



COVID-19

Municipal UPDATE

- ▶ Municipal Services - Objective
 - ▶ Continue to provide municipal services, in a manner that is safe for both our clients and our employees
 - ▶ Best Practices – Public Health Orders and advice
 - ▶ Adapt processes – ensure safe environment for clients and employees
 - ▶ Continuity of operations in light of COVID 19
 - ▶ Financially sustainable
 - ▶ Match staffing with service levels

Municipal Services

Increased demands

- ▶ MOH and Public Health
- ▶ Fire and EMS
- ▶ Employment and Social Services
- ▶ Long Term Care (no family support, volunteers, or contracted services, +64 FTE)
- ▶ HROD and Customer Services
- ▶ Communications
- ▶ Ec Dev – Business support & recovery, digital main street
- ▶ Building development – bylaw enforcement

Maintain Services

- ▶ PUC (Water and W/Water)
- ▶ Entegrus
- ▶ Housing services, building maintenance
- ▶ Waste management, drainage, fleet
- ▶ Engineering, transportation, traffic
- ▶ Public Works. airport
- ▶ Parks, trails, cemeteries
- ▶ Finance Budget and Information Services, legal and planning
- ▶ Municipal governance

Services Closed by Public Health Orders

- ▶ Concert venues
- ▶ Museums
- ▶ Art galleries
- ▶ Arenas
- ▶ Pools, splash pads, beaches
- ▶ Libraries
- ▶ Marinas
- ▶ Dog parks
- ▶ Playground equipment
- ▶ Sports fields, tennis courts, skateboard parks
- ▶ Picnic areas, open burn ban (non-agriculture)
- ▶ Note: childcare services and schools have also been closed

Locations where we cannot maintain social distancing

Modified services and working conditions

- ▶ Most staff continue to do their regular jobs
- ▶ Work processes have been adapted – e.g., online, phone, drop boxes, screening
- ▶ Work places - Enhanced social distancing – work at home, 2M distancing, personal hygiene and cleaning
- ▶ Limited access for in person services – by appointment / screening
 - ▶ Marriage license, death certificate & affordable bus pass

Modified services and working conditions

6

- ▶ Modified work schedules and locations – Promote Social Distancing
 - ▶ Work at home or in work locations that promote social distancing, e.g. arena board rooms, municipal centres closed to the public
 - ▶ Work at home for staff who need to self isolate (14 days after travel) and/or to optimize work isolating
 - ▶ Employees are sometimes required to work in shifts, that include evenings and weekends to achieve work isolating
- ▶ Outside workers – social distancing, e.g., one person per truck or use of vapour barriers / plexiglass shields, staggered shifts, enhanced personal hygiene
- ▶ Fire and RVG – enhanced screening, limit access to facility

Balancing Staffing and Services

- ▶ Staff from culture, RAR, leisure and recreation, POC, Planning have been offered redeployment, those who do not accept redeployment will have various options available to them
- ▶ Arena staff – as arenas close, employees are being reassigned to sports fields to provide minimum maintenance service
- ▶ Library employees – 47 Unionized employees have been laid off, non-unionized employees have been redeployed to RVG and Economic Development recovery initiative
- ▶ Summer student hiring suspended, approximately 185 of 200 positions

Balancing Staffing and Services

- ▶ Additional Staffing Strategies: A number of employees are using lieu time and vacation during slower periods. In the case of part-time/casual employees, hours of work are being reduced where work has slowed and redeployment not yet available. Some employees have requested personal leaves of absence.
- ▶ We are currently analyzing the workload of the balance of staff and comparing it to our Redeployment Strategy needs. There is the potential for up to 100 more layoffs subject to redeployment needs and the timing of facility re-openings.

Employee Support and Labour Relations

- ▶ An employee Self Service portal has been established that contains travel and illness reporting requirements, health education and government resources for leaves, subsidies, etc.
- ▶ Employee Communications are being issued regularly by the CHRO to address issues of highest employee concern
- ▶ An employee COVID-19 hotline and one-stop email address has been set up for employees and supervisors to have questions triaged and answered quickly
- ▶ Work-site meetings are being conducted with attendance from the General Manager, HROD and Public Health
- ▶ Income protection for 3 weeks for all employees was guaranteed
- ▶ Labour groups have been engaged and helpful with accommodation strategies (i.e. for things like child care)

Council direction – Levels of Service

10

- ▶ Council determines the scope and levels of service delivered by the Municipality
 - ▶ In many cases levels of services are established by the Provincial government
 - ▶ Council approves the budget and resources required to deliver the approved service levels
- ▶ Local government is considered an essential service by the province
- ▶ Currently maintaining services approved by Council
 - ▶ Administration welcomes direction if Council wishes to change the levels of service
 - ▶ Returning to Council with recommended changes
 - ▶ Consider range of services – Flower planting to safe water supply
- ▶ Consider impact of a 30% to 70% infection rate

Questions / Discussion