will be cancelled by NCSI Staff, who will also contact the employment/volunteer site to inform them of the client's absence as necessary.
 - If NCSI is open but it is determined, after conferring with the employment/volunteer site supervisor, that the weather conditions warrant the worker/volunteer not reporting for their shift, their ride(s) will be cancelled by NCSI Staff.
- Please contact the NCSI Executive Director at 651-636-3343 ext. 101 with any questions or concerns about this information.

THANK YOU FOR YOUR SUPPORT OF NCSI!