

CAO-2021-06 COVID-19 Update on Services and Staff Hours
Attachment 1: Relief Measures and Accommodations for COVID-19

Department	Relief measures and accommodations offered in 2020 and no longer in effect	Relief measures and accommodations offered in 2020 that extend into 2021	Additional specific COVID-19 related measures and services
Corporate Services, including Human Resources	<p>Dog Tag License and Kennel License 'early bird' fees were extended until September 30, 2020 (approved at the July 28, 2020 RCM). Full fees were in effect as of October 1.</p> <p>Vacation carry-over was allowed 3 weeks from 2020 into 2021 with the use by end of 2022.</p>	<p>Electronic meetings of Council, Committees and Boards; developed Livestreaming Policy.</p> <p>Delegation of Authority to CAO, Treasurer and Clerk to exercise various authorities over municipal services during the local State of Emergency.</p> <p>Electronic issuance of Burial permits and registrations.</p> <p>Use of 'borrowed' times up to 35 hours / 40 hours to support employees needing to provide own childcare, with ability to payback by end of year or refunded with vacation. This was for 2020 and again in 2021.</p> <p>Work from home for approximately half of Town Hall staff – 2020 continued to 2021.</p> <p>Flexible work schedules / hours of work, with Director approval – 2020 continues to 2021.</p>	<p>A number of services have been transitioned to e-forms/e-services for resident convenience and efficiencies, e.g. FOI requests, Dog and Kennel licences, Urban Hens Licensing Pilot Program, Cat Spay & Neuter Voucher Program, Snow & Leaf Angel Program.</p> <p>Electronic signatures.</p> <p>Self-Assessment online tool for COVID-19 to ensure workplace safety, early detections and contact tracing of all staff members.</p> <p>Several policies and procedures to ensure workplace safety protocols and a safe return to work i.e. Face Covering Policy, COVID-19 Exposure Protocol, COVID-19 Safety Plan.</p>

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		Implementation of several new Standard Operating Procedures to ensure employee safety, including practices like one employee per Town truck, use of PPE and social distancing in the Town workshops. Some of these practices have had some corollary effects on efficiency.	
Financial Services	<p>Waived late payment penalty/interest charges for both property tax and water/wastewater billings.</p> <p>Waived NSF fees for both property tax and water/wastewater payments, moratorium on property tax registrations and tax sales (although not publicized).</p>	None.	Finance role in e-commerce initiative.
Fire Services	None.	Established the Partial Emergency Operations Centre (EOC), initially with the CAO, CEMC, Director of Parks & Recreation Services and Manager of Strategic Initiatives. In late 2020 and continuing into 2021, due to additional enforcement requirements, the Partial EOC was extended to	Fire Prevention Officer was authorized as a by-law enforcement officer for the Town and has added COVID related items (mask wearing, capacity, etc.) to her list of inspection items covered when she completes Fire Code compliance inspections. This is done in coordination with the

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		include the Director of Planning & Building Services and S.Sgt. Smith from the OPP. Meetings are held weekly with this group.	Health Unit, and the Town's Building and By-law enforcement personnel. This practice started in late 2020 and continues into 2021.
Information and Communication Services, including Town Hall Renovation	None.	Worked with Town Hall Contractor, Elmara, to accommodate COVID-19 regulations to protect health & safety for trades and sub-trades and Town employees during construction of Town Hall. Result has been considerable delays in completing construction.	IT support for staff working from home. Set up and implementation of e-commerce initiatives.
Parks and Recreation Services	None.	Cancellation of in-person events and celebrations, including Corn Fest, Taste of Tecumseh, Christmas in Tecumseh. Recreational programming switched to on-line and remote platforms. Closure of indoor and outdoor facilities to comply with Ontario COVID regulations. Operation of indoor and outdoor facilities, as permitted under	Enhancing the use of on-line booking and payment through Active Net, to keep customers from entering Office as much as possible.

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		<p>Provincial Re-Opening Framework.</p> <p>Provide staff to sanitize frequently touched surfaces in all Town facilities.</p>	
Planning and Building Services	None.	<p>Transit - waiving of fee.</p> <p>Mobile signs - waiving of permit fee, waiving of limit on period of mobile sign display (i.e. not subject to the 60-day annual limit).</p> <p>Temporary Outdoor Patio Program - extended program for Temporary Outdoor Patios, including on municipal property, for existing restaurants, bars and other food and drink establishments.</p>	By-law Enforcement - town staff empowered to enforce the Provincial Reopening Ontario Act and all related Provincial Regulations, proactive enforcement has been occurring (i.e. not just complaint-based). These enforcement duties are assigned to By-law Enforcement Officer, Chief Building Official, Building Inspector and Fire Prevention Officer, all of whom have been authorized for by-law enforcement by Council.
Public Works & Environmental Services	None.	Worked with Contractors on various Town infrastructure projects to comply with COVID-19 health and safety regulations to ensure worker and Town staff safety during construction.	Enhancing the use of on-line booking and payment for services to keep customers from entering Office as much as possible.