



Let's **Flatten the Curve** & keep our residents safe





### **AGENDA**

- Business Continuity Process
- Impacts to City Services
- Moving Forward





### **Business Continuity Plans Activated**

- City formalizes Business Continuity Planning (BCP) for all departments in 2015
- During Enhanced Monitoring, Departments reviewed and updated their BCPs
- Provincial Emergency Declaration resulted in initiation of Departmental Business Continuity Plans:
  - o Regular updates on attendance and activities to Markham Council on services and staffing
  - Review of essential and non-essential services and methods of ensuring service continuity provided to ELT for coordinated Citywide implementation
- ELT undertook a detailed review of all BCPs to identify changes required for service delivery:
  - o Remote working from home where feasible
  - Essential Services continue to be provided while ensuring the health and safety of our employees through relevant direction, field guides on physical distancing /healthy practices, and distribution of supplies – sanitizers/disinfecting wipes/gloves





### **IMPACTS TO CITY OF MARKHAM SERVICES**







### **Animal Services**

### **Services Available**

- Animal Services calls continue to be responded to on a case-by-case basis by the Ontario Society for the Prevention of Cruelty to Animals (OSPCA). To report a concern, call 1.888.668.7722.
- OSPCA will continue to provide patrol and shelter services.
- The OSPCA is restricting access to the public at their shelter for reuniting lost pets with their owners.
- Dog license tags are still available for purchase online.
- Wildlife Services will continue to be provided by Shades of Hope Wildlife Refuge.

### **Services Not Available**

 The Cat Adoption and Education Centre, located at the Thornhill Community Centre and Library, is closed until further notice.





### **Building Services**

### Services Available

- Construction Investigation Requests
- Unsafe buildings and illegal construction activity reports will be investigated
- Building Permit Applications
- All online permit application functionality including payments of permit fees less than \$60K will continue to operate.
- Plan review and permit issuance of electronic permit applications will continue via ePLAN.
- Plan review staff will be available by email.
- Permit processing of all permit types will continue via ePLAN.







### **Building Services Continued**

### **Building Inspections**

- Inspection requests can continue to be made by requesting through ePLAN or call in to our automated Permit Inspection Request Line by calling 905.475.4850.
- Inspections of all new construction, including occupancy permits for new and unoccupied buildings, will continue with enhanced procedures for inspector health and safety.
- Permit holders are required to book all required inspections as per the Ontario Building Code. Your inspector will contact you with next steps.

### **Services Not Available**

Inspections for occupied buildings are suspended until further notice





### **ByLaw Enforcement**

### **Services Available**

- The City continues to receive Bylaw inquiries by telephone or e-mail.
- Parking enforcement continues with a focus on public safety, including fire routes and accessible parking.
- Property standards enforcement will respond only to urgent situations.
- Business licensing renewals will be processed through the Contact Centre or web portal.
- Full deployment of Property Standards Officers 15.5 hours/day, 7 days/week doing parks and green space patrols 'eyes and ears', educating public and contacting YRP as needed

- Non-essential property standards enforcement is postponed until further notice.
- New business licensing postponed until further notice.





### **Clerks Department**

### **Services Available**

- Support to Council and Committee Meetings
- Marriage licenses: urgent requirement or on a compassionate basis only
- Burial permits
- City of Markham Cemeteries
- Freedom of Information (FOI) requests

- Online room booking requests
- Photo permits
- Lottery licenses
- Mobile sign licenses





### **Contact Centre**

Our Contact Centre is **operating remotely** and responding to customer service requests at:

- 905.477.5530,
- customerservice@markham.ca or
- Webchat

### **Hours of operation:**

Monday to Friday 8 AM to 5 PM (excluding statutory holidays)



### **Culture**

All culture sites are closed:

- Varley Art Gallery of Markham
- Flato Markham Theatre
- Markham Museum

All programs and drop-ins are cancelled until further notice.

Refunds issued.





### **Economic Development & Business Resources**

### **Services Available**

Markham Small Business Centre (MSBC):

- Remains accessible by phone, email and web meetings for scheduled appointments.
- Seminars and consultations will proceed as scheduled via web meeting.
- Access business resources during COVID-19 at markham.ca/msbc

Markham's Economic Development department will be available virtually.

### **COVID-19 REMINDER**

Markham Small Business Centre is open for business – virtually!



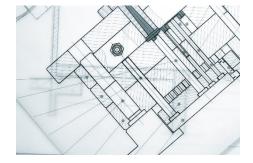




### **Engineering Department**

### **Services Available**

- The Engineering department is working remotely to support City projects.
- Engineering drawings and reports are being accepted electronically
- Front Counter services available at DSC@markham.ca
- Cheques are received at Markham Civic Centre drop box





### **Waste Management**

### **Services Available**

- Curbside organic, garbage and recycling collection will continue.
- Collection of leaf and yard material has been delayed until April 21<sup>st.</sup>
- Public drop-off locations:
  - Earl Turcott Waste Management Facility
  - Richmond Hill (Bloomington) Compost Facility
- Markham Household Hazardous Waste Depot and Elgin Mills Community Environmental Centre
- Textile donation



### **COVID-19** SERVICES UPDATE

Leaf & Yard
Material Collection
will start on
April 21

markham.ca/covid19





### **Waste Management**

- All recycling depots are closed until further notice.
- No special pickups or purchase/exchange of blue or green bins until further notice.
- Markham's compost giveaway has been postponed until further notice.



### **Human Resources**

### **Services Available**

- Ongoing support to City departments
- Payroll and benefits administration
- Implementation of Work From Home guidelines
- Addressing evolving staffing needs
- Ensuring health & safety requirements are met
- Supporting staff wellness

### **Services Not Available**

Recruitment for non-essential positions has been put on hold

Human Resources provides daily support to the Emergency Operations Centre and the Executive Leadership Team.





### **Legal Services**

### **Services Available**

- Ongoing support to City departments
- Advising on implications of Federal/Provincial emergency legislation
- Execution of agreements being done electronically
- Payments accepted in the drop box at City Hall or by courier

### **Services Not Available**

 Matters before the Courts and Tribunals have been suspended, with certain exceptions where electronic appearances may be permitted

Legal Services provides daily support to the Emergency Operations Centre and the Executive Leadership Team.





### **Fire & Emergency Services**

### **Services Available**

- Emergency response
- Fire prevention inspections
- Plan examinations will continue remotely.

### **Services Not Available**

 Public education, school program, station visits and community events are cancelled until further notice.





### **Markham Public Library**

### **Services Available**

The digital library remains open at <u>markhampubliclibrary.ca</u> with access to newspapers, magazines, books and movies.

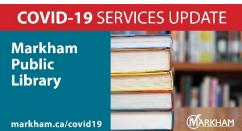
# Thousands of Free eBooks & eAudiobooks

### **Services Not Available**

All library branches are closed until further notice.

- Due dates during the closure have been extended until further notice.
- Books overdue will not continue to accumulate fines.
- On hold items will remain on the hold shelf until further notice.
- All book drop boxes are closed.

All programs and drop-ins are cancelled until further notice and refunds will be issued.





### **Roads, Parks and Forestry Operations**

### **Services Available**

- Roads, Parks and Forestry operations essential for public safety include:
  - Winter maintenance
  - Road inspections
  - Emergency response for forestry, safety devices, drainage, potholes, excess litter and road failures.
- Spring park litter clean up and park maintenance to commence week of April 20<sup>th</sup>

- Park improvement projects will be postponed until further notice.
- Tree planting will be postponed until further notice.





### **Planning and Urban Design**

### **Services Available**

- The Planning & Urban Design department is working remotely.
- Most planning applications can be submitted through ePLAN:
  - Pre-consultation, Site Plan, Official Plan, Subdivision, Zoning, Minor Variance, Consent and Condominium)
- Re-submissions submitted through consultant's FTP site/Dropbox
- Front Counter services available at DSC@markham.ca or 905.475.4861
- Cheques are received at Markham Civic Centre drop box.





### **Recreation Services**

### **Services Available**

- City of Markham's Fitness YouTube channel
  - New activities for the whole family added
- Registration for summer camps, leadership programs,
   MSL leagues and workshops starting after May 31.
- Future rentals/permits of Markham's arena and pools are available
- Special Notice: Markham Life <u>Summer edition</u> will be available online only.





### **Recreation Services Continued**

- All Community Centres closed until further notice
- Swim All School Year & Lifesaving Club of Markham
- Pre-paid Fitness, Walking Track, Spa and Aquatics memberships
  - Expiry dates will be extended based on the number of days closed.
- Personal Training services
  - Unused training sessions will be rescheduled
- All permit bookings and events until May 31
- All outdoor sports field permits until May 31
- All Milne Park permit rentals until May 31
- Pan Am Centre rentals, programs and camps scheduled until May 31
- All Seniors' club program and events are cancelled until further notice.
- All Programs until further notice





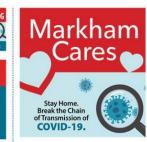
### **Corporate Communications & Community Engagement**

### **Services Available**

- Strategic EOC communications (internal/external)
- Digital and content strategy, including: website, social media, media, print, radio, digital & mobile signs, posters
- CAO staff updates
- Checkmark content
- Managing key messaging for Contact Centre & Members of Council
- Markham Life digital only
- Urgent client updates re changes to City services

















### **Corporate Communications & Community Engagement Continued**

- Non-urgent client support determined by available staff resources at the time of request.
- Special Events: All City-produced and permitted events have been cancelled through to June 30<sup>th</sup>, and will be rescheduled, as appropriate.





### **Taxes and Financial Services**

### **Services Available**

- Our Accounts Payable staff will continue to process invoices on reduced schedule
- Our Procurement staff will continue operations.
- eProperty Tax online services to complete transactions or at financial institution.
- Drop box services available

### **Services Not Available**

Cash Counters are closed to the public until further notice.





### Waterworks

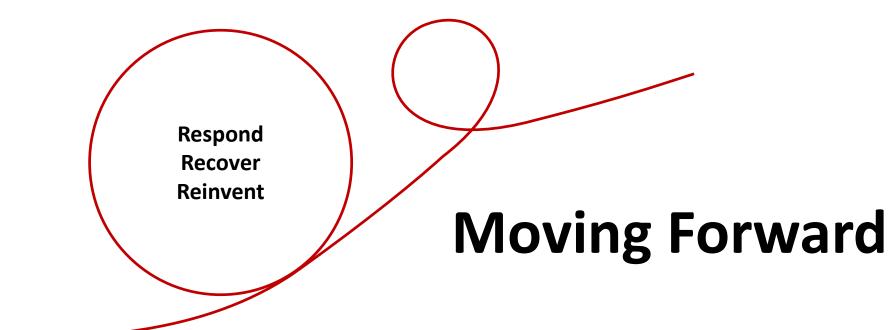
### **Services Available**

- Drinking water sampling per Provincial regulations.
- Water and wastewater emergencies such as breaks and back ups.
- Routine, essential water and wastewater activities.
- Providing locates for Ontario One Call.

- Water and wastewater operators will not be entering private homes for non-emergency services until further notice.
- We will continue to provide customer support through phone calls to resolve resident concerns.
- Meter installations and replacement services provided by Neptune Technologies are suspended until further notice.









### **Recovery Planning**

Commencing processes to anticipate and plan for the following critical areas of **RECOVERY**:

- Assess the scope of recovery needs and areas for improvement
- Review Service delivery and Service Innovation Opportunities
- Preparing staff returning to the workplace
- Implementing changes to our workplaces and public spaces
- Support Economic & Business recovery
  - Local businesses and Development community
- Changing social norms and public expectations

All areas will challenge us to **REINVENT** the way we engage with our Community





PRIORITY	RESPOND	RECOVER	REINVENT
Service Delivery	<ul> <li>Adapting service access models Online</li> <li>Resource Management</li> <li>Financial Management of cost pressures</li> </ul>	<ul> <li>Phasing services back based capacity/resources</li> <li>Continuation of Online services</li> </ul>	<ul> <li>Adjust to citizen expectation</li> <li>Expansion of on-line services and different delivery methods</li> </ul>
Community Engagement	<ul><li>Education</li><li>Communication</li><li>Public Trust</li><li>Financial support</li></ul>	Adapting to changing social norms and public expectation for physical distancing	<ul> <li>Creating new ways to engage citizens</li> <li>Adapting programs and services to met new normal</li> </ul>
City Workforce	<ul><li>Remote working</li><li>Redeployment</li><li>ITS and HR focus</li><li>Safety of frontline staff</li></ul>	<ul><li>Reopening office phased manner</li><li>Continue remote working</li><li>Adapt workplace</li></ul>	<ul><li>New normal</li><li>Changes to physical spaces</li><li>More remote working</li></ul>
Local Economy	<ul><li>Engage businesses</li><li>Financial supports</li><li>Promote local procurement</li></ul>	Partner with business and other levels of government on recovery strategies	Business transformation and innovative business models
Continuous Evaluation	Adapting to situations and improving on the go	Reflect back and recommend future changes	Lasting improvements



### **Special Thanks to our Frontline Staff**

