

Appendix A CM-25-20

Service Re-design Interim Program Changes and Modifications

Halton Court Services Recreation Services

Executive Summary:

Resumption of Collections at Halton POA courthouse:

A combined work strategy for the POA Collections Unit will be implemented to coincide with the resumption of court hearings. Currently the targeted date is October 19, 2020. The additional customer services include: re-opening of public counter to manage collections inquiries and payment plans with limited hours on site; re-opening of collections call centre from home; and resuming collections activities in phases over a pre-determined set time as per the following:

- Stage 1 (Oct.19,2020)
 - All four Collections staff to be recalled from redeployments to dedicate full hours to Collections. Three staff to work remotely from home and one to physically be on site (to be rotated).
 - Overdue notices will be mailed out.
 - Attempting to establish contact with debtors to have a conversation regarding their outstanding debt in hopes of receiving payment or setting a plan.
- Stage 2 (2 months after stage 1 started)
 - Sending debts to 3rd party agencies.
 - Reporting of debt to the credit bureau.
- Stage 3 (2 months after stage 2 started)
 - Civil enforcement.

Privacy/confidentiality protocols will be extended to those working from home to ensure sensitive information is kept secure. Personal information such as credit card numbers and banking information will only be used for processing payments and applications and will not be retained once processed.

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.

Executive Summary:

Use of Facilities by Community Partners

The city will be supporting our community partners by providing access to city space to support COVID initiatives. The city will provide access to facilities and green space at no charge, tracking the use and in-kind costs in order to quantify and share the support the city will provide to assist the community in COVID recovery.

- Joseph Brant Hospital – Indoor Testing Location,
- Halton Region Public Health – Indoor Immunization Location,
- Halton District Catholic School Board – Outdoor Classrooms