



Hamilton

INFORMATION REPORT

TO:	Mayor and Members Committee of the Whole
COMMITTEE DATE:	May 27, 2020
SUBJECT/REPORT NO:	Hamilton Reopens: A Roadmap to Our New Reality (HSC20019) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Jennifer Hohol (905) 546-2424 Ext. 7857
SUBMITTED BY:	Paul Johnson Director Emergency Operations Centre
SIGNATURE:	

COUNCIL DIRECTION

Not Applicable

INFORMATION

Hamilton's Emergency Response:

In response to raising cases of COVID-19 in Hamilton, the City activated the Emergency Operations Centre (EOC) on March 12, 2020 in accordance with the City's Emergency Management Plan. The City's Emergency Management Plan was established by the Emergency Management Program By-law 17-277 pursuant to the Emergency Management and Civil Protection Act (the "Act") and provides the delegated authority under the Act to implement the City's emergency response. The purpose of activating the City's EOC is to plan and prepare City services in response to COVID-19. The focus is on the continuity of operations within the city. The primary responsibility of the EOC Management Team is to provide for the overall management and coordination of the emergency response activities and consequence management. The EOC does work closely with community partners such as the health sector and social service sector.

The City's EOC is responsible for the City's response from a service delivery perspective. Public Health continues to lead and coordinate the broader community

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: Hamilton Reopens: A Roadmap to Our New Reality (HSC20019) (City Wide) - Page 2 of 4

response from a public health perspective as provided for in the Health Protection and Promotion Act.

The EOC focuses on the time-sensitive operational decisions based on the direction and advice of the Medical Officer of Health (MOH) and provincial orders. The EOC also focuses on the maintenance of essential and critical services by the City with adaptations to protect the health and safety of the staff and public.

The Emergency Plan also states that the responsibilities of Council during an emergency, pursuant to the Emergency Management Plan, include providing overall policy direction, changing/amending bylaws or policies, requesting other Municipal level assistance, and through the Head of Council, acting as an official spokesperson.

As this pandemic continues, the EOC, under the delegated authority of the Emergency Management Program By-law, will continue to address the time-sensitive health and safety issues to prevent the spread of COVID-19 and adapt service delivery to ensure continuity of essential and critical services, based on direction, orders and advice of the local or provincial MOH and provincial orders.

There are also policy issues that require Council deliberation and decisions. These include but are not limited to:

- financial implications of the emergency response including relief programs for residents or businesses (such as the previous action taken by Council to implement a temporary Property Tax Assistance Program to help ease the financial impacts on Hamilton taxpayers due to COVID-19)
- impacts on city revenues and city expenses, and mitigating strategies to address those impacts
- service level adjustments that may need to be in place over the longer term (not urgent or the result of orders or MOH direction)
- new programs to support impacted groups or individuals

Responding to the Provincial Framework for Reopening:

The COVID-19 pandemic is not over, and we know this virus will continue in our community for many months to come. There are, however, efforts underway locally, provincially and nationally to restart businesses and services. To determine how the City could safely restart services and programs and open facilities in the future, the EOC created a project team to develop a strategy for reopening that would align with provincial guidelines and public health advice.

On May 22, 2020, the EOC approved the document Hamilton Reopens: A Roadmap to Our New Reality (attached as Appendix “A” to Report HSC20019) which is the City of Hamilton’s plan for the next phases in responding to the COVID-19 emergency. This

SUBJECT: Hamilton Reopens: A Roadmap to Our New Reality (HSC20019) (City Wide) - Page 3 of 4

document outlines the plan for a gradual, safe and measured reopening of municipal facilities and restart of City services and programs. Hamilton Reopens includes guiding principles for decision making, a phased approach to the reopening of services across the city and health and safety measures that will be put in place to ensure the safety of staff and residents.

The Hamilton Reopens roadmap includes three overarching phases, each aligning generally with the Province of Ontario's Reopening Framework. As the City works to reopen facilities and services through each phase, the health and safety of residents and City staff will be the primary focus, while continuing to balance the needs of residents, City Council and municipal business. The City will take guidance from the Province of Ontario and adhere to all Emergency Orders and provincial safety guidelines. However, reopening in Hamilton will depend on the pandemic situation within our city. The City may choose to move through the phases of reopening at a different speed than the Province based on the conditions in Hamilton and advice from the Medical Officer of Health.

Hamilton Reopens has been developed to remain flexible to ensure compliance as the Province of Ontario updates its Emergency Orders and safety guidelines. As part of Hamilton Reopens, corporate health and safety guidelines and supporting Standard Operating Procedures have been developed in response to COVID-19 to help keep both staff and residents safe. Additionally, operational policies or procedures have been developed to support modified service delivery.

A risk-based approach was used to guide the decisions on the safe reopening of municipal facilities and restart of City services and programs as outlined in Hamilton Reopens. 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.

While the impacts of COVID-19 have been felt across all areas of the city, some municipal work and parts of our community are feeling pressures far greater than others. This includes areas such as public health services, long-term care, vulnerable service sector support, paramedic services, transit, childcare, mobility across the city and recreation. As we move ahead and look forward in our continued response to the COVID-19 emergency and plan for our new reality, these areas require extra consideration, attention and problem solving. There will be a significant change to the way the City delivers or funds these services and as such staff will bring forward recommendations for decision making by Council.

Residents, staff and Council will continue be kept up to date on the COVID-19 emergency in Hamilton, and the most recent updates related to municipal facility

SUBJECT: Hamilton Reopens: A Roadmap to Our New Reality (HSC20019) (City Wide) - Page 4 of 4

closures, programming, events and any other City business, through www.hamilton.ca/coronavirus or www.hamilton.ca/hamiltonreopens.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report HSC20019: Hamilton Reopens: A Roadmap to Our New Reality