

BUSINESS REINTEGRATION PLAN

**Ready, Resilient, Resourceful Committee
June 23, 2020**

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The City's **Business Reintegration Plan** is currently being drafted and will continue to evolve as more information becomes available from the Province and Public Health with regards to COVID-19. The framework for this draft Plan entails a high-level consistent approach to how staff are reintegrated back into City facilities, including those staff who have never left.

On March 11, 2020, the World Health Organization (WHO) assessed COVID-19 as a pandemic. From the onset, the City of Vaughan closely monitored the evolving situation and initiated numerous measures to ensure the safety of residents and City staff.

The pandemic can be viewed in terms of three phases: react, respond and return. Through regular reports and updates Council have been advised of the extraordinary measures departments have taken to react and respond to the pandemic. As staff continue to uphold and advance "healthy" municipal buildings while facing new and unprecedented challenges, plans are developing to prepare for the eventual return of staff to the workplace. For those who continue to operate out of City facilities due to job requirements, extensive measures have been taken, including enhanced cleaning and disinfecting, physical distancing, and engineering interventions.

A sub-committee of the City's COVID-19 Emergency Task Force is advancing with significant progress on the "return to work" or reintegration plan for the Corporation:

- In collaboration and consultation with colleagues across the City, the Office of the Chief Human Resources Officer and the Facility Management department are leading the plan development and subsequent implementation to help support and shape the transition to the new "normal" workplace for City staff.
- To inform a comprehensive reintegration plan, the sub-committee completed the background work and has developed a draft plan. Once finalized, the plan will help guide the Corporation to best prepare for the return of employees, while ensuring the transition is both safe and efficient.

Corporate & Strategic Communications has taken the lead in developing key messaging; tactics; guidance in terms of the communication flow for staff; visuals for a consistent corporate identity; and will be instrumental in the communication from City Manager to staff – similar to the Province's announcement without timelines.

The Office of the Chief Human Resources Officer has led the "people" component of this initiative and will continue finalizing applicable forms, i.e., staff contact tracker; the development of QAs for staff; orientation & training sessions; toolkit for people leaders and quick reference guide for staff – pre-reintegration and what to expect on the first day back into the workplace.

Facility Management has already done extensive work on the physical building and engineering interventions such as cleaning and disinfecting, floor markings, security access, signage, HVAC, HEPA filtration, maintaining appropriate humidity levels in facilities, implementing touchless technology; and a review of processes and procedures, including a review of initiatives already completed and those planned.

The plan – which recommends a gradual, phased approach to reopening – covers key areas of action with consideration given to business models and any associated modifications, customer service and experience (citizens and businesses), provincial and regional directives, as well as Corporate policies (Alternate Work Arrangements), including but not limited to:

- Staff Management;
- Case Management;
- Safety and Physical Distancing;
- Cleaning & Disinfection (including indoor environment enhancements); and,
- Education & Communication.

As staff carefully continue to monitor the evolving pandemic, ongoing impacts and provincial and regional directives, the return of staff is still anticipated to be months away. Public health strategies, jurisdictional scans, developing industry guidelines and best practices have and will continue to provide insight and direction. It is recommended that where possible staff continue to work remotely and that reintegration to the workplace not proceed in the immediate future as the situation remains fluid and continues to evolve.

Vital to a successful return of staff to the workplace and for those staff that have continued to work at City Hall, Joint Operations Centre and works yards, is the introduction and enhancement of associated policies, strategies and measures that allow employees to view the workplace as a carefully managed operation – a safe, healthy and welcoming environment and not one of potential risk to their health and well-being.

In consultation with Corporate & Strategic Communications, a comprehensive communication plan will support the various phases of the reintegration plan to promote the return-to-work components, strategic measures and implementation timelines.

The Ready, Resilient, Resourceful Committee will be provided with a full report on the Business Re-integration Plan at an upcoming meeting of the Committee.