



*A People Place, A Change of Pace*  
**SHELBURNE**  
ONTARIO, CANADA

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**Meeting Date:** Monday, May 25, 2020

**To:** Mayor Mills and Members of Council

**From:** Denyse Morrissey, Chief Administrative Officer

**Report:** CAO 2020-03

**Subject:** COVID 19: General Summary and Next Steps for Re-Opening Town Hall

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## Recommendation

Be it Resolved that Council:

1. Receives report CAO 2020-03 regarding COVID 19: General Summary – and Next Step for Re-Opening Town Hall; and that
2. The revised hours of public access to Town Hall of 9:30 am to 3:00 pm, Monday to Friday, effective June 15, 2020 and until further notice be approved.

## Background

Like all Ontario municipalities the Town of Shelburne has been responding to the impacts of COVID 19 since mid March 2020.

The Town of Shelburne delivers a wide range of essential services and proactively took measures to limit the spread of COVID-19 while continuing to serve the public in all areas of service. We are committed to continuing to meet the public's needs while ensuring everyone's health was a priority.

Some COVID 19 key dates are summarized:

- March 12<sup>th</sup>, 2020 – World Health Organization Declares Global Pandemic
- March 17<sup>th</sup>, 2020 – Ontario Declares State of Emergency
- March 20<sup>th</sup>, 2020 – Shelburne Declares Health Emergency related to COVID 19 Pandemic
- April 14, 2020 - the Province extended the emergency declaration order to May 12, 2020
- May 12, 2020 - the Province extended the emergency declaration order to June 2, 2020.
- May 14, 2020 - the Province releases additional information on Stage 1 of the recovery plan and lists the additional business' that may re-open
- May 19, 2020 - the Province extended all emergency orders currently in force until May 29, 2020. This includes restrictions on social gatherings of more than five people.

Since March 2020, some of the general steps taken regarding Town services include:

- Public access to Town Hall, the public works yard, and police station was discontinued on March 17, 2020
- We encouraged our residents to take advantage of digital processes and expanded digital service options
- Public works and operations staff followed physical distancing protocols and a range of adjustments to scheduling and shifts were implemented
- Cemetery services and burials continued with adjustments
- Town Hall administration was based on the enhanced use of technology
- Range of new HR COVID-19 policies developed and implemented
- Administration staff, almost exclusively worked from home with limited and pre-scheduled time at Town Hall
- Meetings are held via "Zoom", electronic formats or conference calls
- Education and training took place using virtual formats
- Council meetings, using virtual format for Special Council Meetings was implemented as of March 23, 2020
- Grace Tipling Hall, parks and field rentals were suspended until June 30, 2020 with the potential for extension.

At the same time, working remotely from home did (and still does) present some significant challenges and this includes residential internet services and connectivity.

## **Town of Shelburne's "COVID 19 Blueprint for Recovery"**

On May 13, 2020, Council approved the Town of Shelburne's "COVID 19 Blueprint for Recovery". It is provided in Appendix 1.

The three-pronged transition approach recognizes that the COVID-19 impacts will have a wide range of consequences that require the Town to rethink how we operate and deliver services.

The three prongs are:

- *Restart*
- *Realign*
- *Reassess*

Within "Restart" it outlines "we would gradually begin to reopen public facilities and amenities consistent with provincial and public health directives, while also addressing local needs and realities."

This report primarily addresses the re-opening of Town Hall, as a component of "Restart", based on an estimated date of Monday, June 15, 2020.

### **Analysis**

Planning for 'the new normal' due to COVID 19 and how we will continue deliver all Town services is being based on the expectation that a range of protective measures related to COVID 19, including physical distancing, could be in place from 18 months to 2 years.

Our approach is also based on the assumption there will not be a return to 'how things were' in the foreseeable future and this is applicable to all areas of Town services

At the same time, and with the continued easing of many of orders by the Province of Ontario, with the re-opening (or partial re-opening) of many business' and services, how our Town services, operations and administration will be delivered is underway.

### **Re-opening of Town Hall based on an estimated date of Monday, June 15, 2020.**

The administration office space at Town Hall is very compact and 'space challenged'. Staff (and consultants or contract staff who have scheduled office hours) work in very close proximity to one another and may share work stations. This configuration has physical distancing implications and requires immediate modification.

The Council Chambers on the second floor is an exceptionally small room and has very limited seating space for the public. This space does not comply with physical distancing requirements of 6 feet or 2 metres.

Risk assessment review related to the health of all (staff, Council and the public) is also a critical element of the re-opening our Town offices and the timing of reinstating in person Council meetings.

On May 14, 2020, Premier Ford announced Ontario's first stage of recovery and a link is provided:

<https://news.ontario.ca/opo/en/2020/05/ontario-announces-additional-workplaces-that-can-reopen.html>

Staff have also extracted what is effective on Tuesday May 19, 2020 within Stage 1 from this document. It is provided in Appendix 2.

As part of Stage 1 the Premier stated that "Businesses should open only if they're ready". This stage is based on a gradual reopening. The Province's plan indicates "but working from home should continue as much as possible".

As already noted, many Town services in the past two months have already significantly evolved. As part of the re-opening a number of general issues and estimated costs have been reviewed:

- Office layout and design adjustments, including enclosures for work stations and protective separations at the reception counter
- Protocol and point of access to Town Hall – including controlled access
- Foyer and front entrance layout (shared with Police Services)
- Designated 'sanitation stations' within the workplace, including a sanitation station in entrance lobby to Town Hall
- Reassignment of space such as boardrooms and general building space as work stations
- Circulation spaces and markings for direction of foot-traffic within corridors, stairs, entries - one-way circulation routes through the workplace
- Revising and reducing daily hours of public access to Town Hall as part of physical distancing and sanitation protocols
- Sanitation, increased cleaning, updated cleaning standards and process
- Workplace protocols that minimize touchpoints and manage potential contamination of the workplace
- Expanded and new HR policies
- Work from home structure and potential longer term hybrid work from home model
- IT implications and hardware

- Meeting protocols with continued use of electronic formats to eliminate and/or minimize any in person meetings
- Future payment process' related to debit, credit and cash
- Relocation of Council meetings - rental of the Town & County room at CDRC for remainder of 2020
- Continued closure of public access to 2<sup>nd</sup> floor - floor art gallery and public washrooms until end of June 2020
- Assessment of significantly reduced seating capacity in Grace Tipling Hall consistent with physical distancing - for limited and exclusive use for Town administrative staff meetings or presentations

While this report estimates a re-opening of Town Hall on Monday, June 15, 2020, there are may be other factors that could impact could impact this target date.

## Financial

The following estimated COVID 19 costs, specific to Town Hall to date were outlined in the May 11, 2020 staff report FS 2020-05:

Installation of Tempered Glass Front Counter	\$1,221
Purchases of PPE, cleaners, wipes	\$ 702
Equipment for staff to work remotely	\$2,356
Total	\$4,279

The estimated additional costs, which may increase when the scope of additional work is fully evaluated, are:

Work stations protective measures	\$2700
Sanitization (fogger) machine	\$1500
Sanitization products	\$1000
Room Rental at CDRC for Council Meetings*	\$3045
Portable sound system - Council meetings at CDRC	\$1500
Computer hardware – staff remote working	\$2000
Town Hall entrance – dedicated person**	\$3190
PPE – fabric re-usable face masks	\$1500
Total	\$16,435

\*based on 15 Council meetings \$179 plus HST per 4 hour rental cost from July to December 2020

\*\* based on planned assignment of a crossing guard(s) using two shifts per day from June 15, 2020 to July 17, 2020; 9:30 am to 12 noon, and 12 noon to 3 pm.

## Policies & Implications

Not applicable

## Consultation and Communications

Not applicable.

## Council Strategic Priorities

Council's Strategic Priorities has three Goals - Sustainable, Engaged and Livable. There are a total of 12 targets with the three Goals.

This report aligns with the Sustainable Goals within the Targets:

Target T2 Municipal Services Review and Evaluation

Target T3 Invest in Critical Infrastructure for the future

## Supporting Documentation

Appendix 1: Town of Shelburne's "COVID 19 Blueprint for Recovery", approved May 13, 2020

Appendix 2: Province of Ontario, Stage 1: re-opening business list effective May 19, 2020

Respectfully submitted:

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Denyse Morrissey, CAO