



COVID-19 Pandemic

Reopening Plan

15 June 2020

Events To Date

- January 2020** COVID-19 gains worldwide awareness
- February 28** Mayor hosts regional meeting at Emergency Operations Centre to discuss local impacts
- March 11** COVID-19 declared a global pandemic by WHO
- March 12** Community Control Group begins meeting regularly
- March 17** Provincial emergency declaration
- March 20** City emergency declaration
- March 21** US Border closed to non-essential traffic

Administrative Responses

March 18 Report to Council regarding shutdown;
direction received

March 19 Systematic removal of staff from buildings and
service reduction

April 5 Further staffing report; layoff of seasonal
recreation and temporary staff, and
redeployment of other staff to critical areas

Service Modifications

- Essential services continue with safety precautions
 - Many staff working seamlessly from home with technological support; productivity and responsiveness are high
- More online/remote citizen services
 - Innovations in digital services – ie. digital procurement



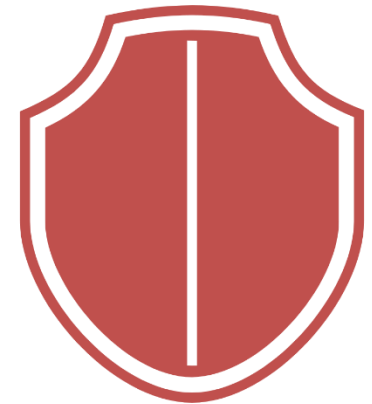
Services Suspended

- Marriage licences and civil ceremonies
- Municipal licensing
- Court services
- In-person permit and planning meetings
- Employment and Training Services for the public
- In-person Children's Services Administrative Supports and Housing Administrative Supports
- All indoor and outdoor recreation programming
- Solid Waste Drop-Off public access

Provincial Reopening Plan

Phase 1 - consider:

- Opening select workplaces that can meet public health guidelines
- Allowing essential gatherings with limited attendance
- Opening some outdoor spaces
- Continued protections for vulnerable populations



Provincial Reopening Plan

Phase 2 - consider:

- Opening more workplaces with significant mitigation plans
- Opening more public spaces
- Allowing some larger public gatherings
- Continued protections for vulnerable populations



Provincial Reopening Plan

Phase 3 - consider:

- Opening all workplaces responsibly
- Relaxing restrictions on public gatherings
- Continued protections for vulnerable populations



Provincial Reopening Plan

June 8 Province moves some regions to Stage 2

June 16 Province moves most regions to Stage 2

- Windsor/Essex was not yet included
- Re-openings will be reviewed on an ongoing basis

Guiding Principles

Providing the maximum service possible while maintaining staff and public safety

Fiscal responsibility and responsiveness to community needs

Returning staff to work in their home jobs or vital redeployments as quickly as possible

Factors Considered

- Provincial Orders
- Medical Officer of Health directives
- Industry-specific guidelines
- AMO task force input
- Third party stakeholders (courts, tenants)
- Experience of other municipalities

Service Status Updates

In addition to the services continued throughout the emergency, these services have been reintroduced:

- Public Drop-off reopened
- Enforcement of non-COVID/non-emergency by-law offenses
- Outdoor summer student placements
- Some marriage licences by appointment
- Emergency childcare for essential workers



A State of Readiness

We must ensure that our staff and the public have confidence in our ability to provide a safe environment for them.

This is accomplished by thorough planning and preparation, and a careful, measured return to service.

How have we prepared to protect staff and the public?

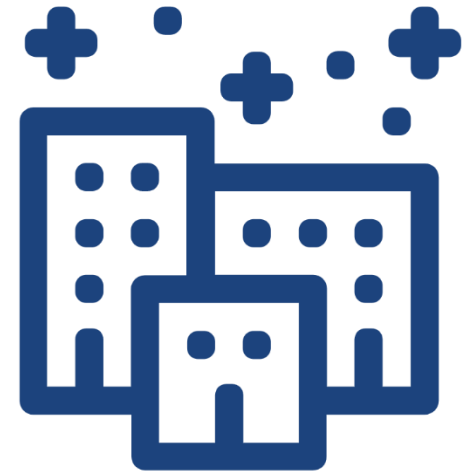


Policies and Directives

- Working at home
- In-Office safety
- Field Safety
- Returning to Work
- Illness protocols
- Cleaning
- PPE
- Travel
- Screening
- Visitors

Buildings and Facilities

- Risk Assessments were completed for all workspaces
- Health and Safety, Human Resources, and Facilities have identified physical changes to be made
 - Completion prioritised by expected occupation



Screening Protocols

- Visitors are screened upon entry into any City buildings
- Staff will be using an online app to complete daily screenings

Personal Protective Equipment (PPE)

- Workplace risk assessments included staff interactions with each other and the public
- PPE needs were established by Health and Safety and HR



Maintenance

Protocols created for:

- Ongoing cleaning of high-touch/high use spaces
- Cleaning of vehicles and equipment
- Cleaning of shared space (i.e. lunchrooms)
- Cleaning of spaces following exposure to COVID-19

Training

- Mandatory training programme
 - Everyone returning to the workplace
 - Everyone who remained in the workplace
- Includes information on:
 - how to protect themselves and others
 - proper use of PPE
 - awareness of existing policies



Service Liaison

- Important for employees to be able to voice concerns and provide feedback
- Return to Service Lead for each area
 - Acquaint people with workspace changes
 - Raise issues and concerns with leadership

Communication

- Ensure staff has all information and resources easily available
- Ensure that the public is aware of what our plans are and have easy access to information
 - Create a “one stop hub” to aggregate existing resident and business resources on City’s page



Economic Recovery

- Local Small Business Action Plan - Support for our businesses through the local small business initiative
- Establishment of WE EDC COVID-19 Economic Task Force
- Continued support for development and construction
- Support for residents/business via deferred tax installments/waiving penalties and interest
- Development of Capital Budget Guidelines/Framework to ensure continued capital investments
- Fiscal update being brought to Council on July 13

Community Wellbeing

- Day programme at Windsor Water World
 - homelessness support with physical distancing
- Shelter testing/shelter support and establishment of isolation and recovery centres
- Cool places protocols
- Current support for Unemployed Help Centre food hamper work
- Current support for PPE regional distribution hub



Specific Services

First Return:

- Licensing, gaming, vital statistics
- In-person payment of parking fees
- In-person financial/tax support
- In-person permit applications



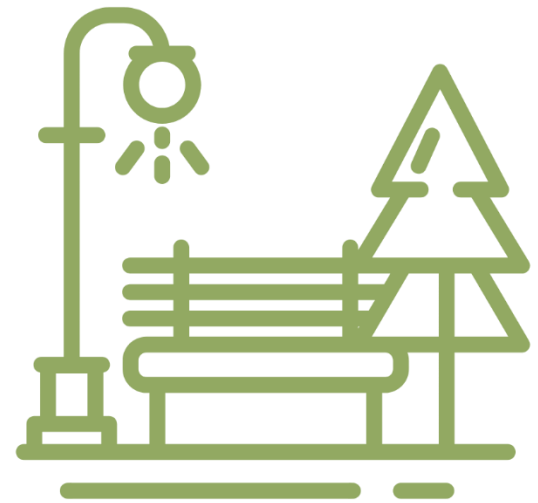
Public Meetings

Factors to consider regarding resumption of public meetings:

- Provincial orders regarding gatherings/Phase 2 reopenings
- Advice of the Medical Officer of Health
- Other/neighbouring municipalities

Parks and Recreation

- Playgrounds remain closed under Provincial Order
- Survey pending to gauge public interest in returning to certain types of recreation programming
- Modified parks service level



Next Steps

- First set of service returns will be triggered by a move to Stage 2; ten days' lead time to commence services in first stage.
- Evaluate the outcomes and address any challenges
- Ongoing communication with Council, staff, and the public