



Hamilton

COVID-19 RECOVERY FRAMEWORK & HAMILTON@WORK

September 22, 2021

GIC REPORTS FOR SEPTEMBER 22, 2021

COVID-19 Recovery Framework

CM21003: **COVID – 19 Recovery Framework**

- Janette Smith, City Manager

Hamilton@Work

HUR21007: **Our Future Work Models**

- Nenzi Cocca, Director HR Systems & Operations

PED21181: **Return to Workplace Strategy**

- Jason Thorne, EOC Director

COVID-19 RECOVERY

It's your turn to get the
COVID-19 VACCINE



hamilton.ca/COVIDvaccines

COVID-19 RECOVERY FRAMEWORK

- Municipal service recovery
- Term of Council priorities
- Economic recovery
- Partnerships and collaborations
- Municipal financing
- Return to the workplace and employee mental health and wellbeing

COVID-19 RECOVERY FRAMEWORK

- **Municipal service recovery**
 - Reducing the digital divide (2022)
 - Transit ridership recovery strategy (Nov 2021)
 - 2022 – 2025 budget process (fall 2021 – winter 2022)
- **Term of Council priorities**
 - Climate mitigation and adaptation update (fall 2021)
 - Adaptation and Transformation of Services for People Experiencing Homelessness Update 3 (approved by Council June 2021)
- **Economic recovery**
 - Mayor’s Task Force on Economic Recovery final report (Dec 2021)
 - 2021 - 2025 Economic Development Action Plan (fall 2021)
 - 2021 - 2025 Tourism Strategy (Nov 2021)

COVID-19 RECOVERY FRAMEWORK

- Partnerships and collaborations
- Municipal financing
- Return to the workplace and employee mental health and wellbeing



HAMILTON
@WORK

JUST RECOVERY POLICY PAPER



A JUST RECOVERY FOR HAMILTON

Municipal Policy, Investment and Opportunities for a more equitable COVID-19 recovery in 2021



HAMILTON Roundtable
for Poverty Reduction

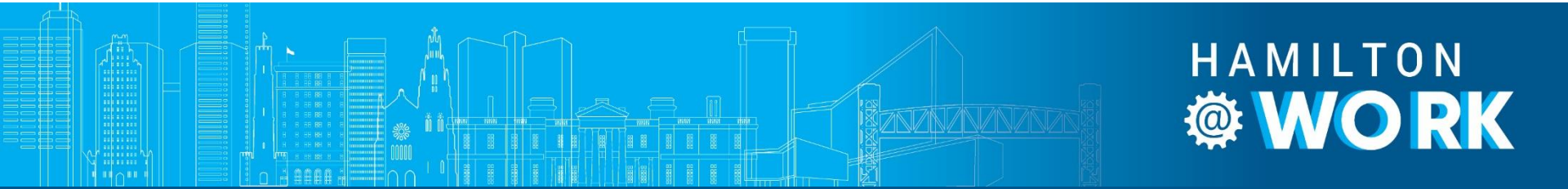
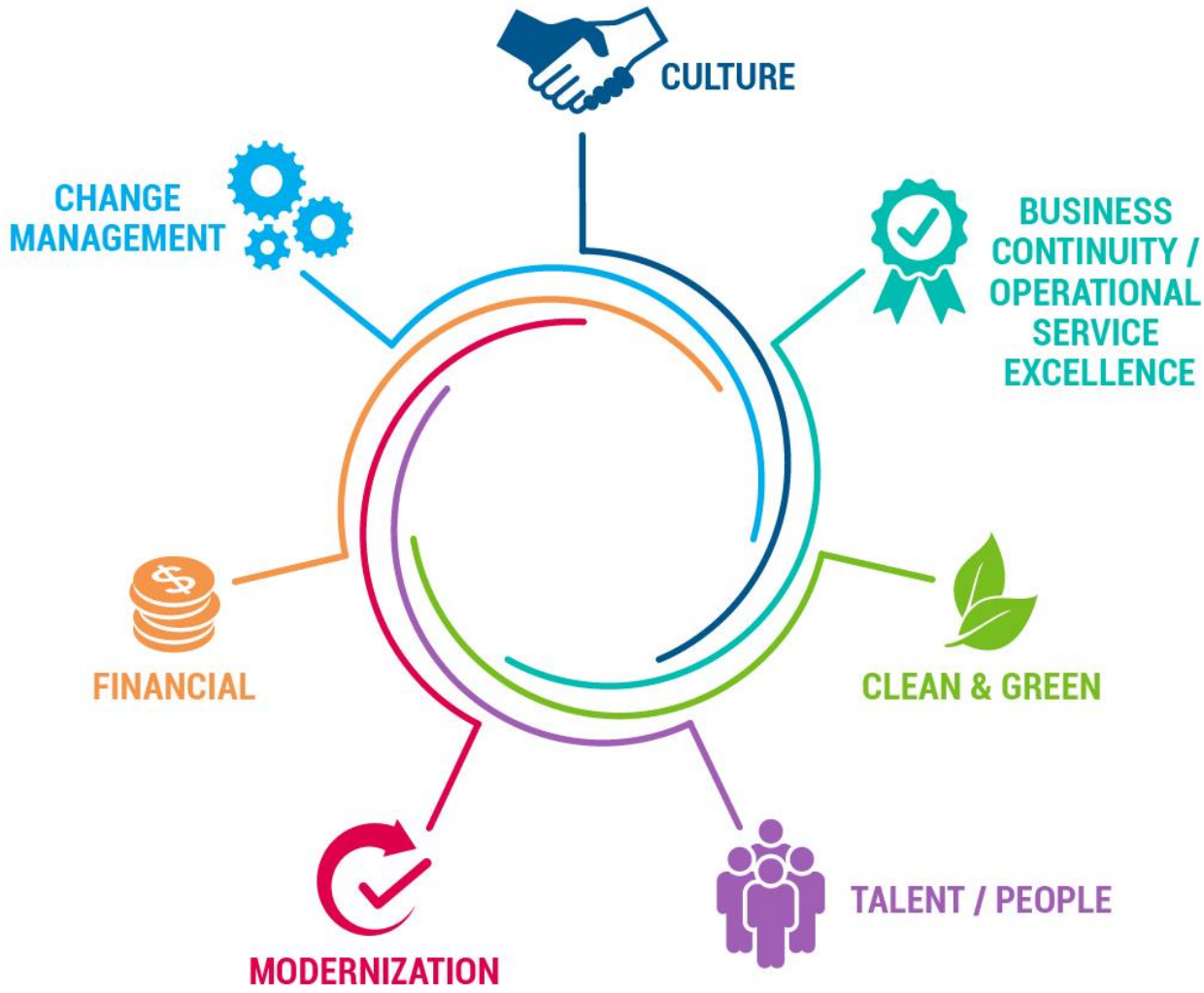


HAMILTON @ WORK

COVID-19 RECOVERY: Future Work Models & Return to the Workplace Strategy

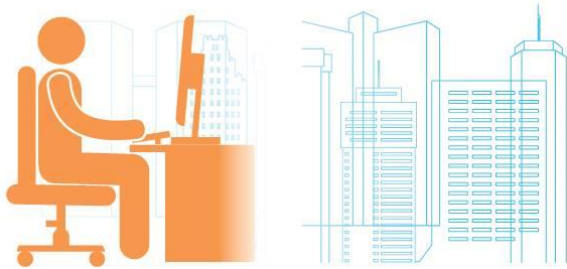


GUIDING PRINCIPLES



WORK MODELS

OFFICE EMPLOYEES



Employees who work from a municipal office or workplace 100% of their time.

- Delivering face-to-face services
- On-site program delivery
- Specialized equipment

HOME EMPLOYEES



Employees who work from their home space 100% of the time.

- Some administrative or data entry positions
- No face-to-face interactions

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WORK MODELS

HYBRID EMPLOYEES



Employees who split their work hours between a City office building and their home work space.

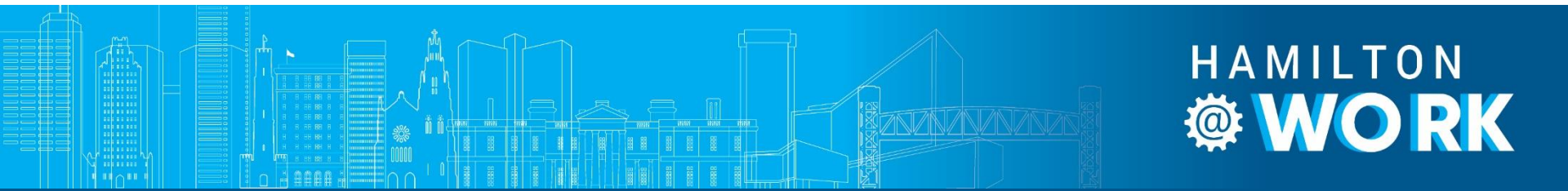
- Some duties performed at home
- Some analysts
- Some project managers

MOBILE & FRONTLINE EMPLOYEES



Employees who work from a City vehicle or other mobile location some of or all the time.

- Some administrative or data entry positions
- No face-to-face interactions



RATIONALE

- Flexible work arrangements are becoming a strong trend among top employers
- Employee attraction and retention tool
- Improvements to mental health, wellness, work-life balance
- Reduction in office foot print over time
- Data showing absence hours/occurrences decreased approximately 30% compared to pre-COVID
- Environmental benefits



WORK MODELS

- All employees in the same position / job / role or job function will be in the same work model, save for exceptions.
- At a high level, work model decisions will be based on:
 - Core job responsibilities
 - Operational needs and priorities
 - Program and service delivery continuity
 - Budget, technology and equipment considerations
 - Adherence to the City's policies and procedures
 - Industry laws or regulations
 - Physical distancing and hot spots
 - Health, well-being and productivity



HEALTH AND SAFETY GUIDELINES



CLEANING



PHYSICAL DISTANCING



STOP THE SPREAD



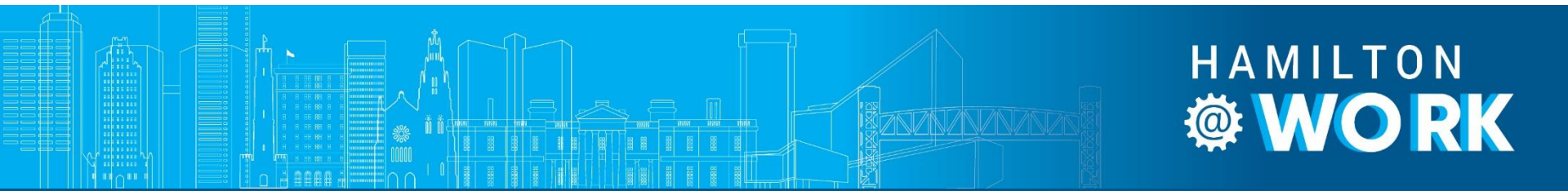
HEALTH SCREENING



COMMUNICATION

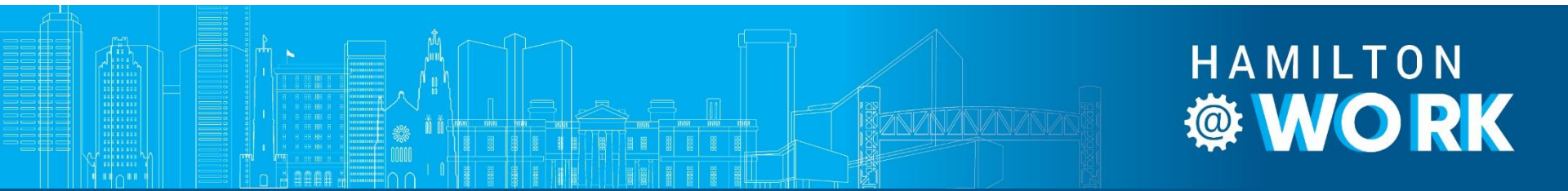


MANDATORY MASKS



POLICIES, PROCEDURES & RESOURCES

- **Council Approved Policies**
 - Mandatory COVID-19 Vaccination Verification
 - Working from Home (Telecommuting Policy)
- **EOC Standard Operating Procedures**
 - Masks and Personal Protective Equipment
 - Employee Daily Health Screening
 - Cleaning for Workspaces
 - Vehicle Cleaning
 - Elevator and Stairwell Capacities

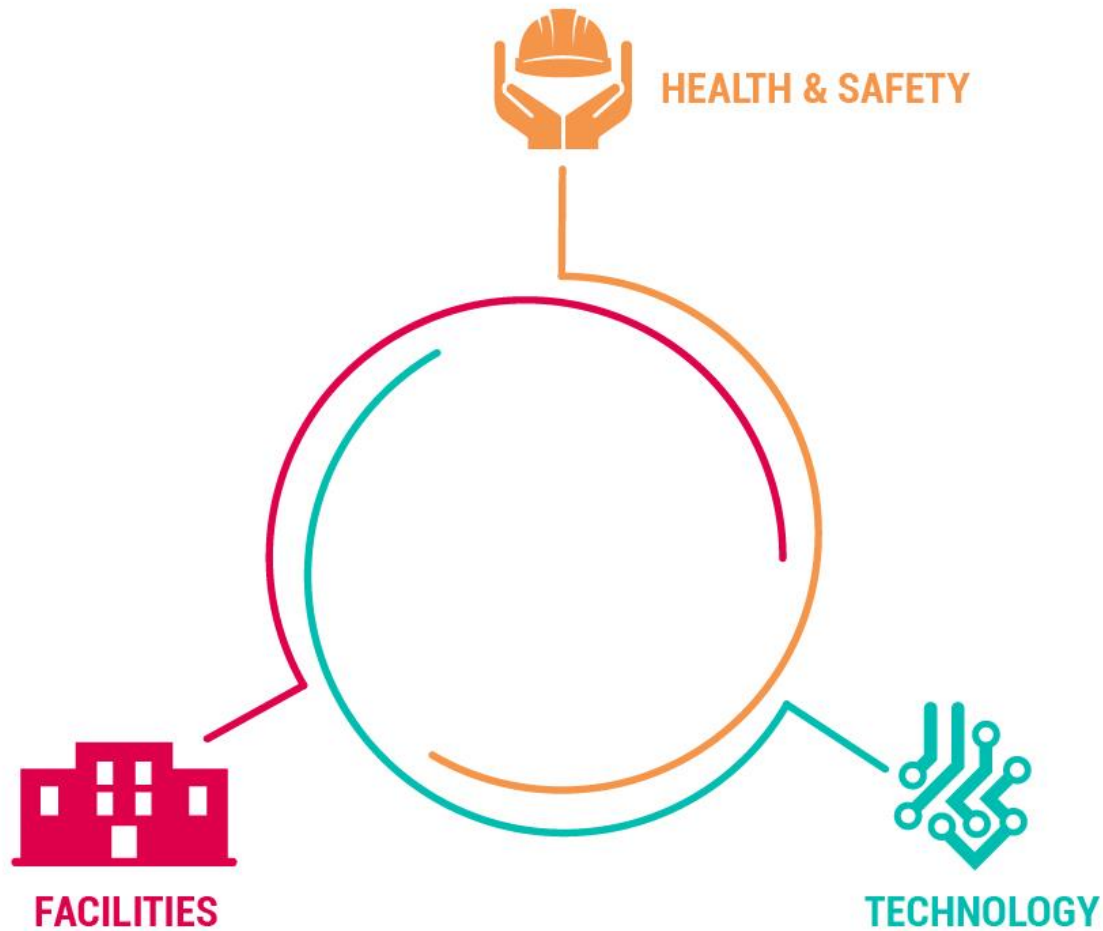


HAMILTON @ WORK

COVID-19 RECOVERY: Future Work Models & Return to the Workplace Strategy

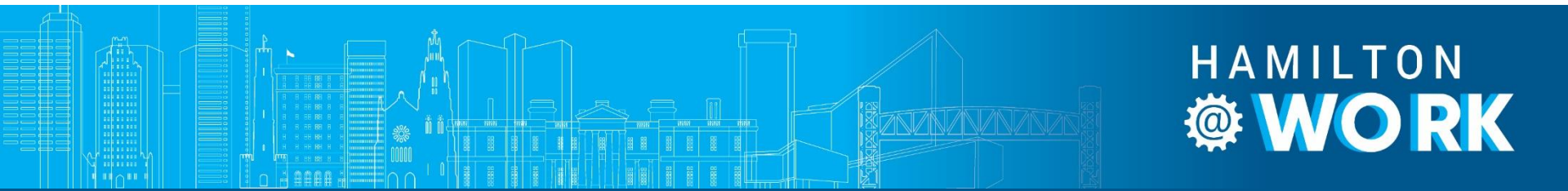


RETURN TO THE WORKPLACE STRATEGY



HEALTH & SAFETY

- Cleaning, physical distancing, hand hygiene, health screening, PPE and communication
- Space between work stations
- “Hot spot” solutions
- Capacity limits on smaller spaces
- Facility modifications to desks, counters, offices, etc.
- Inspections before staff return



TECHNOLOGY

- Equipment return
- Reconnecting technology that may have been sitting idle
- Health of the network in closed City facilities
- Day-of return IT support (in-person or Service Desk)
- Supporting each division and section in assessing requirements for meeting room technology such as video conferencing or other equipment



FACILITIES

- Enhanced cleaning and sanitization of work spaces and shared spaces (before and after staff return)
- Pre-return inspections to ensure desks and other office equipment is properly set up
- Signage and floor markings
- Air filtration system preparations and ensuring HVAC systems are operating properly, where required



RETURN TO THE WORKPLACE APPROACH

- Flagship locations
- Essential public services
- Public counters
- Spaces booked by the public
- Tenants / tenants that provide essential services
- Already fully or partially open
- Number of staff returning
- Newly constructed / not previously occupied space
- Preparation effort (inspections)
- Day-of-return support



RETURN TO THE WORKPLACE TIMING

- **Specific return dates have not been identified at this time**
- To determine a return dates, SLT will take advice from our local Medical Officer of Health and review the COVID-19 situation and variants of our concern in our community
- Return dates will be shared with staff and the public with at least **four weeks' notice**
- Will be a phased, gradual, safe and measured approach
- Once the number of employees returning is known, a detailed return schedule will be published



COVID-19 RECOVERY NEXT STEPS

- Continue to look for opportunities to expand, improve and modernize service offerings
- Continue to monitor staff capacity and its impact on services, projects and outstanding business items
- Support staff in their transition back to the workplace and to a new workplace model
- Bring forward COVID-19 impacts and recovery information to Council, including as part of 2022 – 2025 budget reports and presentations