



Rainout Line Best Practices



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The Glen Ellyn Park District uses Rainout Line to announce facility closures, activity cancellations, and other important updates. Please use the following guidelines to ensure all communication is professional, accurate, and consistent.

- **Maintain a Professional Tone:** Use clear, professional language in all updates. Complete sentences are recommended, as formatting may vary across platforms.
- **Update Daily:** Check and update your category every day to ensure the public sees current information. An outdated "last updated" timestamp can make information appear unreliable.
- **Be Timely:** Update Rainout Line as soon as a status changes to keep information accurate.
- **Close the Loop:** Ensure a facility's status is updated both when it closes and when it reopens. For activity cancellations, post the update once and then clear the status afterward to allow future updates or to show that normal activity has resumed.
- **Same-Day Posting:** Post updates for events or activities only on the day they occur, except for pre-announced, scheduled closures. This helps prevent public confusion from potential status changes.

Notes / Reminders:

- For events affected by changing conditions (e.g., weather), post multiple updates as needed. For example, a morning message could note that inclement weather is expected and to check back later, followed by a confirmation that the event is running or canceled.
- Post updates in the category where the public expects to find them. For example, if an event is listed under Community or Registered Events in the Playbook, the public may expect to find that update under Special Events, not your facility line. Consider updating both lines.
- Enable or disable lines at the start and end of seasonal facility operations or post a "Closed for the season" message (e.g., mini golf, splash park, outdoor ice rinks).

Administrator Contact:

The Superintendent of Athletics serves as the Rainout Line administrator and should be contacted to add or remove lines, users, or address system issues.