

# HAMILTON REO PENS

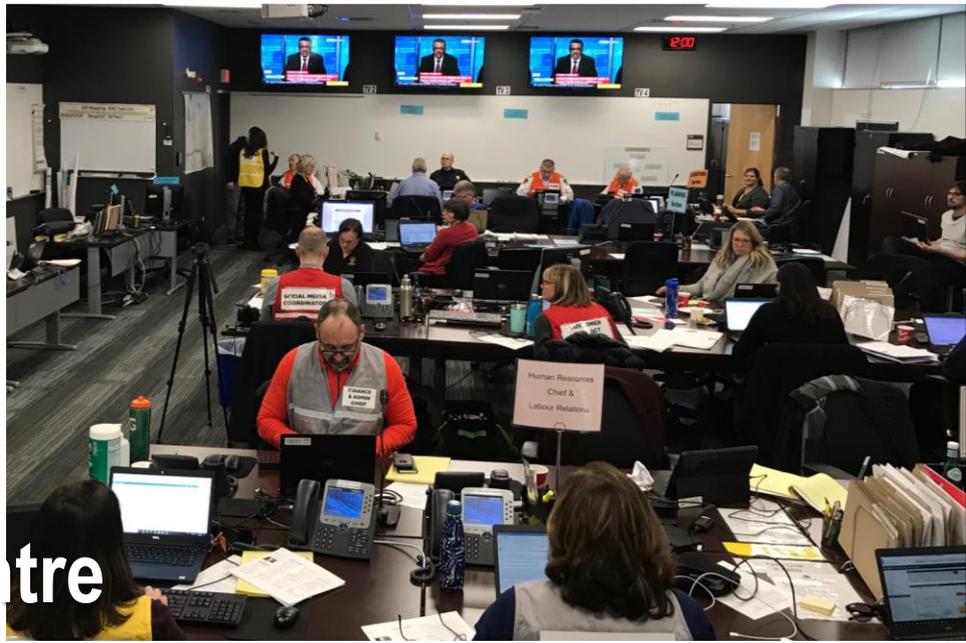
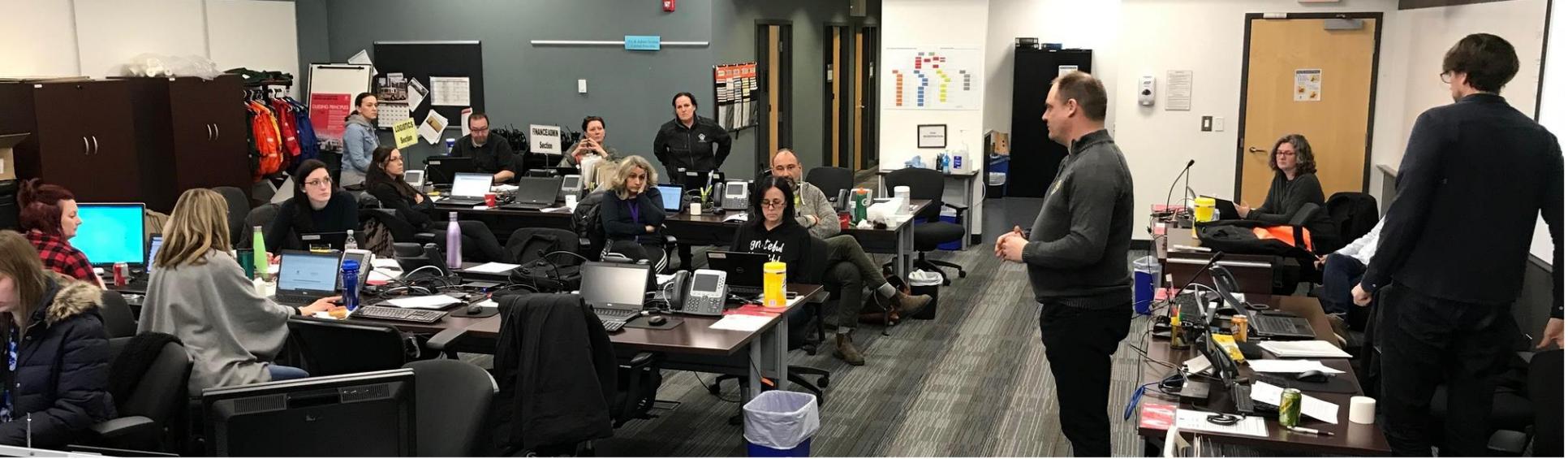


Hamilton

## COVID-19 RECOVERY

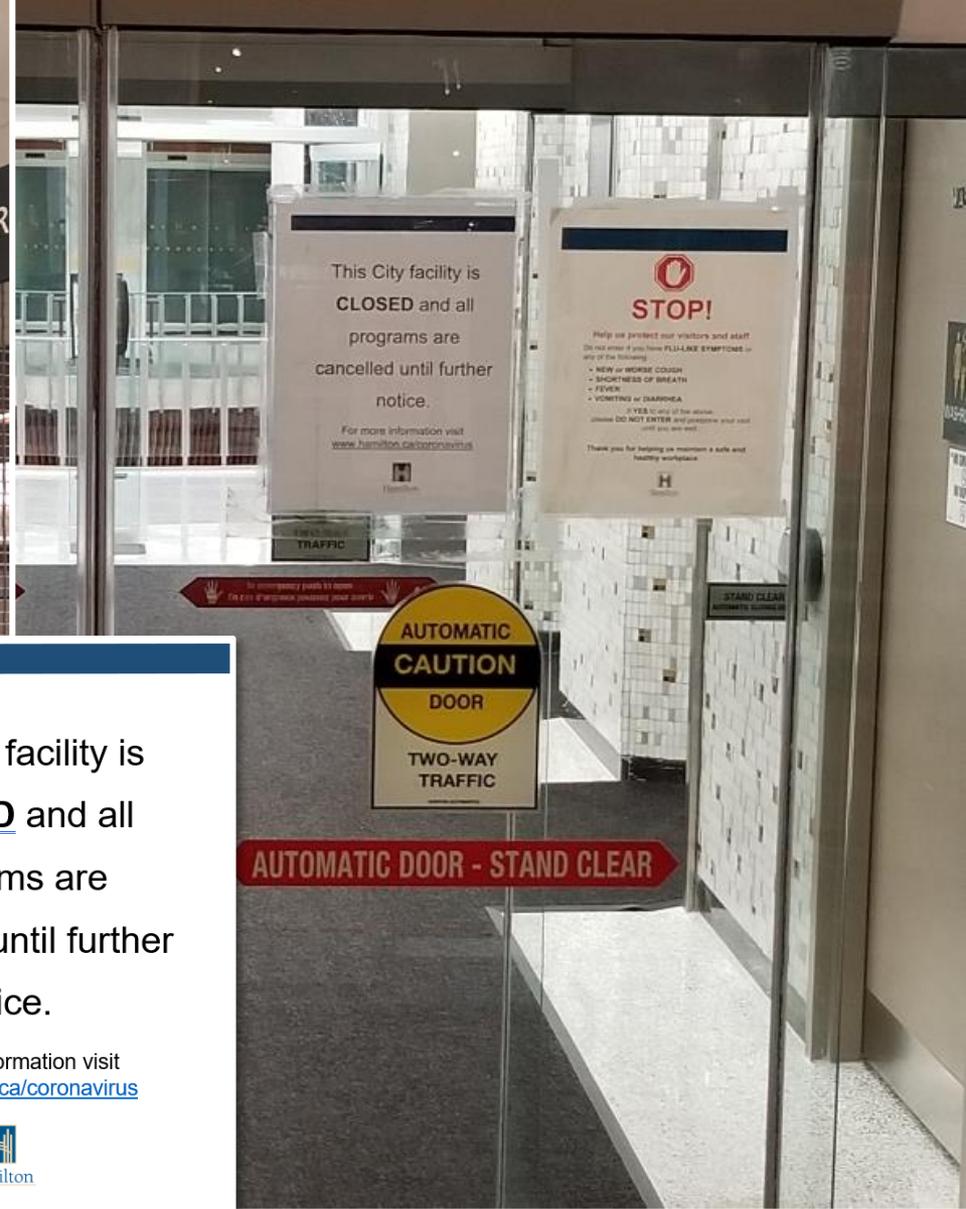
A roadmap to our new reality

Committee of the Whole Meeting - May 27, 2020



# Emergency Operations Centre

# Municipal Facility Closures



This City facility is **CLOSED** and all programs are cancelled until further notice.

For more information visit [www.hamilton.ca/coronavirus](http://www.hamilton.ca/coronavirus)





# Paramedic Services

REGISTRATION

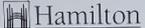


MAXIMUM  
5

**IDLING  
PROHIBITED**  
IN THIS AREA  
AT ALL TIMES  
PLEASE  
TURN OFF  
YOUR ENGINE  
 



Drive-Thru Testing Centre

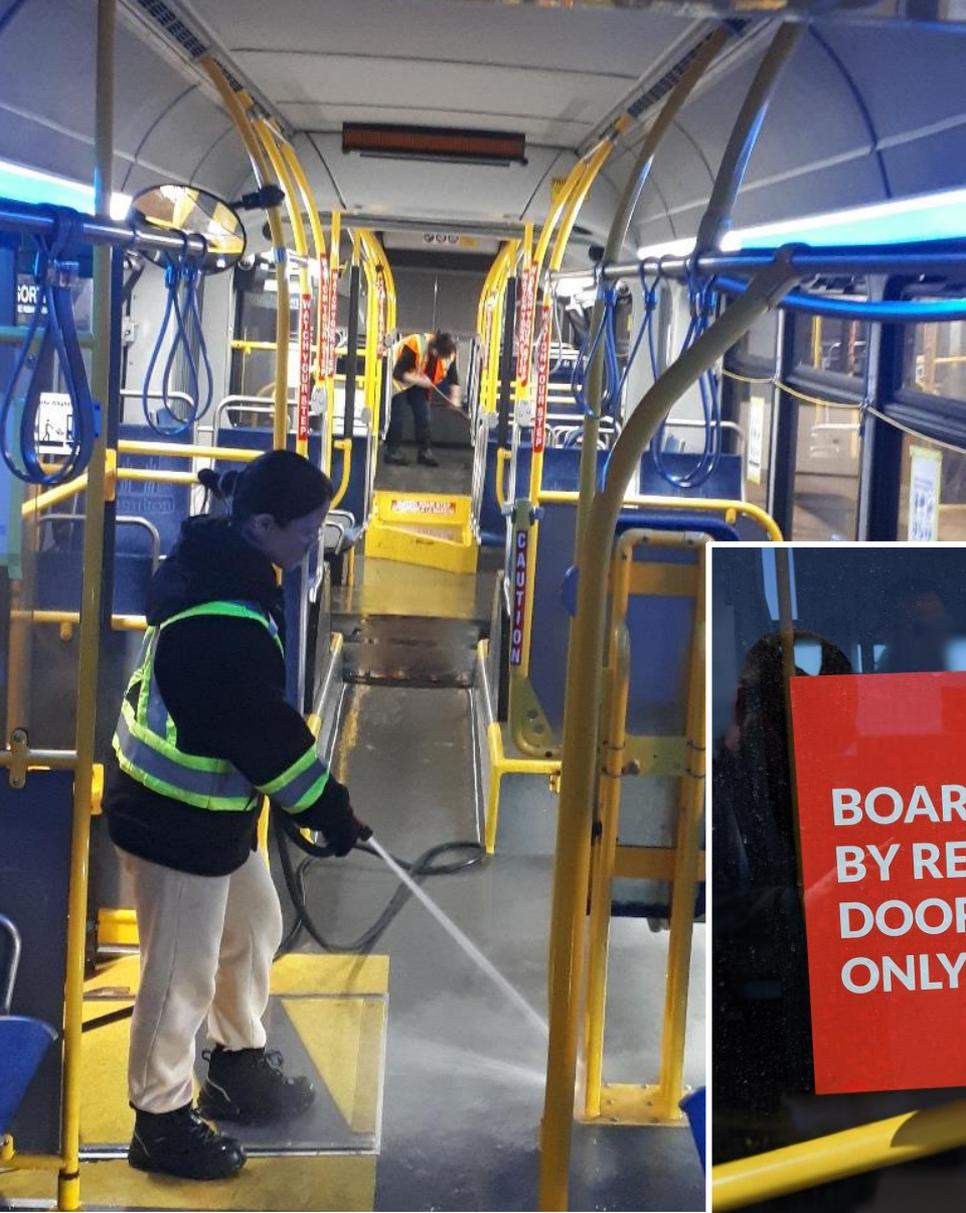
 **COVID-19  
TESTING SITE ENTRANCE**   
APPOINTMENT REQUIRED FOR MORE INFORMATION:  
COVID-19 HOTLINE 905-974-9848  
[www.hamilton.ca/coronavirus](http://www.hamilton.ca/coronavirus)



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Transit

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# Play Structures

# Escarpment Stairs



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# Waste



## LEAF AND YARD WASTE COLLECTION SUSPENDED

The City has suspended the curbside pick up of leaf and yard waste until further notice. Residents should either hold on to their leaf and yard waste, or take it to one of the Community Recycling Centres, free of charge.



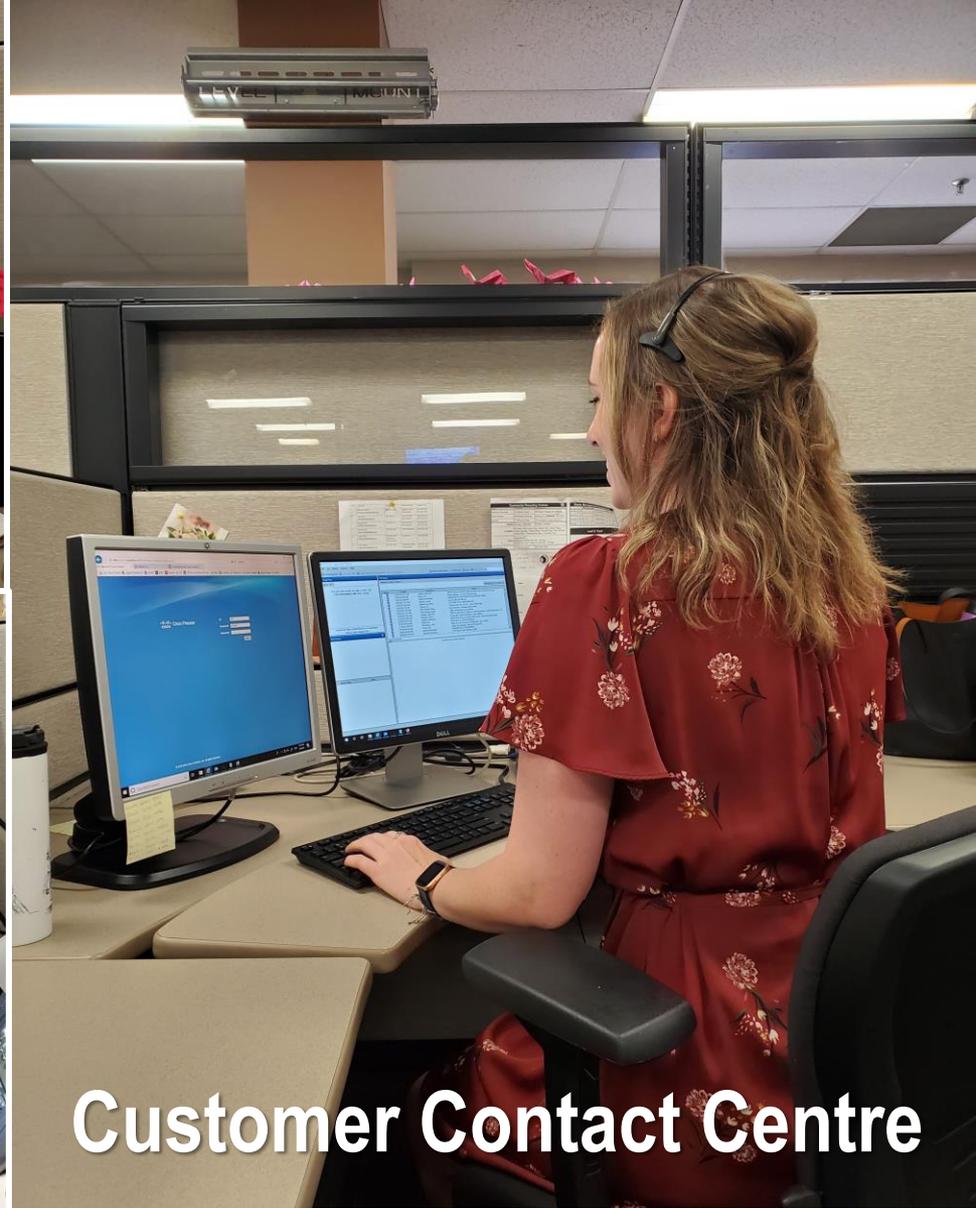
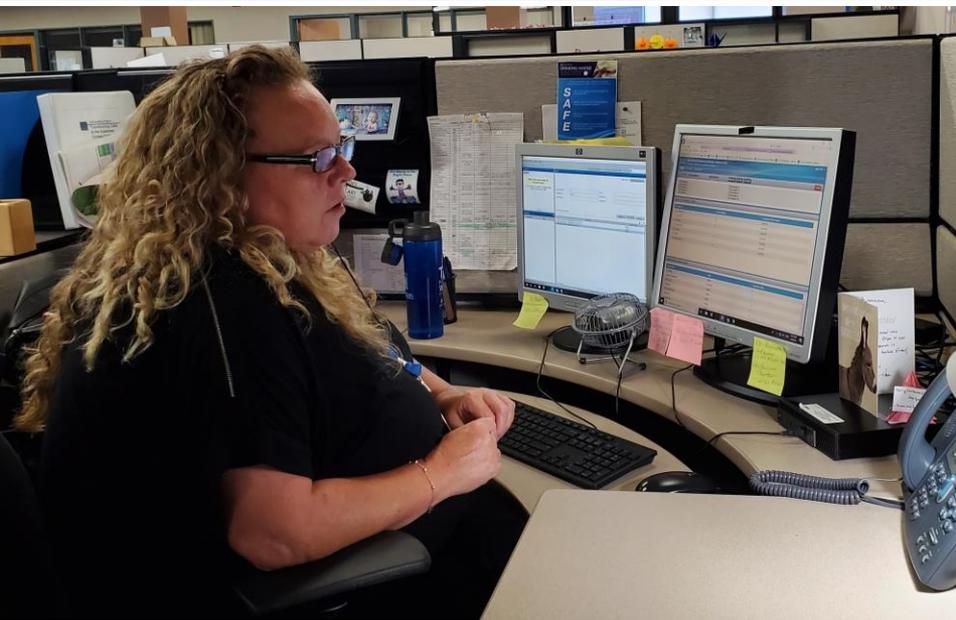
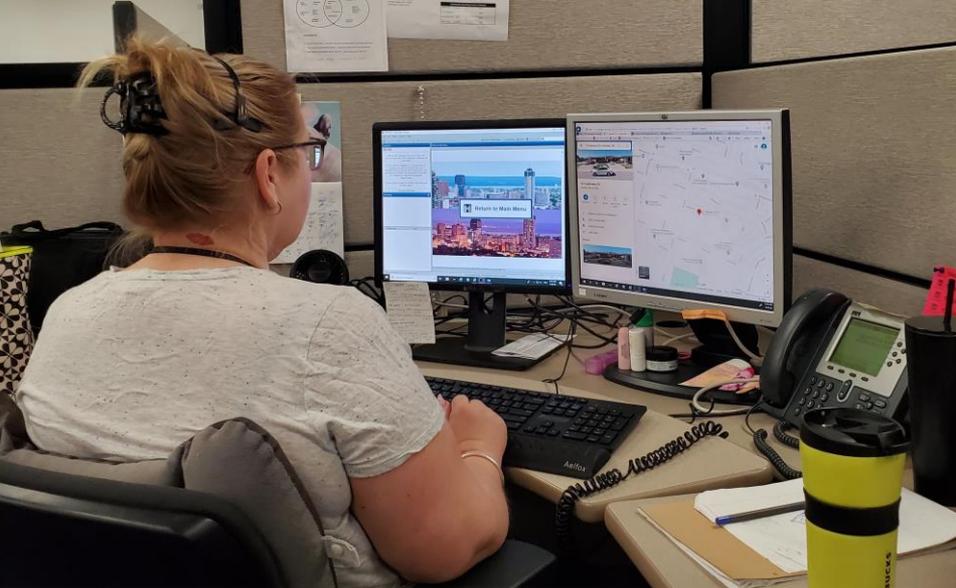
[hamilton.ca/coronavirus](https://www.hamilton.ca/coronavirus)



### HAMILTON REOPENS

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# Customer Contact Centre



Long-Term Care

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# FirstOntario Centre



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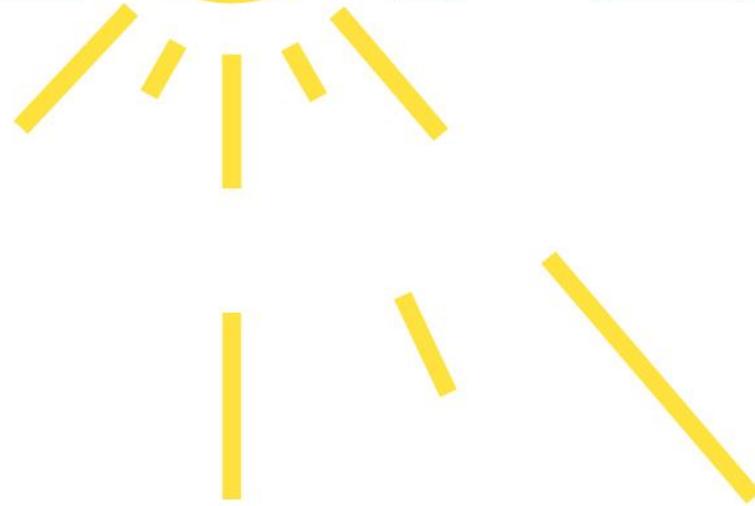
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# Bennetto Self-Isolation Centre

# HAMILTON REO PENS



Hamilton

## COVID-19 RECOVERY

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May 27, 2020

# HAMILTON REOPENS: PROJECT TEAM



**Jenn Hohol**, Healthy & Safe Communities

**Rob Lalli**, Planning & Economic Development

**Pat Leishman**, Public Works

**Lisa Zinkewich**, City Manager's Office

**Bev Neill**, Corporate Services

**Byrdena MacNeil**, Corporate Services (Legal)

**Connie Verhaeghe**, Emergency Response

**Kirsten Marples**, Emergency Response

**Dave Lindeman**, Health and Safety

**Aine Leadbetter**, Human Resources

**Rom D'Angelo**, Facilities

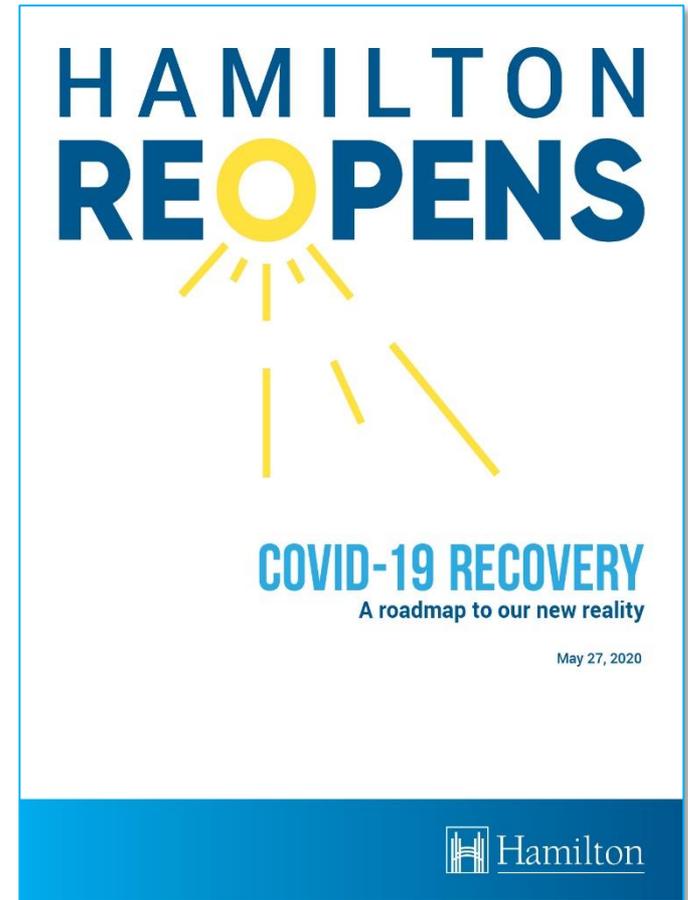
**Jasmine Graham**, Communications

**Robin Smith**, Administrative Support

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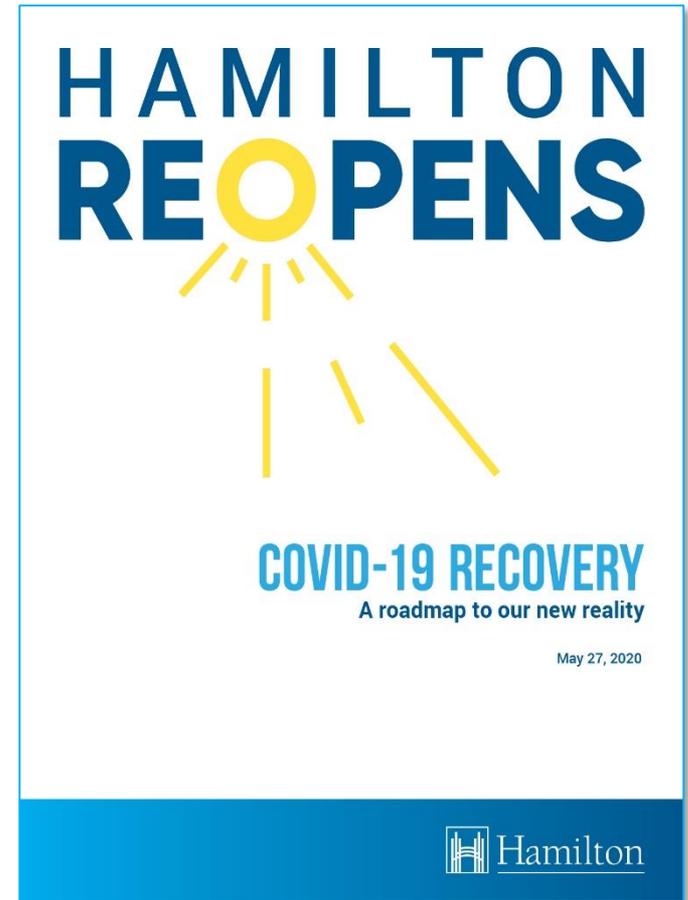
# HAMILTON REOPENS

- Phased approach
- Gradual, safe and measured
- Focused on municipal facilities, services and programs
- Aligned with Province, but depends on conditions in Hamilton
- Updated regularly and will evolve



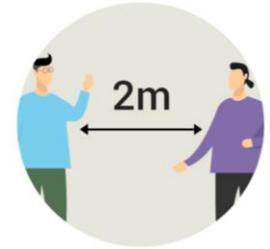
# GUIDING PRINCIPLES

- Protection of Public Health
- Service to the Vulnerable Sector
- Maintenance of City Facilities and Assets
- Community Priorities
- Economic Recovery
- Health, Well-being and Productivity
- Legal or Regulatory Requirements
- Resource Availability



# PHASE ONE: THE EARLY STAGES

- All municipal facilities and offices closed to the public
- Recreation programs and events cancelled
- Limited return to the workplace
- Many staff continue to work from home
- Restrictions on the number of people gathering
- Some outdoor municipal amenities are open
- Many City services available online



**KEEP A 2M DISTANCE**



**WASH YOUR HANDS**

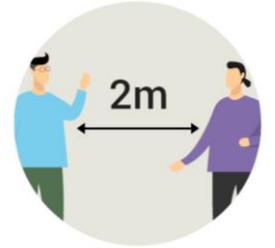


**DON'T GATHER**

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# PHASE TWO: GRADUAL RECOVERY

- Some municipal facilities and offices reopen
- Measures to enable physical distancing and health screening upon entry
- Most recreation programs and events cancelled
- Where required, staff return under enhanced health and safety guidelines. Many staff working from home
- Restrictions on the number of people gathering
- Most outdoor municipal amenities are open to the public
- Many City services available online and in person



**KEEP A 2M DISTANCE**



**WASH YOUR HANDS**

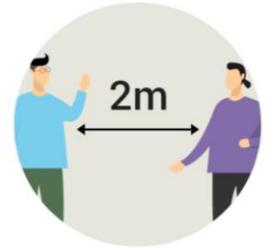


**DON'T GATHER**

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# PHASE THREE: OUR NEW REALITY

- Most facilities and offices reopen to the public
- Measures to enable physical distancing and health screening upon entry
- Most recreation programming and events return under enhanced health and safety guidelines
- Relaxed restrictions on the number of people gathering to follow the Provincial Orders
- Many staff continue to work from home
- Outdoor municipal amenities are open to the public



**KEEP A 2M DISTANCE**



**WASH YOUR HANDS**

# CITY SERVICE AVAILABILITY

## **PROCEEDING – NO CHANGE**

No change for residents – service proceeding the same way it did prior to COVID-19.

## **PROCEEDING – NEW MODEL**

No change for residents – but we're delivering the service differently.

## **MODIFIED**

This service is still available, but it has been modified as a result of COVID-19; residents may notice an impact.

## **CANCELLED**

Service cancelled as a result of COVID-19.

# CITY SERVICE DELIVERY

## City Council, Council Relations and Legislative Services

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
<b>City Council, Council Relations and Legislative Services</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Council/Committee of the Whole meetings proceeding virtually.</li> <li>• Cancellation of all Standing Committee, sub-committee, advisory committee and municipal tribunal meetings.</li> <li>• Elected Officials remain available – some working from home.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Council/Committee of the Whole meetings proceeding virtually.</li> <li>• Cancellation of all Standing Committee, sub-committee, advisory committee and municipal tribunal meetings.</li> <li>• Reception for Councillors office operating under limited hours.</li> <li>• Elected Officials remain available – some working from home.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Council/Committee of the Whole meetings held in Council Chambers, the public may attend as per gathering limits set by Province.</li> <li>• Standing committees, sub-committees, advisory committee and municipal tribunals resume.</li> <li>• Reception for Councillors office operating full time.</li> <li>• Elected Officials remain available – some working from home.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• Elected Officials remain available – some working from home.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>

# CITY SERVICE DELIVERY

## Waste

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
<b>Waste Management</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Leaf and yard waste collection moved to bi-weekly schedule.</li> <li>• ReStore facility closed.</li> <li>• Downtown litter collection suspended.</li> <li>• No customer service visits or home deliveries.</li> <li>• Community engagement events suspended.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• Leaf and yard waste collection returns to regular weekly schedule.</li> <li>• ReStore facility closed.</li> <li>• Downtown litter collection focused in high traffic areas only.</li> <li>• No customer service visits or home deliveries.</li> <li>• Community engagement events suspended.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>• ReStore facility closed.</li> <li>• Downtown litter collection resumes.</li> <li>• Diversion containers delivered to municipal recreation facilities if required.</li> <li>• No customer service visits or home deliveries.</li> <li>• Community engagement events suspended.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>• ReStore facility reopen.</li> <li>• Diversion containers delivered to municipal recreation facilities if required.</li> <li>• Customer service visits and home deliveries resume.</li> <li>• Community engagement events resume.</li> </ul>

# CITY SERVICE DELIVERY

## Building Permits and Zoning By-Law Review

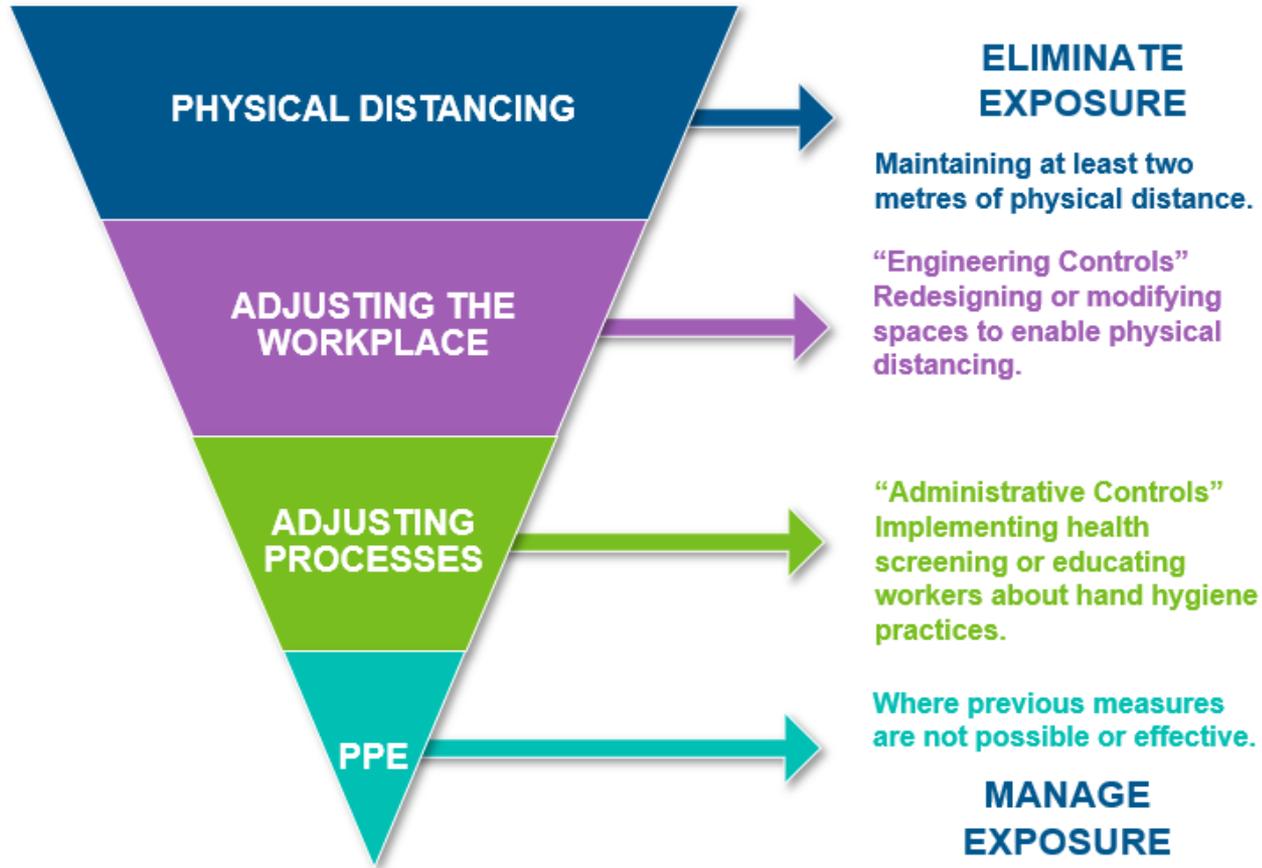
CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
<b>Building Inspections</b>	<b>MODIFIED</b> <ul style="list-style-type: none"><li>Continued response to inspection requests with limited interior inspections.</li></ul>	<b>MODIFIED</b> <ul style="list-style-type: none"><li>Continued response to inspection requests with some interior inspections.</li></ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"><li>Operations continuing under enhanced health and safety guidelines.</li></ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"><li>Operations continuing under enhanced health and safety guidelines.</li></ul>

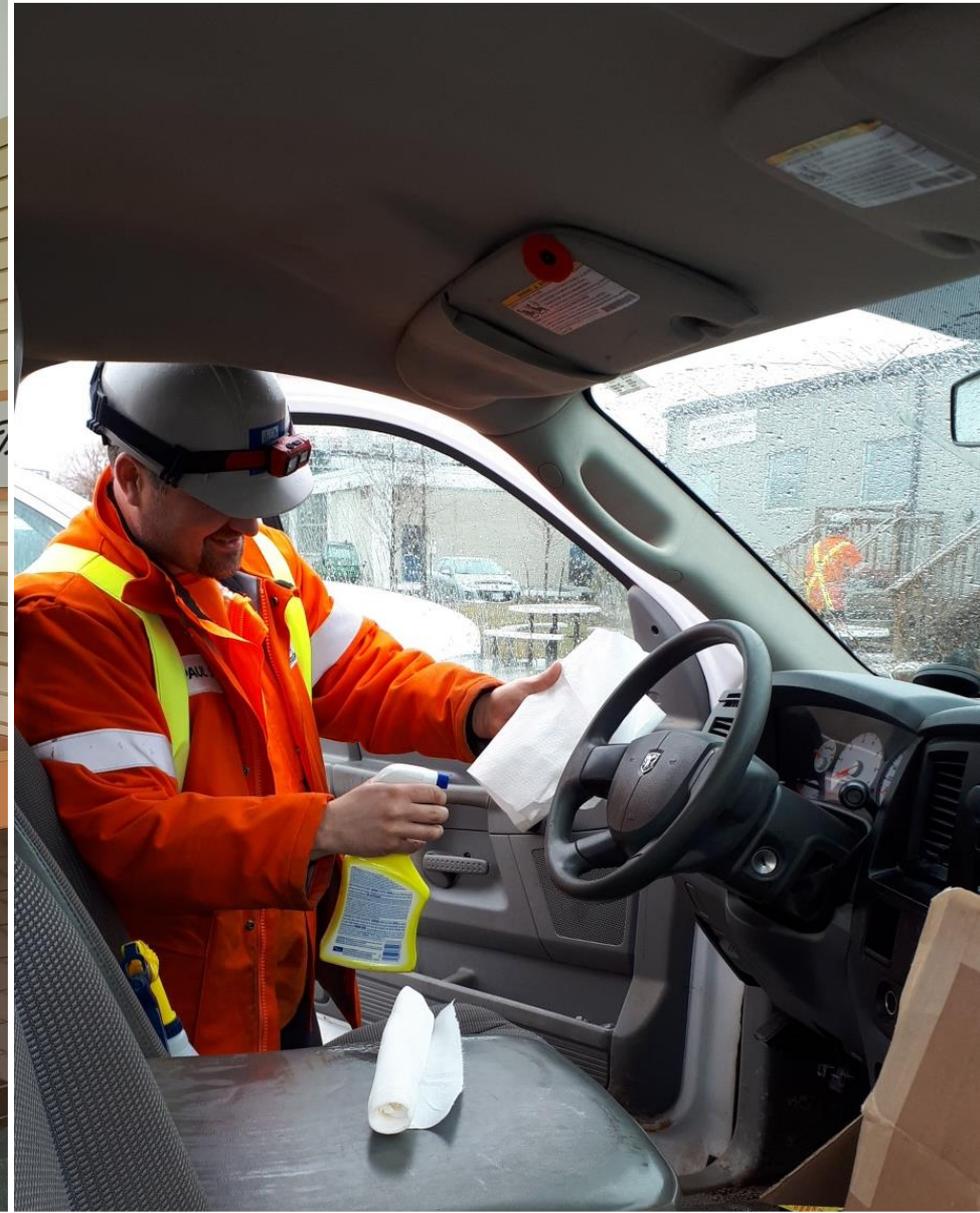
# CITY SERVICE DELIVERY

## Chronic Disease and Injury Prevention

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
<b>Chronic Disease and Injury Prevention</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>Emergency dental services available and phone counselling for prioritized clients.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>Emergency dental services available, phone counselling for prioritized clients and complaint-based tobacco enforcement.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>Increased dental services, phone counselling and in person services to be available to clients, tobacco cessation and enforcement, priority food strategy work, increased distribution of harm reduction supplies.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>Full service to be delivered contingent on resource pressure from COVID response.</li> <li>Some staff working from home.</li> <li>Operations continuing under enhanced health and safety guidelines</li> </ul>

# SAFE WORKING ENVIRONMENTS





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May 27, 2020

# SAFE WORK ENVIRONMENTS

- Office Space
- Meeting and Training Rooms
- Lunchrooms and Kitchens
- Washrooms, Change Rooms and Employee Gyms
- Reception Areas, Customer Service Counters, Council Chambers and other Areas for the General Public
- Mobile Workers in the Community
- City Vehicles
- Outdoor Workers
- Garages, Maintenance Buildings and Yards
- Laboratories
- Waste Collections
- Transit Operations
- Arenas
- Recreation Centres and Museums
- Home Offices

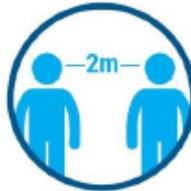
# SAFE WORK ENVIRONMENTS

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



### CLEANING

- ☑ Ensure cleaning and disinfectant products are accessible
- ☑ Train employees on the proper use of cleaning and disinfectant products
- ☑ Ensure high-touch areas like doors, door handles, counter tops, shared touch screens and phones are cleaned regularly
- ☑ Inform employees about the schedule and frequency of third-party cleaners



### PHYSICAL DISTANCING

- ☑ Ensure employees can maintain a physical distance of two metres from others
- ☑ Post signs indicating maximum number of people allowed in smaller spaces
- ☑ Use signage, floor stickers or arrows to direct the flow of traffic
- ☑ Install barriers to counters where the public has access
- ☑ Offer services online where possible to avoid face-to-face interactions



### STOP THE SPREAD

- ☑ Encourage employees to practice good hand hygiene
- ☑ Provide soap at all sinks
- ☑ Provide alcohol-based hand sanitizer where soap/water is not available
- ☑ Educate employees about coughing or sneezing into their sleeves
- ☑ Stay home if you are sick
- ☑ Place garbage cans at entrances and exits
- ☑ Discourage employees from sharing desks, chairs, phones, keyboards or other equipment



### HEALTH SCREENING

- ☑ Ensure all employees complete and pass the [health self-screening](#) before attending work.
- ☑ Post signage for visitor health screening and direct them to contact Public Health Services for more information.



### PPE

- ☑ 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.



### COMMUNICATION

- ☑ Provide employees with regular updates and information about the COVID-19 situation
- ☑ Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information
- ☑ Post information about physical distancing, good hand hygiene and health screening
- ☑ Share updates from senior management regularly

# SAFE WORK ENVIRONMENTS

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

## CLEANING

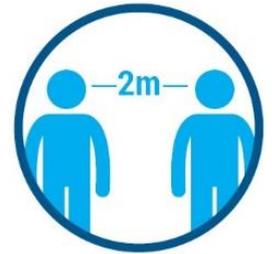
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# CRITICAL IMPACTS

## Vulnerable Sector Support

- Transition from temporary shelter approaches to new reality in shelter system
- Ongoing infection prevention and control measures and testing needs
- Accelerate housing development
- Food security
- Drop-in programs and access to support services

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# CRITICAL IMPACTS

## Recreation

- Facility costs and reduced revenue
- Creative delivery models
- Uncertainty of return to play for amateur sports



 **Recreation at Home** 

8 Weeks of activities  
+ Online videos

# CRITICAL IMPACTS

## Long-Term Care



- Threat of COVID-19 and impact on aging population in congregate settings is significant and ongoing
- Focus on the delivery of safe care as the “iron ring” around LTC is reduced
- Staffing models and PPE use will change for the foreseeable future

# CRITICAL IMPACTS

## Child Care

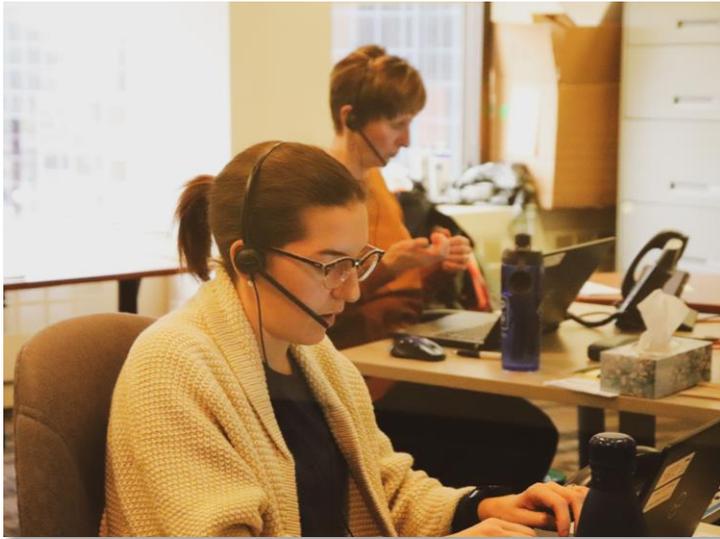


- Transition from emergency home child care
- Requirements for reopening and keeping children safe
- Anticipated dramatic reduction in number of childcare spaces that will be available
- Impact on children, families, economy



# CRITICAL IMPACTS

## Public Health Services



- Ongoing public health emergency and impact on Public Health Units
- Significant shift in resources to assist with pandemic related activities
- Managing core public health program delivery moving forward

# CRITICAL IMPACTS

## Transit



- Ongoing impact of COVID-19 on ridership
- Service level decisions
- Return to fare collection
- Impact of reduced revenue
- Ensuring safety of operators and passengers



# CRITICAL IMPACTS

## Mobility



- Different choices for modes of transportation
- Less use of transit, taxi and ride shares
- Demand for parking and curb-side space
- Demands on different parts of the transportation network

# A ROADMAP TO OUR NEW REALITY

## Coronavirus (COVID-19)

## How to protect yourself

Public Health Services

**COVID-19 Hotline**

**905-974-9848**

[phscovid19@hamilton.ca](mailto:phscovid19@hamilton.ca)



Wash hands for at least 20 seconds with soap and water



Avoid touching eyes, nose or mouth



Cough and sneeze into your sleeve



Clean and disinfect frequently touched objects and surfaces



Stay home if you are sick



Avoid close contact with sick people

# HAMILTON REOPENS



## THANK YOU