






# City of Ottawa COVID-19 Response Update

City Council  
May 13, 2020

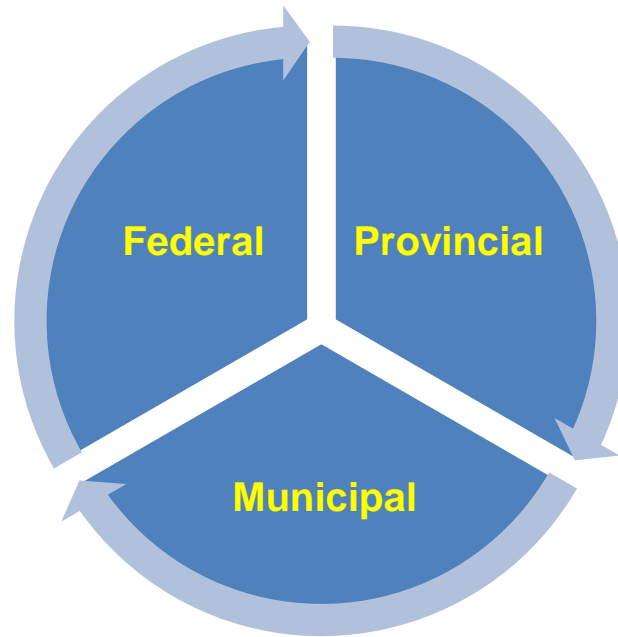
# Context: Key Inputs Into Recovery Plan

## Foundational Conditions

-  Public Health
-  Workplace Safety
-  Vulnerable Populations
-  Child Care
-  Transit



## Government Alignment



## City of Ottawa Task Teams

-  Human Needs
-  Services
-  People
-  Finance
-  Economic Recovery

# Province of Ontario's Framework for Reopening



## Phase 1: Protect

*“The government’s primary focus is on protecting the health and well-being of individuals and families, supporting frontline health care workers, essential workers and businesses, and providing immediate support to protect people and jobs...”*

## Phase 2: Restart

*“The government will take a careful, **stage-by-stage approach to loosening emergency measures and reopening Ontario’s economy.** Public health and workplace safety will remain the top priority, while balancing the needs of people and businesses...”*

## Phase 3: Recover

*“Ensuring the health and safety of the public and workers will continue to be a top priority as Ontario transitions to a “new normal.” The government will partner with businesses and other sectors to lead Ontario’s economic recovery...”*

# ★ Phase 2: Restart – A Gradual, Staged Approach



# Emerging Issues & Key Initiatives



# Human Needs

## Continue to address immediate and evolving community needs due to the pandemic

- Implemented an outreach plan for isolated seniors
- Addressed immediate food security issues
- Implemented prevention, containment and self-isolation supports for at-risk individuals and families living in congregate living situations and experiencing homelessness
- Identifying solutions for overcrowding in family and single shelters



# Human Needs Cont'd

## Long term care

- Enhanced infection control practices requiring additional staff time, supplies and monitoring
- Restricted placement of staff to one health care service provider per Provincial directives
- Developed partnership with local education institutions for the recruitment of health care students
- Redeployed Recreation, Cultural and Facility Services staff to support the connection of residents and families to promote social and physical wellbeing of residents
- Partnered with Champlain Region Incident Command (IPAC) team to conduct site visits at the Peter D. Clark Centre
- Completed surveillance COVID-19 testing of residents in all four City-owned long term care homes





# Human Needs Cont'd

## Emergency child care

- Expanded eligibility criteria and enhanced precautionary guidelines has increased the demand for emergency child care and requires:
  - Non profit agencies and schools to deliver service under new contract and guidelines (current proposals with Province awaiting approval)
  - Opening of Andrew Fleck Child Care Service this week to expand capacity to meet waiting list demand
  - Increased requirements for screening and personal protective equipment (PPE) for municipal and non-profit child care services
  - Increased costs for delivery to smaller population
  - Testing requirements for all child care staff





# Human Needs Cont'd

## Provincial announcements

- Continue to respond to new and emerging Provincial announcements and directives by working collaboratively with Provincial and Federal governments and partners in the social services sector on implementation

## Planning ahead

- Currently engaging with the social services sector to determine longer term needs to resume services as part of the Community and Social Services recovery plan



# Services

## Retrofits and safety

- Assessing City facilities in accordance to public health guidelines with a focus on safety
- Facility retrofits will include:
  - Physical distancing markers
  - Physical barriers
  - Sneeze guards
  - Floor decals
  - Signage
- Working to secure sufficient inventory of medical and non-medical personal protective equipment (PPE) required for reopening and availability of ongoing inventory
- Implemented screening, cleaning and disinfecting protocols in accordance to public health guidelines



# Services Cont'd

## First phase of reopening

Identified **priority service areas** for the first phase of reopening (aligned to Provincial government directives) including **service level increases** in the following service areas:

- **Community and Social Services**
  - Continue delivery of **emergency child care**
  - Continue delivery of **shelter distancing solutions** and **isolation centres**
  - Expand limited **social service case management functions**
  - Resume **counter drop-off services** for employment and social services and housing
  - Resume **RGI recalculations** and **housing allowance administration**
  - **Affordable housing construction**, new **development oversight** and focus on immediate **shelter** and **homelessness needs**
  - Resume **contractual oversight** of contracted agencies



# Services Cont'd

## First phase of reopening

- **Recreation Services**
  - Relax restrictions on outdoor spaces:
    - Community gardens
    - Playgrounds
    - Boat ramps and docks
    - Skate parks and bike parks
    - Off-leash dog parks
    - Outdoor sports courts



# Services Cont'd

## First phase of reopening

- **Recreation Services**

- Detailed plans with service delivery modifications being developed for second phase of reopenings in anticipation of Provincial directives and the need for a nimble response including:
  - **Summer outdoor camps** with capacity limits and strict health and safety protocols
  - **Recreation facilities** for cooling stations
  - **Gymnasiums** with capacity limits and restrictions for activities that allow for physical distancing
  - **Aquatic and water play** opportunities based on ability to satisfy physical distancing and minimal touch point conditions



# Services Cont'd

## First phase of reopening

- **Other**
  - **Public Works and Environmental Services:** Waste water inspection, repair, preventative and maintenance services, some forestry services and stormwater management environmental services
  - **Emergency and Protective Services:** Spay & neuter clinics, property standards, fire and interior building inspections, parking and licensing enforcement and guard services
  - **Planning, Infrastructure and Economic Development Services:** Permit approvals, building inspections, leasing, development reviews, planning, surveys and mapping
  - **Client Services:** Courtroom services at 100 Constellation and marriage licenses





# Services Cont'd

## Staffing and service delivery modifications for first phase of reopening

- Developing staffing plans to support the first phase of reopening
- Developing service delivery modifications required for the first phase of reopening of priority service areas in accordance to public health guidelines including:
  - Additional staff and facilities
  - Screening protocols
  - Physical distancing
  - Limiting crowd sizes, etc.





# Services Cont'd

## Current service delivery

- Maintain current service delivery for all other service areas
- Continue to enable City staff to work from home through the use of technology to maximize efficiency and productivity of remote work
- Finalize an adaptable plan to fully reinstate City services that is aligned to the Provincial plan

## Communications

- Developing a communications strategy to advise the public of what services will be available when and steps being taken to ensure staff and public safety



# People

## Redeployment update

- Ensured continued delivery of critical and essential services by optimizing the full complement of City resources
- Implemented a comprehensive redeployment plan:
  - 305 employees have currently been redeployed primarily to the following service areas:
    - Ottawa Public Health
    - Long Term Care
    - Shelters
    - Fleet Services
    - Emergency Response
    - Park Ambassador Program
  - 165 employees are currently in the process of being redeployed
  - 35 employees remain to be redeployed
- Active redeployment continues in response to evolving service needs



# People Cont'd

## Tools, resources and supports

- Introduced and continue to enhance new tools and resources to optimize employee effectiveness while working remotely including Office 365, increased capacity for VPN access and hardware deployment
- Implemented new health and safety practices and wellness initiatives to protect and preserve the workforce

## Collective bargaining agents

- Ongoing active engagement and cooperation with collective bargaining agents on physical return to work process



# Finance

## Key actions taken to date

- Estimated financial impact of COVID-19 if state of emergency were to continue (excluding OPS, OPH and OPL):
  - net loss of \$66M to June
  - net loss of \$123M to September
  - net loss of \$186M to December
- Reflects savings identified to date from operating cost reductions due to facility closures, temporary emergency leave, delay in staffing vacancies and reductions in discretionary spending
- \$10B backstop funding request to Province and Federal government championed by FCM and LUMCO



# Finance Cont'd

## Emerging issues and considerations

- Waiting for response from senior levels of government for backstop funding to address significant funding gap
- Participating in Big City Hub including Calgary, Edmonton, Montreal, Toronto, Vancouver and Ottawa to:
  - Develop a government partnership to address shared city challenges
  - Flesh out financial impacts and investment for recovery and open up the economy



# Finance Cont'd

## Next steps

- Identifying funding opportunities from capital close/key strategies to close gap
- Strategic review of planned capital spending in 2020
- Further refinement of revenue and cost estimates to reflect emerging recovery plans
- Managing cashflow and liquidity levels (e.g. recent debt issue)
- Reforecast financial impact in 2020 based on phase-in plan for services
- Complete capital close and assessment of capital project deferrals
- Recommend additional financial strategies for remaining financial gap, to be completed by June





# Economic Recovery

## Mayor's Economic Partners Task Force

- Implemented the Property Tax Hardship Deferral Program
- Launched Phase 1 of the “Buy Local” promotional campaign
- Launched the Business Support webpage on [ottawa.ca](http://ottawa.ca)
- Economic partner recovery planning currently underway
- Ongoing Federal and Provincial advocacy efforts
- Planning an Economic Recovery Town Hall





# Economic Recovery Cont'd

## Key initiatives currently underway

- Infrastructure stimulus funding opportunities
- Development review process simplification
- Permits and fees review
- Economic development incentives and tools

## Next steps

- Business readiness checklist and toolkit (working in partnership with OPH)
- 2020 restaurant and retail economic support permit: program for new and expanded patios
- Advancement of high economic impact projects and other City infrastructure projects
- Innovation Pilot Program “Recovery Stream”
- Rural Economic Development Strategy implementation

# Legislative Agenda Update

- Council and Committee schedule to resume in June (to the extent possible)
- Timing of reports being brought forward will depend on an assessment of the impact of COVID-19 on staff capacity and emerging priorities in consultation with Committee Chairs and Council
- Clerk's office will work with Committee Chairs and staff to determine the reports that can come forward in the coming weeks
- COVID-19 related updates will continue to be brought forward exclusively to City Council in accordance with Council's mandate
- Ongoing assessment of the impact of COVID-19 on the 2019-2022 City Strategic Plan/Term of Council Priorities and 2020 Legislative Agenda is currently underway