



## The Corporation of the Town of Tecumseh

Chief Administrative Officer

**To:** Mayor and Members of Council

**From:** Margaret Misek-Evans, Chief Administrative Officer

**Date to Council:** April 27, 2021

**Report Number:** CAO-2021-06

**Subject:** COVID-19 Update on Services and Staff Hours

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### Recommendations

It is recommended:

**That** Report No. CAO-2021-06 “COVID-19 Update on Services and Staff Hours” **be received.**

### Background

The purpose of this report is to update Council on the status of Town services and operations as they are affected by the COVID-19 pandemic. The pandemic continues to be a major disruptor to normal operations. Over the past year, as we have cycled through the different levels of the Provincial Re-opening Framework, Administration has remained vigilant and has adjusted operations as required to remain compliant with Provincial and local Orders and public health restrictions. We appreciate and acknowledge the full support and cooperation we have had with CUPE and the Fire Association as we have adjusted operations and work arrangements in the interests of worker and public safety.

Similarly, we are grateful to service providers of affected services, like First Student and the contractors working on Town Hall and other municipal infrastructure projects and studies, as we have navigated the ever-changing regulatory environment together.

It is unfortunate that, at the time of preparing this report, Ontario is suffering the full impact of a third wave, setting new records in case numbers and positivity rates. The Province has again declared a State of Emergency, has applied an ‘emergency brake’ and imposed an extended Stay At Home Order to May 20, 2021. Under these circumstances, the Town will continue to offer services to the public remotely, using the Town’s website and social media as primary sources of communications and on-line, phone, drop-box and regular mail/courier delivery as our principal modes of service delivery.

## **Comments**

As Council is aware, the local State of Emergency was invoked by the Mayor on March 22, 2020 and remains in effect. Several reports were prepared over the past year, particularly near the onset of the pandemic, to arrange for delegation of authority and to make provision for service adjustments. These accommodations largely remain in effect and are summarized in Attachment 1.

During the first several months of the pandemic, Administration tracked time spent on the pandemic and on emergency preparedness for inland lake flooding that threatened the Town for nearly the full year of 2020. Similarly, Financial Services tracked costs associated with both emergency situations and those have been and continue to be reported out to Council separately in the context of the Town's budget and senior government funding support.

To provide an idea of the extent of impact on the Town due to the pandemic, we report to Council that employee time spent on COVID-related activities was estimated over the period of March to December, 2020. An order-of-magnitude impact of the pandemic on senior management time ranged from a high of 80 percent to a low of zero. There is considerable variability, depending on position and where we were at in the cycle of pandemic waves. The CEMC and CAO experienced most of the impact on their time, with the Directors of Information & Communications and Parks & Recreation Services following closely behind. During the peak months of the pandemic, all senior management reported a minimum of 20 percent of their time on the pandemic. To ensure Town business continuity, senior management accumulated substantial over-time during this period.

The level of effort on the pandemic was less throughout middle management and technical and support personnel, with some expected exceptions like by-law enforcement, human resources, communications and recreational services which saw involvement peak in the 40 to 90 percent range, down to lows of less than five percent. On balance, time spent on the pandemic among remaining (non-hourly) staff was estimated to be considerably less.

With respect to our hourly employees, they logged approximately 2,100 hours on COVID-related duties over the period from March to December, 2020. This figure is spread across approximately 70 hourly employees and represents about two percent of their total hours over that period.

As the pandemic ebbed and peaked, so too did staff commitments, following roughly the same curve. As Windsor-Essex and/or the Province experienced worsening case loads and changes in regulatory conditions, the level of time increased, particularly for management.

## **Consultations**

All Departments

## **Financial Implications**

The financial implications of the pandemic are reported separately through Financial Services.

## Link to Strategic Priorities

Applicable	2019-22 Strategic Priorities
<input type="checkbox"/>	Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.
<input type="checkbox"/>	Ensure that Tecumseh's current and future growth is built upon the principles of sustainability and strategic decision-making.
<input checked="" type="checkbox"/>	Integrate the principles of health and wellness into all of Tecumseh's plans and priorities.
<input checked="" type="checkbox"/>	Steward the Town's "continuous improvement" approach to municipal service delivery to residents and businesses.
<input type="checkbox"/>	Demonstrate the Town's leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals.

## Communications

Not applicable ☒

Website ☐

Social Media ☐

News Release ☐

Local Newspaper ☐

This report has been reviewed by Senior Administration as indicated below and recommended for submission by the Chief Administrative Officer.

Prepared by:

Margaret Misek-Evans, MCIP, RPP  
Chief Administrative Officer

Reviewed by:

Tom Kitsos, CPA, CMA, BComm  
Director Financial Services & Chief Financial Officer

Recommended by:

Margaret Misek-Evans, MCIP, RPP  
Chief Administrative Officer

<b>Attachment Number</b>	<b>Attachment Name</b>
1	Relief Measures and Accommodations for COVID-19