

# LAKE OF BAYS REOPENS



## COVID-19 RECOVERY A roadmap to our new reality

As of June 12, 2020

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# LAKE OF BAYS REOPENS

Lake of Bays Reopens is the Township of Lake of Bays plan for the next phases in responding to the COVID-19 emergency. This document outlines the plan for a gradual, safe and measured reopening of municipal facilities and restart of Township services and programs.

Our community will be forever changed as a result of the COVID-19 emergency and the impacts it has had on our families, our businesses, and our township.

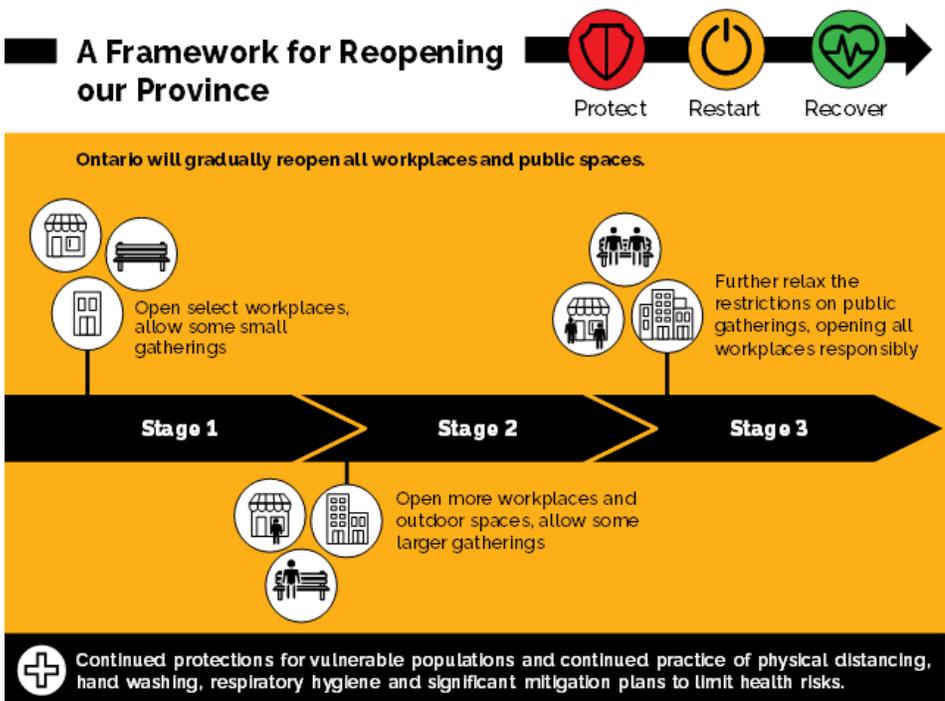
Since COVID-19 began in March 2020, the Township has taken steps to prioritize the health and safety of residents and employees. We closed municipal facilities on March 17, 2020 and cancelled programming and events. We found ways to deliver modified services to allow our operations to continue wherever possible. We also found new and different ways to continue delivering as many municipal services as possible.

The COVID-19 pandemic is not over. This virus will continue in our community for many months to come. As we begin to look ahead, Lake of Bays Reopens will serve as the roadmap to our new reality – one where COVID-19 is present in our community. It outlines the steps the Township will take to keep our residents and employees safe and provides a plan for the safe reopening of facilities and the restart of services and programs.

## Alignment with the Province of Ontario’s Reopening Framework

Lake of Bays Reopens is meant to align generally with the Province’s framework for Reopening Ontario after COVID-19 (Figure A). The Township of Lake of Bays framework also uses a phased approach, enabling both the Province and the Township to ensure there are appropriate measures in place to reopen safely and limit risks to public health.

Figure A



The Township of Lake of Bays will take guidance from the Province of Ontario as we move between phases. However, reopening in Lake of Bays will depend on the pandemic situation within our township, and may not align exactly with the Province’s phases. We may choose to move through the phases of reopening at a different speed than the Province, based on the conditions in Lake of Bays and advice from our local Medical Officer of Health.

# UPDATES TO LAKE OF BAYS REOPENS

Lake of Bays Reopens will be updated regularly and will likely change as the COVID-19 emergency evolves, and as the Province of Ontario updates its Emergency Orders and makes announcements for reopening businesses, schools, child care and more. Lake of Bays Reopens is based on what we currently know about the COVID-19 virus and its behaviour. This plan may change and evolve as more information becomes available.

For the latest updates on the COVID-19 emergency in Lake of Bays, and the most recent updates related to municipal facility closures, programming, events and any other Township business, please check [www.lakeofbays.on.ca/covid19](http://www.lakeofbays.on.ca/covid19)

## GUIDING PRINCIPLES

The Township of Lake of Bays plan for safely lifting the restrictions put in place to limit the spread of COVID- 19, reopening municipal facilities and restarting the delivery of Township services and programs will be guided by the Province of Ontario, the provincial Chief Medical Officer of Health, our local Medical Officer of Health and other public health officials.

Reopening Lake of Bays will be gradual, safe and measured. This framework is guided by the following principles:

### Protection of Public Health

We will ensure the health of residents and Township employees continues to be our highest priority. We will provide opportunities to maintain safe physical distance from others and follow good public health and occupational safety practices while reopening municipal facilities and restarting programs and services.

### Service to the Vulnerable Sector

We will continue providing support and services to support the vulnerable sector in our community.

### Maintenance of Township Facilities and Assets

We will consider which facilities and assets require maintenance or other action to support Township business and operations.

### Community Priorities

We will consider the services that are most valued by the community.

### Economic Recovery

We will prioritize those municipal services or activities that generate revenue for the Township, or that contribute to the economic recovery of the Township or the community.

### Health, Well-Being and Productivity

We will consider the health, well-being and productivity of employees when determining the most suitable location for them to do their best work.

### Legal or Regulatory Requirements

We will consider whether a municipal service or activity supports a legal or regulatory obligation of the Township.

### Resource Availability

We will consider the availability of resources such as employees, physical and financial resources, personal protective equipment and more.

## LAKE OF BAYS REOPENS PHASES

The Lake of Bays Reopens plan includes three overarching phases, each aligning generally with the [Province of Ontario's Reopening Framework](#).

Through each phase, the health and safety of residents and Township employees will be the primary focus, continuing to balance the needs of the community, Township Council and municipal businesses.

Reopening Lake of Bays will be gradual, safe and measured.

The Township will follow the lead of the Province of Ontario and take direction from the provincial Chief Medical Officer of Health, our local Medical Officer of Health and other public health officials. Advice from these professionals will determine the speed that we proceed through the phases of reopening and will help to determine if health and safety measures need to be adjusted at any time. No dates are referenced for any of the phases.

Everyday actions to protect the health of residents and Township employees – like physical distancing, frequent hand washing and staying home if you are sick – will continue through each phase.

### Phase One – The Early Stages

Phase One of Lake of Bays Reopens is focused on delivering the highest priority municipal services. During Phase One, Township operations will look like:

- All municipal facilities and offices remain closed to the public
- Recreation programs and events remain cancelled
- Limited return to the workplace for employees delivering high-priority services
- Limited return to the workplace for employees working alone or in small groups outdoors
- Many employees continue to work from home
- If required, employees can be redeployed to support COVID-19 emergency response efforts in temporary positions
- Restrictions on the number of people gathering to follow Provincial Orders
- Some outdoor municipal amenities are open to the public
- Many Township services are available online

### Phase Two – Gradual Recovery

Phase Two of Lake of Bays Reopens is focused on safely expanding the municipal services available to residents and returning more employees to work. During Phase Two, Township operations will look like:

- Some municipal facilities and offices reopen to the public with measures to enable physical distancing and health screening upon entry
- Most recreation programming and events remain cancelled
- Where required, employees will return to the workplace under enhanced health and safety guidelines with strict adherence to physical distancing, health screening upon entry, and restrictions on gatherings
- Many employees continue to work from home
- Employees who were redeployed to support COVID-19 emergency response efforts will continue in their temporary positions
- Restrictions on the number of people gathering to follow Provincial Orders
- Most outdoor municipal amenities are open to the public
- Many Township services are available both online and in person with enhanced health and safety measures in place for employees and residents accessing services at municipal facilities

## **Phase Three – Our New Reality**

Phase Three of Lake of Bays Reopens is our new reality. It is focused on continuing to deliver municipal services in a safe and responsible manner while the risk of COVID-19 infection remains in our community. Phase Three will be lengthy. It will continue until a COVID-19 vaccine or other treatments are available and are in widespread use. During Phase Three, Township operations will look like:

- Most municipal facilities and offices reopen to the public with measures to enable physical distancing and health screening upon entry
- Most recreation programming and events will return under enhanced health and safety guidelines
- More employees may return to the workplace under enhanced health and safety guidelines
- Some employees may continue to work from home
- Employees who were redeployed to support COVID-19 emergency response efforts may continue in their temporary positions
- Relaxed restrictions on the number of people gathering to follow the Provincial Orders
- Outdoor municipal amenities are open to the public
- Many Township services are available both online and in person with health and safety measures in place for employees and residents accessing services at municipal facilities

If required, the Township is prepared to implement more stringent public health measures or move backwards in the phased approach in order to keep residents and employees safe. Some elements may move between phases faster than others based on advice from public health officials and the situation in Lake of Bays.

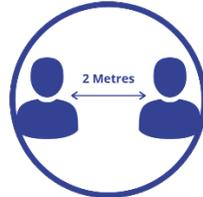
# TOWNSHIP SERVICES

Living in a world where COVID-19 is present in our community means that many Township services must be accessed and delivered in new and different ways. As we continue to prioritize the health and safety of residents and employees, once our facilities reopen and programs restart, things will look a little different. Many services will be offered virtually to maintain physical distancing where possible. In prioritizing the health and safety of residents and employees, we're focused on the following six areas:



## CLEANING

- ❑ We're doing extra cleaning and disinfecting in all our facilities, office spaces and other work environments.



## PHYSICAL DISTANCING

- ❑ We're ensuring employees and residents can maintain two metres of physical distance from others, often by allowing employees to work from home.
- ❑ We're using signage, floor stickers and arrows to direct the flow of traffic.
- ❑ We're offering more opportunities to interact and access services virtually.



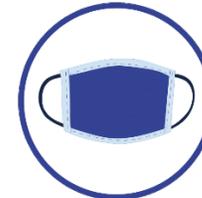
## STOP THE SPREAD

- ❑ We're encouraging employees and residents to practice good hand hygiene by washing hands and using hand sanitizer, and cough or sneeze into their sleeves.
- ❑ We're discouraging employees from sharing desks, chairs, phones, keyboards or other equipment.



## HEALTH SCREENING

- ❑ We're conducting active and passive health screening of all employees and visitors to municipal facilities.



## PPE

- ❑ In places or situations where physical distancing can't be maintained, we're providing the appropriate personal protective equipment for employees.



## COMMUNICATION

- ❑ We're providing residents and employees with regular updates and information about the COVID-19 situation in Lake of Bays.
- ❑ We're posting information about physical distancing, good hand hygiene and health screening.

## Service Availability by Phase

The Township of Lake of Bays delivers a variety of services to the community. During the COVID-19 emergency, some of these services have continued, and some have continued on a modified basis. Some services were postponed or cancelled due to resourcing or other health and safety related concerns. Each Township service is categorized under one of the following categories:

**PROCEEDING – NO CHANGE:** Township service is proceeding with no changes for residents or employees as a result of the COVID-19 emergency. Services under this category are proceeding as they did prior to the COVID-19 emergency.

**PROCEEDING – NEW MODEL:** Township service is proceeding with no changes for residents, but the Township is delivering the service in a different way as a result of the COVID-19 emergency. Services under this category are continuing, but employees may be working from home or doing their work in a different way, in accordance with enhanced health and safety guidelines.

**MODIFIED:** Delivery of this Township service has been modified as a result of the COVID-19 emergency. The Township is continuing to deliver some parts of this service, but residents may notice an impact.

**CANCELLED:** This Township service has been cancelled as a result of the COVID-19 emergency.

Where restart of a Township service is completely dependent on action from the Province of Ontario, this is noted as well.

The Township has used a risk-based approach to guide the decisions on the safe reopening of municipal facilities and restart of Township services and programs. Each service was assessed individually to determine the type of interaction required to deliver it, and potential modifications that could be made to make the service safer.

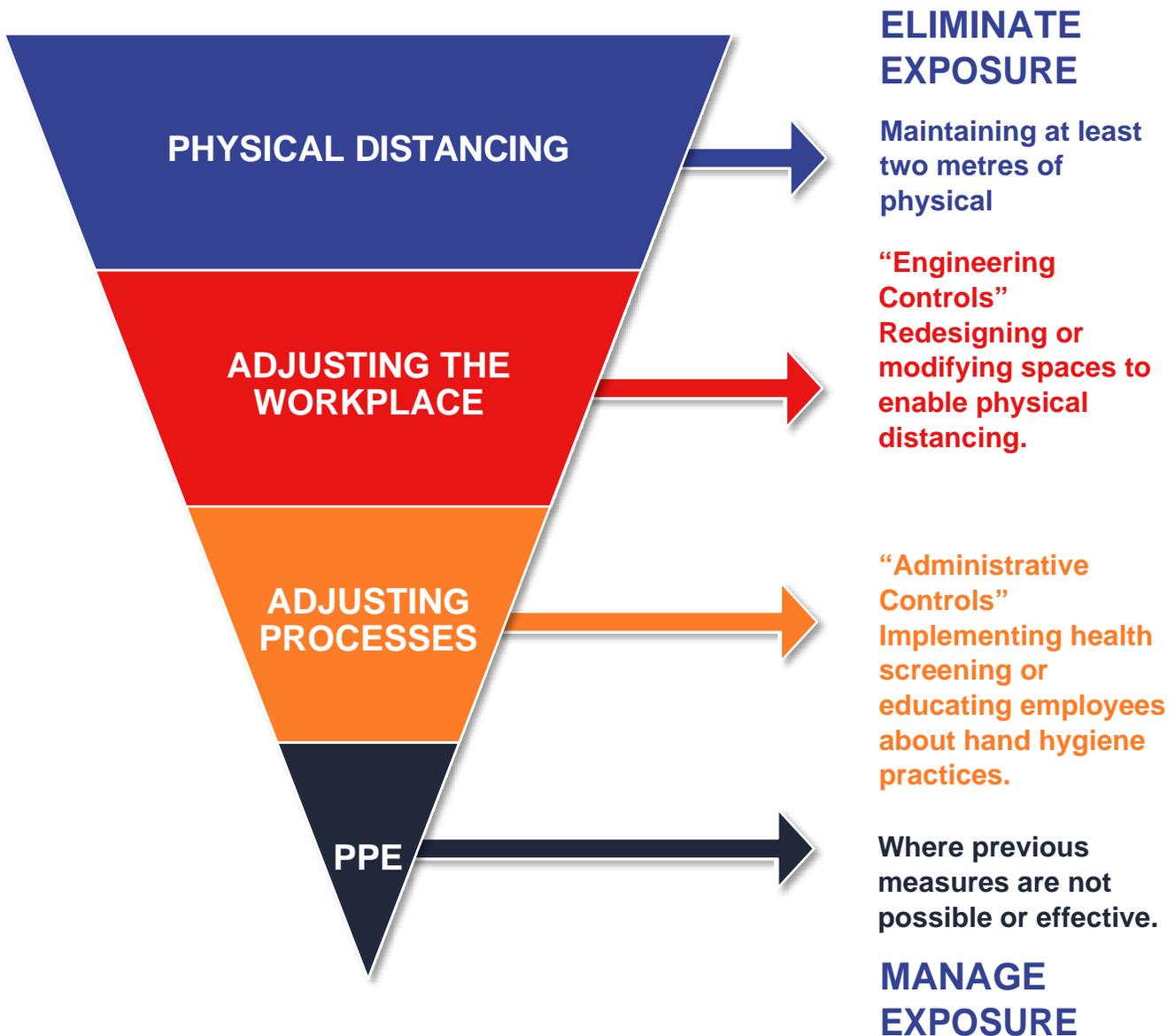
A complete list of Township service availability is available in **Appendix A**.

# SAFE WORKING ENVIRONMENTS

To ensure health and safety in municipal facilities and spaces as employees and residents begin to return and interact once again, the Township has developed guidelines and requirements for providing safe working environments for employees and residents who may be visiting them.

## Hierarchy of Controls

In developing these guidelines, the Township has considered a hierarchy of controls, as recommended by the Medical Officer of Health. The elements closer to the top of the inverted triangle help with eliminating the spread of COVID-19. Those closer to the tip of the triangle are for managing exposure.



PHYSICAL DISTANCING	ADJUSTING THE WORKPLACE	ADJUSTING PROCESSES	PROVIDING PPE
<b>ELIMINATE EXPOSURE</b>		<b>MANAGE EXPOSURE</b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Working from home and using technology.</li> <li><input type="checkbox"/> Maintaining a physical distance of two metres from others.</li> <li><input type="checkbox"/> Restricting the number of employees onsite.</li> <li><input type="checkbox"/> Managing traffic flow and using floor markings.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Rearranging desks.</li> <li><input type="checkbox"/> Spacing out workstations.</li> <li><input type="checkbox"/> Installing barriers or plexiglass between employees and/or residents.</li> <li><input type="checkbox"/> Ensuring proper and adequate ventilation meets industry guidelines and standards.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Implementing health screening of all employees and visitors.</li> <li><input type="checkbox"/> Encouraging employees to practice good hand washing and hygiene techniques</li> <li><input type="checkbox"/> Encouraging individuals to practice hand hygiene directly after contact with high touch areas.</li> <li><input type="checkbox"/> Increasing cleaning and disinfecting.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Providing personal protective equipment like masks or face coverings where required – should be used as a measure to manage exposure, after implementing physical distancing measures, and adjusting the workplace and processes.</li> </ul>

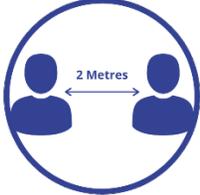
## WORK ENVIRONMENTS

Lake of Bays Reopens identifies 13 municipal workplaces or environments where employees work, some where residents may visit to conduct Township business or access Township services. These include:

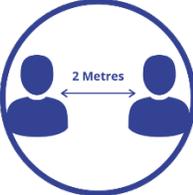
1. Office Space
2. Meeting and Training Rooms
3. Lunchrooms and Kitchens
4. Washrooms and Change Rooms
5. Reception Areas, Customer Service Counters, Council Chambers and other Areas for the General Public
6. Mobile Employees
7. Mobile Employees in the Community
8. Township Vehicles
9. Outdoor Spaces
10. Garages, Maintenance Buildings and Yards
11. Arenas
12. Recreation Centres
13. Home Offices

The coming pages outline the enhanced health and safety controls that must be in place in each of these workplaces and summarize the protocols that will be in place in each environment going forward as a result of COVID-19.

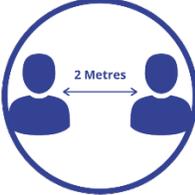
## Office Space

					
CLEANING	PHYSICAL DISTANCING	STOP THE SPREAD	HEALTH SCREENING	PPE	COMMUNICATION
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure cleaning and disinfectant products are accessible</li> <li><input type="checkbox"/> Train employees on the proper use of cleaning and disinfectant products</li> <li><input type="checkbox"/> Ensure employees clean and disinfect their own desk, chair, keyboard, mouse, phone and other equipment regularly</li> <li><input type="checkbox"/> Ensure high-touch areas like doors and door handles are cleaned regularly</li> <li><input type="checkbox"/> Inform employees about the schedule and frequency of cleaning</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure employees can maintain a physical distance of two metres from others</li> <li><input type="checkbox"/> Rearrange workstation assignments, leave alternate desks empty, rotate days at work</li> <li><input type="checkbox"/> Stagger breaks, lunch hours, start and end times for employees.</li> <li><input type="checkbox"/> Where possible, require employees to stay within their own work location</li> <li><input type="checkbox"/> Post signs indicating maximum number of people allowed in smaller spaces</li> <li><input type="checkbox"/> Discourage face-to-face interactions</li> <li><input type="checkbox"/> Use signage, floor stickers or arrows to direct the flow of traffic</li> <li><input type="checkbox"/> Limit visitors to essential business only</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to practice good hand hygiene</li> <li><input type="checkbox"/> Provide soap at all sinks</li> <li><input type="checkbox"/> Provide alcohol-based hand sanitizer where soap/water is not available</li> <li><input type="checkbox"/> Educate employees about coughing or sneezing into their sleeves</li> <li><input type="checkbox"/> Stay home if you are sick</li> <li><input type="checkbox"/> Discourage employees from sharing desks, chairs phones, keyboards or other equipment</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all employees self-screen before attending work.</li> <li><input type="checkbox"/> Ensure visitors complete the visitor passive health self-screening before entering the facility or workplace</li> <li><input type="checkbox"/> Post signage for visitor health screening and direct them to contact Public Health Services for more information.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide personal protective equipment where required – PPE is not normally required in office spaces.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide employees with regular updates and information about the COVID-19 situation</li> <li><input type="checkbox"/> Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information</li> <li><input type="checkbox"/> Post information about physical distancing, good hand hygiene and health screening</li> <li><input type="checkbox"/> Share updates from senior management regularly</li> </ul>

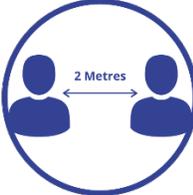
## Meeting and Training Rooms

					
CLEANING	PHYSICAL DISTANCING	STOP THE SPREAD	HEALTH SCREENING	PPE	COMMUNICATION
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure cleaning and disinfectant products are accessible</li> <li><input type="checkbox"/> Train employees on the proper use of cleaning and disinfectant products</li> <li><input type="checkbox"/> Clean meeting and training rooms after each use</li> <li><input type="checkbox"/> Ensure high-touch areas like doors and door handles are cleaned regularly</li> <li><input type="checkbox"/> Inform employees about the schedule and frequency of third-party cleaners</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure employees can maintain a physical distance of two metres from others</li> <li><input type="checkbox"/> Remove extra chairs and specify seating arrangements to leave space between meeting attendees</li> <li><input type="checkbox"/> Post signs indicating maximum number of people allowed in smaller spaces</li> <li><input type="checkbox"/> Discourage face-to-face interactions</li> <li><input type="checkbox"/> Limit visitors to essential business only</li> <li><input type="checkbox"/> Ensure attendees understand physical distancing requirements before arriving at the meeting.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to practice good hand hygiene</li> <li><input type="checkbox"/> Provide soap at all sinks</li> <li><input type="checkbox"/> Provide alcohol-based hand sanitizer where soap/water is not available</li> <li><input type="checkbox"/> Educate employees about coughing or sneezing into their sleeves</li> <li><input type="checkbox"/> Stay home if you are sick</li> <li><input type="checkbox"/> Place garbage cans at entrances and exits</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all employees self-screen before attending work.</li> <li><input type="checkbox"/> Ensure visitors complete the visitor passive health self-screening before entering the facility or workplace</li> <li><input type="checkbox"/> Post signage for visitor health screening and direct them to contact Public Health Services for more information.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide personal protective equipment where required – PPE is not required in meeting and training rooms.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide employees with regular updates and information about the COVID-19 situation</li> <li><input type="checkbox"/> Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information</li> <li><input type="checkbox"/> Post information about physical distancing, good hand hygiene and health screening</li> <li><input type="checkbox"/> Share updates from senior management regularly</li> </ul>

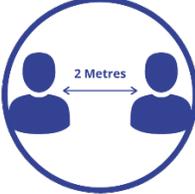
## Lunchrooms and Kitchens

					
CLEANING	PHYSICAL DISTANCING	STOP THE SPREAD	HEALTH SCREENING	PPE	COMMUNICATION
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure cleaning and disinfectant products are accessible</li> <li><input type="checkbox"/> Train employees on the proper use of cleaning and disinfectant products</li> <li><input type="checkbox"/> Ensure high-touch areas like doors, door handles, counter tops, fridge handles, microwave controls, and sink taps are cleaned regularly</li> <li><input type="checkbox"/> Inform employees about the schedule and frequency of third-party cleaners</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure employees can maintain a physical distance of two metres from others</li> <li><input type="checkbox"/> Post signs indicating maximum number of people allowed in smaller spaces</li> <li><input type="checkbox"/> Use signage, floor stickers or arrows to direct the flow of traffic</li> <li><input type="checkbox"/> Discourage face-to-face interactions</li> <li><input type="checkbox"/> Remove, restrict or rearrange seating</li> <li><input type="checkbox"/> Limit users to those in the immediate work location (no visitors)</li> <li><input type="checkbox"/> Stagger breaks and lunch hours for employees.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to practice good hand hygiene</li> <li><input type="checkbox"/> Provide soap at all sinks</li> <li><input type="checkbox"/> Provide alcohol-based hand sanitizer where soap/water is not available</li> <li><input type="checkbox"/> Educate employees about coughing or sneezing into their sleeves</li> <li><input type="checkbox"/> Stay home if you are sick</li> <li><input type="checkbox"/> Place garbage cans at entrances and exits</li> <li><input type="checkbox"/> Discourage employees from sharing food</li> <li><input type="checkbox"/> No communal dishes, cutlery, mugs and glasses</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all employees self-screen before attending work.</li> <li><input type="checkbox"/> Post signage for visitor health screening and direct them to contact Public Health Services for more information.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide personal protective equipment where required – PPE is not required in kitchens and lunchrooms.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide employees with regular updates and information about the COVID-19 situation</li> <li><input type="checkbox"/> Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information</li> <li><input type="checkbox"/> Post information about physical distancing, good hand hygiene and health screening</li> <li><input type="checkbox"/> Share updates from senior management regularly</li> </ul>

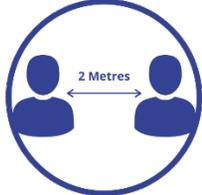
## Washrooms and Changerooms

					
CLEANING	PHYSICAL DISTANCING	STOP THE SPREAD	HEALTH SCREENING	PPE	COMMUNICATION
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure cleaning and disinfectant products are accessible</li> <li><input type="checkbox"/> Train employees on the proper use of cleaning and disinfectant products</li> <li><input type="checkbox"/> Ensure high-touch areas like doors, door handles, counter tops and sink taps are cleaned regularly</li> <li><input type="checkbox"/> Inform employees about the schedule and frequency of third-party cleaners</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure employees can maintain a physical distance of two metres from others</li> <li><input type="checkbox"/> Post signs indicating maximum number of people allowed in smaller spaces</li> <li><input type="checkbox"/> Use signage, floor stickers or arrows to direct the flow of traffic</li> <li><input type="checkbox"/> Block off alternating stalls, sinks and lockers if applicable</li> <li><input type="checkbox"/> Limit users to those in the immediate work location (no visitors)</li> <li><input type="checkbox"/> Revise locker assignments to ensure appropriate spacing.</li> <li><input type="checkbox"/> Stagger start and end times for employees.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to practice good hand hygiene</li> <li><input type="checkbox"/> Provide soap at all sinks</li> <li><input type="checkbox"/> Provide alcohol-based hand sanitizer where soap/water is not available</li> <li><input type="checkbox"/> Educate employees about coughing or sneezing into their sleeves</li> <li><input type="checkbox"/> Stay home if you are sick</li> <li><input type="checkbox"/> Place garbage cans at entrances and exits</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all employees self-screen before attending work.</li> <li><input type="checkbox"/> Ensure visitors complete the visitor passive health self-screening before entering the facility or workplace</li> <li><input type="checkbox"/> Post signage for visitor health screening and direct them to contact Public Health Services for more information.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide personal protective equipment where required – PPE is not required in washrooms, change rooms and employees gyms.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide employees with regular updates and information about the COVID-19 situation</li> <li><input type="checkbox"/> Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information</li> <li><input type="checkbox"/> Post information about physical distancing, good hand hygiene and health screening</li> <li><input type="checkbox"/> Share updates from senior management regularly</li> </ul>

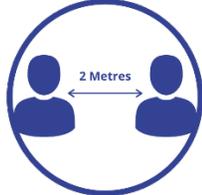
## Reception Areas, Customer Service Counters, Council Chambers and other Areas for the General Public

					
CLEANING	PHYSICAL DISTANCING	STOP THE SPREAD	HEALTH SCREENING	PPE	COMMUNICATION
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure cleaning and disinfectant products are accessible</li> <li><input type="checkbox"/> Train employees on the proper use of cleaning and disinfectant products</li> <li><input type="checkbox"/> Ensure high-touch areas like doors, door handles, counter tops, shared touch screens and phones are cleaned regularly</li> <li><input type="checkbox"/> Inform employees about the schedule and frequency of third-party cleaners</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure employees can maintain a physical distance of two metres from others</li> <li><input type="checkbox"/> Post signs indicating maximum number of people allowed in smaller spaces</li> <li><input type="checkbox"/> Use signage, floor stickers or arrows to direct the flow of traffic</li> <li><input type="checkbox"/> Install barriers to counters where the public has access</li> <li><input type="checkbox"/> Offer services online where possible to avoid face-to-face interactions</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to practice good hand hygiene</li> <li><input type="checkbox"/> Provide soap at all sinks</li> <li><input type="checkbox"/> Provide alcohol-based hand sanitizer where soap/water is not available</li> <li><input type="checkbox"/> Educate employees about coughing or sneezing into their sleeves</li> <li><input type="checkbox"/> Stay home if you are sick</li> <li><input type="checkbox"/> Place garbage cans at entrances and exits</li> <li><input type="checkbox"/> Discourage employees from sharing desks, chairs phones, keyboards or other equipment</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all employees self-screen before attending work.</li> <li><input type="checkbox"/> Ensure visitors complete the visitor passive health self-screening before entering the facility or workplace</li> <li><input type="checkbox"/> Post signage for visitor health screening and direct them to contact Public Health Services for more information.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide personal protective equipment where required – PPE is not required in reception areas, customer service counters, Council Chambers and other areas accessible by the general public.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide employees with regular updates and information about the COVID-19 situation</li> <li><input type="checkbox"/> Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information</li> <li><input type="checkbox"/> Post information about physical distancing, good hand hygiene and health screening</li> <li><input type="checkbox"/> Share updates from senior management regularly</li> </ul>

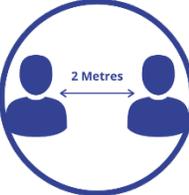
## Mobile Employees in the Community

					
CLEANING	PHYSICAL DISTANCING	STOP THE SPREAD	HEALTH SCREENING	PPE	COMMUNICATION
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure cleaning and disinfectant products are accessible</li> <li><input type="checkbox"/> Train employees on the proper use of cleaning and disinfectant products</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to maintain a physical distance of two metres from others</li> <li><input type="checkbox"/> Discourage face-to-face interactions</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to practice good hand hygiene</li> <li><input type="checkbox"/> Provide alcohol-based hand sanitizer where soap/water is not available</li> <li><input type="checkbox"/> Educate employees about coughing or sneezing into their sleeves</li> <li><input type="checkbox"/> Stay home if you are sick</li> <li><input type="checkbox"/> Discourage employees from sharing equipment where possible</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all employees self-screen before attending work.</li> <li><input type="checkbox"/> Where possible when booking appointments in the community, provide visitor health screening information prior to visit</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide personal protective equipment where required.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide employees with regular updates and information about the COVID-19 situation</li> <li><input type="checkbox"/> Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information</li> <li><input type="checkbox"/> Post information about physical distancing, good hand hygiene and health screening</li> <li><input type="checkbox"/> Share updates from senior management regularly</li> </ul>

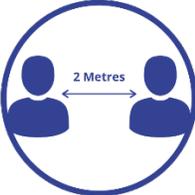
## Township Vehicles

					
CLEANING	PHYSICAL DISTANCING	STOP THE SPREAD	HEALTH SCREENING	PPE	COMMUNICATION
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure cleaning and disinfectant products are accessible</li> <li><input type="checkbox"/> Train employees on the proper use of cleaning and disinfectant products</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to maintain a physical distance of two metres from others</li> <li><input type="checkbox"/> Ensure no more than two employees travel in a vehicle together at one time, and only with appropriate measures in place</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to practice good hand hygiene</li> <li><input type="checkbox"/> Provide alcohol-based hand sanitizer where soap/water is not available</li> <li><input type="checkbox"/> Educate employees about coughing or sneezing into their sleeves</li> <li><input type="checkbox"/> Stay home if you are sick</li> <li><input type="checkbox"/> Discourage employees from sharing equipment where possible</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all employees self-screen before attending work.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide personal protective equipment where required.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide employees with regular updates and information about the COVID-19 situation</li> <li><input type="checkbox"/> Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information</li> <li><input type="checkbox"/> Share information about physical distancing, good hand hygiene and self-assessment screening on circle-check documentation</li> <li><input type="checkbox"/> Share updates from senior management regularly</li> </ul>

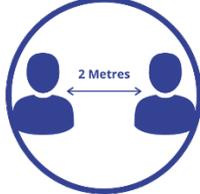
## Outdoor Employees

					
CLEANING	PHYSICAL DISTANCING	STOP THE SPREAD	HEALTH SCREENING	PPE	COMMUNICATION
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure cleaning and disinfectant products are accessible</li> <li><input type="checkbox"/> Train employees on the proper use of cleaning and disinfectant products</li> <li><input type="checkbox"/> Ensure high-touch areas like doors, door handles, hand tools and other shared equipment are cleaned regularly</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to maintain a physical distance of two metres from others</li> <li><input type="checkbox"/> Discourage face-to-face interactions</li> <li><input type="checkbox"/> Stagger breaks, lunch hours, start and end times for employees.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to practice good hand hygiene</li> <li><input type="checkbox"/> Provide alcohol-based hand sanitizer where soap/water is not available</li> <li><input type="checkbox"/> Educate employees about coughing or sneezing into their sleeves</li> <li><input type="checkbox"/> Stay home if you are sick</li> <li><input type="checkbox"/> Discourage employees from sharing equipment where possible</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all employees self-screen before attending work.</li> <li><input type="checkbox"/> Where possible when booking appointments in the community, provide visitor health screening information prior to visit</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide personal protective equipment where required.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide employees with regular updates and information about the COVID-19 situation</li> <li><input type="checkbox"/> Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information</li> <li><input type="checkbox"/> Post information about physical distancing, good hand hygiene and health screening</li> <li><input type="checkbox"/> Share updates from senior management regularly</li> </ul>

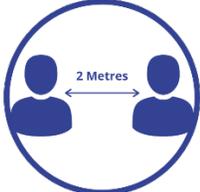
## Garages, Maintenance Buildings and Yards

					
CLEANING	PHYSICAL DISTANCING	STOP THE SPREAD	HEALTH SCREENING	PPE	COMMUNICATION
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure cleaning and disinfectant products are accessible</li> <li><input type="checkbox"/> Train employees on the proper use of cleaning and disinfectant products</li> <li><input type="checkbox"/> Ensure high-touch areas like doors, door handles appliances, counter tops, tables, cabinets and other shared equipment is cleaned regularly</li> <li><input type="checkbox"/> Inform employees about the schedule and frequency of third-party cleaners</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure employees can maintain a physical distance of two metres from others</li> <li><input type="checkbox"/> Post signs indicating maximum number of people allowed in smaller spaces</li> <li><input type="checkbox"/> Use signage, floor stickers or arrows to direct the flow of traffic</li> <li><input type="checkbox"/> Rearrange workstation assignments, rotate days at work</li> <li><input type="checkbox"/> Where possible, require employees to stay within their own work location</li> <li><input type="checkbox"/> Discourage face-to-face interactions</li> <li><input type="checkbox"/> Stagger breaks, lunch hours, start and end times for employees.</li> <li><input type="checkbox"/> Limit visitors to essential business only</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to practice good hand hygiene</li> <li><input type="checkbox"/> Provide soap at all sinks</li> <li><input type="checkbox"/> Provide alcohol-based hand sanitizer where soap/water is not available</li> <li><input type="checkbox"/> Educate employees about coughing or sneezing into their sleeves</li> <li><input type="checkbox"/> Stay home if you are sick</li> <li><input type="checkbox"/> Discourage employees from sharing equipment where possible</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all employees self-screen before attending work.</li> <li><input type="checkbox"/> Ensure visitors complete the visitor passive health self-screening before entering the facility or workplace</li> <li><input type="checkbox"/> Post signage for visitor health screening and direct them to contact Public Health Services for more information.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide personal protective equipment where required.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide employees with regular updates and information about the COVID-19 situation</li> <li><input type="checkbox"/> Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information</li> <li><input type="checkbox"/> Post information about physical distancing, good hand hygiene and health screening</li> <li><input type="checkbox"/> Share updates from senior management regularly</li> </ul>

## Arenas

					
CLEANING	PHYSICAL DISTANCING	STOP THE SPREAD	HEALTH SCREENING	PPE	COMMUNICATION
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure cleaning and disinfectant products are accessible</li> <li><input type="checkbox"/> Train employees on the proper use of cleaning and disinfectant products</li> <li><input type="checkbox"/> Ensure high-touch areas like doors, door handles, and other shared equipment are cleaned regularly</li> <li><input type="checkbox"/> Inform employees about the schedule and frequency of third-party cleaners</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure employees can maintain a physical distance of two metres from others</li> <li><input type="checkbox"/> Post signs indicating maximum number of people allowed in smaller spaces</li> <li><input type="checkbox"/> Use signage, floor stickers or arrows to direct the flow of traffic</li> <li><input type="checkbox"/> Rearrange workstation assignments, leave alternate desks empty, rotate days at work</li> <li><input type="checkbox"/> Stagger breaks, lunch hours, start and end times for employees.</li> <li><input type="checkbox"/> Where possible, require employees to stay within their own work location</li> <li><input type="checkbox"/> Install barriers to counters where the public has access, like reception and concession stands</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to practice good hand hygiene</li> <li><input type="checkbox"/> Provide soap at all sinks</li> <li><input type="checkbox"/> Provide alcohol-based hand sanitizer where soap/water is not available</li> <li><input type="checkbox"/> Educate employees about coughing or sneezing into their sleeves</li> <li><input type="checkbox"/> Stay home if you are sick</li> <li><input type="checkbox"/> Place garbage cans at entrances and exits</li> <li><input type="checkbox"/> Discourage employees from sharing desks, chairs phones, keyboards or other equipment</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all employees self-screen before attending work.</li> <li><input type="checkbox"/> Ensure visitors complete the visitor passive health self-screening before entering the facility or workplace</li> <li><input type="checkbox"/> Post signage for visitor health screening and direct them to contact Public Health Services for more information.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide personal protective equipment where required.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide employees with regular updates and information about the COVID-19 situation</li> <li><input type="checkbox"/> Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information</li> <li><input type="checkbox"/> Post information about physical distancing, good hand hygiene and health screening</li> <li><input type="checkbox"/> Share updates from senior management regularly</li> </ul>

## Recreation Centres

					
CLEANING	PHYSICAL DISTANCING	STOP THE SPREAD	HEALTH SCREENING	PPE	COMMUNICATION
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure cleaning and disinfectant products are accessible</li> <li><input type="checkbox"/> Train employees on the proper use of cleaning and disinfectant products</li> <li><input type="checkbox"/> Ensure employees clean and disinfect their own desk, chair, keyboard, mouse, phone and other equipment regularly</li> <li><input type="checkbox"/> Ensure high-touch areas like doors, door handles, shared equipment are cleaned regularly</li> <li><input type="checkbox"/> Inform employees about the schedule and frequency of third-party cleaners</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure employees can maintain a physical distance of two metres from others</li> <li><input type="checkbox"/> Post signs indicating maximum number of people allowed in smaller spaces</li> <li><input type="checkbox"/> Use signage, floor stickers or arrows to direct the flow of traffic</li> <li><input type="checkbox"/> Rearrange workstations assignments, leave alternating desks empty, rotate days at work</li> <li><input type="checkbox"/> Stagger breaks, lunch hours, start and end times for employees.</li> <li><input type="checkbox"/> Where possible, require employees to stay within their own work location</li> <li><input type="checkbox"/> Install barriers to counters where the public has access, like reception and concession stands</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage employees to practice good hand hygiene</li> <li><input type="checkbox"/> Provide soap at all sinks</li> <li><input type="checkbox"/> Provide alcohol-based hand sanitizer where soap/water is not available</li> <li><input type="checkbox"/> Educate employees about coughing or sneezing into their sleeves</li> <li><input type="checkbox"/> Stay home if you are sick</li> <li><input type="checkbox"/> Place garbage cans at entrances and exits</li> <li><input type="checkbox"/> Discourage employees from sharing desks, chairs phones, keyboards or other equipment</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all employees self-screen before attending work.</li> <li><input type="checkbox"/> Ensure visitors complete the visitor passive health self-screening before entering the facility or workplace</li> <li><input type="checkbox"/> Post signage for visitor health screening and direct them to contact Public Health Services for more information.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide personal protective equipment where required.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide employees with regular updates and information about the COVID-19 situation</li> <li><input type="checkbox"/> Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information</li> <li><input type="checkbox"/> Post information about physical distancing, good hand hygiene and health screening</li> <li><input type="checkbox"/> Share updates from senior management regularly</li> <li><input type="checkbox"/> Provide employees with information about preventing the spread of COVID-19 to share with clients during programming</li> </ul>

## Home Office

Employees working out of their home offices should follow Township policies and public health recommendations for cleaning, physical distancing, and infection control.

## APPENDIX A: Service Availability by Phase

**PROCEEDING – NO CHANGE:** Township service is proceeding with no changes for residents or employees as a result of the COVID- 19 emergency. Services under this category are proceeding as they did prior to the COVID-19 emergency.

**PROCEEDING – NEW MODEL:** Township service is proceeding with no changes for residents, but the Township is delivering the service in a different way as a result of the COVID-19 emergency. Services under this category are continuing, but employees may be working from home or doing their work in a different way in accordance with enhanced health and safety guidelines.

**MODIFIED:** Delivery of this Township service has been modified as a result of the COVID-19 emergency. The Township is continuing to deliver some parts of this service, but residents may notice an impact.

**CANCELLED:** This Township service has been cancelled as a result of the COVID-19 emergency.

TOWNSHIP SERVICES	Initial Response to COVID-19	Phase One Early Stages	Phase Two Gradual Recovery	Phase Three New Model
<b>CORPORATE SERVICES</b>				
<b>Election Services</b>	Not applicable.	Not applicable.	Not applicable.	Not applicable.
<b>Records Management</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Employees working from home</li> <li>Delay to freedom of information requests – services still proceeding.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Employees working from home</li> <li>Delay to freedom of information requests – services still proceeding.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Employees gradually returning to the workplace</li> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Public counter reopens with social distancing precautions.</li> <li>Operations continue under enhanced health and safety guidelines.</li> </ul>
<b>Township Council, Council Relations and Legislative Services</b>	<b>CANCELLED</b> <ul style="list-style-type: none"> <li>All in-person Council and Council (Planning Matters Only) meetings cancelled</li> <li>Council meetings held virtually for urgent matters only.</li> <li>Cancellation of all Committee meetings</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Council meetings held virtually for regular business matters.</li> <li>Council (Planning Matters Only) meetings cancelled.</li> <li>Cancellation of all Committee meetings</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Council/Committee meetings held in Council Chambers or Community Centre based on the gathering limits and social distancing limits set by Province.</li> <li>Alternatively, continue with virtual Council and Council (Planning Matters Only) meetings and allow for the public to participate</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continue under enhanced health and safety guidelines.</li> <li>Council/Committee meetings held in Council Chambers or Community Centre based on the gathering limits and social distancing limits set by Province.</li> </ul>

TOWNSHIP SERVICES	Initial Response to COVID-19	Phase One Early Stage	Phase Two Gradual Recovery	Phase Three New Model
<b>Customer Service</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Responding to inquiries via email or telephone</li> <li>• Commissioning services suspended</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Responding to inquiries via email or telephone</li> <li>• Commissioning services suspended</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees gradually returning to the workplace</li> <li>• Public counter will gradually open.</li> <li>• Responding to inquiries via email or telephone</li> <li>• Services available by appointment</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Operations continue under enhanced health and safety guidelines.</li> </ul>
<b>Cemeteries Purchasing of Plots and Niches</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working in combination between office and home</li> <li>• Public counter closed.</li> <li>• Responding to inquiries via email or telephone</li> <li>• Pre-planning services by email only.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working in combination between office and home</li> <li>• Public counter closed.</li> <li>• Responding to inquiries via email or telephone</li> <li>• Pre-planning services by email only.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees gradually returning to the workplace</li> <li>• Public counter gradually reopening by appointment</li> <li>• Responding to inquiries via email or telephone</li> <li>• Pre-planning services available by appointment.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Operations continue under enhanced health and safety guidelines.</li> </ul>

<b>TOWNSHIP SERVICES</b>	<b>Initial Response to COVID-19</b>	<b>Phase One Early Stage</b>	<b>Phase Two Gradual Recovery</b>	<b>Phase Three New Model</b>
<b>Human Resources</b>	<p><b>MODIFIED:</b></p> <ul style="list-style-type: none"> <li>• Employee working from home</li> <li>• Hiring for essential services and critical support, if required to be done virtually.</li> <li>• Non-essential hiring deferred.</li> <li>• Responding to inquiries via email or telephone</li> </ul>	<p><b>MODIFIED:</b></p> <ul style="list-style-type: none"> <li>• Employee working from home</li> <li>• Hiring for essential services and critical support, if required to be done virtually.</li> <li>• Non-essential hiring continues.</li> <li>• Responding to inquiries via email or telephone</li> </ul>	<p><b>MODIFIED:</b></p> <ul style="list-style-type: none"> <li>• Employee gradually returning to the workplace</li> <li>• Hiring for essential services and critical support, if required to be done virtually.</li> <li>• Non-essential hiring continues.</li> <li>• Responding to inquiries via email or telephone</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Recruitment process reinstated</li> <li>• Operations continue under enhanced health and safety guidelines.</li> </ul>
<b>OSRA &amp; LOC Applications</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Responding to inquiries via email or telephone</li> <li>• Applications continue to be processed by employees working remotely.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Responding to inquiries via email or telephone</li> <li>• Applications continue to be processed by employees working remotely.</li> <li>• Council passing by-laws to declare surplus lands.</li> <li>• Employees reports may go forward to council for consideration.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees gradually returning to the workplace</li> <li>• Public counter gradually reopening by appointment</li> <li>• Responding to inquiries via email or telephone</li> <li>• Person to person meetings may be available by appointment or electronic meeting.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Operations continue under enhanced health and safety guidelines.</li> </ul>

TOWNSHIP SERVICES	Initial Response to COVID-19	Phase One the Early Stages	Phase Two Gradual Recovery	Phase Three New Model
<b>PUBLIC WORKS</b>				
<b>Public Works Admin, inquiries, permits, agreements, A/P, District, etc.</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Public counter closed.</li> <li>• Communication with public via email, mail, and phone</li> <li>• Some employees working from home.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Public counter closed.</li> <li>• Communication with public via email, mail, and phone</li> <li>• Some employees working from home.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Public counter gradually reopening by appointment</li> <li>• Communication with public via email, mail, phone and drop off/pick up</li> <li>• Some employees working from home.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Some employees working from home.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>Public Works Operations</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Hazards to the public or infrastructure only</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> <li>• 1 employees per vehicle</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• All operations continuing under enhanced health and safety guidelines.</li> <li>• 1 employees per vehicle</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• All operations continuing under enhanced health and safety guidelines.</li> <li>• 1 employees per vehicle unless necessary for 2</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> <li>• Multiple employees in vehicles</li> </ul>

<b>TOWNSHIP SERVICES</b>	<b>Initial Response to COVID-19</b>	<b>Phase One the Early Stages</b>	<b>Phase Two Gradual Recovery</b>	<b>Phase Three New Model</b>
<b>Public Works Capital</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Previously committed Capital Projects continue</li> <li>• All other capital projects held</li> <li>• Employees working under enhanced health and safety guidelines.</li> <li>• 1 employee per vehicle</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Capital projects proceed with Council approval</li> <li>• Employees working under enhanced health and safety guidelines.</li> <li>• 1 employee per vehicle</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• All capital projects proceed</li> <li>• Employees working under enhanced health and safety guidelines.</li> <li>• 1 employee per vehicle unless necessary for 2.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Employees working under enhanced health and safety guidelines.</li> <li>• Multiple employees in vehicles</li> </ul>
<b>Emergency Management</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Some employees working from home</li> <li>• Emergency Control Group Meeting Daily</li> <li>• Employees working under enhanced health and safety guidelines.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Some employees working from home.</li> <li>• Emergency Control Group Meeting bi-weekly</li> <li>• Employees working under enhanced health and safety guidelines.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees gradually returning to the workplace</li> <li>• Emergency Control Group Meeting weekly</li> <li>• Employees working under enhanced health and safety guidelines.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Emergency Control Group Monitor situation</li> <li>• Employees working under enhanced health and safety guidelines.</li> </ul>

TOWNSHIP SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three New Model
<b>BUILDING &amp; BY-LAW</b>				
<b>Building Inspections</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Continued response to inspection requests with limited interior inspections.</li> <li>• Operations continuing under enhanced health and safety guidelines</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Continued response to inspection requests with some interior inspections.</li> <li>• Operations continuing under enhanced health and safety guidelines</li> <li>• Most office employees working from home.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees gradually returning to the workplace</li> <li>• Public counter gradually reopening by appointment</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> <li>• Some office employees working from home.</li> </ul>
<b>Building Permits and Zoning By-Law Review</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Applications can be submitted electronically, courier or dropped off at the Township Office along with zoning and building inquires</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Applications can be submitted electronically, courier or dropped off at the Township Office along with zoning and building inquires</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees gradually returning to the workplace</li> <li>• Public counter gradually reopening by appointment.</li> <li>• Applications can be submitted online or dropped off at the Township Office and issued permits will be emailed to applicant</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>

<b>TOWNSHIP SERVICES</b>	<b>Initial Response to COVID-19</b>	<b>Phase One Early Stages</b>	<b>Phase Two Gradual Recovery</b>	<b>Phase Three New Model</b>
<b>Business Licensing</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Applications can be submitted electronically, courier or dropped off at the Township Office</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Applications can be submitted electronically, courier or dropped off at the Township Office</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees gradually returning to the workplace</li> <li>• Public counter gradually opening by appointment</li> <li>• Applications can be submitted electronically, courier or dropped off at the Township Office</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Some office employees working from home.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>By-law</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home.</li> <li>• Service requests can be submitted online along with zoning and building inquires</li> <li>• Conduct patrols and enforcement under enhanced health and safety guidelines.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home.</li> <li>• Service requests can be submitted online along with zoning and building inquires</li> <li>• Conduct patrols and enforcement under enhanced health and safety guidelines.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees gradually returning to the workplace</li> <li>• Public counter gradually reopening by appointment</li> <li>• Resuming regular inspections</li> <li>• Service requests can be submitted online along with zoning and building inquires</li> <li>• Conduct patrols and enforcement under enhanced health and safety guidelines.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> <li>• Conduct patrols and enforcement under enhanced health and safety guidelines.</li> </ul>

<b>TOWNSHIP SERVICES</b>	<b>Initial Response to COVID-19</b>	<b>Phase One Early Stages</b>	<b>Phase Two Gradual Recovery</b>	<b>Phase Three New Model</b>
<b>PLANNING &amp; ECONOMIC DEVELOPMENT</b>				
<b>Business Development</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Information is being distributed to businesses through Economic Development Updates, social media and email</li> <li>• Online meetings with the Economic Development Core Group through zoom</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Information is being distributed to businesses through Economic Development Updates, social media and email</li> <li>• Online meetings with the Economic Development Core Group through zoom</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees gradually returning to the workplace</li> <li>• Public counter gradually reopening by appointment</li> <li>• Information is being distributed to businesses through Economic Development Updates, social media and email</li> <li>• Online meetings with the Economic Development Core Group through zoom</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>Customer Service</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Inquiries are being received through email and voicemail</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Inquiries are being received through email and voicemail</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Employees gradually returning to the workplace</li> <li>• Public counter gradually reopening by appointment</li> <li>• Inquiries are being received through email and voicemail</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>

TOWNSHIP SERVICES	Initial Response to COVID-19	Phase One Early Stages	Phase Two Gradual Recovery	Phase Three New Model
Development Approvals	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Development Applications can be submitted electronically, courier or dropped at the Township Office.</li> <li>• Consultations with employees must be conducted virtually.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working from home</li> <li>• Public counter closed.</li> <li>• Development Applications can be submitted electronically, courier or dropped at the Township Office</li> <li>• Consultations with employees must be conducted virtually.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees gradually returning to the workplace</li> <li>• Public counter gradually reopening by appointment</li> <li>• Development Applications can be submitted electronically, courier or dropped at the Township Office</li> <li>• Consultations with employees must be conducted virtually.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>
Planning Meetings Committee of Adjustment and Council (Planning Matters)	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Cancellation of all Committee of Adjustment and Council (Planning Matters) meetings</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Cancellation of all Committee of Adjustment and Council (Planning Matters) meetings</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Committee of Adjustment and Council (Planning Matters) to be held virtually or in a meeting room where the public may attend as per gathering limits set by Province.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>

TOWNSHIP SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three New Model
<b>PARKS &amp; FACILITIES</b>				
<b>Facilities Management</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Maintenance and construction projects only.</li> <li>• Painting arena/library</li> <li>• Buildings closed to public and non-employees</li> <li>• Assigned employees into 2 groups – cleaning and non-cleaning</li> <li>• Initiated contractor screening for essential work, electrician, plumber, mechanic</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• General maintenance and repair services are.</li> <li>• Extra cleaning in Offices and buildings from 2xs weekly to 5xs</li> <li>• Continued with dedicated employee cleaners</li> <li>• contractor screening for essential work, electrician, plumber, mechanic</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> <li>• Extra cleaning continues</li> <li>• Continued with dedicated employee cleaners</li> <li>• contractor screening for essential work, electrician, plumber, mechanic</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines</li> <li>• Limitations on gatherings</li> <li>• Continued with dedicated employee cleaners</li> <li>• Extra cleaning continues</li> <li>• contractor screening for essential work, electrician, plumber, mechanic</li> </ul>
<b>Fleet Services Management</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Essential vehicles repairs and maintenance only.</li> <li>• One employee member per vehicle</li> <li>• Preparing equipment for summer</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• One employee member per vehicle</li> <li>• Enhanced health and safety guidelines</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• One employee member per vehicle</li> <li>• Enhanced health and safety guidelines</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Two employees members per vehicle</li> <li>• Enhanced health and safety guidelines</li> </ul>

TOWNSHIP SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three New Model
Cemeteries	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Funeral services limited to immediate family of no more than 10 people</li> <li>• General gardening and spring cleanup.</li> <li>• Limiting employees contact with public using phone or email</li> <li>• Enhanced health and safety guidelines</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Gatherings for funeral services limited as per Provincial Orders.</li> <li>• Regular cemetery maintenance continued, mowing, trimming, ground work</li> <li>• Limiting employees contact with public using phone or email</li> <li>• enhanced health and safety guidelines</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Gatherings for funeral services limited as per Provincial Orders.</li> <li>• Regular Cemetery maintenance continues.</li> <li>• Limiting employees contact with public using phone or email</li> <li>• enhanced health and safety guidelines</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> <li>• Limiting employees conduct with public with phone or email.</li> <li>• Continue social and physical distancing</li> <li>• Continue with regular maintenance and operations</li> </ul>
Forestry	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Tree maintenance prioritized to address public safety hazards only.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Tree maintenance prioritized to address public safety hazards only.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working</li> <li>• Tree maintenance prioritized to address public safety hazards only.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> <li>• Tree maintenance prioritized to address public safety hazards only.</li> </ul>

TOWNSHIP SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three New Model
Horticultural Gardens	<p><b>CANCELLED</b></p> <ul style="list-style-type: none"> <li>No work by public groups or associations on municipal lands.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>Grass cutting in larger Township parks and Township owned facilities.</li> <li>No work by public groups or associations on municipal lands</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>Maintenance on garden beds by public volunteers. With social and physical distancing</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> <li>Maintenance on garden beds by public volunteers.</li> </ul>
Parks and Open Space Access	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>Closure of all park structures and sports fields, park washrooms, and beaches</li> <li>essential work only litter collection or Spring cleanup, hazards addressed</li> <li>Essential construction projects only South Portage dock contractors working.</li> <li>Community gardens closed.</li> <li>Community clean up programs cancelled.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>Closure of all park structures and fields, park washrooms</li> <li>Park maintenance, spring cleanup, grass cutting, and other essential work continues.</li> <li>Tennis courts, beaches reopen.</li> <li>Bike parks open for walking or riding through, no group activities</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>Park washrooms reopen (seasonal). Beaches open.</li> <li>Public washroom cleaning moved from 1x daily to 2xs daily.</li> <li>Continuing with dock work and employee construction projects.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>All park amenities open.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> <li>Routine cleaning of Playground equipment</li> <li>Public washrooms maintaining extra cleaning services</li> <li>Bike park Echo Valley open and resume with group rides and fun days</li> </ul>

TOWNSHIP SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three New Model
Waste Management	<b>CANCELLED</b> Park Garbage cans closed	<b>MODIFIED</b> Park garbage cans opened with weekly pickup	<b>MODIFIED</b> Park garbage cans open picked up twice weekly	<b>PROCEEDING – NEW MODEL</b> Park garbage cans open picked up twice weekly as normal
<b>LIBRARY</b>				
	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Buildings closed</li> <li>• Employees delivering programs online, working from home</li> <li>• Employees providing support for online services through phone and email</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Curbside service available at branches during modified hours</li> <li>• Programming still being provided online</li> <li>• Support for access to e-resources still available from in branch employees</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Programming remains online</li> <li>• Public allowed in for contactless services but as of today not ready for public visits or employee reintegration</li> <li>• Public not allowed to touch any materials on shelves</li> <li>• Access to public computers but reduced number available to maintain distancing</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• In person programming re-introduced following health guidelines</li> <li>• Online programming continues</li> <li>• Access to computers and materials on shelves re-introduced following health guidelines</li> </ul>

TOWNSHIP SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three New Model
<b>FINANCE</b>				
<b>Financial Management</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working in combination between office and home</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working in combination between office and home</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working in combination between office and home</li> <li>• Public counter gradually reopening by appointment</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Public counter reopens with social distancing precautions.</li> <li>• Employees working in combination between office and home</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>Information Technology</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working in combination and IT Consultant remotely.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working in combination and IT Consultant remotely.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Employees working in combination and IT Consultant remotely.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Employees working in combination and IT Consultant in office</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>