

Appendix C

CM-20-20

Service Re-design Interim Program Changes and Modifications

Halton Court Services

Recreation Services

Executive Summary:

Phase One of Stage 3 (reopening of Halton POA courthouse):

A combined work strategy (staff at home and on site) to be implemented to expand and enhance the customer service experience. The additional customer services include: re-opening of counter services with limited hours on site; re-opening of call centre from home and processing telephone payments (new service) from home.

In addition to reimplementing customer services (counter services and call centre), the addition of a telephone payments option will reduce the number of people that attend the courthouse. Phase One will also have a positive effect on staff morale as it is one more step to normalcy and the team will be able to get more work done.

Finally, Phase One will meet the needs and expectations of public, defendants, stakeholders and province while ensuring that access to justice requirements are upheld.

Proper social distancing, signage, communications will be implemented and all guidelines and directives of public health officials, the City and the province will be implemented to ensure that the health and safety of public and staff are taken into consideration.

City Hall/Sims Square Re-Entry Process – Public and Staff

Executive Summary:

Stage 1, City Hall and Sims Square were closed to the public with only essential staff who were required to come in to their office location (e.g. Call Centre – Service Burlington, IT and Facility Operations). Maintaining the safety of our staff and the public is paramount, approximately 20 staff out of 399 reported in to City Hall/Sims Square daily (Monday – Friday). Services provided to the public were moved to an online/phone format.

In **Stage 2**, we expanded to allow for in-person marriage licenses. Within this provincial stage, the majority of staff remained working from home with only a few additional staff working in the Service Burlington call centre. Staff requiring access to city hall were provided access through a pre-booked appointment. During this period of time, online services were further developed and enhanced.

In **Stage 3**, we will look to further expand services provided and also gradually allow identified staff back into the facility. It is important to note, that even in Stage 3, we continue to be in an active pandemic and need to ensure that the health and safety of all is paramount. Those that can continue to work effectively and productively from home will continue to do so. We are anticipating 60% of the City Hall/Sims workforce will remain working from home, while 40% will come back in under various situations; i.e. adjusted and/or staggered schedules to accommodate lower numbers and occupancy limits. Those providing required services to customers will first be re-introduced back into City Hall. The re-entry of staff and the re-introduction of services are all a part of the Re-Design plans and processes currently underway. Significant and positive strides have been made during this pandemic including new and enhanced online services. To note, this re-entry process is also coordinated with the Space Accommodation Strategy and the Customer Experience Strategy.

Highlights of specific details pertaining to Stage 3 and the re-entry into City Hall and Sims Square:

- Gradual and phased in re-entry of Staff between June – January. Up to a maximum capacity of 165 staff.
- Gradually re-introduction of counter-based services from other departments in City Hall where needs are high
- Continuation and further enhancement of online and phone services including appointment-based bookings for customers
- New COVID related occupancy limits set for each floor/area in City Hall/Sims Square

City Hall / Sims Square Re-Entry Process - Public and Staff

Highlights of specific details pertaining to Stage 3 and the re-entry into City Hall and Sims Square (continued):

- Enhanced Work from home Policy
- Welcome Back information and video developed for staff who are returning
- Facility layout and logistics including signage and new protocols
- Adjusted Schedules (e.g. staggered scheduling of staff)
- Health and Safety Protocols (e.g. use of non-medical masks)
- Enhanced Disinfection and Cleaning
- Internal and Public communications
- Active Screening upon entrance and contact tracing systems in place
- Closed common areas like meeting rooms, lunch rooms, lounge areas, etc.
- Business continuity and planning for alternate scenarios (e.g. second wave)

Financial and HR Implications:

Once City Hall opens, there will be the need for two additional temporary staff:

- Door Ambassador providing active screening and directional assistance to customers
- Additional Cleaning staff focused on high-touch points areas around the facility including washrooms

At the present time, the plan is to utilize redeployed staff to keep costs at a minimum. If additional staff are needed to be hired, they would be brought on temporarily at a cost of \$8K monthly. The anticipated added expense for reopening City Hall and Sims as described above, until the end of the year (July to December - 6 month period of time) is \$48,000.