

# Ramara

# Reopens

PHASE 2

Operations Guideline Document

September 14, 2020

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# **RAMARA REOPENS**

The Township of Ramara is committed to returning to a new normal as the province and the Township move to a recovery phase from the COVID-19 pandemic. We ask residents during this time to remain vigilant in following provincial directives to reduce the spread of COVID-19 and to remain patient with the Township as it reopens.

Our main priority is the health and safety of our community and staff.

This document outlines the gradual, safe and measured reopening of our municipal facilities and restart of Township services and programs that were modified or canceled as a result of the pandemic.

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

The Township of Ramara Reopening plan is focused on providing safe municipal facilities, services and programs to the community.

While the Township will continue to follow the recommendations provided by the Province's reopening plan, it does not necessarily mean that the Township will make the changes at the same time as the Province.

The provincial plan focuses on public spaces and businesses, while the Township of Ramara's plan is focused on municipal services and spaces. The Township will continue to keep staff and the public aware of any and all changes regarding the reopening of municipal facilities and the restarting of any services or programs that were affected by the COVID-19 pandemic.

# ABOUT PHASE TWO

The Township of Ramara Phase Two , like every other phase and stage of the reopening plan, is focused on safety. The Township of Ramara wants to continue to expand the municipal services available to residents and returning more staff to the office - but only when it is safe to do so. During Phase Two:

- Some municipal facilities will reopen to the public with measures in place to ensure physical distancing and health screening upon entry
- Most recreation in person programming and events will remain cancelled, however, the Legislative and Community Services Department has developed a list of activities they are able to provide safely to the residents of Ramara
- More staff are returning to working from the office rather than home on a regular basis, and will do so while always adhering to our enhanced health and safety guidelines, strict physical distancing, mandatory health screening upon entry and restrictions on the size of gatherings while at work
- All gathering restrictions as set out by the Provincial Orders will continue to be adhered to
- Most outdoor municipal amenities are open to the public
- The majority of municipal services are available both online and in person  
Enhanced health and safety measures are in place for all staff and residents who choose to access the services in person

# HEALTH AND SAFETY UPDATES

The Township has been working diligently to develop a variety of health and safety guidelines and protocols in order to provide a safe working environment for staff, and the residents who visit our facilities. These guidelines and protocols are adhered to by all municipal service areas and facilities.

These include:

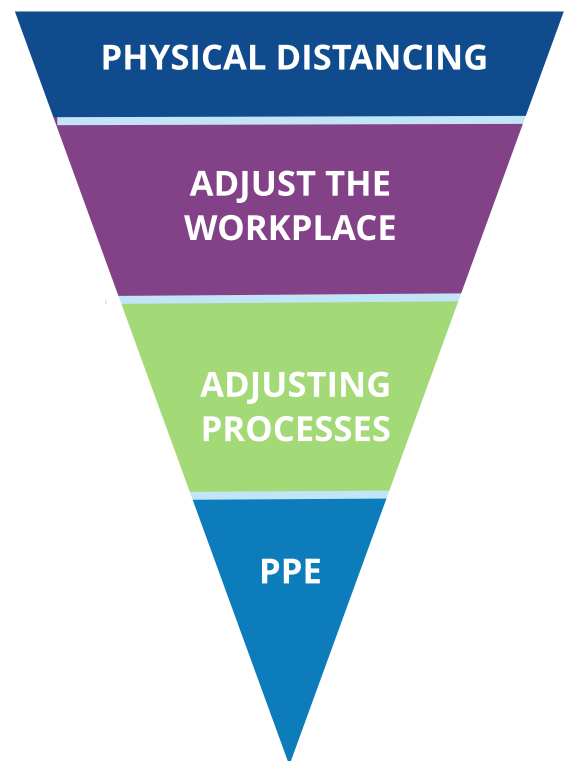
1. Office Space
2. Meeting rooms
3. Lunchrooms and Kitchens
4. Washrooms
5. Reception Areas, Customer Service Counters, Council Chambers, and any other area accessible by the General Public.
6. Employees working throughout the community
7. Township owned vehicles
8. Garages and Yards
9. Libraries
10. Recreation Facilities
11. Community Centres

## Hierarchy of Controls

As recommended by the Medical Officer of Health and the Simcoe Muskoka Health Unit, the Township considered the hierarchy of controls when developing these guidelines.

The hierarchy of controls is used to minimize or eliminate a persons exposure to a given hazard, in this case COVID-19. The hierarchy of control initially looks at physical distancing to eliminate exposure to COVID-19. This includes adjusting the workspace and work arrangements in order to allow for appropriate physical distancing, adjusting all processes and administrative controls where required, and providing the appropriate personal protective equipment (PPE) to help manage exposure.

Actions within each of these four categories will be implemented throughout the organization in order to ensure the safety of all staff and residents.



# OPERATIONAL UPDATES

As part of our gradual reopening, staff and the community will see updated operational changes in 4 service areas.

These include:

1. Reopening of Administration Building
2. Reopening of Ramara Public Library (both locations)
3. Reopening of Ramara Recreation
4. Business Continuity

This document will outline the operational impacts in each of these areas. As we are all aware, the COVID-19 situation changes daily, and therefore the Township needs to always be prepared to change and evolve our reopening plan as more information and recommendations come available.

**For the latest updates on COVID-19 please visit [www.ramara.ca/covid-19](http://www.ramara.ca/covid-19)**

# REOPENING TOWNSHIP FACILITIES

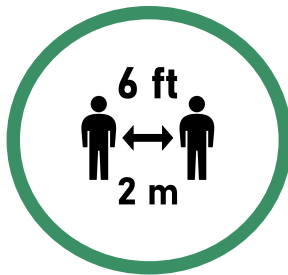
Starting in September, the Township will be gradually opening municipal facilities to the public.

After reopening, members of the public will be able to access in-person services, by appointment only, at the two service counters (Taxes and Planning and Building). In order to follow health and safety guidelines and advice from our provincial and local medical officers of health, those visiting or working will notice a number of changes focused on these six areas:



## CLEANING

- Extra cleaning and disinfecting in all common areas
- Washrooms cleaned daily



## PHYSICAL DISTANCING

- Floor markings
- Signage
- Plexiglass shields
- Opportunities to continue to access services virtually
- Some employees continuing to work from home where possible



## STOP THE SPREAD

- Providing hand sanitizer
- Hand washing reminders
- Discouraging face-to-face meetings
- Discouraging sharing of equipment
- Avoid physical contact (hand shaking)



## SCREENING

- Health screening of Council members, staff and visitors



## PPE

- Providing PPE in situations where physical distancing can't be maintained.



## COMMUNICATIONS

- Providing **regular updates** and information about COVID-19.
- Posting information about physical distancing, good hand hygiene, health screening and more.

## WHAT TO EXPECT (ADMINISTRATION BUILDING)

In an effort to support staff working for the Township of Ramara or those visiting Township facilities, the following will explain what you can expect.

### Before you come in

The Administration Building will be open to the public, however, the only walk in services available will be in the Finance Department. All visitors coming to the Administration Building, for services that are not provided by the Finance Department must book an appointment prior to entering the facility. This can be done [here](#). Please arrive on time for all appointments. Upon arrival, all visitors, scheduled and unscheduled, will be required to complete the **COVID-19 self screening** prior to entering the building.

The screening tool is being used to ensure the continual health and safety of all of our employees and those visiting our facilities, anyone entering a Township owned facility, or who is going to be in contact with one of our staff members, must complete the **COVID-19 self screening** prior to entering a building (visitors and staff), and before interacting with our staff, outside a building (visitors).

### Online COVID-19 screening tool

If you answer yes to any of the questions on the survey, you will be asked to not enter the building or interact with our staff. At which time you should go home and self-isolate, and get tested for COVID-19 at your nearest **testing centre**. Employees shall contact their supervisor immediately. And RHS#26 Pandemic Case Management, will be adhered to.

If you answered no to all the questions on the survey, you will be permitted to enter the Township facility and/or interact with our staff. All those entering a Township facility or interacting with a staff member will be required to wear a mask. Only those who fall under one of the listed exemptions found [here](#) on page 2, will be permitted to enter without a mask.



## Drop in visitors

If you are dropping in to a Township facility without an appointment, you will only be able to be served by the Finance department. Therefore the only services available to you if you drop in are:

- Paying a Bill (taxes, utilities and accounts receivable)
- Purchasing water tokens
- Tax and utility bill lookup
- Purchasing dog tags

Upon arrival you will need to use the available iPad and complete the online **COVID-19 self screening assessment**. If you answer yes to any of the questions on the survey, you will be asked to not enter the building. At which time you should go home and self-isolate, and get tested for COVID-19 at your **nearest testing centre**.

If you are unable to read or understand the survey, staff will be available to help you.

To help reduce the spread of COVID-19 in workspaces, everyone entering a township facility is requested to use the hand sanitizer available at each of the facility entrances. And regularly throughout your stay.

## Scheduled visitors

All visitors who wish to deal with the Building, Planning, Legislative Services, Infrastructure, Fire, Recreation or Bylaw Departments must schedule an appointment online or by phone prior to coming in to the Administration Building. This includes contractors, suppliers and/or vendors who are attending a Township facility or interacting with our staff for scheduled work. All visitors must also complete a **COVID-19 self-assessment** health screening before entering or interacting.

Your host will provide you with a link to complete the survey. If you answer yes to any of the questions in the survey, you will not be permitted to enter a Township facility or interact with our staff. At that time, you should go home and self-isolate, and get tested for COVID-19 at your **nearest testing centre**.

To help reduce the spread of COVID-19 in workspaces, everyone entering a Township facility is requested to use the hand sanitizer available at each of the facility entrances. And regularly throughout your stay.

## Members of Council and Staff

All members of Council and staff must complete the COVID-19 self-assessment each day before entering a Township facility or interacting with another staff member.

Currently the self assessment tool is being completed on paper, however soon the self assessment tool will be available through our payroll system ADP.

If you answer yes to any of the questions in the survey, you will not be permitted to enter a Township facility or interact with other staff. At that time you should go home and self-isolate, and get tested for COVID-19 at your **nearest testing centre**. Staff shall also contact their supervisor immediately.

To help reduce the spread of COVID-19 in workspaces, everyone entering a township facility is requested to use the hand sanitizer available at each of the facility entrances. And regularly throughout your stay.

## Upon Entry

### Visitors

Access to Township facilities will be limited to one entrance. There is ample signage and floor markings throughout all public facilities to ensure visitors know where to stand and maintain physical distancing while waiting to be served. If you have an appointment, please arrive on time and when greeted by the staff, please indicate who you have an appointment with.

While moving throughout the buildings, all visitors are asked to ensure they are maintaining a physical distance of 6 feet or 2 metres from anyone outside of their "social circle" of 10 people.

All visitors are asked to wear a face covering while in a Township facility or while interacting with our staff or members of Council. Visitors are also asked to practice proper hand hygiene and use the provided hand sanitizer often.

## **Members of Staff and Council**

When staff or Council members are in a Township facility and are unable to maintain a physical distance of 6 feet, they must wear a face covering. If the staff or Council member is going to have a planned interaction with another person where they are unable to maintain 6 feet, they must wear a medical mask, provided by the Township. In an effort to further ensure the health and safety of our staff and Council members, the Township of Ramara also requires staff and Council members who are not seated at their work station/office to wear a face covering while moving from point A to point B. For further details please see **RHS Policy #25 Face masks as PPE and RHS Policy #19 Donning and Doffing a Mask.**

## WHAT TO EXPECT (RECREATION)

In an effort to support staff working for the Township of Ramara or those visiting Township facilities, the following will explain what you can expect.

### Before you come in

In order to ensure the continual health and safety of all of our employees and those visiting our facilities, anyone entering a Township owned facility, or who is going to be in contact with one of our staff members, must complete the **COVID-19 self screening** prior to entering a building (visitors and staff), and before interacting with our staff, outside a building (visitors).

#### Online COVID-19 screening tool

If you answer yes to any of the questions on the survey, you will be asked to not enter the building or interact with our staff. At which time you should go home and self-isolate, and get tested for COVID-19 at your nearest testing centre. Employees shall contact their supervisor immediately.

If you answered no to all the questions on the survey, you will be permitted to enter the Township facility and/or interact with our staff. All those entering a Township facility or interacting with a staff member will be required to wear a mask. Only those who fall under one of the listed exemptions found here, will be permitted to enter without a mask,

### Visitors

At this time, Recreation staff will not be running in person classes or events. Curbside and online programs will continue and will be operated with curbside pickup details communicated to participants upon registration.

### Rec 2 Go & Curbside Programming

The Curbside programs will be expanded this Fall to enhance the online portions of our programming. Our Fall Recreation Newsletter will outline how you and your family can stay active, stay engaged and foster a sense of community pride!

## Members of Staff

When staff members are in a Township facility and are unable to maintain a physical distance of 6 feet, they must wear a face covering. If the staff member is going to have a planned interaction with another person where they are unable to maintain 6 feet, they must wear a medical mask, provided by the Township. In an effort to further ensure the health and safety of our staff, the Township of Ramara also requires staff who are not seated at their work station/office to wear a face covering while moving from point A to point B. For further details please see **RHS Policy #25 Face Masks as PPE and RHS Policy #19 Donning and Doffing a Mask.**

## Recreation Activity Re-Opening Plan

Phase	Proposed Date	Recreation Activity	Personnel
P1	Sept. 14, 2020	Hybrid of online and in person planning activities to prepare for Fall Recreation season , curbside programs continue	Essential Recreation Staff
P2	Sept. 28, 2020	Fall online and curbside programs and events begin, Rec staff operate a studio for contract staff to facilitate online programming for participants maintaining physical distancing measures and use of PPE. Meetings will commence for community boards online using the Zoom platform when available.	Recreation Staff , select contract staff
P3	Nov. 1, 2020	Fall online and curbside programs and events continue, Rec staff operate a studio for contract staff to facilitate online programming for participants maintaining physical distancing measures and use of PPE. Winter programs are developed in accordance with local standards and guidelines.	All Recreation staff back to work in WFH hybrid and at Ramara Centre, select contract staff
P4	January 1, 2021	Ramara Recreation reopens to the public according to municipal, provincial standards and under the guidelines of the local health authority. Community Halls reopen to the public.	All staff , Volunteers

## WHAT TO EXPECT (LIBRARY)

In an effort to support staff working for the Township of Ramara or those visiting Township facilities, the following will explain what you can expect.

### Before you come in

In order to ensure the continual health and safety of all of our employees and those visiting our facilities, anyone entering a Township owned facility, or who is going to be in contact with one of our staff members, must complete the **COVID-19 self screening** prior to entering a building (visitors and staff), and before interacting with our staff, outside a building (visitors).

#### Online COVID-19 screening tool

If you answer yes to any of the questions on the survey, you will be asked to not enter the building or interact with our staff. At which time you should go home and self-isolate, and get tested for COVID-19 at your nearest testing centre. Employees shall contact their supervisor immediately.

If you answered no to all the questions on the survey, you will be permitted to enter the Township facility and/or interact with our staff. All those entering a Township facility or interacting with a staff member will be required to wear a mask. Only those who fall under one of the listed exemptions found here, will be permitted to enter without a mask,

### Library's Reopening Plan

For further information of the Ramara Library's Reopening plan, please click [here](#).

# ACCESSING TOWNSHIP SERVICES

As our facilities begin to re-open, almost all services will be made available to the residents either online, in person or online and in person.

Many services that have been offered online since the pandemic started will continue to be offered that way. This is being done in an effort to maintain physical distancing and allow staff to continue to work from home where possible.

Service	Location	In Person	Online	Phone/Email	In Person *Appointment Only*
Paying a Bill (Taxes, Utilities & Accounts Receivable)	Administration Building (Tax Counter)	X	X		
Purchasing Water Tokens	Administration Building (Tax Counter)	X			
Tax and Utility Bill Lookup	Administration Building (Tax Counter)	X		X	
Purchasing Dog Tags	Administration Building (Tax Counter)	X			
Building Permits	Administration Building (Building/Planning Counter)		X		X
Commissioning Documents	Administration Building (Tax Counter)				X
Lottery & Business Licensing	Administration Building (Tax Counter)				X
Recreation Services			X	X	
Fire & Rescue Services			X	X	
Infrastructure Services			X	X	
Planning Services	Administration Building (Building/Planning Counter)		X		X

## USING WASHROOMS

The washrooms in Township facilities are open, however we are asking that users try to limit the number of people in the area to one person at a time.

All washrooms are cleaned regularly, however all users are encouraged to use proper hand hygiene and limit touching of their face while in the washrooms. There are signs in all washrooms outlining proper **hand washing techniques** as outlined by the Simcoe Muskoka District Health Unit.

## ATTENDING MEETINGS

The Township of Ramara continues to discourage all face-to-face meetings at this time.

Essential in-person meetings that need to proceed must follow all of the gathering restrictions as provided by the Province of Ontario Emergency Orders. Meetings must also adhere to **physical distancing guidelines**. At this time the only room being used for face-to-face meetings is the Council Chambers, as this room allows for participants to properly physically distance.



## Council Meetings

Council has decided to extend the use of electronic meetings until September 30, 2020.

When Council decides to resume face-to-face meetings, due to the size of our Council Chambers, the public will not be able to be present at these meetings. However, in order to remain transparent, all meetings will be live streamed on YouTube from the Council Chambers. This allows anyone who wishes to see the meeting to watch it online as the meeting is unfolding, and also to go back and view the meeting once it is over. All meeting recordings are found on our [YouTube channel](#) and Council Highlights are available [here](#).

All Council Members and staff participating in the in the face-to-face meetings will be required to wear a face covering when entering the chambers until they reach their assigned seat. The seating arrangements in the Council Chambers are set up in a way to allow for a minimum of 6 ft between each participant. Plexiglass partitions have also been installed.

For those wishing to make a deputation to Council, please contact the Legislative Services department at [council@ramara.ca](mailto:council@ramara.ca).

# **BUSINESS CONTINUITY**

As noted above in the hierarchy of controls, physical distancing is considered by health professionals to be the best way to eliminate the spread of COVID-19. Although we are putting in place the measures to protect that staff in the office, there may be some employees who should continue to work from home and use technology to replace the need for face-to-face interactions. We will continue to reassess the risk to those employees and ensure that we have appropriate communication measures in place to ensure we are on track to deliver appropriate services and to meet service standards expected of all staff.

As we head in to the fall, the Township of Ramara feels prepared to deal with COVID-19 as it stands right now. However, as we all know, this virus tends to change and impact our reality quickly. If things do take a turn for the worst, the Township will work hard to continue to come up with new and innovative ways to offer essential services to our community, all while keeping the health and safety of our community and staff as our number one priority, just as we have since March. For current and up to date information please visit [www.ramara.ca/covid-19](http://www.ramara.ca/covid-19) regularly.

## **OTHER RESOURCES**

### **Township Health and Safety Policies**

- **RHS Policy #19 Donning & Doffing Face Masks**
- **RHS Policy #20 Donning & Doffing Face Shields**
- **RHS Policy #21 Cleaning & Disinfecting Practices**
- **RHS Policy #22 Self Screening**
- **RHS Policy #23 Township Vehicle Use during COVID-19**
- **RHS Policy #25 Face Masks as PPE**
- **RHS Policy #26 Pandemic Case Management**

### **Other Agencies**

- **SMDHU - Home Page**
- **SMDHU - COVID-19**
- **Public Health Ontario**
- **Government of Ontario**
- **World Health Organization**