



C4
COMMUNICATION R
RR - June 23, 2020
ITEM # 3

Ready, Resilient, Resourceful Committee

**Update on City's
Response to COVID-19**

June 23, 2020



CITY OF VAUGHAN COVID-19 RESPONSE EFFORTS



- March 13**
Emergency Response Plan activated
- March 14**
All City and library March Break camps and daycare programming cancelled
- March 17**
State of Emergency declared
Vaughan Business Action Plan launched
- March 18**
Vaughan City Hall and all other City facilities closed to the public
- March 19**
Late penalty charge on interim property tax bills waived
Deadline for the Elderly Home-Owners Tax Assistance 2020 program extended
- March 20**
Waste collection services increase with additional Double Up Days added
- March 23**
Modifications to by-law enforcement services announced
- March 24**
Proper waste disposal education began
- March 25**
All facilities within the City's 213 parks, including sports fields, benches and dog parks, closed
- March 28**
Vaughan Public Libraries' digital collection announced
- March 30**
Annual stormwater charge deferred for 60 days
Planned 2020 water and wastewater rate increases cancelled
- April 1**
Recreation Services' virtual recreation resources announced
- April 2**
Spring recreation programs and all permits cancelled
City-led events up until June 2020 postponed
- April 6**
Deadline for the Elderly Home-Owners Tax Assistance 2020 program further extended
- April 8**
Emergency Measures By-law adopted
First-ever virtual Canada Day event announced
- April 9**
The #Shop Vaughan Local campaign announced
- April 10**
Flags at City facilities lowered in memory of COVID-19 victims
Operation Guardian enforcement campaign announced
- April 11**
Resumption of leaf and yard waste collections announced
- April 14**
Guardians of our Government employee appreciation campaign announced
- April 16**
Vaughan Public Libraries' French-language programming expanded
- April 17**
Online corporate art collection launched
- April 21**
Electronic-participation Committee of the Whole and Council meetings continue
Update from Mayor Maurizio Bevilacqua delivered
- April 22**
Three-month rent deferral for not-for-profit tenants at City facilities announced
- April 24**
Adjustments to regularly scheduled spring and summer public works operations announced
- April 25**
List of permitted outdoor maintenance services announced
- April 27**
Vaughan Public Libraries' new online service called Ask Us announced
- April 30**
Special edition COVID-19 newsletter going to Vaughan homes and businesses announced
- May 7**
Street sweeper and combination sewer cleaner received by the City as a service-in-kind donation
- May 8**
Waste-less virtual visits offered to residents needing help sorting waste material
- May 11**
New online speaker series in collaboration with Niagara University announced
Annual InSpirit Festival announced to go virtual
- May 12**
New website, vaughanbusiness.ca, geared at igniting economic prosperity launched
- May 13**
Additional 30 days of relief on interim property tax bills and a 30-day extension on final instalments took effect
- May 15**
New Digital Boost Vaughan Small Business Resiliency Program launched
- May 16**
New #TogetherVaughan initiative supporting community wellness announced
- May 20**
Vaughan Public Libraries first in province to begin offering curbside pickup
- May 27**
New Ready, Resilient and Resourceful (RRR) Committee established
Municipal Accommodation Tax (MAT) further suspended until Sept. 1
Economic Impact Survey launched
Second session of the online speaker series in collaboration with Niagara University took place
- May 28**
Cancellation of Vaughan Public Libraries' in-library programs until 2021 announced
- May 29**
Online summer camps and programs beginning in July announced
- May 30**
Online corporate art collection expanded
- May 31**
Digital daily programming in celebration of Recreation and Parks Month announced
- June 5**
New City tourism website, visitvaughan.ca, launched
Vaughan Public Libraries' first-ever Virtual Science Fair launched
- June 12**
Public tennis courts, skateboard parks, dog park and parking lots reopen
Vaughan, in partnership with York Region Public Health and the Vaughan Chamber of Commerce, host a webinar for businesses reopening

Term of Council Service Excellence Strategic Plan 2018-2022

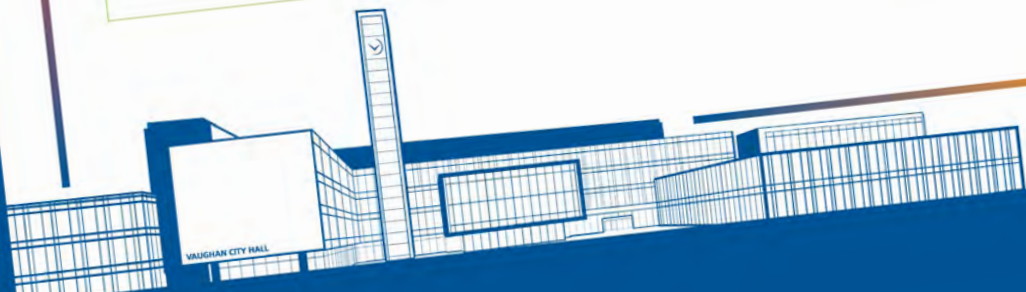
Mission
Citizens first
through Service
Excellence.

Vision
A city of choice that promotes diversity,
innovation and opportunity for all citizens,
fostering a vibrant community life that is
inclusive, progressive, environmentally
responsible and sustainable.

Values
Respect
Accountability
Dedication

The 2018-2022 Term of Council Service Excellence Strategic Plan reinforces the City of Vaughan's mission, vision and values, representing the core of how the administration will go above and beyond to deliver on Council's priorities through Service Excellence.

The Strategic Plan identifies the strategic priorities that the administration will focus on to support the City of Vaughan in being a City of Choice for both residents and businesses.



Ready.
Resilient.
Resourceful.





Vaughan
Healthcare Centre
Precinct MOU
signed
OCTOBER 2019

**PLANS
IN PLACE** for:
• **Business Continuity**
for every department
• an **Economic Prosperity
Task Force**

**ALTERNATE WORK
ARRANGEMENT POLICY**
in place allowing staff
to **productively work**
from home/remotely

**EOC
enhanced
operations**

Ready.



Emergency Management Plan
ACTIVATED; March Break camps
and programming **CANCELLED**;
community centres and
Vaughan Public Libraries **CLOSED**



**ALL FACILITIES
CLOSED**
to the public

MONITORING
of the COVID-19 situation **BEGAN**
**45 DAYS
BEFORE**
WHO declared a
GLOBAL PANDEMIC

**STAFF PROVIDED
WITH INFORMATION**
on what to do if
they felt unwell

**INCREASED
CLEANING** and **DISINFECTING** of
• public buildings
• facilities
• community centres

CORE SERVICES

including clean, safe drinking water and waste water and stormwater services,

continue without interruption



STREET SWEEPERS

deployed
2 months
EARLY



ALL FACILITIES
within the City's
213 PARKS
CLOSED



INCREASED
waste collection services
with **additional**
DOUBLE-UP DAYS



ELECTRONIC
Committee, Taskforce
and Council meetings



Continue to
advance the City's
Official Plan Review



OPERATION GUARDIAN

LAUNCHED APRIL 20

More than 5,000 investigations
carried out by by-law staff



**EMERGENCY
MEASURES
BY-LAW**

ADOPTED BY COUNCIL



Capitalizing
on closures
to conduct
maintenance projects



CITY BUILDING CONTINUES

with priority capital projects and
Mackenzie Vaughan Hospital

CITY BUILDING
CONTINUES:

\$327 MILLION

1,040 PERMITS;
more than 19,720 INSPECTIONS



preparing for a
**VIRTUAL
CANADA DAY**
CELEBRATION



Key VMC
infrastructure
projects continue
attracting investment
and development
interest



MORE THAN
800 STAFF
productively working
from home/remotely



COVID-19
**Vaughan Business
Resilience Plan**
under development

Resilient.



Parks and open space trail planning and design leveraging **collaborative software technologies**



CANCELLED
2020 water and wastewater **rate increases**

DEFERRED
annual **stormwater charge**



DEFERRAL
for not-for-profit tenants at City facilities



LEVERAGED AND ENHANCED
remote access capabilities



Development of **online recreation resources** to support citizen physical and mental health



Vaughan Public Libraries:

135%
INCREASE
in **online** library card registration



CITY WAIVED
late penalty charge on **INTERIM PROPERTY TAX BILLS**



TALENTED, SKILLED AND KNOWLEDGEABLE STAFF are **redeployed** to departments facing increasing pressures

#ShopVaughanLocal
CAMPAIGN



CREATED THE Community Wellness Task Force

Resourceful.



125

INNOVATIONS AND AUTOMATIONS:

Creation of on-line permit portal, electronic applications, curbside services and more



ELECTRONIC PARTICIPATION at Committee of the Whole and Council meetings



for **ELDERLY HOME OWNERS TAX ASSISTANCE PROGRAM**



IMPLEMENTED **ON-LINE LEARNING RESOURCES** for staff



VAUGHAN BUSINESS ACTION PLAN

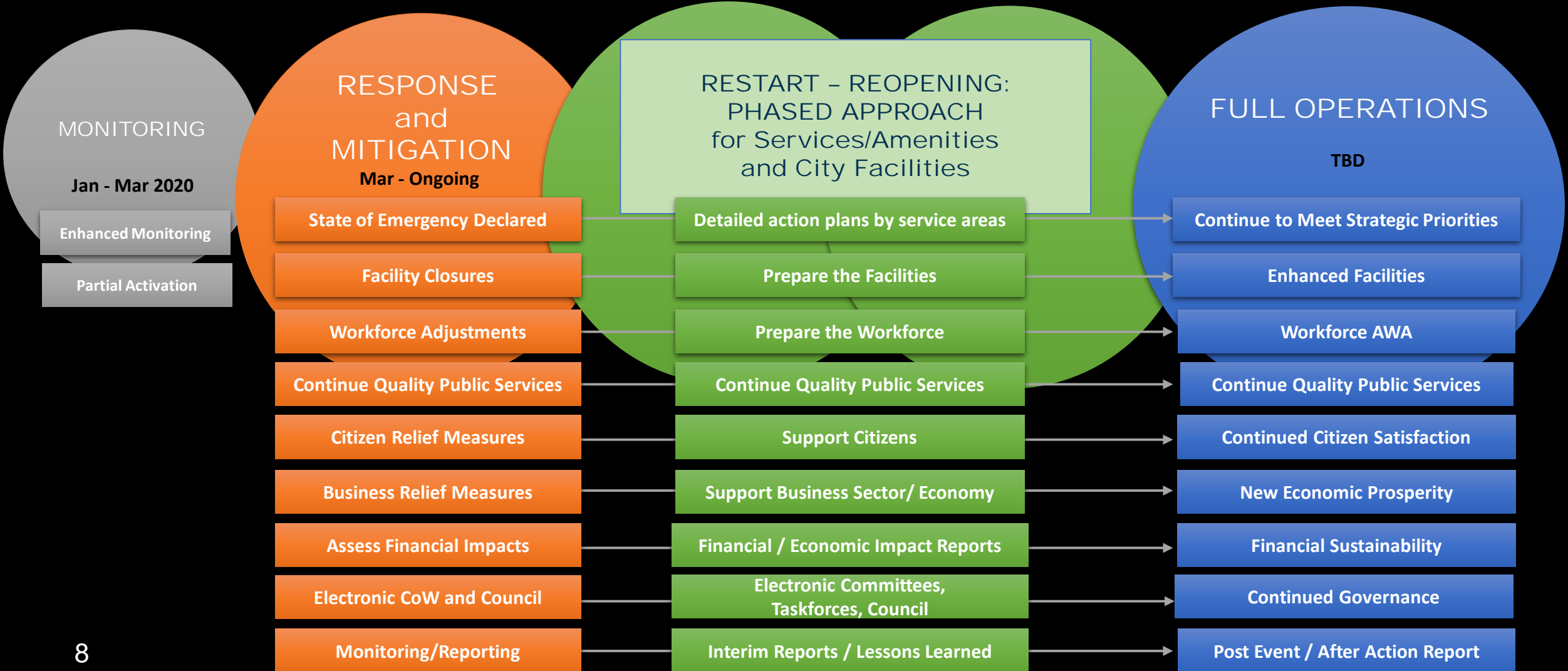
AUTOMATED procurement services

City Building Continues Ready. Resilient. Resourceful.

Response

Phased Restart/Reopen

Full Operations



Areas of Focus **ACTION PLANS**



OUR **people**



OUR **places**



OUR **services**



OUR **finances**



OUR **economy**



OUR **communications**

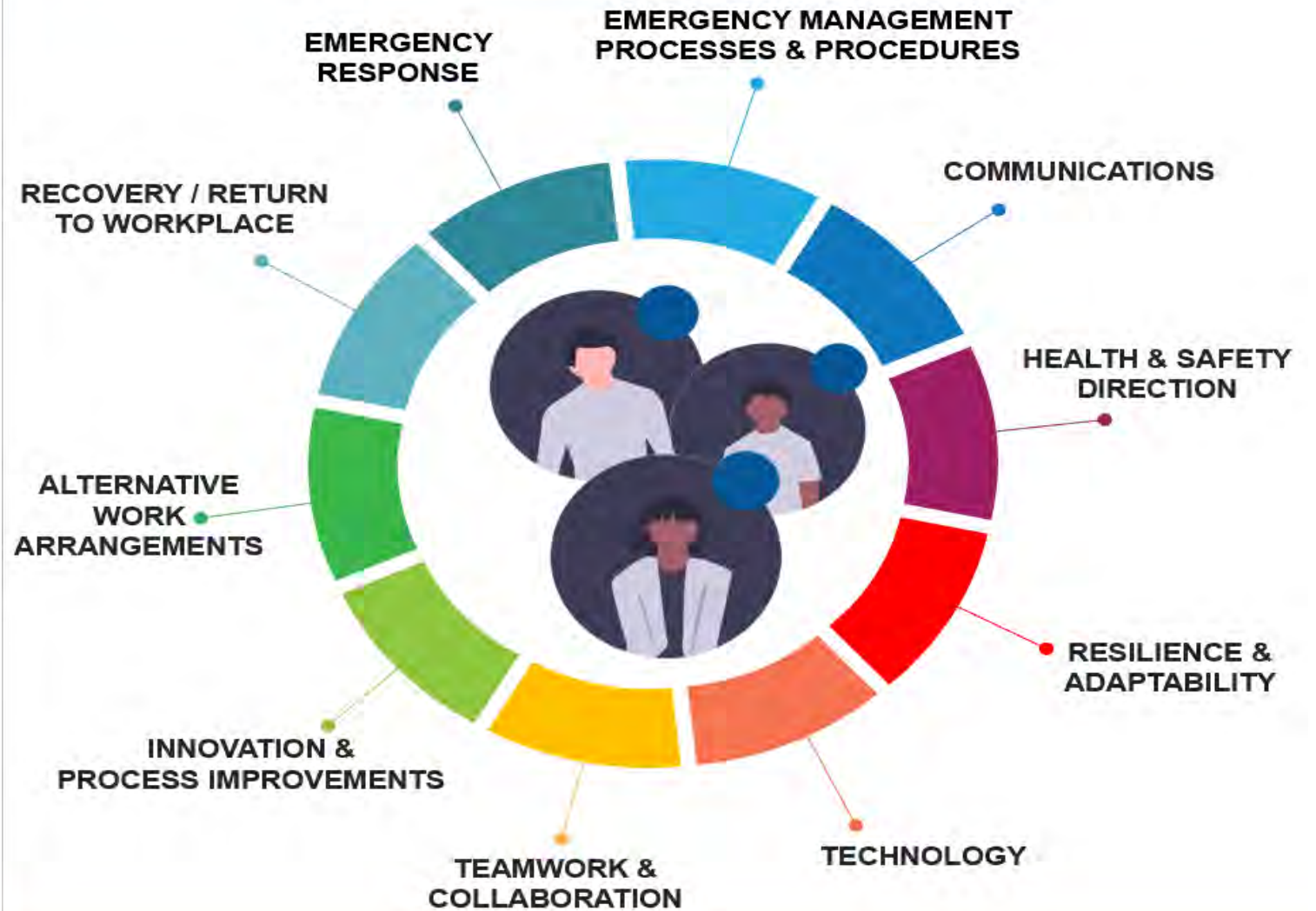
Business Re-Integration Plan

A phased and monitored approach to reopening our facilities to Staff and to the Public:

- Staff Management
- Case Management
- Safety and Physical Distancing
- Cleaning and Disinfection
- Education and Communication

Lessons Learned

10 MAIN THEMES



Decision Model for Reopening Services

Provincial Orders and Advice of Public Health

Steady decline or flattening of cases

Multi-perspective Risk-Based Assessments
- Impact on staff, citizens, businesses, community

Ability to effectively mitigate and control risks