

Orientation Guide



*Peak Vista
Community Health Centers*

Who We Are

About Peak Vista

As a new volunteer/student, you now share in a rich heritage and are a very important key to maintaining and continuing our Mission. In 1971, a small group of concerned physicians formed what is now known as Peak Vista Community Health Centers (PVCHC). These volunteers/students provided medical care to members of our community who were going without adequate healthcare. For more than four decades, PVCHC has provided high quality healthcare to people, regardless of their ability to pay.

Peak Vista Community Health Centers is a non-profit, 501(c)(3) Federally Qualified Health Center FQHC dedicated to premier medical, dental and behavioral health services for people of all ages. We provide primary care services to low-income, uninsured and underinsured working families (as well as others with access barriers) within the Pikes Peak Region.

Peak Vista is an organization focused on enhancing the health of people and the community-at-large through a professional, caring staff that are motivated, enthusiastic, respectful, energetic, and committed to strategic partnerships. Dedicated volunteers/students, staff and community supporters sustain us in providing these services. You, as a member of the PVCHC team, are very important to the compassionate delivery of these healthcare services.

For more information regarding Peak Vista's history, locations, services and our Annual Report, please visit www.peakvista.org

Hospitality: Peak Vista's Philosophy

PVCHC is committed to providing excellent service. Customer satisfaction begins with the actions of each and every employee. An extension of customer service is the Philosophy of Hospitality. Hospitality is how the delivery of that product makes its recipient feel. It takes both great service and great hospitality to be a great service provider.

While our patients are our primary customers, we also serve hospitals, healthcare providers, insurance companies, government entities, small businesses, and others. We want them all to feel comfortable and well cared for. We are here to serve each other, as well. With those factors in mind, all volunteers/students are asked to exemplify positive Hospitality behaviors that include:

Work Ethic - a natural tendency to do something as well as it can possibly be done

Optimistic Warmth - genuinely kind, thoughtful, and has a sense that the glass is half full

Willingness To Learn - not just "smarts" but rather an insatiable curiosity to learn from the sake of learning

Empathy - an awareness of and connection to others and how your actions make others feel

Integrity - a natural inclination to be accountable for doing the right thing with honesty and superb judgment

Self Awareness - an understanding of what makes you tick

Volunteer/Student Expectations

Attendance

As a volunteer/student we depend on you to complete your scheduled shifts. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert your supervisor of any scheduled absences as far in advance as possible. In the event of an unscheduled absence – illness or emergency – please alert your supervisor as soon as possible, preferably before your scheduled shift begins. If absenteeism becomes excessive your volunteer/student relationship with Peak Vista will be reevaluated.

Identification Badges

All persons on PVCHC property except for patients, prospective patients or persons accompanying patients or prospective patients must wear employee, volunteer/student or visitor badges. The purpose of an ID badge is to enhance building security and to assist our members and the public in readily identifying PVCHC personnel.

Translating

Bilingual volunteers/students may not translate for Peak Vista's patients. They should refer the patient to a bilingual employee or use the language line if necessary.

Problem Solving

If you're having a problem the first step is to talk with your supervisor. If the superior cannot resolve the issue or if the problem is with your supervisor please contact the volunteer program manager.

Substance Abuse

The possession, use, or sale of illegal drugs is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct. We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

Drug-Free and Alcohol-Free Workplace

PVCHC's objective is to insure a healthy, safe, and work-efficient environment for our employees, patients, interns, volunteers, and visitors, accordingly, PVCHC has established a Drug-Free and Alcohol-Free Workplace Program. PVCHC strives to be a workplace free of illegal (according to state or federal regulations) and potentially dangerous substances, paraphernalia and persons that may have an adverse effect on PVCHC employees, patients and visitors. In keeping with that goal, the following activities are prohibited:

- reporting to duty with intoxicating liquor/ drugs or illegal substances in your system

- unlawful: use, possession, purchase, sale, distribution, manufacturing or transfer by a volunteer/student on company premises or property (including storage area, desk, locker, etc.), or during work time, of an intoxicating liquor, controlled or illegal substance, a drug not medically authorized or any other substances that may impair job performance or pose a hazard to the safety and welfare of the employee, the public or other employees.

Tobacco-Free Workplace

To promote a healthy environment, use of tobacco (cigarettes, snuff, cigars, chewing tobacco, etc.) is prohibited inside our buildings and near door entrances. PVCHC has a designated area for use of tobacco.

Political Policy

Peak Vista volunteers/students may not participate or intervene in any political campaign in support of or in opposition to any candidate for elected public office while at work during business hours. A political campaign is deemed to begin when an individual announces his or her candidacy for an elective public office, or is proposed by others for an elective public office. Volunteers/students may not use Peak Vista's name, facility, or any resources in connection with political campaign activities.

Social Networking

Be aware of your association with Peak Vista in online social networks. If you identify yourself as a Peak Vista volunteer/student, ensure your profile and related content is consistent with how you wish to present yourself with colleagues, patients, strategic partners and clients. If you identify yourself in any online social networks as a Peak Vista volunteer/student, you must ensure that you are presenting yourself in a professional way and consistent with Peak Vista standards as described in this handbook.

Soliciting

Volunteers/students are not permitted to solicit during working time or to distribute literature in immediate patient care areas. This applies to solicitation and/or distribution of literature to both employees and non-employees. Volunteers/students may not solicit or distribute non-Peak Vista literature to non-employees on Peak Vista Premises.

Personal Property

Peak Vista will not accept liability for personal property that has been lost, stolen or damaged during the course of employment and that it is the responsibility of employees to safeguard their personal belongings.

Diversity

Today's workplace has an increased population of women and minorities. People differ in many ways and it is important that individuals understand their personal biases, assumptions, and beliefs, and to identify the possible implications that their assumptions may have on the work place with co-workers and patients.

Federal and state laws protect against discrimination against individuals in regards to race, color, religion, sex, gender, national origin, age, disabilities, and more. Everyone has biases, what is important is that you identify them and understand how they can affect your interactions.

The mission of any company is driven by its personnel. How effective volunteers/students are at advancing this mission largely depends on the expertise, experience, and commitment brought to the table. Culturally competent staff ensures acknowledgment and acceptance that differences exist in a multi-cultural environment, and willingness to provide competent support services to patients and personnel regardless of our differences.

Ethics

Ethics gets at learning what is right or wrong, and doing the right thing. Ethical issues can occur in many places and in many ways. The following examples include some of these areas, but keep in mind that ethics are not limited to these examples:

- Misuse of the internet
- Falsifying information on time sheets
- Back-door medical/dental appointments
- Breaking confidentiality (patient, employee, prospective employee)
- Accepting/giving gifts in exchange for preferential treatment
- Using company equipment for political causes
- Charging for services not performed

There are other areas where ethical issues come into play, if you're not sure ask your supervisor.

Reporting Suspected Violations

As a volunteer/student it is your obligation to report to PVCHC any good faith belief of any violations occurring within PVCHC or involving PVCHC's assets, or any violation of the Compliance Plan. You can find the Compliance Plan on SharePoint, under the Compliance tab. You can report suspected violations in several different ways:

- See your supervisor first.
- Fill out a "Report of Violation or Suspected Violation" form. (Located on SharePoint under Compliance>Compliance Plan)
- Call the PVCHC Compliance Hotline: 344-7799
- Mail a report to the Compliance Officer - mark it confidential.
- Leave the written concern in the Compliance Officer's locked drop box

There is no penalty for reporting violations in good faith, but there is a penalty for knowing of a violation and not reporting it. Individuals violating the False Claim Act by 1) knowingly submits a

false claim to the federal government for payment; 2) knowingly makes or uses a false record or statement to obtain payment or approval of a claim by the federal government; or 3) knowingly uses a false statement to decrease an obligation to the federal government are liable for fines and penalties.

Anti-Harassment

The foundation of exceptional customer service is respecting those with whom you have contact. Harassment occurs when there is verbal or physical conduct that isolates, denigrates, or shows hostility or aversion toward an individual based on that person's protected group and often affects and employee's ability to perform on the job.

PVCHC's philosophy is to respect each individual. Thus, workplace harassment in any form, including sexual harassment, is prohibited. PVCHC will not tolerate harassment of its volunteers/students, and all reported instances will be investigated. All volunteers/students, including managers, will be subject to disciplinary action and/or termination for any act of harassment they commit.

PVCHC will address complaints, and in all cases will maintain confidentiality except as required to investigate and/or resolve the complaint. No volunteer/student will be subject to any form of retaliation or discipline for pursuing a harassment complaint of any type.

If you feel harassed there are several approaches to take. First, talk to the offender, in doing this be specific and ask them to stop. You can also talk to your supervisor, or even contact Human Resources. If you are uncomfortable, you may skip any steps and go straight to Human Resources as needed.

Sexual Harassment

It is unlawful and against PVCHC policy for any employee, male or female, to harass another or to create a hostile work environment by either committing or encouraging:

- Physical assaults on another employee or attempting to commit an assault;
- Intentional physical conduct which is sexual in nature, including but not limited to, touching, pinching, patting or brushing up against another employee's body.
- Unwanted sexual advances, propositions or sexual comments, including making sexual gestures, sexual jokes or comments in the presence of any employee who has indicated that such conduct in his or her presence is unwelcome;
- Posting or displaying pictures, posters, calendars, graffiti, objects or other materials, which are sexual in nature or pornographic;
- Repeated negative references to the age, race, color, creed, national origin or disability of an individual.

Hostile Environment

A hostile work environment exists when harassing behaviors create an offensive environment, affect ability to work or are extreme or pervasive. The negative effects of harassment include

increased financial costs, decreased productivity, lowered morale, increased turnover and loss of credibility in the community.

Discrimination

The Americans with Disabilities Act (ADA) is a federal civil rights law that applies to people with disabilities and protects them from discrimination. The Equal Employment Opportunity Commission (EEOC), a federal government agency, enforces the sections of the ADA that prohibit employment discrimination.

Peak Vista Community Health Centers does not discriminate against any person on the basis of race, ethnicity, color, sexual orientation, national origin, disability, sex, religious preference, marital status, political beliefs, age or insurance status in admission, treatment or participation in its programs, services and activities, or in employment.

Take Responsibility!

Remember, it is the impact of the behavior, not necessarily the intent that determines if harassment has occurred. Ask yourself, “What was the impact of my behavior on the other person?” It does not matter if it was your intent or not. Always think before you speak. If you think that you may have offended then apologize. And be sure not to repeat the behavior.

Peak Vista Community Health Centers requires all of its volunteers/students to be of assistance to anyone who needs help due to a disability, respect each person, and report all incidents of harassment.

Attire

PVCHC’s goal is to project a professional and service-oriented impression to the public through acceptable dress, personal hygiene, and professional demeanor. The appearance and conduct of each volunteer/student directly affects the image of PVCHC and contributes to making a positive or negative impression on the members we serve.

Volunteers/students are expected to follow this basic guideline. This is not an all inclusive list, thus PVCHC reserves the right to determine acceptable clothing. A rule of thumb: if unsure if an article of clothing is acceptable, most likely, it is not. In other words, if in doubt do not wear it.

All clothing must be neat and in good repair. And please, be considerate of co-workers, patients, and guests—good personal hygiene is a must. Heavy use of perfume and cologne is discouraged due to sensitivities (allergies, illness) of employees and patients.

Acceptable Attire

The following list is meant to serve as a guideline of what attire is acceptable but is not exhaustive:

- Scrubs when providing direct patient care
- Dresses and skirts (length cannot be shorter than 2 inches above the knee)

- Business suits
- Pants/slacks
- Mid-calf capris in business suitable fabrics
- Blouses/shirts/sweaters
- Blazers
- Vests
- Men's dress shirt and tie as required
- Skorts in business suitable fabrics (must be at or below the knee)
- Closed toe business shoes are required (which means heels, flats, clogs, loafers, tie-up, buckle, slip-on, clean athletic or other cushioned-soled shoes)
- Fingernails should be clean and short with smooth filed edges. Nail polish should not be chipped
- For further details, please see Peak Vista's Infection Prevention Plan

Unacceptable Attire

The following list will apply to ALL volunteers/student to be considered not acceptable attire:

- Flip flops
- Denim (except on Casual Day or as required for safety reasons)
- Hats (unless required for religious or health reasons)
- T-shirts (except PVCHC logo or department specific)
- Shorts/sweatpants/overalls/jogging suits
- Sweatshirts
- Fish net stockings, mesh, or similar materials
- Torn Clothing
- Unnatural hair color other than highlights
- Jewelry, other than earrings in the ear and/or a single small, discrete, preferably flat stud in the nose, may not be worn in visible body piercing, except clear bar retainer for any piercing.
- Facial tattoos are not acceptable. If an employee has any tattoo that is visible, they may not be of a sexual nature, racist, gang symbols, or any words or symbols that are offensive to a reasonable person.
- Exposed bras, sport bras, backless, spaghetti straps, etc. (unless covered by clothing); short / crop tops (midriff skin must not show), halter tops, tube tops
- Attire that is revealing, excessively tight/form fitting or provocative is not acceptable.

Casual Days

Fridays are recognized as business casual day for ALL departments and volunteers/students. From time to time, certain other days may also be designated as a business casual day. The following list is a guideline of clothing that is acceptable on those days:

- Any attire listed in the acceptable section for non-casual days
- Denim

- PVCHC logo or department specific apparel (T-shirts & Polo shirts with PV Logo and department specific are acceptable)
- Flannel Shirt
- Clothing with discrete trademarks (Izod, Polo, etc.)

Injury

Ergonomics

Ergonomics is the study of work and the laws of work design. OSHA is concerned with the study of the conditions that result in serious injury and the alternatives that minimize the risk of work related injuries.

Risk factors can be a result of repetitive motion stress or incorrect lifting procedures resulting in back injury. Some risk factors that can contribute to injury include: force/direct pressure, repetition, posture, lack of rest, overuse, vibration, hot/cold temperatures, light and humidity, and more. Some ways to protect yourself against injury are: evaluate your work station, always practice safety in the workplace, take scheduled breaks, exercise, and get plenty of rest.

Although most back injuries occur at home then at work, it is important that you always use proper lifting techniques when lifting. Some ways to lift properly are to maintain the back's natural curves, do not slouch and avoid twisting motions. Always have a lifting plan which includes sizing up the load, clearing a path, squat by bending knees and hips, keep the load close, and rise up with your legs using your thighs. Ensure that you can see above it, and take small secure steps, while centering your load to avoid any twisting motions.

Dismissal

Dismissal of a volunteer/student is a serious consideration. Before a volunteer/student is dismissed attempts to reconcile the solution will be made including a meeting between the supervisor and the volunteer(s)/student(s) involved. Dismissal may take place if a volunteer/student is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of Peak Vista.

Ending Your Service

You may resign from your service with Peak Vista at any time. We request that you notify the volunteer program manager as well as your supervisor ideally two weeks prior to your departure.

Confidentiality

HIPAA Privacy and Security

HIPAA stands for Health Insurance Portability and Accountability Act. HIPAA is a federal law that ensures personal medical information shared with doctors, hospitals, and others who provide and pay for health care is protected.

Patient Confidentiality

A patient has the right to privacy and confidentiality of all information revealed to a provider. This means that a conscious effort by health care workers must be made to keep all patient information secret. All patient information must be kept private including: identity, physical condition, emotional status, and financial situation. Violators may be heavily fined or criminally prosecuted.

Protected Health Information (PHI) is information such as: the individual's name, social security or the identification numbers, physician's personal notes, and billing information. PHI can be used or disclosed only for treatment, payment, and healthcare operations, with authorization/agreement from the individual patient, for disclosure to the individual patient, or for incidental uses such as physicians talking to patients in a semi-private room.

Healthcare providers, healthcare plans, healthcare clearinghouses are all covered by the HIPAA Privacy Rule. HIPAA also indirectly affects volunteers/students who have access to patient records.

There are many ways to protect patient privacy. These include, but are not limited to, responses such as: dispense patient information to others in the healthcare system on a need-to-know basis only, discuss patient care issues in private areas only, obtain prior written permission before divulging any type of patient information, follow Peak Vista's guidelines and HIPAA regulations regarding release of patient information when requested by insurance companies or legal system.

There are some instances where disclosing information is acceptable. These instances are: during medical emergencies, when reporting information to the health department regarding communicable diseases, when reporting child/elderly adult abuse, and during certain litigation or administrative duties.

Some factors that make confidentiality difficult to maintain are: Many people caring for the same patient, computerization which has increased access of patient information, and insurance companies demanding detailed information prior to reimbursement.

Clinical Information

Emergency management plan

The goal of the Emergency Management Plan (EMP) is to describe Peak Vista's approach to responding to emergencies within the organization and in its community that would suddenly and significantly affect the need for the organization's services, or its ability to provide those

services, and to protect staff and visitors from harm and to ensure an effective response to disasters or emergencies affecting the environment of care.

Emergency Codes

Code Red: Fire response Action

For site-specific information refer to your department's Emergency Preparedness Processes and Procedures (see your manager).

Code Blue: Medical Emergency

Check:

- A – Airway
- B – Breathing
- C – Circulation

Code Black: Tornado

- Move into interior of the facility, away from windows and glass
- Do not lock exterior doors to the clinic
- If parent/guardian and child are separated, make efforts to reunite

Code Brown: Internal Disaster

- Because of the variety of items that can be placed under this code (i.e. building structural damage, hostile situation, etc.) immediately find manager for further instructions

Code Orange: Bomb Threat

- Record caller information on the Bomb Threat Checklist located by your phone and contact a manager immediately

Code White: Winter Storm

- When work is cancelled due to inclement weather, it will be announced on local radio and television stations

Code Pink: Child Abduction

- Immediately scan area for anyone exiting the facility with a child
- Refer to child abduction check list
- Get a good description of abductor and abductor's vehicle. Do not put yourself at risk.
- Search the entire facility if child is not located

Fire Safety

Class A: Ordinary Combustibles or fibrous materials

Fibrous materials include wood, paper, cloth, rubber and some plastics.

- Keep storage and maintenance areas free of trash and clutter
- Place oily rags in covered containers.
- Keep combustible materials well away from any source of heat.
- Make sure smoking occurs when in designated areas-never near an oxygen source.

Class B: Flammable liquids and gases

- Use flammable liquids only in well-ventilated areas.

- Keep flames away from any spark-producing source. For example, keep “sparking” toys away from oxygen.
- Don’t store cleaning fluids near any source of heat, such as equipment in an electrical closet.
- Store gas cylinders away from patient areas.

Class C: Energized electrical equipment

Energized electrical equipment includes appliances, air conditioning and heating units, motors and generators

- Use only UL- rated electrical equipment.
- Keep electrical equipment and motors cleaned and properly maintained.
- Check wiring and electrical fittings for wear or damage. Report any wear or damage to your supervisor.
- Never overburden electrical outlets or piggyback electrical cords.
- Don’t use extension cords longer than six feet, and don’t tack cords to wall or run under carpet.
- Investigate any unusual odors coming from an electrical device.

RACE for Safety

R **Rescue** patients from immediate danger. Crawl under the heat and smoke.

A **Alarm** (sound it) Don’t hesitate. Sound the alarm with any suspicion. Never yell “Fire”

C **Confine** the blaze; close fire doors, windows, and vertical openings like laundry chutes.

E **Extinguish** (if possible) If a fire is small and confined to the area of origin, extinguish it.

Or Evacuate: if directed to do so, evacuate patients to a safe refuge area.

PASS: Proper Use of Fire Extinguishers

P **Pull** the pin.

A **Aim** the nozzle at the base of the flames.

S **Squeeze** the trigger while holding the extinguisher upright.

S **Sweep** the extinguisher from side to side covering the area of the fire

Fire extinguishers are rated according to which class or classes of fire they can put out. Peak Vista uses the ABC fire extinguishers at all locations.

Due to the fact Peak Vista is considered a business occupancy, all volunteers/student must evacuate during a Code Red drill. Please know the evacuation route posted in your areas, and where to find the fire extinguisher.

Hazard Communications

Potentially Hazardous Chemicals

- Compressed gases (such as oxygen, air)
- Anesthetic gases (such as nitrous oxide)
- Disinfectants (such as gluteraldehyde)
- Cleaning agents (such as chlorine and ammonium compounds)

- Hazardous Drugs (such as antineoplastics)
- Metals (such as mercury and potassium)
- Solvents
- Embedding media and reagents
- Metals and metal compounds
- Dyes
- Benzene

Warning Labels

Always be sure that warning labels are legible and prominently displayed so that the name and any appropriate hazard warnings (plaquards) can be seen. When using chemicals make sure that the warning labels are attached to the container, if you transfer a chemical to a different container you label the new one, never leave a hazardous chemical in an unmarked container, and never assume contents of an unmarked container are harmless.

MSDS hazard prevention and protection information will be posted throughout the facility and should be reviewed before handling any chemical. Tips for safety included within MSDS include: handling instructions, personal protective equipment, gloves, goggles, gowns, storage instructions, stability/instability, dangerous reactions with other chemicals, and more. MSDS Product Information is available by calling 1-800-451-8346.

Handling Chemicals

For your protection, you will learn to handle chemicals you work with safely by:

- Detecting the presence or release of hazardous chemicals by appearance, smell or other characteristics.
- Reading and using various labels and MSDSs
- Identifying their physical and health hazards
- Using safe work practices and appropriate personal protective equipment
- Using proper procedures when responding to accidental leaks, spills or exposures.

Bloodborne Pathogens

If you work in a healthcare facility, you may encounter blood borne pathogens. You can be safe in your workplace by employing simple and effective barriers. Workers and employers can work together to substantially reduce or eliminate the risk of contracting blood borne diseases on the job.

Bloodborne Diseases

Some potential diseases you could be exposed to in the workplace include: Hepatitis B (HBV), Hepatitis C (HCV), Delta Hepatitis, and Human Immunodeficiency Virus (HIV). The different modes of infection are: an accidental injury by a contaminated sharp object, open cuts, nicks, and skin abrasions (even acne and dermatitis), mucous membranes (mouth, eyes, or nose), indirect transmission (touching a contaminated surface and then touching mouth, eyes, nose,

or open skin), saliva and blood contacted during dental procedures, unfixed tissue or organs (other than intact skin from living or dead humans), and cell or tissue cultures that contain HBV, HCV, or HIV. Bloodborne pathogens may also be present in blood, saliva, semen, vaginal secretions, and other body fluids visibly contaminated with blood.

The Exposure Control Plan

The exposure control plan includes a description of which volunteers/student are covered by the standard, as well as measures we must take to minimize your risk of exposure, and finally procedures to follow if there is an exposure accident.

Standard Precautions

Standard precautions provide rules for handling all patients and substances in a manner that minimizes your risk of exposure.

Engineering Controls

These controls work to eliminate hazards at their source and include things such as: autoclaves, self-sheathing needles, sharps disposal containers, and bio-safety cabinets.

Personal Protective Equipment

Personal protective equipment includes items such as: gloves, masks, face shields, protective eyewear, gowns, aprons, lab coats, mouth pieces, resuscitation bags, etc. It is important to follow several rules while using this equipment. When using the equipment be sure to: use it every time, use the right amount, use it correctly (must be trained), make sure it fits properly, replace if torn or contaminated, remove before leaving work area, and dispose in the proper receptacle.

Work Practice Controls

These are simple controls to practice for your safety. Washing your hands after touching potentially contaminated fluids, after gloves are removed, between patient contacts, and between procedures on different body sites of the same patients is the first control.

Be sure to handle sharps with care: never recap or manipulate used needles, do not point needles towards your body, do not remove used needles for disposal by hand, do not bend or break used needles, and always put sharps in proper containers.

Finally, practice good hygiene. Do no splash, spatter, pipette, or suction potentially infectious substances. Do not store food/beverages near potentially infectious substances, and do not eat, drink, smoke, apply cosmetics or handle contact lenses where exposure may occur.

- Clean equipment and surfaces after contamination and at the end of each shift
- Replace protective coverings on equipment and surfaces after contamination and at the end of each shift
- Never pick up broken glass with your hands
- Place contaminated sharps and infectious wastes in proper containers

- Handle contaminated laundry as little as possible and with minimal agitation
- Never use your hands or feet to compact trash

Exposure Procedures

In case of exposure, don't panic. Be sure to immediately wash exposed skin with soap and water and then report the incident to your supervisor and Human Resources. If you consent you will be provided with confidential medical evaluation, blood tests, post-exposure preventative treatment available, and follow-up counseling.

Weather Cancellations

When work is cancelled due to inclement weather, it will be announced on all radio stations and television channels. Peak Vista will also post its closure information on <http://www.flashnews.net/rocky.html>. Click "view current information" to see all the delays and closures.

Holiday Schedule

<u>Holiday</u>	<u>CCC-Scheduled Day Off</u>	<u>All other PVCHC Scheduled Days Off</u>
New Years Day	Closed	Closed
Martin Luther King Day	Closed	Closed
Easter	Closed	N/A (not scheduled on Sunday)
Memorial Day	Closed	Closed
Independence Day	Closed	Closed
Labor Day	Closed	Closed
Thanksgiving Day	Closed	Closed
Day after Thanksgiving	Closed	Closed
Christmas Eve	Half Day (Close at 6pm)	Half Day (Close at noon)
Christmas Day	Closed	Closed
New Years Eve	Half Day (Close at 6pm)	Half Day (Close at noon)
New Years Day 2015	Closed	Closed

Contact Information

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