

# CNV COVID Transition Plan

June 2020



# COVID Transition Plan

## Purpose:

*CNV's COVID Transition Plan outlines our organization's Action Plan on how we will move, in a measured way, through levels of service to reach a new normal.*

# COVID Transition Plan

In response to COVID-19, many City Services have been modified since mid-March 2020.

Modifications to City Services have included:

- Advancing planned-for online services
- Implementing new business practices & processes
- Reducing some services
- Temporarily halting some services

# Key Changes to CNV Service Delivery

## Our focus shifted to Essential Service:

- Policing, Fire Services, and Emergency Management
- Enforcement of City and Provincial regulations and by-laws
- Building and Fire inspections (with modified processes as needed)
- Environmental protection
- Coordination of critical social and community services
- Critical infrastructure maintenance and repair
- Operations of traffic signals, street lights & response to public safety issues around roads, sidewalks, greenways and parks
- Operation of the water distribution system for potable supply and fire suppression
- Curbside collection of solid waste, green waste and recycling
- Operation of the sanitary sewer collection system
- Operation of civic buildings, including parks washrooms

## Administrative and corporate functions to support Essential Services:

- Human Resources, Communications, Finance, IT, Facility Op's, City Clerks & Police Admin

# Key Changes to CNV Service Delivery



Our Modified / Reduced Services to date have included:

- Remote working arrangements for staff where feasible
- Licenses & Permits – new processes to enable online submission & processing
- Inspections – new processes to enable remote, digital inspections
- Public Engagement temporarily suspended
- Public Process related to development temporarily suspended (public hearings, public meetings, developer information sessions)
- City playgrounds closed; maintenance limited to safety inspections
- Library closed to the public; providing take-out service
- Museum & Archives closed to the public; providing an on-line presence
- Cemetery operating with reduced access
- Parks maintenance reduced (mowing / horticulture)
- Large utility projects reduced; focused on critical replacement needs only
- Projects with contracts in place are proceeding

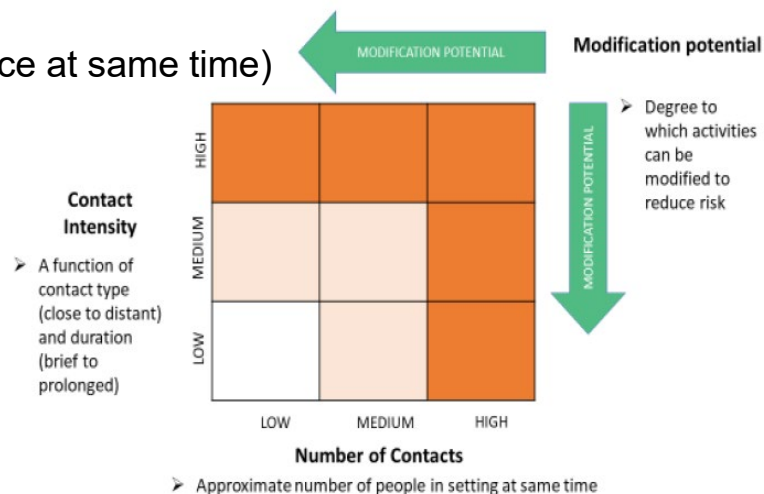
# Context for CNV's COVID Transition Plan

Several documents have guided CNV's COVID Transition Plan:

- BC's Restart Plan
- BC's COVID-19 Go Forward Strategy
- Federal Objectives for Lifting Restrictions
- WorksafeBC Guidelines

As identified in Provincial Plan, two factors have been integrated:

- **Contact Intensity** (how close / how long)
- **Number of Contacts** (number of people in same place at same time)



# Principles

## Health & Safety

The plan will adhere to provincial health orders and occupational health and safety requirements to maintain a safe work place for employees, promote staff wellness and to protect the health and safety of the public.

## Community Focus & Public Confidence

The plan will recognize the need to provide core public services to support community members and the business recovery effort while ensuring the public has confidence that adequate safety measures are in place for their own personal safety.

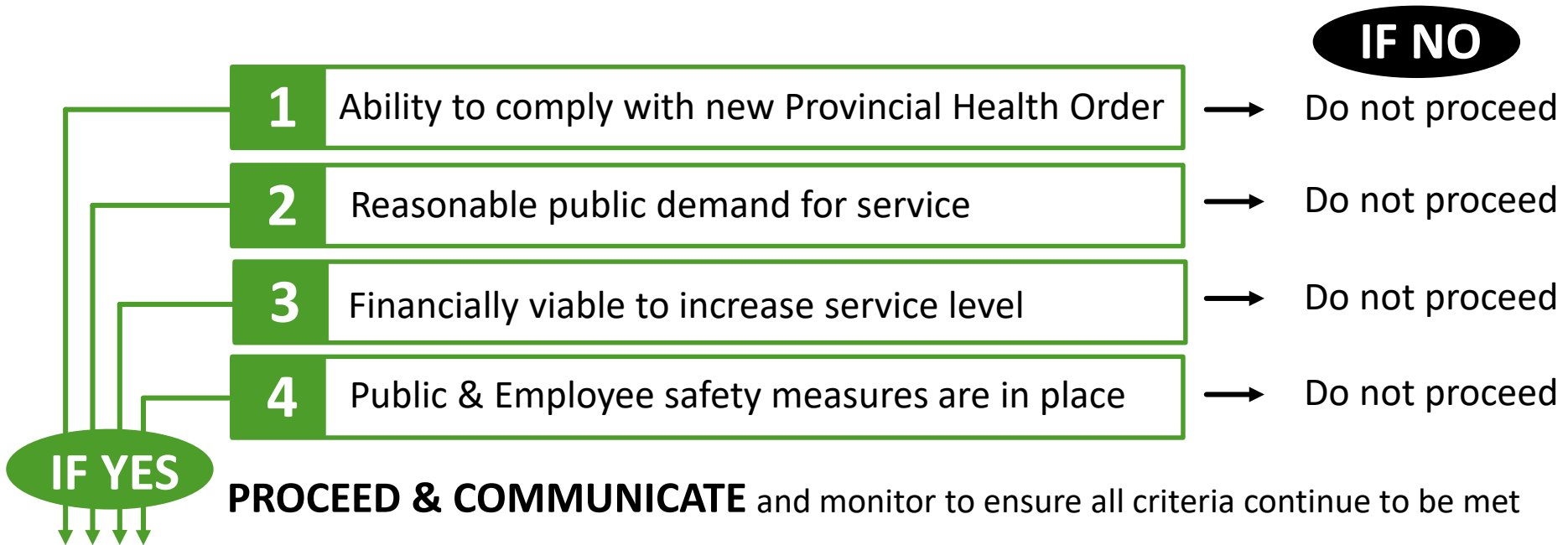
## Flexible & Scalable

The plan must be flexible to enable service changes in the most efficient and adaptable manner. The plan must allow response in either direction through stages.

# Process for Change to Service Level

## Re-Opening / Increase to Service Level

Re-Opening or an adjustment to service level may occur if **ALL** of the following four criteria are met:







# Process for Change to Service Level

## Re-Closure / Decrease to Service Level

*Re-Closure or an adjustment to service level may be required if **ANY** of the following four criteria are met:*

1

By order of the Provincial Health Officer

→ Proceed & Communicate

2

No longer financially viable

→ Proceed & Communicate

3

Limited public demand for service

→ Proceed & Communicate

4

Public & Employee safety measures cannot be met

→ Proceed & Communicate

# Civic Facilities Building Capacity



## Level 1: CRITICAL

- Staffing in civic facilities shifted to remote work model as feasible
- Target Building Capacity ~25-30%

## Level 2: MODIFIED

- Limited implementation of coordinated staff rotations for remote work & in-office
- Building Capacity ~40%

## Level 3: EXPANDED

- Full implementation of coordinated staff rotations for remote work & in-office
- Minor Building Modifications
- Max Building Capacity 60%

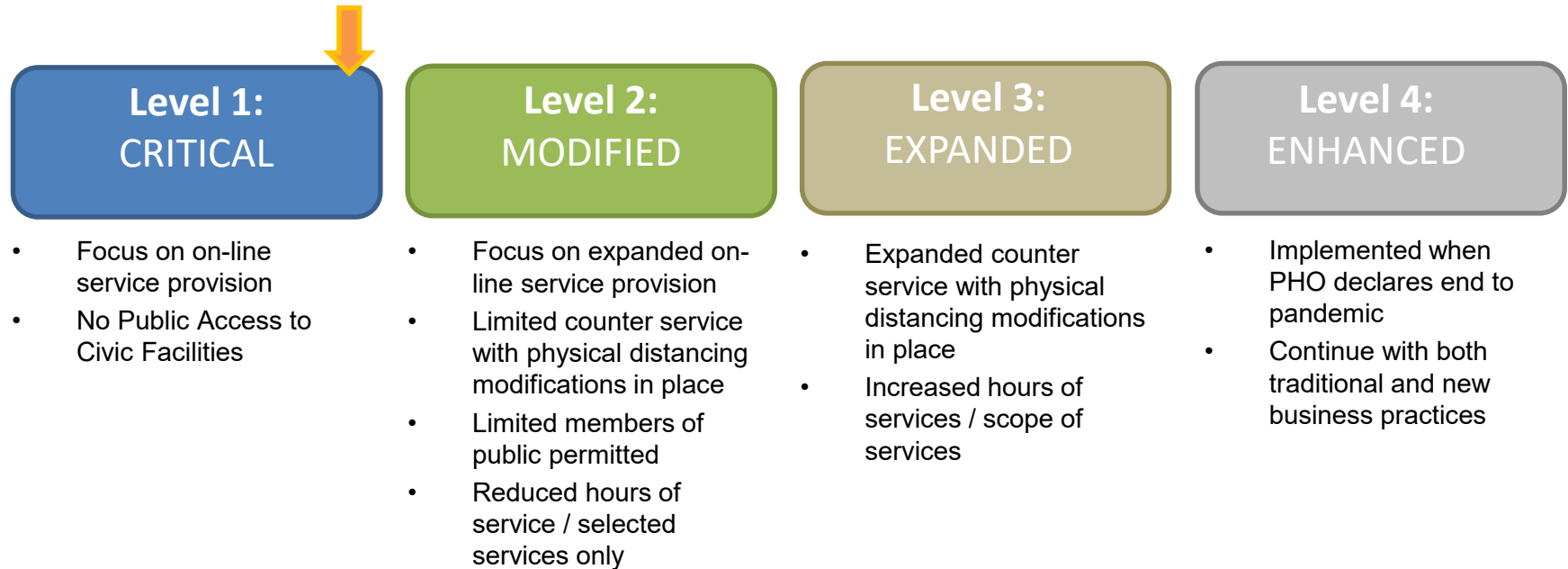
## Level 4: ENHANCED

- Implemented when PHO declares end to pandemic
- Regular operations

### Associated Documents:

- Safety Plan
- Facilities Plan
  - Rotation Seating Plan by Dept.
  - Communal Room Capacity & Corridor Flow Management Plan
  - Building Capacity Check

# City Hall Public Services



## Associated Documents:

- Safety Plan
- Facilities Plan



# Public Meetings / Public Engagement



## Level 1: CRITICAL

- Council Meetings held electronically – critical business only
- Public Engagement on hold

## Level 2: MODIFIED

- Council Meetings held electronically – regular business
- Options available for public participation in Public Hearings / Public Meetings (call-in / augmented on-line input options)

## Level 3: EXPANDED

- On-line public engagement for City project and policy input
- Small-scale public outreach re-introduced

## Level 4: ENHANCED

- Implemented when PHO declares end to pandemic
- Continue with both traditional and new business practices

### Associated Documents:

- Ministerial Order M139 – May 1, 2020

# Permits & Inspections



## Level 1: CRITICAL

- Establish new processes for on-line service provision
- Establish new processes for digital inspections
- Business License inspections temporarily halted
- Continued provision of all other permit and inspections services

## Level 2: MODIFIED

- Modified process to focus on on-line service provision
- Digital permit applications accepted
- Remote digital inspections implemented at normal volume
- Inspection of low risk / vacant premises only
- Business License inspections resumed

## Level 3: EXPANDED

- Digital permit applications reviewed
- Inspections to resume for defined building types (with PPE as required)
- Business infrastructure in place to transition to on-line processes

## Level 4: ENHANCED

- Implemented when PHO declares end to pandemic
- Continue with focus on new business practices

### Associated Documents:

- Fire Prevention Office Restart Plan

# Playgrounds & Spray Parks



## Level 1: CRITICAL

- Playgrounds & Spray Parks closed
- Parks open
- Parks Ambassador program implemented

## Level 2: MODIFIED

- Sports Courts, Skate Park, Pump Track, Bocce court open
- Playgrounds & Spray Parks remain closed
- Regular safety inspections ongoing
- Park Ambassador program on-going

## Level 3: EXPANDED

- Playgrounds & Spray Parks re-opening process commence with signage
- Regular safety inspections ongoing
- Park Ambassador program on-going

## Level 4: ENHANCED

- Implemented when PHO declares end to pandemic
- Return to normal business operations

### Associated Documents:

- BCRPA Guidelines
- Operational Plan

# Sports Fields



## Level 1: CRITICAL

- Open to casual use only
- Park Ambassador program implemented

## Level 2: MODIFIED

- Open for organized practices / group casual play - no contact
- Limited number of people permitted on field
- For organized sport - Provincial Sport Specific Plan in place / Local organizations approved protocols in place
- Park Ambassador program on-going

## Level 3: EXPANDED

- Potential expansion of number of people permitted
- Potential revisions to approved sport specific plans

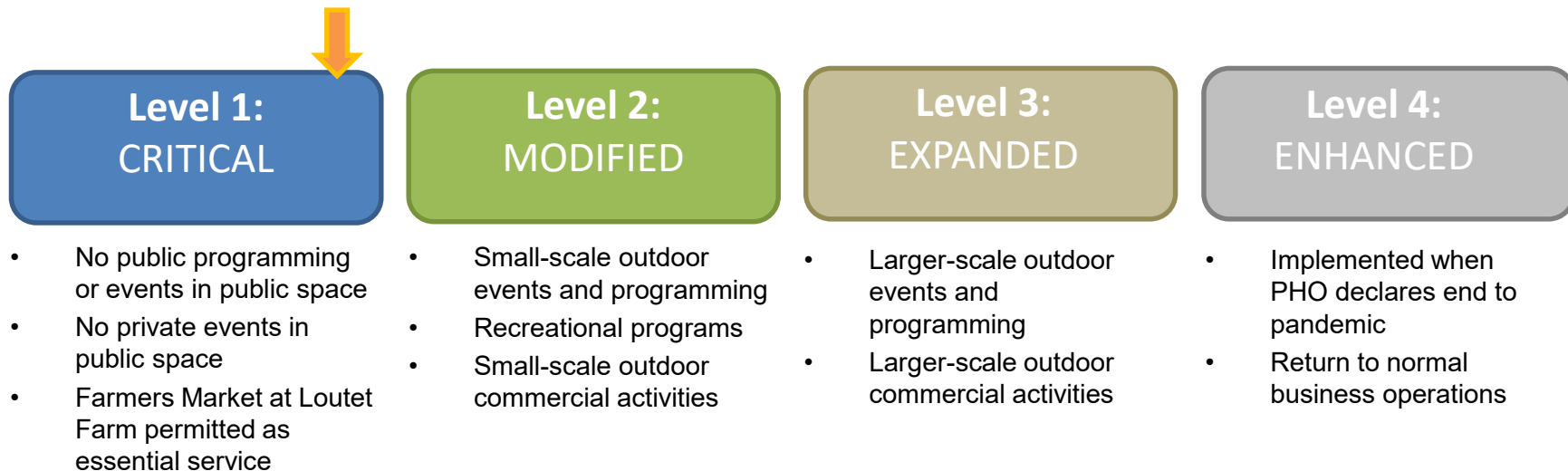
## Level 4: ENHANCED

- Implemented when PHO declares end to pandemic
- Return to normal business operations

### Associated Documents

- BCRPA Guidelines / VIASport Guidelines / Provincial Sport Organization Guidelines
- Operational Plan

# Public Space Programming & Events



## Associated Documents

- Operational Plan





Thank you.