

TO:	CHAIR AND MEMBERS STRATEGIC PRIORITIES AND POLICY COMMITTEE MEETING OF SEPTEMBER 22, 2020
FROM:	LYNNE LIVINGSTONE CITY MANAGER
SUBJECT:	COVID-19 – CITY OF LONDON FALL SERVICES

RECOMMENDATION

That, on the recommendation of the City Manager, the report dated September 22, 2020 entitled “Covid-19 – City of London Services Update”, **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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Strategic Priorities and Policy Committee, meeting on June 23, 2020, Agenda Item 2.1 - COVID-19 - City of London Services
<https://pub-london.escribemeetings.com/FileStream.ashx?DocumentId=73221>

BACKGROUND

At the end of the 2019 and early into 2020, news of a new strain of coronavirus began to emerge out of Wuhan, China. Within months, this had evolved to become a global pandemic, impacting people and communities around the world.

Since COVID-19 first emerged in the London area at the beginning of the year, there have been significant impacts on City operations and services.

The purpose of this is to provide an overview of the City of London programs and services that will be available to the community through to the end of 2020, as well as to identify any additional impacts that COVID-19 will have on services and programs through to the end of the year.

DISCUSSION

In June, Civic Administration provided an overview of the City’s response to date to the global pandemic, as well as a summary of the impacts that COVID-19 has had on City operations and services.

As the Province has moved through its Framework for Reopening, there have been a number of City programs and services that have restarted. With ongoing Provincial orders, however, and continued health and safety precautions required to stop the spread of COVID-19, there will be additional impacts on the City through to the end of the year.

The City’s Approach:

Since COVID-19 first emerged as an issue, the City’s response has been guided by a set of principles. At the forefront has been the mission and values that have been set through the Strategic Plan for the organization.

Mission:

To be a responsive and modern public service partner that fosters change to build a better London for all.

Values:

Good governance
Driven by community
Acting with compassion
Moving forward with innovation

Guiding Principles:

Based on the mission and values, a number of guiding principles were defined very early in the City's process to respond to COVID-19. These principles have served as the foundation for all that has been done throughout the time the City's operations have been significantly modified. These principles include:

- Health and safety for residents and staff is a priority and is an ongoing commitment.
- Every effort will be made to minimize the harm to people and organizations impacted by decisions.
- Efforts to support economic recovery and those most vulnerable will be prioritized.
- A consistent, enterprise-wide approach will be taken.
- Communicating about service changes will be transparent, frequent and ongoing.

Commitment to Health and Safety:

Throughout its response to COVID-19, the City has maintained an ongoing commitment to the health and safety of its employees and residents. This has been a priority through every stage of the COVID-19 response. Throughout all operations, health and safety precautions have been incorporated, including efforts that allow for health screening upon entry of City facilities, physical distancing, frequent hand washing and hand sanitizing, and frequent sanitization of high touch areas. In all cases, ongoing modifications to services are in place in order to ensure adherence to these health and safety precautions.

Alignment with the Province:

All of the actions taken at the municipal level have been aligned with the recovery and restarting activities of the Province of Ontario. Decisions made at the Provincial level have had a direct impact on the City's operations. This has included:

- Lifting of the Provincial orders
- Lifting of the Provincial Declared Emergency
- Reopening of programs and services at the Provincial level
- Guidance provided to support a safe and healthy process of reopening Provincially regulated services

The full Ontario framework can be found here: [Reopening Our Province.](#)

The full list of Provincial emergency orders can be found here: [Ontario Emergency Orders.](#)

Operational Task Forces:

To ensure an effective approach to the delivery of services for Londoners across the organization, and to support employees as they deliver services to the community, three operational task forces have been formed, focusing on People, Technology and Facilities. Each of these task forces is comprised of individuals from across the organization to help ensure that the City's approach has a strong focus on customer service, is consistent across all service areas, and that employees have the tools, policies and processes in place to work and deliver effectively.

The Technology Task Force was formed to ensure employees who are working remotely have access to technology that allows them to perform the duties of their job

and provide consistent customer service. This task force is also working to identify and explore opportunities to use new technology and to use technology differently to enhance service delivery to residents.

The Facilities Task Force is ensuring all health and safety precautions are met at all City work sites, in particular, where programs, services and operations have been permitted, primarily as a result of changes to Provincial orders, to restart. This is to protect the health and safety of the community, residents accessing services and of employees.

The People Task Force is focused on ways to sustain employee resilience and engagement, and maintain effective communication to address concerns and support City staff in an environment that has been greatly redefined by COVID-19 and by the health precautions required to prevent the spread of this virus.

Service Impacts – Fall (to the end of 2020):

Since COVID-19 first began to impact London, there have been a number of necessary changes to the way the City has delivered service to its residents.

Preventing the spread of COVID-19 creates a number of restrictions that continue to have impacts for many of the City’s fall and winter services and programs. As a result, there will continue to be modifications to City operations through to the end of 2020. These modifications are being made to ensure that all health precautions are in place and all Provincial orders are followed.

The chart below provides a summary of the modifications and service changes for the fall. This chart speaks only to those services that are either being reintroduced or being modified because of COVID-19 orders.

Appendix A - Overview of City Services Provided During the COVID-19 Pandemic - provides an overview of all of the services that have been delivered through this time, from vital services to services that have been added as the Province has moved through the Framework for Reopening and adjustments to services have been made.

<p>Modified Services</p>	<ul style="list-style-type: none"> • Arenas: the majority of ice pads will gradually reopen, with modifications to limit the number of people accessing the rink at any one time, and limited spectators will be allowed. • Recreation and Community Centre Programming: reopening of community and seniors centres for modified, free pre-registered programs, planned on a monthly basis, with the release of the program schedule bi-weekly. • South London Pool and The Canada Games Aquatic Centre indoor aquatic facilities will remain open through the fall. • Private indoor rentals at all recreation facilities for September or October will not be permitted, but this will be evaluated on a monthly basis. • Special events: only walks and runs will be permitted. • Provincial Offences Administration: Staff will be working onsite and conducting trials in court rooms when the Ministry of the Attorney General opens the POA court to the public and for in-person trials, which is expected later this year. • Social Services: All Ontario Works locations will reopen to the public for front counter services including cheque pick up, cheque encashment, emergency services and drop-in support as of September 21. • Children’s Services: Front counter service at Citi Plaza will resume for pick up and drop off of Child Care Fee Subsidy Application and supplemental forms • Housing Services: Front counter services gradually come back online by appointment only for application support and issue management throughout September.
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	<ul style="list-style-type: none"> • By-law: Interior inspections of occupied buildings for licensing and complaints, with a phased return to full parking services.
Services that will not resume in 2020	<ul style="list-style-type: none"> • Desk side appointments in Social Services. • Community hoteling partners (Social Services). • Ontario Works offices at Glen Cairn Community Resource Centre. • Desk side appointments in Children's Services.
Seasonal Services and Services that will Restart	<ul style="list-style-type: none"> • Seasonal return to ordinary winter maintenance levels in accordance with provincial standards. • Skills Advance Ontario referral program. • Catty Shack return to pre-COVID operations.

The City has maintained up-to-date information about facilities, programs and services on a dedicated web site, www.london.ca/covid-19.

Commitment to Communications:

Throughout this time, the City has demonstrated a commitment to communicating with the community about COVID-19 and about services that have been impacted. This will continue while City operations, programs and services continue to be modified in order to help prevent the spread of COVID-19.

CONCLUSION

COVID-19 has had a significant impact on City of London programs and services since March, when a State of Emergency was declared by the Province and also declared locally. Throughout this time, the City has provided vital services and has responded quickly to changes to Provincial orders, restarting programs and services where it is safe and possible to do so. Looking ahead, the delivery of programs will continue to be impacted by the Province's progression through its Reopening Framework as well as the financial restrictions facing the corporation.

Decisions about how these impacts are reflected at the local level will continue to be guided by the principles developed at the onset of this event, and all health and safety precautions will be followed to help protect the well-being of the community and staff.

It's important to note that delivery of all City services is dependent on Provincial orders, as well as the need to meet health and safety precautions. The City programs and services identified in this report assume there are no significant changes in the Provincial orders. Should there be a change to Provincial orders as a result of future outbreaks or new health guidance, these will be reflected in City services as required.

RECOMMENDED BY:
LYNNE LIVINGSTONE CITY MANAGER

CC:
Senior Leadership Team

Director, People Services

Director, Service, Innovation and Performance

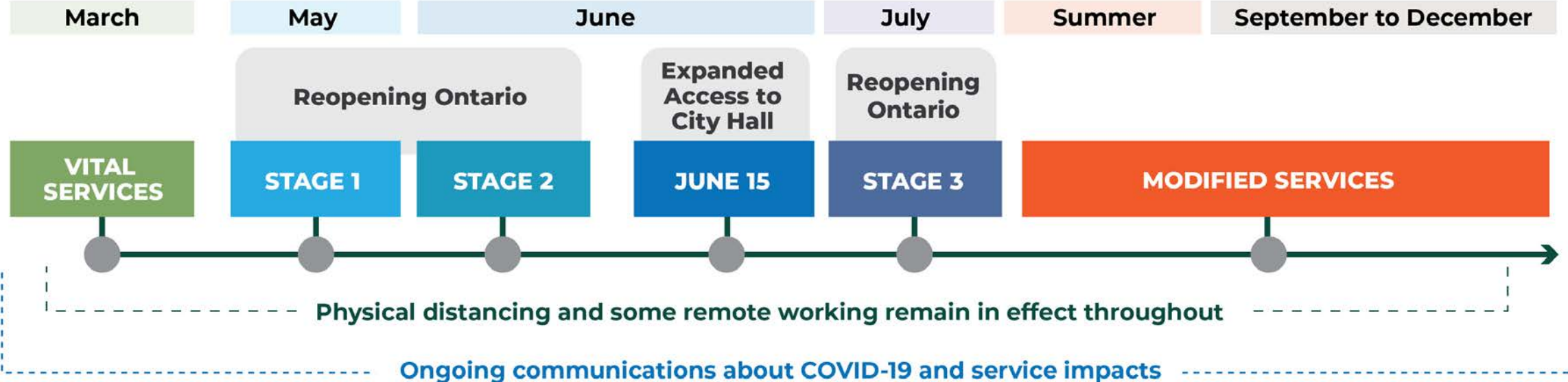
Director, Information Technology Services

Director, Corporate Security and Emergency Management

Director, Strategic Communications and Government Relations

Appendix A: Overview of City Services Provided During the COVID-19 Pandemic

Service Impacts – Overview:



Services that have been available throughout the pandemic	Services added in the Spring and Summer	Services added June 15	Services that will be added in the Fall	Services that will not resume in 2020
<ul style="list-style-type: none"> • Clerk's Office • City Clerk's – general phone/email inquiries (661-CITY) • Council Services • Council and Standing Committee Meetings • Burial Permits • MFIPPA requests • Provincial Offences Administration payments and inquiries and early resolution meetings • Fire Services • Emergency Management and Corporate Security • Facilities Operations • Traffic Services • By-law Enforcement • Planning, Building and Development Services • Road Operations • Park Maintenance • Long-term care (Dearness home) 	<ul style="list-style-type: none"> • Outdoor sports fields and baseball diamonds (for non-programmed community use) • Benches, picnic tables and park shelters • Skate parks • Basketball courts • Tennis and pickleball courts (open until the season finishes) • Disc golf (open until the season finishes) • Golf courses (open until the season finishes) • Indoor and outdoor pools • Off-leash dog parks • Community gardens (open until November 30) • Household Special Waste Depot and Landfill • London Animal Care Centre 	<p>City Hall (in person):</p> <ul style="list-style-type: none"> • Marriage licences • Commissioning documents • Civil Ceremonies (with limits to the number of participants, based on Provincial Orders) • Tree removal permits (by phone or online, with payments accepted online or in person) • Building permit and business licensing inquiries • Tax payments • Payment of invoices • Hearings conducted by the City of London's Hearings Officers <p>206 Dundas Street (in person, by appointment):</p> <ul style="list-style-type: none"> • Heritage alteration permits • Development application consultations • Pre-application consultation meetings • Application review meetings 	<ul style="list-style-type: none"> • Arenas: the majority of ice pads will gradually reopen, with modifications to limit the number of people accessing the rink at any one time, and limited spectators will be allowed • Recreation and Community Centre Programming: reopening of community and seniors centres for modified, free pre-registered programs, planned on a monthly basis, with the release of the program schedule bi-weekly • South London Pool and The Canada Games Aquatic Centre indoor aquatic facilities will remain open through the fall. • Private indoor rentals at all recreation facilities will not be permitted in September or October, but will be evaluated monthly after that • Special events: only walks and runs will be permitted 	<ul style="list-style-type: none"> • Desk side appointments in Social Services • Community hoteling partners (Social Services) • Ontario Works offices at Glen Cairn Community Resource Centre • Desk side appointments in Children's Services

Services that have been available throughout the pandemic	Services added in the Spring and Summer	Services added June 15	Services that will be added in the Fall	Services that will not resume in 2020
<ul style="list-style-type: none"> • Garbage Collection, Recycling, and Envirodepots • Children’s Services (Emergency Child Care) • Social Services (Ontario Works) • Housing Services, Housing Access Centre (HAC) • Homeless Prevention and Supports • Water and Wastewater Services • Property tax (online and by phone) • Service London • Internal support and corporate services such as Finance, Human Resources, Legal, Information Technology Services, and Communications 		<ul style="list-style-type: none"> • Engineering review meetings <p>Public Meetings:</p> <ul style="list-style-type: none"> • Public Participation Meetings • Public hearings • Committee of Adjustment meetings • Advisory Committee meetings, as legislatively required 	<ul style="list-style-type: none"> • Road Operations: Delivery of seasonal road maintenance in accordance with Provincial Standards • Provincial Offences Administration Office: Staff will be working onsite and conducting trials in court rooms when the Ministry of the Attorney General opens the POA court to the public and for in-person trials, which is expected later this year. • Social Services: All Ontario Works locations will reopen to the public for front counter services including cheque pick up, cheque encashment, emergency services and drop-in support as of September 21 • Children’s Services: Front counter service at Citi Plaza will resume for pick up and drop off of Child Care Fee Subsidy Application and supplemental forms 	

Services that have been available throughout the pandemic	Services added in the Spring and Summer	Services added June 15	Services that will be added in the Fall	Services that will not resume in 2020
			<ul style="list-style-type: none"> • Skills Advance Ontario referral program • Housing Services: Front counter services gradually come back online by appointment only for application support and issue management throughout September and October. • By-law: Interior inspections of occupied buildings for licensing and complaints, with a phased return to full parking services • Catty Shack will reopen 	

At all City facilities, a number of health and safety precautions are in place to stop the spread of COVID-19, and to protect the public and employees. These include health assessments upon entry, limiting the number of people in the building, a requirement to wear a mask under the by-law, and efforts to ensure a minimum of 2 metres of physical distance. Hand sanitizer is also available at all locations to allow for frequent hand sanitization, and rigorous cleaning practices have been established.

The City has maintained up-to-date information about facilities, programs and services on a dedicated web site, www.london.ca/covid-19.