



REPORT N° ADMIN2020-06

Date	25/03/2020
Submitted by	Monique Ouellet, Clerk
Subject	Preliminary Report / COVID-19 Impact on Municipal Services
File N°	

1) **NATURE/GOAL :**

The purpose of this report is to give Council and update on how the COVID-19 pandemic is impacting the delivery of municipal services.

2) **DIRECTIVE/PREVIOUS POLICY :**

n/a

3) **DEPARTMENT'S RECOMMENDATION :**

THAT Report No. ADMIN2020-05 be received as information.

QUE le Rapport No. ADMIN2020-05 soit reçu à titre d'information

4) **BACKGROUND :**

In December 2019, the World Health Organization (WHO) alerted cases of people who developed a virus that did not match other known viruses in Wuhan, China. On January 7, 2020 China confirmed it was COVID-19.

One week later, the Public Health Agency of Canada activated the Emergency Operation Centre to support Canada's response to COVID-19. Screening requirements related to COVID-19 for travelers returning from China to the three major airports—Montreal, Toronto and Vancouver—was implemented.

The first confirmed case of COVID-19 in Canada related to travel in Wuhan was announced on January 25, 2020.

WHO later declared the outbreak of the virus "a public health event of international concern". Canada expanded its screening requirement for travelers returning from affected areas to ten airports across six provinces.

Canada confirmed its first case related to travel outside mainland China on February 20, 2020 and its first death on March 9, 2020. On March 11, 2020 WHO declared COVID-19 a pandemic.

In response to the pandemic, the federal and Ontario government published on their website fact sheets explaining what is COVID-19, the symptoms, how the virus spreads, how to protect against the

virus, and who to call. Fact sheets on how to self-isolate and how to self-monitor were also published including reminders of frequent hand washing and avoiding touching eyes, nose and mouth.

On March 12, 2020 the Administration sent an email to staff detailing the precautions it was taking (following the governments guidelines) such as a new cleaning schedule to disinfect workspaces, scheduling meetings via telephone and advising staff to stay home if they are sick. A sign was also posted at the Client Service Centre door advising the public if they are sick to not enter City Hall and provided options for payments by using the drop box or paying online. The sign also provided the email address and phone number of Client Service if they had questions.

When the Ministry of Education announced it was closing schools from March 14 to April 5, 2020, the City of Clarence-Rockland was advised by the school boards that the daycare services will no longer be offered in their establishments for the duration of the closure. Subsequently, a letter was sent to all parents on March 13, 2020 advising of the closure in order to control the spread of COVID-19.

On the same day, the Eastern Ontario Health Unit (EOHU) directed all municipalities in the EOHU region to close all community/sports complexes until April 5, 2020. The City of Clarence-Rockland followed the directive and advised the public on March 14th the closure of the YMCA, library, Clarence Creek Arena and the Clarence-Rockland Arena (CIH) as well as community halls to take effect on March 16th.

On March 16, 2020 the EOHU recommended not to gather in groups larger than 50 and to stay home when possible. Consequently, City Hall closed to the public for an indefinite period. A sign was posted at the Client Service Centre and a message was circulated via social media the options of paying online, using the drop box, and to call or send an email for questions or concerns.

On March 17, 2020 the Ontario government declared a provincial state of emergency in order to limit and slow the spread of COVID-19 in Ontario. The EOHU sent a directive to all municipalities in its area that other establishments are to close immediately (all gyms, private schools, theatres, concert venues, bars, dine-in restaurants, etc.) The directive also said people are to stay or work at home and avoid non-essential outings.

5) **DISCUSSION :**

Currently, the following measures have been put in place by municipal staff as part of the collective effort to reduce the spread of COVID-19 as directed by the Eastern Ontario Public Health and the Province of Ontario:

- The following Facilities are closed at least until April 5th, 2020:
 - Municipal Daycares
 - Municipal Recreational Facilities
 - Municipal Community Halls
 - Clarence-Rockland Public Library
- Public Access to the following municipal facilities has been restricted:
 - City Halls
 - Fire Halls
- All municipal staff who are able to work from home have been and continue to be encouraged to do so, however some of the staff continue to work on site.
- All essential services continue to be delivered, however, the delivery of certain services have been modified or temporarily suspended. Please refer to the attached document entitled "Municipal Services Delivery Currently in Effect".
- Staff has made an effort to alleviate the burden on the citizens and taxpayer as much as they could in the instances where it was possible to do so, such as:
 - Temporarily putting a hold on shutting water supply to the clients with delinquent accounts;
 - Temporarily putting a hold on tax sales procedures;
 - Temporarily putting a hold on sending out unpaid accounts to collection agencies;
 - Extending the expiry date of issued fire permits; etc.
- Staff has received several requests from the public in regards to the possibility of deferring the tax payment dates, the authority to grant these types of requests relies with municipal Council.

Please understand that staff is closely monitoring the delivery of municipal services and will keep you updated on any changes as they occur.

6) **CONSULTATION:**

n/a

7) **RECOMMENDATIONS OR COMMENTS FROM COMMITTEE/ OTHER DEPARTMENTS :**

n/a

8) **FINANCIAL IMPACT (expenses/material/etc.):**

At this time the financial impact has yet to be confirmed.

9) **LEGAL IMPLICATIONS :**

n/a

10) **RISK MANAGEMENT :**

n/a

11) **STRATEGIC IMPLICATIONS :**

n/a

12) **SUPPORTING DOCUMENTS:**

List of Municipal Services affected during COVID-19 pandemic