



# One Town One Team COVID-19 Reopening Framework

As One Town One Team (OTOT) partners move towards the recovery stage of COVID-19, it is imperative that we continue to mitigate risk for staff and our community as we move towards a new normal.

This plan outlines a phased reopening of OTOT programs and services. In the stages outlined, it is important to understand that OTOT programs and services will need to adhere to provincial orders and public health measures to effectively reduce the risk of additional waves of COVID-19. This plan will be revised to remain in line with the Province of Ontario's [Framework for Reopening Our Province](#) and [A Framework for Reopening Our Province Stage 1](#), provincial health and safety guidance for workplaces, and Simcoe Muskoka District Health Unit (SMDHU) guidance. Timing of and movement through the stages will depend on direction from the Province and SMDHU. The measures outlined will ensure that programs, services, and facilities adhere to public health measures, and protect staff and our community.

## Guiding Principles

The following principles are embedded throughout the stages and outline how OTOT partners will approach reopening.

### Health & Safety

OTOT partners will prioritize health and safety of staff and our community over reopening. We will follow Provincial and SMDHU guidance when the nature of work will permit. Appendix A outlines health and safety considerations for all stages.

### Open and Transparent

OTOT partners will promote information sharing to ensure we are able to assess and adapt to a continuously evolving situation.

### Adapt & Evolve

OTOT partners will evaluate and revisit procedures and approaches, following the lead of the Province and SMDHU.

### Innovate

OTOT partners will consider fresh approaches to adapt to the new and changing reality. We will embrace positive change.

### Collaborate & Coordinate

OTOT partners will work together to ensure reopening is unified and consistent. OTOT partners will consider how decisions and actions impact all OTOT partners.

### Focus on Our Users

OTOT partners will acknowledge, appreciate, and protect users of our spaces, programs, and services.



## Stage 1

Provincial loosening of public health measures begins.

### Open some outdoor spaces and amenities

- This includes dog parks, boat launches and outdoor sports fields.
- Appendix B outlines health and safety measures to protect public users.

### Resume inspections

- This includes Fire Safety Inspections and Building Inspections of occupied structures (health and safety measures and safety protocols will be developed and implemented).
- All Town facilities that have been closed will have monthly fire and Health and Safety inspections conducted before re-opening.

### Prepare Town facilities for reopening

#### Administrative facilities

- This includes Town Hall, Operations, some ideaLAB & Library branches, and IRC.
- Appendix C outlines health and safety measures to protect staff.

#### Community facilities

- This includes some ideaLAB & Library branches, arenas, and community centres.
- Appendix B outlines health and safety measures to protect public users.

### Initiate staff communication and training

- Staff communication regarding process for returning to the workplace and required training.

### Essential staff continue working onsite

- Departments develop and implement safe work practices to protect staff health and safety.

### Initiate ideaLAB & Library pickup or delivery

### Resume healthcare services at Rizzardo Health & Wellness Centre

- This is dependant on Provincial guidance, and tenant willingness and ability.

## Stage 2

Gatherings of more than five people are allowed. Movement through Stage 2 will be phased and strategic, guided by Provincial loosening of public health measures.

### Allow staff to resume working onsite

- OTOT partners will encourage staff who can, to work from home.
- The amount of staff onsite will be determined by the size of group gatherings, as determined by the Province of Ontario.
- Staff will be encouraged to adhere to guidelines for health and safety from their respective professional associations.



- Staff over the age of 70 or those with compromised immune systems or underlying medical conditions will be strongly urged to work from home.
- In-person staff meetings or other events will be resumed when the size of group gatherings is increased to accommodate large groups.
- Internal and external meetings will be held virtually, where possible.
- Pets and children will not be allowed in Town administrative facilities.
- Appendix C outlines health and safety measures for staff.

Allow Leadership to resume working onsite, only when necessary

Essential services and staff resume working onsite, only when necessary

- Leadership will determine which staff and services are essential (i.e., must occur onsite). These staff will return to the workplace once public health measures begin to ease (i.e., gatherings >5).
- Leadership will work with the space planning team will determine how work areas will ensure 2 metre (6 feet) distance between staff. If this is not possible, Leadership will identify and implement administrative controls (see Appendix D) to ensure physical distancing.

Staff may volunteer to return to their usual place of work

- Staff who have been working from home, are able to maintain physical distancing in the workplace, and have discussed special workspace considerations with their Supervisor/Manager may volunteer to return to the workplace.
- Leadership will work with the space planning team to determine how work areas will ensure 2 metre (6 feet) distance between staff. If this is not possible, Leadership will select which staff are able to return and/or implement administrative controls (see Appendix D) to ensure physical distancing.

Open Town administrative facility common spaces

- This includes meeting rooms, photocopy rooms, mail rooms, washrooms, and lunchrooms.

Resume Council meetings at Town Hall

- Council Chamber seating will be arranged to ensure 2 metre (6 feet) distance between Council members and staff. If this is not possible, consideration will be made to support alternative formats (e.g., some Council members in-person and others virtual).
- Council meetings will remain closed to the public.

## Stage 3

Movement through Stage 3 will be phased and strategic, guided by Provincial loosening of public health measures.

Allow additional staff to resume working onsite

- OTOT partners will continue to encourage staff who can, to work from home.
- The amount of staff onsite will be determined by the size of group gatherings, as determined by the Province of Ontario.



### **Open additional outdoor spaces and amenities**

- This includes outdoor recreation amenities (i.e., playgrounds, beaches, pavilions, etc.).
- Appendix B outlines health and safety measures for public users.

### **Open Town Hall to the public**

- This includes allowing public attendance at Council meetings, committee meetings, and meetings with external partners.
- Appendix B outlines health and safety measures for public users.

### **Open some Town recreation facilities and ideaLAB & Library branches**

- This includes the IRC and select ideaLAB & Library branches.
- Appendix B outlines health and safety measures for public users.
- Appendix C outlines health and safety measures for staff.

### **Resume some ideaLAB & Library and Leisure programs**

- This includes programs that can maintain physical distancing of participants and staff.
- Appendix B outlines health and safety measures for public users.
- Appendix C outlines health and safety measures for staff.

## **Stage 4**

The measures in this stage will be established as best practices start to emerge.



## Appendix A: Health & Safety Considerations for all Stages

### Passive and/or Active Screening

Passive screening posted at every Town facility, or signage prompting people to answer a series of questions related to COVID-19, will prompt each person accessing Town facilities to pre-screen for symptoms of COVID-19.

- [Ministry of Health COVID-19 Visitor Signage](#)
- [Ministry of Health COVID-19 Self Assessment](#)

### Personal Hygiene

Wash your hands with soap and water for at least 15 seconds or use an alcohol-based hand sanitizer.

- [SMDHU proper hand washing sign](#)
- [SMDHU proper hand sanitizing sign](#)

Sneeze and cough into your sleeve.

Avoid touching your eyes, nose, or mouth.

### Physical Distancing

Physical distancing means keeping distance from one another and limiting activities outside the home.

When outside your home, it means staying at least 2 metres (or 6 feet) away from other people whenever possible.

- [Public Health Ontario Coronavirus 2019 \(COVID-19\) Physical Distancing Factsheet](#)
- [SMDHU's Physical Distancing Elevator Tips Sign](#)

Where feasible, the Town will take all reasonable actions to promote physical distancing of staff and residents. Examples include:

- Temporary markers at Town facilities where patrons could need to line-up (i.e., rec centres, Rizzardo Health & Wellness Centre, Town Hall, ideaLAB & Library locations)
- Reconfiguring office space
- Modifying work hours, rotating shifts onsite

### Cleaning and Disinfecting

In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty. Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, handrails, accessible door push buttons, touch screens and keypads.

- [Public Health Ontario Coronavirus Disease 2019 \(COVID-19\) Cleaning and Disinfection for Public Settings](#)
- [Health Canada Hard Surface Disinfectants and Hand Sanitizers \(COVID-19\)](#)
- [Public Health Agency of Canada Coronavirus Disease \(COVID-19\) Cleaning and Disinfecting Public Spaces](#)



Staff should use disposable gloves when cleaning surfaces. Staff will receive information (protocols, Safe Work Practices), regarding PPE requirements, including training for putting on and taking of PPE.

## Education and Training

Staff will receive timely updates regarding COVID-19 and training to perform their duties.

## Handling of money

Electronic payment devices are preferred. If you must handle money, always ensure regular handwashing, and have minimum 60% alcohol-based hand sanitizer readily available. Do not touch your face after handling money. Ensure that hand hygiene supplies are available for both patrons and staff at the point of purchase.

## Receiving Packages and Mail

IHSA's [Guidance on handling and receiving packages \(all persons at work or at home\) during COVID-19](#)

## Vehicle Sharing

When staff are required to share vehicles, the Safe Work Practice for vehicle sharing will be adhered to.

[2.4.1.1. Vehicles & Equipment During COVID-19 Pandemic.docx](#) ([Desktop](#), [Web](#), [Mobile](#))

## Use of Public Washrooms

SMDHU's [Public Health Guidance for Use of Public Washrooms](#)

## Personal Protective Equipment

When physical distancing cannot be maintained, staff should wear a non-medical mask.

[SMDHU's instructions for how to use a non-medical mask:](#)

- You must wash your hands immediately before putting it on and immediately after taking it off (in addition to washing your hands while wearing it).
- Ensure it fits well over your nose and mouth (non-gaping). Do not share it with others.
- Avoid touching your face mask while using it.
- Change a cloth mask as soon as it gets damp or soiled.

[SMDHU's instructions for how to clean a cloth mask:](#)

- Put it directly into the washing machine or a bag that can be emptied into the washing machine and then disposed of. Cloth masks can be laundered with other items using a hot cycle, and then dried thoroughly.
- Cloth face masks should be routinely washed depending on the frequency of use.
- Individuals should be careful not to touch their eyes, nose, and mouth when removing their face mask and wash hands immediately after removing.
- Non-medical masks that cannot be washed should be discarded and replaced as soon as they get damp, soiled, or crumpled:
  - dispose of masks properly in a lined garbage bin.
  - do not leave discarded masks in shopping carts, on the ground, etc.



Public Health Ontario [Mask Use for Non-Healthcare Workers](#)

Public Health Ontario [When and How to Wear a Mask Recommendations for the General Public](#)

[Ministry of Health's poster about face coverings](#)

[Public Health Ontario How to Hand Wash Video](#)

[Public Health Ontario How to Hand Sanitize Video](#)

[Public Health Ontario Putting on Gloves Video](#)

[Public Health Ontario Taking Off Gloves Video](#)

[Public Health Ontario Putting on a Mask Video](#)



## Appendix B: Health & Safety Measures to Protect Public Users

*This list will be updated as additional measures are identified.*

### Outdoor Spaces and Amenities

1. Facilities will have hand washing stations or hand sanitizer, garbage cans, public health signage (i.e., hygiene, physical distancing).
2. Surfaces (i.e., benches, garbage can handle, mooring points, and dock railing) will be cleaned and disinfected twice per day.
3. If public washrooms cannot be monitored, cleaned, and disinfected twice per day and when visibly dirty, they will remain closed.

### Community Facilities

1. Increasing hand sanitizer stations and handwashing signage.
2. Improving air intake/air circulation, where possible.
3. Determining facility entrances and exits, one-way traffic flow.
4. Written infection prevention and control procedures for increased cleaning and disinfection by facility staff.
5. Installation of physical barriers (i.e., sneeze guards) and floor markers at customer service areas
6. Determining facility entrances and exits, one-way traffic flow.
7. Installation of passive screening signage of all entrances and exits.

### Administrative Facilities

1. Markings to indicate traffic flow and physical distancing for patrons.
2. Passive screening.
3. Hand sanitizer is available at all entrances and other frequently used areas.
4. High touch surfaces such as elevator buttons, door handles, accessible door push buttons, railings will be cleaned and sanitized on an increased schedule.



## Appendix C: Health & Safety Measures to Protect Staff

*This list will be updated as additional measures are identified.*

1. Increased hand sanitizer stations and handwashing signage
2. Improving air intake/air circulation, where possible
3. Space planning of workstations to ensure physical distancing
4. Determining facility entrances and exits, one-way traffic flow
5. One-way traffic flow plans to reduce interaction in hallways and stairwells
6. Written infection prevention and control procedures for increased cleaning and disinfection
7. Installation of physical barriers (i.e., sneeze guards) at customer service areas
8. Installation of passive screening signage of all entrances and exits
9. Create and use booking systems to avoid crowding for certain facilities/uses
10. Increased workplace inspections
11. Actively screening external partners prior to meeting



## Appendix D: Administrative Controls

*This list will be updated as additional measures are identified.*

Examples of administrative controls to ensure physical distancing include:

1. staggering start times
2. staggering breaks
3. staggering lunches
4. staggering shifts
5. rotating on and off-site schedules