



TO: Mayor Caul & Members of Council

FROM: Dawn Galusha, Treasurer

DATE: July 24, 2020

SUBJECT: Civic Centre Reopening Plans

BACKGROUND

Since March 16, 2020, the Civic Centre of the Town of Fort Frances has been closed to the Public, to ensure the safety of staff and customers considering the COVID-19 pandemic. We have been serving customers over the phone, guiding customers on on-line bill payments, mailing contracts and required information to customers, and fielding many telephone calls.

To ensure some mandated services continued throughout this period, for example, Provincial Offences office services, Clerk's office services, and Building Official services, each of these areas have determined a way to safely meet their customers on an appointment basis.

TIMELINES

As this region of Ontario has entered into Stage 3, we are considering next steps for reopening the Civic Centre. The Fort Frances Power Corporation is in the lower level, but will make decisions on when to open their office as the guidelines are distributed to them from the OEB.

Up to mid-August

- Provincial Offences Office will continue to make appointments where possible. In addition, a doorbell has been placed outside for customers wishing to make payments who are unable to pay by any other means.
 - Safety protocols will be in place and adhered to at all times, including physical distancing, mask and glove wear, and sanitization.
- Cemetery Services will make appointments where customers can enter the building at the front entrance and meet in the foyer.
 - Safety protocols will be in place and adhered to at all times, including physical distancing, mask and glove wear, and sanitization.
- Clerk and CBO- will continue to make appointments for the side entrance
 - They will coordinate appointment planning through a calendar
 - Safety protocols will be in place and adhered to at all times, including physical distancing, mask and glove wear, and sanitization.

Mid-August until the need for Change arises

As the Civic Centre is currently not set up in a manner that limits exposure and reduces high touch areas, before we can ensure a high level of safety for the staff and customers, we need to make changes as follows:

- Add safety barriers, floor placement signs and appropriate self-screening signage
- We will determine a safe number of customers in the building at one time

The office will then be open for us to take payments at the main level of the Civic Centre

- Customers may enter the building after self-screening for COVID-19 and proceed to the main level at a placement on the floor until the cashier or POA coordinator is available for the next customer. If symptoms are present, they will not be allowed to enter.
- Customers will be required to wear a mask, unless it is a health reason as to why they are not wearing one
- Customer Names and Phone numbers will be asked for, for the purpose of contact tracing
- The Cashier/POA Coordinator will be behind a barrier and required to wear a mask when interacting with customers
- The Cashier/POA Coordinator will be required to sanitize their hands, the counter, keyboard, and POS machine between each customer. Handwashing will also be frequent.
- Where possible, we will continue serving customers over the phone, guiding customers on on-line bill payments, mailing contracts, and required information to customers.

Clerk and CBO- will continue to make appointments for the side door

- They will coordinate appointment planning through a calendar
- Safety protocols will be in place and adhered to at all times, including physical distancing, mask and glove wear, and sanitization.

While FFPC is closed, the stairwell will not be accessible to the public, thus no public washroom use at the Civic Centre.

POA resumption of Court Services must be in accordance with the Ministry of Attorney General's guidelines. A safety plan has been prepared and will be followed when the Court Services resume this fall.

Our goal is to be prudent and serve the residents of our Community with a high level of safety. Where possible, we will continue serving customers over the phone, guiding customers on on-line bill payments, mailing contracts, and required information to customers, and generally limiting the need to come to the Civic Centre.

Recommendation

That Council receive this report as information for the Civic Centre reopening and further that the reopening plan is endorsed.