

# Reopening Sarnia in Response to Covid-19

A Guide for Reopening the City of Sarnia

**The Corporation of the City of Sarnia**



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## Reopening Sarnia

Reopening Sarnia is the City of Sarnia's plan for the next phases in responding to the COVID-19 emergency. This document outlines the plan for a gradual, safe and measured reopening of municipal facilities and restart of City services and programs.

Our community will be forever changed as a result of the COVID-19 emergency and the impacts it has had on our families, our businesses, and our city.

Since COVID-19 began to spread in Sarnia in March 2020, the City has taken steps to prioritize the health and safety of residents and employees. We closed municipal facilities and cancelled programming and events. We found ways to deliver modified services to allow our operations to continue wherever possible. We also found new and different ways to continue delivering as many municipal services as possible.

The COVID-19 pandemic is not over. This virus will continue in our community for many months to come. As we begin to look ahead, Reopening Sarnia will serve as the guideline to our new reality – one where COVID-19 is present in our community. It outlines the steps the City will take to keep our residents and employees safe and provides a plan for the safe reopening of facilities and the restart of services and programs.

## Alignment with the Province of Ontario's Reopening Framework

Reopening Sarnia is meant to align with the Province's framework for [Reopening Ontario after COVID-19](#). The City of Sarnia's framework also uses a phased approach, enabling both the Province and the City to ensure there are appropriate measures in place to reopen safely and limit risks to public health.

The City of Sarnia will receive guidance from the Province of Ontario, County of Lambton and Lambton Public Health, as we move between phases. However, reopening in Sarnia will depend on the pandemic situation within our city, and may not align exactly with the Province's phases. We may choose to move through the phases of reopening at a different speed than the Province, based on the conditions in Sarnia and advice from our local Medical Officer of Health.

## Updates to Reopening Sarnia

Reopening Sarnia will be updated regularly and will likely change as the COVID-19 emergency evolves, and as the Province of Ontario updates its Emergency Orders and makes announcements for reopening businesses, schools, child care and more. Reopening Sarnia is based on what we currently

know about the COVID-19 virus and its behaviour. This plan may change and evolve as more information becomes available.

For the latest information the COVID-19 emergency in Sarnia, and the most recent updates related to municipal facility closures, programming, events and any other City business, please check [www.sarnia.ca/covid-19](http://www.sarnia.ca/covid-19)

## **GUIDING PRINCIPLES**

The City of Sarnia's plan for safely lifting the restrictions put in place to limit the spread of COVID-19, reopening municipal facilities and restarting the delivery of City services and programs will be guided by the Province of Ontario, the provincial Chief Medical Officer of Health, our local Medical Officer of Health

Reopening Sarnia will be gradual, safe and measured. This framework is guided by the following principles:

### **Protection of Public Health**

We will ensure the health of residents and City staff continues to be our highest priority. We will provide opportunities to maintain safe physical distance from others and follow good public health and occupational safety practices while reopening municipal facilities and restarting programs and services.

### **Maintenance of City Facilities and Assets**

We will consider which facilities and assets require maintenance or other action to support City business and operations.

### **Community Priorities**

We will consider the services that are most valued by the community.

### **Economic Recovery**

We will prioritize those municipal services or activities that generate revenue for the City that contribute to the economic recovery of the City and are in the best interest of the community as a whole.

### **Health, Well-Being and Productivity**

We will consider the health, well-being and productivity of employees when determining the most suitable location for them to do their best work.

### **Legal or Regulatory Requirements**

We will consider whether a municipal service or activity supports a legal or regulatory obligation of the City.

### **Resource Availability**

We will consider the availability of resources such as staff, physical and financial resources, personal protective equipment and more.

# REOPENING SARNIA PHASES

The Reopening Sarnia plan includes three overarching phases, each aligning generally with the [Province of Ontario's Reopening Framework](#).

Through each phase, the health and safety of residents and City staff will be the primary focus, continuing to balance the needs of the community and municipal business.

Reopening Sarnia will be gradual, safe and measured.

The City will follow the lead of the Province of Ontario and take direction from the provincial Chief Medical Officer of Health, our local Medical Officer of Health and other public health officials. Advice from these professionals will determine the speed that we proceed through the phases of reopening and will help to determine if health and safety measures need to be adjusted at any time. No dates are referenced for any of the phases.

Everyday actions to protect the health of residents and City staff – like physical distancing, frequent hand washing and staying home if you are sick – will continue through each phase.

## Phase One – The Early Stages

Phase One of Reopening Sarnia is focused on delivering the highest priority municipal services. During Phase One, City operations will look like:

- All municipal facilities and offices remain closed to the public but the majority of services remain available
- Essential services (water supply, sewage collection and treatment, waste collection, road maintenance and construction projects) provided per Provincial guidelines
- Recreation programs and events remain cancelled
- Limited return to the workplace for staff delivering high-priority services
- Limited return to the workplace for staff working alone or in small groups outdoors
- Many staff continue to work from home
- Staff who were redeployed to support COVID-19 emergency response efforts will continue in their temporary positions
- Restrictions on the number of people gathering to follow Provincial Orders
- Some outdoor municipal amenities are open to the public
- Departments that have split workforce into different shifts that can accommodate physical distancing and cleaning guidelines can return workforce to normal operating schedules. Many City services are available online at <https://www.sarnia.ca/online-services/online-services-and-donations/>



## Phase Two – Gradual Recovery

Phase Two of Reopening Sarnia is focused on safely expanding the municipal services available to residents and returning more staff to work. During Phase Two, City operations will look like:

- Some municipal facilities and offices reopen to the public with measures to enable physical distancing and self-screening upon entry
- Essential services (water supply, sewage collection and treatment, waste collection, road maintenance and construction projects) continued per Provincial guidelines
- Most recreation programming and events remain cancelled
- Where required, staff will return to the workplace under enhanced health and safety guidelines with strict adherence to physical distancing, health screening upon entry, and restrictions on gatherings
- Some staff continue to work from home
- Staff who were redeployed to support COVID-19 emergency response efforts will continue in their temporary positions
- Restrictions on the number of people gathering to follow Provincial Orders
- Most outdoor municipal amenities are open to the public
- Many City services are available both [online](#) and in person with enhanced health and safety measures in place for staff and residents accessing services at municipal facilities

## Phase Three – Our New Reality

Phase Three of Reopening Sarnia is our new reality. It is focused on continuing to deliver municipal services in a safe and responsible manner while the risk of COVID-19 infection remains in our community. Phase Three will be lengthy. It will continue until a COVID-19 vaccine or other treatments are available and are in widespread use. During Phase Three, City operations will look like:

- Most municipal facilities and offices reopen to the public with measures to enable physical distancing and health screening upon entry
- Most recreation programming and events will return under enhanced health and safety guidelines and if it is financially feasible
- More staff will return to the workplace under enhanced health and safety guidelines
- Staff who were redeployed to support COVID-19 emergency response efforts may continue in their temporary positions
- Relaxed restrictions on the number of people gathering to follow the Provincial Orders
- Outdoor municipal amenities are open to the public
- Many City services are available both [online](#) and in person with health and safety measures in place for staff and residents accessing services at municipal facilities

If required by the Province of Ontario, the City is prepared to implement more stringent public health measures or move backwards in the phased approach in order to keep residents and staff safe. Some

elements may move between phases faster than others based on advice from public health officials and the situation in Sarnia.

## **IMPACTS FROM COVID-19**

Impacts have been felt across all areas of the City, some municipal work and parts of our community are feeling pressures far greater than others.

As we move ahead and look forward in our continued response to the COVID-19 emergency and plan for our new reality, these areas require extra consideration, attention and problem solving. There will be a significant change to the way the City delivers these particular services due to the profound impacts that will continue as we manage this pandemic in Sarnia.

### **Recreation**

To prevent the spread of COVID-19, recreation facilities were closed and programs were cancelled in March 2020. As we look ahead to our new reality, the City must find creative ways to deliver this key service to our community. Evolving and reimagining programs in order to continue providing residents with opportunities for physical fitness, social connections, community building, mental wellness, and more, will be an important consideration as we plan the reopening strategy.

### **Transit**

The delivery of public transit will be fundamentally changed by the COVID-19 pandemic. Many of the measures put in place to help keep customers and operators safe during the emergency, and to ensure physical distancing on buses, has dramatically decreased the capacity of our transit system. A reduced level of service and significantly lower ridership, combined with customers choosing different ways to move around our city without having to be close to others, means public transit has been changed – potentially forever. As we look to the future, our service plans and strategies for delivering public transit will need to be adjusted to the demands of customers and our community.

### **Finance**

City Council has made some difficult and fiscally responsible decisions to date, including but not limited to delaying or cancelling non-essential projects and not hiring summer students and seasonal staff. As a result, some seasonal programs may be cancelled and/or not operating as usual. Sarnia Council also provided temporary financial relief to residents and businesses to defer property taxes being paid until the end of May and are currently assessing the situation as it develops.

# CITY SERVICES/HEALTH & SAFETY MEASURES

Living in a world where COVID-19 is present in our community means that many City services must be accessed and delivered in new and different ways. As we continue to prioritize the health and safety of residents and employees, once our facilities reopen and programs restart, things will look a little different. Many services will be offered virtually to maintain physical distancing where possible. In prioritizing the health and safety of residents and employees, we're focused on the following six areas:



## CLEANING

- ☐ Ensure cleaning and disinfectant products are accessible.
- ☐ Train employees on the proper use of cleaning and disinfectant products.
- ☐ Ensure employees clean and disinfect work environments, equipment, screens and tools.
- ☐ Ensure high-touch areas are cleaned regularly in facilities.
- ☐ Ensure the cleaning of all common and shared work areas such as washrooms, kitchens and desks.
- ☐ Clean and disinfect all shared municipal vehicles before and after use.



## PHYSICAL DISTANCING

- ☐ Ensure employees can maintain a physical distance of two metres from others.
- ☐ Rearrange workstation assignments, leave alternate desks empty, rotate days at work.
- ☐ Stagger breaks, lunch hours, start and end times for employees.
- ☐ Where possible, require employees to stay within their own work location.
- ☐ Discourage face-to-face interactions
- ☐ Use signage, floor stickers or arrows to direct the flow of traffic
- ☐ Limit visitors to essential business only.
- ☐ All services moving to Customer Service on the main floor.



## STOP THE SPREAD

- ☐ Encourage employees to practice good hand hygiene.
- ☐ Provide soap at all sinks.
- ☐ Provide alcohol-based hand sanitizer where soap/water is not available.
- ☐ Educate employees about coughing or sneezing into their sleeves.
- ☐ Stay home if you are sick.
- ☐ Discourage employees from sharing desks, chairs phones, keyboards or other equipment.
- ☐ Limiting public access to washrooms to the main floor.



## HEALTH SCREENING

- ☐ Ensure all employees know to not attend work if they have a fever, worsening cough, difficulty breathing or in close contact with someone diagnosed with COVID-19.
- ☐ Post signage for visitors not to enter building if they have a fever, worsening cough or difficulty breathing or in close contact with someone diagnosed with COVID-19.



## PPE

- ☐ Provide personal protective equipment where required and where physical distancing is not achievable.



## COMMUNICATION

- ☐ Provide employees with regular updates and information about the COVID-19 situation.
- ☐ Share all relevant Standard Operating Procedures, schedules for cleaning and disinfecting, and other key information.
- ☐ Post information about physical distancing, good hand hygiene and health screening.
- ☐ Share updates from senior management regularly.



## Service Availability by Phases

The City of Sarnia delivers many services to the community. During the COVID-19 emergency, some of these services have continued, and some have continued on a modified basis. Some services were postponed or cancelled due to resourcing or other health and safety related concerns. Each City service is categorized under one of the following categories:

**PROCEEDING – NO CHANGE:** City service is proceeding with no changes for residents or staff as a result of the COVID-19 emergency. Services under this category are proceeding as they did prior to the COVID-19 emergency.

**PROCEEDING – NEW MODEL:** City service is proceeding with no changes for residents, but the City is delivering the service in a different way as a result of the COVID-19 emergency. Services under this category are continuing, but staff may be working from home or doing their work in a different way, in accordance with enhanced health and safety guidelines.

**MODIFIED:** Delivery of this City service has been modified as a result of the COVID-19 emergency. The City is continuing to deliver some parts of this service, but residents may notice an impact.

**CANCELLED:** This City service has been cancelled as a result of the COVID-19 emergency. Where restart of a City service is completely dependent on action from the Province of Ontario, this is noted as well.

The City has used a risk-based approach to guide the decisions on the safe reopening of municipal facilities and restart of City services and programs. Each service was assessed individually to determine the type of interaction required to deliver it, and potential modifications that could be made to make the service safer.

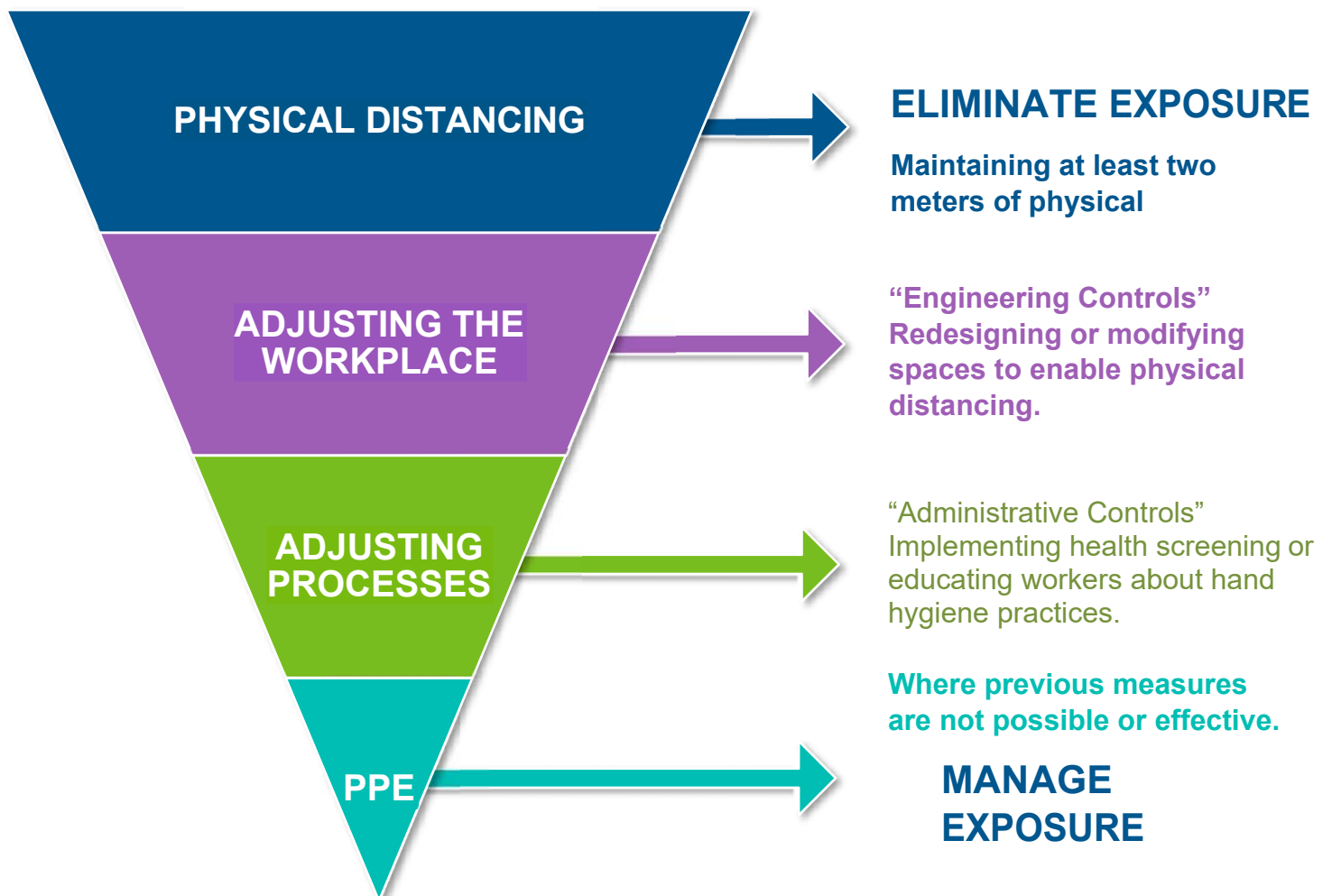
A complete list of City service availability is available in Appendix A.

# SAFE WORKING ENVIRONMENTS

To ensure health and safety in municipal facilities and spaces as staff and residents begin to return and interact once again, the City has developed guidelines and requirements for providing safe working environments for employees and residents who may be visiting them.

## Hierarchy of Controls

In developing these guidelines, the City has considered a hierarchy of controls, as recommended by the Medical Officer of Health. The elements closer to the top of the inverted triangle help with eliminating the spread of COVID-19. Those closer to the tip of the triangle are for managing exposure.



PHYSICAL DISTANCING	ADJUSTING THE WORKPLACE	ADJUSTING PROCESSES	PROVIDING PPE
ELIMINATE EXPOSURE		MANAGE EXPOSURE	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Working from home and using technology.</li> <li><input type="checkbox"/> Maintaining a physical distance of two meters from others.</li> <li><input type="checkbox"/> Restricting the number of employees onsite.</li> <li><input type="checkbox"/> Managing traffic flow and using floor markings.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Rearranging desks.</li> <li><input type="checkbox"/> Spacing out work stations.</li> <li><input type="checkbox"/> Installing barriers or Plexiglas between employees and/or residents.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Encouraging employees to practice good hand washing and hygiene techniques</li> <li><input type="checkbox"/> Encouraging individuals to practice hand hygiene directly after contact with high touch areas.</li> <li><input type="checkbox"/> Increasing cleaning and disinfecting.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Providing personal protective equipment like masks or face coverings where required – should be used as a measure to manage exposure, after implementing physical distancing measures, and adjusting the workplace and processes.</li> </ul>

## WORK ENVIRONMENTS

Reopening Sarnia recognizes that multiple municipal workplaces or environments where staff work need to have health and safety measures to ensure the safety of employees.

The following chart outlines the controls and guidelines that should be in place at each work environment going forward as a result of COVID-19.

# APPENDIX

## Appendix A: Service Availability by Phase

**PROCEEDING – NO CHANGE:** City service is proceeding with no changes for residents or staff as a result of the COVID-19 emergency. Services under this category are proceeding as they did prior to the COVID-19 emergency.

**PROCEEDING – NEW MODEL:** City service is proceeding with no changes for residents, but the City is delivering the service in a different way as a result of the COVID-19 emergency. Services under this category are continuing, but staff may be working from home or doing their work in a different way in accordance with enhanced health and safety guidelines.

**MODIFIED:** Delivery of this City service has been modified as a result of the COVID-19 emergency. The City is continuing to deliver some parts of this service, but residents may notice an impact.

**CANCELLED:** This City service has been cancelled as a result of the COVID-19 emergency.

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
Engineering Services				
Engineering Services	<b>MODIFIED</b> <ul style="list-style-type: none"><li>Public counter closed.</li><li>Essential projects only.</li><li>Some staff working from home.</li></ul>	<b>MODIFIED</b> <ul style="list-style-type: none"><li>Public counter closed.</li><li>All projects proceed</li><li>Some staff working from home.</li></ul>	<b>MODIFIED</b> <ul style="list-style-type: none"><li>Public counter closed.</li><li>Some staff working from home.</li></ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"><li>Public counter reopens.</li><li>Some staff working from home.</li><li>Operations continuing under enhanced health</li></ul>

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
				and safety guidelines.
<b>Fleet Services Management</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Essential vehicles repairs and maintenance only.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>No staff working from home and more repairs due to single occupancy vehicles</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Shared vehicle is allowed under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>No staff working from home</li> </ul>
<b>Waste Management</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Large item collection cancelled.</li> <li>Compost site closed.</li> <li>No customer service visits or home deliveries.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Large item collection resumes.</li> <li>Compost site opens.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continue under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continue under enhanced health and safety guidelines.</li> </ul>
<b>Wastewater Collection, Treatment, Landfill Monitoring Environmental and Accident Emergency Response</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Essential services only under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continue under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continue under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continue under enhanced health and safety guidelines.</li> </ul>



CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
<b>Public Works (water, sewer, and road maintenance)</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Delivery of essential services only under enhanced health and safety guidelines.</li> <li>• Counter service closed.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> <li>• Counter service closed.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> <li>• Counter service open under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>Sarnia Transit</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Fare collection suspended. Customers enter and exit through the rear doors.</li> <li>• Counter service closed.</li> <li>• Operating on a Sunday level of service.</li> <li>• Essential trips only.</li> <li>• Maximum 12 people</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Fare collection resumes.</li> <li>• Customers enter through the rear door.</li> <li>• Operating on a Sunday level of service.</li> <li>• Masks available to bus operators.</li> <li>• Public encouraged to follow Public Health guidance related to wearing</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Service level adjustments determined by public health guidance.</li> <li>• Some counter service open.</li> <li>• Transit available under encouraged essential travel only.</li> <li>• Masks available</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Service level adjustments dictated by the increase in ridership.</li> <li>• Transit available for all travel.</li> <li>• Masks available to bus operators.</li> <li>• Public encouraged to follow Public Health guidance</li> </ul>

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
	<p>on a 40ft. bus.</p> <ul style="list-style-type: none"> <li>Entire fleet treated with anti-bacterial agent; daily enhanced cleaning protocols in place.</li> </ul>	<p>face coverings when maintaining a two-metre distance isn't possible, such as on public transit.</p> <ul style="list-style-type: none"> <li>Maximum 12 people on a 40ft. bus.</li> </ul>	<p>to bus operators.</p> <ul style="list-style-type: none"> <li>Public encouraged to follow Public Health guidance related to wearing face coverings when maintaining a two- metre distance isn't possible, such as on public transit.</li> </ul>	<p>related to wearing face coverings when maintaining a two-metre distance isn't possible, such as on public transit</p>
<b>Parks and Recreation</b>				
<b>Forestry</b>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>Tree maintenance prioritized to address public safety hazards only.</li> <li>Community planting events suspended.</li> </ul>	<p><b>MODIFIED</b></p> <ul style="list-style-type: none"> <li>Tree maintenance prioritized to address public safety hazards only.</li> <li>Community planting events suspended.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> <li>Community planting events suspended.</li> </ul>	<p><b>PROCEEDING – NEW MODEL</b></p> <ul style="list-style-type: none"> <li>No staff working from home.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> <li>Community planting events if seasonal timing allows are</li> </ul>

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
				available.
<b>Horticultural Programs</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Greenhouse maintenance.</li> <li>Minimal grass cutting and garden bed maintenance.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Reduced garden bed maintenance and grass.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Increased maintenance on garden beds and grass cutting subject to staffing levels.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>Parks and Open Space Access</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Closure of all park structures, sports fields, dog parks, playgrounds, skate parks, most park washrooms, , and beaches.</li> <li>Closure of Canatara Beach and its parking lots and viewing platforms.</li> <li>All non-essential work suspended.</li> <li>Essential construction projects only.</li> <li>Community engagement events cancelled.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Closure of all park structures and sports fields, skate parks, park washrooms, and beaches.</li> <li>Closure of Canatara Beach and its parking lots and viewing platforms.</li> <li>Spray pads and Pools closed.</li> <li>Park maintenance, grass cutting and other essential work continues with expectation of weed</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Select park washrooms, and sport fields reopen.</li> <li>Canatara Park Beach reopens without lifeguarding</li> <li>Limited use of sports fields and ongoing maintenance at a decrease in service level.</li> <li>Organized events and festivals remain cancelled.</li> <li>Weed whipping to commence with less than normal locational frequency.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>More park amenities open.</li> <li>Limited use of sports fields and ongoing maintenance at a decrease in service level.</li> <li>More operations continuing depending on available staffing levels and under enhanced health and safety guidelines.</li> <li>Organized events and festivals remain cancelled.</li> </ul>

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
	<ul style="list-style-type: none"> <li>• Park Seasonal Staff and Students Hiring on Hold.</li> <li>• Community Festival and Event Space closed.</li> <li>• Community gardens closed.</li> <li>• Community clean-up programs cancelled.</li> </ul>	<ul style="list-style-type: none"> <li>• eating.</li> <li>• Dog parks, tennis courts, boat launches, park benches, park structures reopen.</li> <li>• Community and pollinator gardens reopen.</li> </ul>	<ul style="list-style-type: none"> <li>• Gradual opening of parkland concessions.</li> </ul>	
<b>Recreation Facilities and Services</b>	<b>CANCELLED</b> <ul style="list-style-type: none"> <li>• Arenas, Strangway Centre, Sportsfields, pools, splash pads closed to the public in alignment with Provincial orders.</li> <li>• Rentals and Programs cancelled.</li> <li>• Event Permits cancelled.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Reopening of some outdoor recreation facilities and programs.</li> <li>• Summer Programs including Camps, Swimming Lessons – placed on hold.</li> <li>• Organized Programs are not permitted.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Summer Programs including Camps, Swimming Lessons are cancelled.</li> <li>• Pool and Splash Pad Closed.</li> <li>• Fall/Winter rentals, bookings and registrations to commence.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Gradual Reopening of some programming, facilities and public spaces depending on available staffing levels.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
		<ul style="list-style-type: none"> <li>Pool and Splash pad Closed.</li> <li>Some staff working from home.</li> </ul>		
<b>Sarnia Fire</b>				
<b>Medical Tiered Response</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Response criteria reduced to VSA, Unresponsive and Assist Ambulance.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Response criteria reduced to VSA, Unresponsive and Assist Ambulance.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Response criteria reduced to VSA, Unresponsive and Assist Ambulance.</li> </ul>	<b>NO CHANGE</b> <ul style="list-style-type: none"> <li>Return to full tiered medical response criteria at end of declared emergency.</li> </ul>
<b>Fire Safety Inspection Program</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Relocate division to City Hall.</li> </ul> <b>MODIFIED</b> <ul style="list-style-type: none"> <li>Inspection and enforcement program modified and timelines extended.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Relocate division to City Hall.</li> </ul> <b>MODIFIED</b> <ul style="list-style-type: none"> <li>Increase communications to owners.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Relocate division to City Hall.</li> </ul> <b>MODIFIED</b> <ul style="list-style-type: none"> <li>Gradual return to normal with exception of VOs.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Return division back to HQ with cleaning, masks and distancing.</li> </ul> <b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Full program while monitoring VOs to determine when to resume.</li> </ul>



CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
Open Air Burning	<b>CANCELLED –</b> • Total fire ban.	<b>MODIFIED</b> • Allow rural burns and issue permits. <b>MODIFIED</b> • Allow recreational burns.	<b>NO CHANGE</b> • Follow current by-law.	<b>NO CHANGE –</b> • Follow current by-law.
Public Events	<b>CANCELLED –</b> • All public events.	<b>CANCELLED –</b> • All public events.	<b>MODIFIED –</b> • Some events while maintaining social distancing and/or wearing proper PPEs.	<b>MODIFIED –</b> • Return to events with masks.
<b>Community Development Services and Standards</b>				
Building Inspections	<b>MODIFIED</b> • Continued response to inspection requests; temporarily eliminated interior inspections.	<b>MODIFIED</b> • Continued response to inspection requests; interior inspections remain suspended.	<b>PROCEEDING – NEW MODEL</b> • Operations continuing under enhanced health and safety guidelines.	<b>PROCEEDING – NEW MODEL</b> • Operations continuing under enhanced health and safety guidelines.

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
<b>Building Permits and Zoning By-Law Review</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Public counter closed.</li> <li><a href="#">Permit applications</a> can be submitted online along with zoning verification requests.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Public counter closed.</li> <li><a href="#">Permit applications</a> can be submitted online along with zoning verification requests.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Public counter closed.</li> <li>Permit applications can be submitted and picked up at City Hall first floor counter.</li> <li>Consultations with staff must be conducted virtually.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Public counter open.</li> <li>Some staff working from home.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>Real Property Management</b>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Staff working from home.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Staff working from home.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Staff working from home.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Some staff working from home.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
Planning & Development Approvals	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Public counter closed.</li> <li><u>Development applications are accepted online or they can be couriered to City Hall.</u></li> <li>Consultations with staff are done virtually, by appointment.</li> <li>No community meetings or stakeholder engagement activities.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Public counter closed.</li> <li><u>Development applications are accepted online or they can be couriered to City Hall.</u></li> <li><u>Consultations with staff are done virtually, by appointment.</u></li> <li><u>Public Meetings and stakeholder engagement are provided digitally.</u></li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Public counter closed.</li> <li><u>Development applications are accepted online or they can be couriered to City Hall.</u></li> <li>Development applications can be submitted and picked up at City Hall through Customer Service counter.</li> <li>Public Meetings are provided digitally.</li> <li>Virtual and electronic stakeholder engagement activities all re-activated.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Public access through the Customer Service counter.</li> <li>Some staff working from home.</li> <li>Public Meetings and stakeholder engagement activities continue to be offered digitally.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>

CITY SERVICES	Initial Response to COVID-19	Phase One The Early Stages	Phase Two Gradual Recovery	Phase Three Our New Reality
By-law Enforcement	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Focus shifted to enforcing COVID-19 regulations.</li> <li>Interior inspection services temporarily suspended.</li> <li>Retain health and safety services including animal control response.</li> <li>Focus for parking shifted to critical tickets only such as blocking exits, hydrants, and emergency routes.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Focus shifted to enforcing COVID-19 regulations.</li> <li>Interior inspection services remain suspended.</li> <li>Retain health and safety services including animal control response.</li> <li>Focus for parking shifted to critical tickets only such as blocking exits, hydrants, and emergency routes.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Resuming regular inspections and continuing to enforce COVID-19 regulations.</li> <li>Full complement of enforcement services resumes.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>

Finance				
Financial Management	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Most staff working from home.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Most staff working from home.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Some staff working from home.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Some staff working from home.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>
Legal and Clerk Services				
Legal Services	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>
Clerks	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Council/Committee of the Whole meetings proceeding virtually.</li> <li>• Cancellation of all Committees of Council.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Council/Committee of the Whole meetings proceeding virtually.</li> <li>• Committees of Council Resume virtually.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Council/Committee of the Whole meetings held in Council Chambers.</li> <li>• Committees of Council Resume.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>



			<ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	
<b>Property</b>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>Corporate Services</b>				
<b>Human Resources</b>	<b>MODIFIED:</b> <ul style="list-style-type: none"> <li>Hiring for essential services and critical support continue.</li> <li>Deferred non-essential and seasonal hiring.</li> </ul>	<b>MODIFIED:</b> <ul style="list-style-type: none"> <li>Hiring for essential services and critical support continue.</li> <li>Deferred non-essential and seasonal hiring.</li> </ul>	<b>MODIFIED:</b> <ul style="list-style-type: none"> <li>Hiring for essential services and critical support continue.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Hiring for all positions will continue as required.</li> </ul>
<b>Business Licensing</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Public counter closed.</li> <li>Renewals online.</li> <li>Office staff working from home.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Public counter closed.</li> <li>Taking applications by email / renewals online.</li> <li>Office staff working from home.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Public counter open at City Hall, First Floor Customer Service.</li> <li>Resuming normal duties and</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Public counter open.</li> <li>Resuming normal duties and continuing to enforce</li> </ul>

		<ul style="list-style-type: none"> <li>• Suspending issuance of late notices.</li> <li>• Renewals online.</li> <li>• New applications accepted.</li> </ul>	<p>continuing to enforce requirements and regulations.</p> <ul style="list-style-type: none"> <li>• Issuance of late notices.</li> <li>• Renewals online.</li> <li>• New applications processed.</li> </ul>	<p>requirements and regulations.</p> <ul style="list-style-type: none"> <li>• Processing new applications and renewals.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>Dog Licensing</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Public counter closed.</li> <li>• Licensing completed online and over the phone.</li> <li>• Delays in processing from vendor.</li> <li>• Suspending issuance of late notices.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Public counter closed.</li> <li>• Licensing completed online and over the phone.</li> <li>• Delays in processing from vendor.</li> <li>• Suspending issuance of late notices.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• Public counter open at City Hall, First Floor Customer Service.</li> <li>• Issuance of late notices.</li> <li>• Resume normal operations.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Public counter open.</li> <li>• Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>Marriage Licencing &amp; Ceremonies</b>	<b>MODIFIED</b> Public counter closed. Civil marriage ceremonies and <a href="#">issuance of marriage licences</a> are suspended.	<b>MODIFIED</b> Public counter closed. Civil marriage ceremonies and <a href="#">issuance of marriage licences</a> are suspended, with a few exceptions.	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>• <a href="#">Issuance of marriage licences</a> by appointment only.</li> <li>• Public counter is opened.</li> <li>• Civil marriage ceremonies are suspended.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>• Civil marriage ceremonies by appointment and subject to gathering, limit set by Province.</li> <li>• <a href="#">Issuance of</a></li> </ul>

				<a href="#">marriage licences</a> resumes as normal. <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>Parking Permits</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Public counter closed.</li> <li>No in person permit renewals.</li> <li>Permit applications and renewals suspended.</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Public counter closed.</li> <li>Monthly permit renewals by phone or mail.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Public counter open at City Hall, First Floor Customer Service.</li> <li>Resume normal permit operations.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Public counter open at City Hall, First Floor Customer Service.</li> <li>Resume normal permit operations.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>
<b>Customer Service</b>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Several services available <a href="#">online</a>.</li> <li>City Hall Customer Service Centre closed to the</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>Several services available <a href="#">online</a>.</li> <li>City Hall Customer Service Centre closed to the</li> </ul>	<b>MODIFIED</b> <ul style="list-style-type: none"> <li>First floor opened.</li> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>City Hall Customer Service Centre remains opens</li> </ul>

	<p>public.</p> <ul style="list-style-type: none"> <li>• Email and phone options remain available to citizens.</li> <li>• Majority of service requests and inquiries maintained.</li> <li>• Sale of items in office suspended.</li> </ul>	<p>public.</p> <ul style="list-style-type: none"> <li>• Email and phone options remain available to citizens. Majority of service requests and inquiries maintained</li> <li>• Sale of items in suspended.</li> </ul>	<ul style="list-style-type: none"> <li>• Several services available <a href="#">online</a>.</li> <li>• City Hall Customer Service Centre opens to the public.</li> <li>• Line ups occur in lobby, as per physical distancing requirements. Limit of 10 customers in line in lobby.</li> <li>• Increased signage and markings to direct visitors.</li> <li>• Enhanced health and safety guidelines.</li> <li>• Public Washrooms open on first floor only.</li> <li>• Sale of items resume.</li> </ul>	<p>to the public.</p> <ul style="list-style-type: none"> <li>• Operations continuing under enhanced health and safety guidelines</li> </ul>
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<b>Information Technology</b>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>	<b>PROCEEDING – NEW MODEL</b> <ul style="list-style-type: none"> <li>Operations continuing under enhanced health and safety guidelines.</li> </ul>
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