

2018 CHRISTMAS/HOLIDAY HOURS OF OPERATIONS

Date	Aurora	Bradford/W. Gwillimbury	East Gwillimbury	Georgina	King	Markham	Newmarket (1)	Vaughan	Whitchurch/Stouffville	R. of York	Richmond Hill (1)
Fri Dec. 21	Open	Open	Open	Open	Open	Open	Closed @ Noon (6)	Open	Open	Open	Open
Mon Dec. 24	Open	Closed @ Noon (6)	Closed @ 2:00pm (6)	Closed @ Noon (6)	Closed (6)	Soft Close @ noon (7)	Client Cont Ctr Open (4)	Closed (5)	Closed @ Noon (6)	Closed (Corporate Float Day)	Closed @ noon (6)
Tues Dec. 25 (Christmas Day)	Closed - Statutory Holiday	Closed – Statutory Holiday	Closed – Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday	Closed – Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday
Wed Dec. 26 (Boxing Day)	Closed - Statutory Holiday	Closed – Statutory Holiday	Closed – Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday	Closed – Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday
Thurs Dec. 27	Closed (4)	Closed (4)	Closed (Float Day)	Closed (4)	Closed (4)	Open	Client Cont Ctr Open (4)	Closed (5)	Open	Closed (4)	ARH Open (4)
Fri Dec. 28	Closed (4)	Closed (4)	Closed (Float Day)	Closed (4)	Closed (4)	Open	Client Cont Ctr Open (4)	Closed (4)	Open	Closed (4)	ARH Open (4)
Mon Dec. 31	Closed (4)	Closed (5)	Closed (4)	Closed (5)	Closed (6)	Soft Close @ noon (7)	Open	Closed (5)	Closed @ Noon (6)	Closed (4)	ARH Open (4)
Tues Jan. 1 (New Years' Day)	Closed - Statutory Holiday	Closed – Statutory Holiday	Closed - Statutory Holiday	Closed – Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday	Closed - Statutory Holiday	Closed – Statutory Holiday			
Wed Jan. 2	Open	Open									

(1) Customer Service Centre remains open on reduced hours (e.g. Access Richmond Hill)

(2) Minimum Staffing Levels Maintained

(3) Per Collective Agreement – Paid Day Off

(4) Staff Not Scheduled Take Floater day, Vacation, Lieu time, Extra Hours Worked, etc.

(5) ½ Day Paid ½ Day Make Up

(6) Paid Full Day-No Make Up Required

(7) Soft Close – Open except for Administrative Offices at Civic Centre and 8100 Warden which will close at noon. Staff have to take Vacation, Lieu time, etc.