

## **June 11/20 CAO Remarks**

Good Morning Mayor and Council.

### **Emergency Operations Centre**

We are still at a Level 1 EOC and are continuing with weekly calls. Yesterday the Premier announced that the Provincial State of Emergency would be extended to June 24.

### **First virtual town hall**

Topic: Recovery

FB Live and Navigada

### **First virtual Public Hearings in region tonight**

### **Week one of Build Back Victoria**

Over 20 applications

Huge thank you to staff who have done great work in launching and continuing to support this important work.

Hanging baskets and heart landscaping at Topaz

### **City Service Recovery Plan**

COVID–19 has required us to adjust how we work in a pandemic. Since March, we’ve had to find new ways to continue to deliver

high quality services to the public, while protecting the health and safety of our staff.

I want to acknowledge the efforts of all staff to be nimble, collaborative and creative to address new challenges and successfully ensure residents and businesses in our community continue to have access to the services they depend on.

In the past two weeks, we've seen a number of local businesses and organizations begin to step cautiously toward re-opening or increasing their services. The activity on City streets has noticeably increased. Aligned with BC's ReStart Plan, we're now looking at how the City, as an organization, can begin to transition our operations to the next phase of recovery.

To that end, the City has formed a Steering Committee with cross organizational Director representation to develop the **City Service Recovery Plan** which sets out our own four phased approach to expand in-person access to City services and facilities.

The Plan will identify the services that are currently, and that will continue to be, delivered remotely (online or by phone or email), as well as service enhancements to meet public demand and ensure accessibility for key services.

The Plan will guide how we transition through our recovery phases, including the establishment and implementation of

procedures to assess and control risks to health and safety for our staff and members of the public.

We will continue to follow the directions of the Provincial Health Officer and have updated our COVID-19 Pandemic Exposure Control and General Safety Plan to incorporate recent WorkSafe BC guidelines developed specifically for municipalities. Our Service Recovery Plan will ensure we all know what to expect, and how to move forward safely.

Supervisors and managers are being proactive in talking with their work teams to discuss scheduling and work routines prior to staff currently working from home returning to their office. This planning is required to ensure physical distancing measures can be effectively managed within office work units.

We are currently in Phase 1 of our City Service Recovery Plan. To this point City Hall has remained open to the public by appointment only. We expect to remain in Phase 1 for some time but, based on public demand, may increase access through additional appointments and/or a controlled limited reopening of the service counters at City Hall.

We recognize that many advisory committees are convening virtually and Legislative Services will be connecting with the remaining groups to do a needs assessment to identify the interest to move forward and what requirements are needed to enable remote meetings.