

**Status of COVID-19 Essential Services - Operations**

May 26, 2020

**Fire & Rescue Services**

Essential Service	Essential Tasks	Performing Work	Status
Community Emergency Management Coordinator (CEMC)	Coordinate activities through the Emergency Response Plan.	Staff	Work continues using alternate delivery and meeting methods.
Emergency response	Fire suppression, rescue, medical response.	Staff	Work continues with modified operating guidelines to comply with Ministry of Health guidelines.
Fire Code inspections	Life safety complaint-driven inspection requests.	Staff	Work continues with additional Personal Protective Equipment (PPE) requirements for staff.
Administration for emergency calls	Payroll & reporting for emergency calls.	Staff	Work continues as per usual.

**Police Services**

Essential Service	Essential Tasks	Performing Work	Status
Community Policing	Deliver services as per OPP contract; reduced direct public interface with augmented front-line support to screen for COVID-19 and direct calls; reduced police checks – only doing police checks for employment purposes, not volunteer. All training, conferences, seminars cancelled (subject to extensions for training certifications granted). PPE	Staff	<p>Work continues with the following adjustments:</p> <ul style="list-style-type: none"> <li>• Processing Criminal record checks to support essential functions such as emergency services, health care, social services and childcare (on-line applications only at <a href="http://www.OPP.ca">www.OPP.ca</a>). Applicants may be required to attend the local OPP detachment if fingerprinting is required; they will be contacted by their local detachment to provide identification, pay and obtain their results.</li> <li>• Assisting with enforcement of Provincial Orders under the <i>Emergency Management and Civil Protection Act</i>.</li> </ul>

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	and care packages issued to front-line officers with instructions on personal protection measures and social distancing. Prepared to assist with Provincial Orders under the <i>Emergency Management and Civil Protection Act</i> .		

## Public Works & Environmental Services

### Engineering Services Division

Essential Service	Essential Tasks	Performing Work	Status
Lake Flooding Response	Sand bags, road closures, ensure pump stations are operational, continue to monitor the shoreline.  Detailed flood plans underway for Operations, Evacuation, Communications, Acquisitions, Food Services & Transportation.	Staff  Senior Management Team and Staff – all departments	Preparation for a response to lake flooding is currently ongoing. Frequent meetings with the Lake Flooding Action Group and the Senior Management Team.
Development Review	Assist the Planning Department by conducting reviews of OPA, ZBA, site plan control and plan of subdivision applications.	Staff Consultant	On-going.

## Roads & Fleet Division

Essential Service	Essential Tasks	Performing Work	Status
Garbage Collection	Weekly collection of residential refuse and recycle.	Contractor	No drop in level of service. Council adopted a motion at the April 28 <sup>th</sup> RCM to permit residents to place up to two extra garbage bags in addition to their hard-sided containers. Effective April 28 – May 28, 2020.
Storm Water Pumping Stations	Maintain pump stations operation and readiness. Test back-up generators and operational reviews performed daily, weekly and monthly.	Staff	Status quo operationally, repairing pump motors as weather permits.
Storm Water Collection System	Maintain collection system operation - clearing grates, catch basins, investigating issues, complaints regarding drainage.	Staff	Continuing to perform repairs and maintain clean inlets with road sweeping activities.
Lake Flooding Response	Response to lake flooding-sandbags, evacuation.	Staff Consultant Contractor	Council adopted a motion at the April 16 <sup>th</sup> SCM which budgeted \$500,000 towards immediate actions to mitigate the threat of flooding for those shoreline properties that pose a significant risk to further in-land flooding.  On April 16 <sup>th</sup> , the Mayor issued an Order to Take Measures under subsection 4(1) of the <i>Emergency Management and Civil Protection Act</i> .
Sanitary Collection System	Maintain sanitary collection system.	Staff	On-going, no change in the level of service.
Traffic Signals	Maintain traffic signals within Town.	Staff Contractor	On-going with operational activities.
Road Patrolling	Patrol Roads in accordance with Minimum Maintenance Standards (MMS).	Staff	On-going, no change in the level of service.

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Winter Control	Plow and salt roads in a timely manner.	Staff	Task completed at the end of March 2020.

### **Water & Wastewater Services Division**

<b>Essential Service</b>	<b>Essential Tasks</b>	<b>Performing Work</b>	<b>Status</b>
Water Sampling	Weekly Bacteria, weekly Chlorine Residuals, Haloacetic Acids (HAAs), Trihalomethanes (THMs), Lead Sampling.	Staff	On-going, no change in the level of service.
Water Quality Investigation	Investigation to ensure potable water.	Staff	Responding to customer complaints.
Watermain Repair – Class 1	Repair ASAP, potential for contamination, reduce property damage.	Staff	Responding to breaks as they occur. One watermain repair during COVID-19.
Watermain Repair – Class 2	Repair ASAP, potential for contamination, reduce property damage.	Staff	Responding to breaks as they occur.
Water Service Repair	Repair ASAP, potential for contamination, reduce property damage.	Staff	Responding to breaks as they occur. Two water service repairs during COVID-19.
SCADA Alarms	Respond to predetermined alarm.	Staff	On-going – Working with ONYX, IT Department.
Locating Infrastructure	Emergency Locates only.	Staff	Responding to all locate requests. There hasn't been a drop in the level of service.
Water Tower	Chlorine residuals, Chlorine Analyzer calibration/verification checks.	Staff	On-going. Calibration for Chlorine Analyzer to be completed in the fall.
Hydrant Repair	Repair hit hydrant or under pressure/leaking hydrant.	Staff	Repaired over 100 hydrants during COVID-19, including plugging self-draining hydrants in the potential flood area to reduce risk of cross-contamination.

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			Completed replacement of six hydrants.
Hydrant Flushing Program	Flushing – Maintaining water quality (dead ends, low residuals, etc.).	Staff	On-going. Extra flushing on low use areas due to Provincial Orders closures (i.e. industrial area in Oldcastle) to ensure water quality.
WUC Treatment Plant	Provide Tecumseh with safe, potable drinking water; remain in continuous contact with WUC on plant status.	Staff	On-going communication between managers of Tecumseh and WUC (Enwin).
DWQMS	Staying current with regulations and hazards mandated by Province.	Staff	Preparation for audits is on-going. Scheduled audits to be completed in the fall.
Ongoing Projects	ITRON system upgrade – system is used to read all water meters.	Staff	On-going- 95% complete, waiting for COVID-19 restrictions to lift to complete install and provide training.

## Financial Services

<b>Essential Service</b>	<b>Essential Tasks</b>	<b>Performing Work</b>	<b>Status</b>
Accounts Payable	Processing vendor invoices, payments, transaction maintenance and vendor correspondence.	Staff	Ongoing – transaction volumes down somewhat.
Treasury	Cash flow management, bank reconciliations, debt management, reserves management and bank runs.	Staff	Ongoing – bank reconciliations behind schedule a bit due to considerable time spent on prior software issues.
Payroll	Weekly payroll function, remittances, departmental analyses and reports.	Staff	Ongoing – behind schedule in reporting items such as Record of Leaves and payroll variance analysis due to additional reporting/analysis of COVID-19 and Flood.
Taxation	Billing, collection, supplemental/write-off	Staff	Ongoing – transaction activity normal. Customer service not offered in-person, however occurring

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	billings, appeals and customer service.		via telephone, email, letters, texts and drop box service.
Purchasing	In coordination with departments and consultants, preparation and review of tender documents for essential purchases, reporting of emergency purchases.	Staff	Ongoing – activity at normal levels, possibly a bit greater due to consideration to re-tender items that went out earlier in the year and meetings to discuss works in process.
Budget Variance Analysis	2019 year end and 2020 quarterly revenue and expenditure analysis, transaction maintenance and functional area support.	Staff	Ongoing – behind schedule – year-end variance typically done by now, still in progress.
Budget Development	Coordinate 2021 budget development, review, analysis and basic presentation.	Staff	Has not yet commenced – intent is to start in August. Tabling the budget before Council for November is still possible.
BIA Year-End	Financial reporting and accounting support can be deferred .	Staff	Ongoing – audit was deferred from April to May and then again to July.
Year-End Financial Statements and Audit	Can defer financial statement preparation, FIR reporting and audit field work for a period of time.	Staff	Ongoing and far behind schedule – audit was deferred from April to May and then once again to July.
Capitalization of Tangible Capital Assets	Capital expenditure review to distinguish capital versus operating costs, determine depreciation amounts and update asset inventory can be deferred for a period of time.	Staff	Ongoing – required for year-end audit, can no longer defer.

## Information & Communication Services

Essential Service	Essential Tasks	Performing Work	Status
SCADA System	Monitor all storm/sanitary pump stations and water boundary meters.	Staff Contractor	Working with Onyx Engineering on SCADA changeover.
Town Network Infrastructure	Maintain town's network infrastructure.	Staff	Daily tasks continue.
Servers (Files, Databases, Email)	Maintain town's server farm.	Staff	Daily tasks continue.
Backup and Security	Protect town's data and network.	Staff	Daily tasks continue.
Security, CCTV, Phone System	Maintain core infrastructure.	Staff	Daily tasks continue.
Radio System	Maintain town radio system for fire and environmental services.	Staff Contractor	Daily tasks continue.
Citizen Alert System	Send out mass communications when required / weekly updates to caller list.	Staff	Daily tasks continue. More updates in past six weeks in light of COVID-19 and Lake Flooding material circulated to the public.
Website	Primary source of information for the public.	Staff	Daily tasks continue.
Cellular Phones	Provide and support cellular technology.	Staff	Daily tasks continue.
Generator Maintenance	Maintain backup generators at 1189 Lacasse and Water Tower.	Staff	Weekly/monthly testing for continuity at key communication/network sites.
GIS Mapping/Drone Operations	Provision and update of asset and property mapping, maintain all hosted online mapping applications; support flood emergency operations.	Staff	<ul style="list-style-type: none"> <li>• Daily mapping requests from all departments</li> <li>• Daily updates to all GIS layers</li> <li>• Updates to Citizen Alert system mapping</li> <li>• Asset Management Updates</li> </ul>
End User Support	Provide support to end-users.	Staff	Daily tasks continue.

## Planning & Building Services

### Transit

Essential Service	Essential Tasks	Performing Work	Status
Transit	Maintain current level of service; enhanced decontamination; no fares charged during emergency. Providing transportation services for essential trips (i.e. doctor's appointments, pharmacy, groceries). Tracking ridership, reporting to CUTA and Province, manage service.	Contract Service Provider and Staff	On-going, regular schedule, 12 hours/day, 6 days/week.

### Planning & Zoning

Essential Service	Essential Tasks	Performing Work	Status
Development Review	Processing OPA, ZBA, Site Plan Control, Plan of Subdivision applications, CIP Grant applications, Enforcement of Agreements, Pre-Consultation. Respond to stakeholder inquiries and processing of invoices.	Staff	On-going, with following number of applications: 4 OPA, 6 ZBA, 5 Site Plan Control, 1 Subdivision, 4 CIP Grants, 6 Enforcement of Agreements, 13 pre-consultations.  Currently, statutory public meetings have not proceeded due to COVID-19 Provincial Emergency. Alternative formats are being considered with input from MMAH, County and peer municipalities, with a recommendation forthcoming.
Policy Development/ Special Studies	Finalizing Draft New Official Plan, advancing Tecumseh Hamlet Secondary Plan, MRSPA issues	Staff Consultants	Finalizing Draft New Official Plan: incorporating new PPS (effective May 1, 2020). Tecumseh Hamlet Secondary Plan: Project management, incorporating new storm water



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			management (SWM) requirements, most recent traffic analysis, revising concept plan. MRSPA issues: Advancement of preferred SWM facility, working through design and expropriation issues.

### Committee of Adjustment

Essential Service	Essential Tasks	Performing Work	Status
Committee of Adjustment	Processing and making decisions on Severance and Minor Variance applications. Issue final approval on Provisional Consents. Respond to stakeholder enquiries and processing of invoices.	Staff	Ongoing, with following number of applications: 3 new, 12 continuing in-process, 4 pre-consultations.  Currently, statutory public meetings are not proceeding due to COVID-19 Provincial Emergency. Alternative formats are being considered with input from MMAH, County and peer municipalities, with a recommendation forthcoming.

### By-law Enforcement

Essential Service	Essential Tasks	Performing Work	Status
By-law Enforcement	Enforcing Provincial Orders under the <i>Emergency Management and Civil Protection Act</i> .	Staff	Enforcement activity has focused on matters related to Provincial O. Regs. (particularly 82/20 as amended, "Essential Workplaces" and 104/20 as amended, "Closure of Outdoor Recreation Amenities").

## Building Services

Essential Service	Essential Tasks	Performing Work	Status
Enforcement of the <i>Ontario Building Code Act</i>	<p>Reviewing building permit applications, issuing permits, conducting inspections for construction sites as permitted by O. Reg. 82/20, as amended.</p> <p>Responding to stakeholder inquiries and processing of invoices.</p>	Staff	On-going.

## Corporate Services & Clerk

### Clerk's Department

Essential Service	Essential Tasks	Performing Work	Status
Council meetings and Council support	Agenda preparation and posting; Notice; Minutes; Follow-up actions.	Staff	Council Meetings first started being held electronically using Zoom and eSCRIBE livestreaming, on March 24, 2020.
Records Management - Emergency Purposes	Record of Emergency actions taken during declared emergency; Scribe services and preserving records of Emergency Operations Centre; business continuity in the case of contracts and agreements issued for emergency service provisions; E-recordkeeping.	Staff	<p>A log of actions has been maintained daily to record the action taken during the declared COVID-19 emergency.</p> <p>A Partial EOC has been activated in relation to COVID-19 and flooding. Meeting notes taken by Fire Services Clerk Admin. Additionally, the Senior Management Team has been regularly meeting and minutes recorded of the actions and directions taken.</p>

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Burial Permits	Burial Permits are required to allow burials and cremations, with weekly reporting to Registrar required.	Staff	<p>Burial Permits</p> <ul style="list-style-type: none"> <li>• Standard Operating Procedure developed to limit in person attendance by Funeral Homes, ensure safe handling of incoming forms and processing of permits.</li> <li>• During the Month of March, 73 burial permits were issued (30% &gt; March 2019).</li> <li>• During the month of April, 89 burial permits were issued (39% &gt; April 2019).</li> <li>• Invoicing to funeral homes is current to end of April 2020.</li> <li>• Monthly reporting to Registrar current to end of April 2020.</li> </ul>
Communications - Website Maintenance	Notice of meetings and any cancellations; status of programs and events; uploading of agendas/minutes and Declaration of Conflict of Interest; delegation requests and submissions to public council meetings; advertising in local newspapers; e-forms; accessibility submissions.	Staff	<p>A By-law was passed at the March 24 Meeting of Council to permit meetings to be held electronically and the members to participate electronically and be counted towards quorum during a Declared Emergency.</p> <p>A By-law was subsequently passed at the May 12 Meeting of Council to also permit Board and Committees to meet electronically and be counted towards quorum during a Declared Emergency.</p> <p>Notices of Council Meetings have continued to be posted to the Town's website including messaging in respect of the meetings being held electronically during the current Declared Emergency.</p> <p>The BIA first electronic meeting held on May 13 and the Police Services Board on May 14 and lived streamed for public viewing.</p>

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			E-forms are in development for internal processes and are currently available on the Town's website for Delegation Requests and Urban Chickens.
Insurance Claims and Risk Management	Receive and review claim; direct to insurer or legal counsel as necessary; collect related documents and information from other departments; respond to Claimant (minimally an acknowledgment); respond to information/documentation requests from insurer/legal counsel; document actions and activities.	Staff	To date, one claim has been received and referred to the Town's insurer – not related to COVID-19.

## Human Resources

Essential Service	Essential Tasks	Performing Work	Status
Health and Safety	Policy/Protocol development/guidance/advice as it pertains to the current emergency; training; records management.	Staff	<p>Developed the following protocols:</p> <ul style="list-style-type: none"> <li>• Cleaning and disinfection</li> <li>• Accommodation for Childcare</li> <li>• Exposure to COVID-19</li> <li>• Working from Home</li> <li>• Technology Device User Agreement</li> </ul> <p>Training given on:</p> <ul style="list-style-type: none"> <li>• Handwashing and proper use of gloves</li> <li>• Cleaning and disinfection</li> </ul> <p>Records Management</p> <ul style="list-style-type: none"> <li>• Tracking of staff work at home arrangements</li> </ul>

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			<ul style="list-style-type: none"> <li>Tracking of Technology Device User Agreements</li> <li>Tracking of work accommodations and childcare accommodation</li> </ul>
Labour Relations	Ongoing dialogue with Union Representatives to maintain good relations and to work cooperatively as we collectively navigate through the day-to-day changes, challenges and issues evolving around COVID-19; coordinate efforts to ensure staff resources and delivery of essential services; regular meetings and discussions to keep union and management apprised of impacts to staff, service levels, work arrangements.	Staff	Regular dialogue and meetings with the Union Representatives have been held to ensure business continuity and good working relations.

## Parks & Recreation Services

### Facilities & Parks Maintenance

Essential Service	Essential Tasks	Performing Work	Status
Keeping Facilities Operational	General Maintenance and Cleaning/Disinfecting	Staff	Ongoing maintenance being undertaken to ensure all facilities are operating with no issues.
Town Hall	Additional Cleaning & Disinfecting	Staff	On a twice-daily schedule, staff disinfect all touch points at the Town Hall to ensure a safe working environment for staff in Town Hall.
Arena	Additional Cleaning; Small Maintenance Projects	Staff	Undertaking a daily cleaning of office, washrooms, stripping and waxing floors, minor maintenance repairs (including repairing the Rink B brine leak),

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			and repairing the main domestic water line leak into Rink A. Preparing arena as an information/transfer centre for potential flood emergency.
OPP	General Maintenance and Cleaning	Staff	Undertaken daily to ensure a safe working environment for staff.
Parks	High risk and dead tree inspections and removals	Staff	As required.

### Recreation

<b>Essential Service</b>	<b>Essential Tasks</b>	<b>Performing Work</b>	<b>Status</b>
Arena	Ice Refrigeration Plant	Staff	Refrigeration system is currently shut down.