



WHISTLER

REPORT | ADMINISTRATIVE REPORT TO COUNCIL

PRESENTED: June 23, 2020
FROM: Chief Administrator's Office
SUBJECT: RMOW FACILITIES – SAFE REOPENING STRATEGY

REPORT: 20-055
FILE: 0519

COMMENT/RECOMMENDATION FROM THE CHIEF ADMINISTRATIVE OFFICER

That the Report recommendations be endorsed.

RECOMMENDATION

That Council support the safe reopening strategies included within Report 20-055; and

That Council direct staff to prepare a budget amendment consistent with the safe reopening strategy outlined in Report 20-055 for Council's consideration at a future meeting.

REFERENCES

Appendix "A" RMOW COVID-19 Safe Work Plan
Appendix "B" RMOW COVID-19 Exposure Control Plan
Appendix "C" List of RMOW Safe Work Procedures and Guidelines
Appendix "D" RMOW COVID-19 Exposure Control Acknowledgement Form

PURPOSE OF REPORT

The purpose of this Report is to seek Council's support for the RMOW's planned approach to safe restart of key facilities and services across municipal operations.

DISCUSSION

Background

In mid-March 2020 a variety of national and provincial measures were taken in Canada in reaction to the COVID-19 international pandemic. On March 16, the Prime Minister recommended all Canadians stay home as much as possible, the next day Provincial Medical Health Officer (PHO) declared a public health emergency and on March 18 the Province declared a state of emergency that is still in place making it the longest in British Columbia's history.

The RMOW Emergency Operations Centre (EOC) was activated on March 15, 2020 to coordinate the organization's response to COVID-19 and the closure of all non-essential buildings and facilities was announced on March 16, followed by parks and playgrounds March 22. The RMOW made other changes to its operating structure where possible and prudent while maintaining most municipal services to support the community, which was reflected through a budget amendment approved by Council on April 21. Changes included the layoff of 224 casual and auxiliary staff effective April 13,

reducing the number and duration of term positions in 2020, and a commitment to leaving vacant positions unfilled wherever possible. The layoff timing was made to align with provincial and federal government benefits and aids available to British Columbians and Canadians.

All RMOW reduced activities and protocols have aligned with provincial guidance for health and safety, as has the step-wise re-introduction of services.

The Premier of British Columbia launched the 4-phased [BC Re-Start Plan](#) on May 6. At a high level the phases are as follows:

Phase 1 – Essential services operating during COVID-19

Phase 2 – Under enhanced protocols, the restoration of sectors such as retail, salon, restaurants, offices galleries, libraries, parks, beaches.

Phase 3 – Under enhanced protocols, the restoration sectors such as hotels and resorts, more parks, film industry, select entertainment and education.

Phase 4 – Conditional on at least one of wide vaccination, community immunity or broad successful treatments the restoration of sectors including conventions, live audience professional sports and concerts.

We entered Phase 2 on May 19. During phases 1 and 2, the RMOW has moved from delivery of remote essentials services to expanded in-person services that reflect the provincial recommendations. At the time of this report, it wasn't clear the exact timing for moving into Phase 3 although it has been defined as taking place June through September if transmission rate remains low or in decline.

Approach

Like all other organizations in the world right now, the RMOW is managing through unprecedented times with no pre-existing road map to guide the way. Because we are in an unfamiliar situation our approach to re-opening facilities and services has had to be adaptive and measured. Adopting an adaptive, measured approach has allowed staff to assess the effectiveness of health and safety protocols as they are implemented, and to make changes where needed before the next level of opening is achieved.

Since the beginning of the COVID crisis, the focus has been on the health and safety of staff and Whistler residents. As we move further into BC's restart plan, we begin to welcome back visitors which puts greater emphasis on the need for clear and accessible information that details what residents and visitors in Whistler can expect. The sections below outline specific information for what has been completed and what is still to be implemented as we put in place the necessary protective measures for use of our facilities. All of this work is done in close alignment with the recommendations of the PHO.

It should also be noted that facilities need to open when the appropriate health and safety protocols are in place to protect both staff and the public. These protocols need to be developed, communicated and implemented before a service or facility can be reinstated or reopened. This process takes time, must be aligned with associated insurance and liability realities, and ultimately means there is a lag between the go ahead for opening at the provincial level and the opening of doors at the municipal level.

The sections below provide an overview of the health and safety procedures that have been developed in response to COVID for use of our services and facilities along with a summary of the openings completed to date and a proposed order of priority for the remaining openings.

HR Health and Safety Procedures Overview

As the RMOW moves forward with additional operations, we are required to develop plans to reopen safely in accordance with the Order of the PHO to ensure the risk of transmission of Covid-19 at workplaces is minimized. Safety plans include assessing the risk of Covid-19 transmission in the workplace, and developing measures to reduce these risks. Measures in the form of Safe Work Procedures and Safe Work Guidelines were introduced to staff since the declaration of the pandemic.

The “**RMOW Covid-19 Safe Work Plan**” was created and is attached as Appendix “A” and can be found online along with safe work procedures related to Municipal Hall Public Access at <https://www.whistler.ca/services/emergency/Covid-19-coronavirus/Covid-19-safety-plan-and-procedures>.

The RMOW’s overall arching health safety document is the “**RMOW Covid-19 Exposure Control Plan**”, created on April 27, 2020 (Appendix “B”). All RMOW employees must review the Plan and then sign off the acknowledge form (Appendix “D”) that they will follow the safety requirements and procedures outlined in the plan.

All of the safe work procedures and guidelines that have been created enable the RMOW Covid-19 Exposure Control Plan. All of these guidelines are updated and amended as conditions related to Covid-19 evolve. The creation of safe work procedures started with the first completed procedure on March 27, 2020 “Indoor and Outdoor Employees Working On-Site”. These guidelines were created for employees who were working onsite (indoors and outdoors) in the beginning of the pandemic and were created to follow the direction from BCCDC and World Health Organization as direction was coming from the health authorities at that point in time.

The RMOW current safe work procedures for Municipal facilities and the dates they were completed are as follows and attached as Appendix “C”:

- **Indoor and Outdoor Employees Working On-Site** - March 27, 2020
- **Municipal Hall – Lower Floor** - April 23, 2020
- **Municipal Hall – Upper Floor** - May 4, 2020
- **Resort Experience Annex** - May 4, 2020
- **Library Facility** - May 12, 2020
- **Village Services** - May 13, 2020
- **Utilities Office Shop** - May 14, 2020
- **Wastewater Treatment Plant** - May 14, 2020
- **Public Entry Municipal Hall** - May 20, 2020

The following RMOW current safe work procedures are related to tasks and operations and attached as Appendix “C”:

- **Vehicle Operation during pandemic** - April 1, 2020
- **Sanitizing Commonly used items** - April 8, 2020
- **Organizing Meetings during a Pandemic** - April 14, 2020
- **N95/KN95 Respirators - Don/DoFF and Fitting Training and Instructions** - May 13, 2020
- **Cleaning and Disinfecting Commonly Used Items** - June 2, 2020

The following procedures are in progress and upcoming as we move forward re-opening facilities and expand our safe work procedures and guidelines:

- RMOW Safe Work Guidelines for Myrtle Philip (children summer programs)
- RMOW Safe Work Guidelines for Meadow Park Sports Centre
- RMOW Safe Work Guidelines for Public Works Yard
- Municipal Hall Lower Floor Public Access
- Remote Work Guidelines
- In-Person Council Meetings

Facilities Timelines, Milestones and Re-Opening Targets

Parks and Trails

Guided use and gradual opening of trails and parks was a key focus area during the initial weeks of the Covid-19 emergency. These outdoor areas were serviced and prioritized ahead of the BC Re-Start Plan to create safe access for Whistler residents. Opening parks and trails had to be done slowly and in alignment with communication with other communities within the sea to sky corridor so as not to attract visitors ahead of travel restrictions being removed within the province. As of June 1, all parks, trails, parking lots and park facilities including tennis courts and washrooms have been serviced and opened. These areas contain signage reminding users of physical distancing measures and are staffed with a number of park ambassadors who are routinely engaging park users in expected behaviour while using the parks and trails.

Municipal Hall

The upper floor of Municipal Hall was opened June 1 for limited public access to enable selling of transit passes and processing of tax payments. Health and safety measures installed to manage this additional access include directional arrows, hand sanitizer and engineering controls such as the installation of plexiglass/lexan shields.

The lower floor will be open June 22 by appointment only. This area of the building has increased space restrictions resulting in the need to limit the number of people accessing this area of the building at one time.

Staff are also in the process of completing a building capacity review to determine how many staff can safely be in the building while maintaining adequate physical distancing. This capacity review will be incorporated into the remote work guidelines also under development with the HR team.

Whistler Public Library (WPL)

The WPL's physical location was closed early in the RMOW's emergency pandemic response phase. During this time (WPL Phase 1: Safety, Staffing and Service Plan) a combination of remote work access and limited number of library staff were permitted into the workspace consistent with safe workspace guidelines to begin the restoration of service planning processes, to coordinate online offerings, reduce materials backlog and develop staffing, procedures and communications around Phase 2 implementation.

Phase 2 (Basic Services Take Out) began on June 1 and provided the community with contactless holds pick up on Mondays, Wednesdays and Saturdays. During this time, staff continue to work both remotely and within the building using a fixed staff cohort model to limit exposure between staff. All other safe work guidelines remain in place for material handling (72 hr quarantine on returned materials) and staff workplace practices. While maintaining safe work practices throughout the facility, and in response to both demand and any changes in provincial pandemic guidance, additional hours

and/or days of service will be added to the current schedule. Staff are also preparing for the potential addition of contactless pick-up for print jobs, and take-home children's activities.

Dependent on updated pandemic guidance from the Provincial Medical Health Officer, the next phase (Phase 3: Limited Facility Access/Restricted Access) would be implemented as library services, staffing plans and updated safe work practices became available. Phase 3 would include limited staff in the building to offer service within limited hours; limited access to the facility by the public for materials selection and pick-up using a closed collection framework (staff material retrieval with no use of study or lounge spaces during this time); potential computer access and reference services by appointment; and may include early access for the most vulnerable populations as well as Development for staffing, procedures and communications around Phase 4.

Phase 4 of the WPL library restoration of service plan will expand to include increased staffing in the building and expanded hours; expanded facility access with increased numbers; limited seating in study and lounge areas; continued use of closed collection framework; early access for most vulnerable population; computer access and reference services by appointment as well as the development for staffing, procedures and communications around Phase 5.

Finally, Phase 5 (Full Facility Access – No Restrictions) would return WPL to restoration full facility access and in-person programming with continued maintenance of the virtual branch and virtual program offerings.

The timing of phases 3 through 5 are not yet determined and as noted above will be a function of health authority guidance, the development and implementation of associated internal safe work practices and systems as well as the Association of BC Public Library Directors' Best Practices for Restoration of Public Library Services During COVID-19 resources.

Meadow Park and Recreation Services

Similar to other municipal facilities, MPSC and all associated recreation services closed on March 16, 2020. Soon thereafter, the Kids on the Go (KOTG) program was re-established to provide limited childcare services for the children of essential service workers. KOTG has continued to operate in this manner throughout the pandemic emergency.

Permanent MPSC and Recreation staff have provided much of the foundation of municipally redeployed staff to the Whistler Food Bank and the Trail/Park Information Workers since the facility closures in mid-March. As services are re-established through the RMOW's recreation programs, staff will be returning to prepare for, and to operate each service as it is phased in. There are still many unknowns in the restart process as have been outline above, and the timing of the various reopening priorities will remain variable for some time yet. That said, staff have worked hard to prepare for the reestablishment of recreation services consistent with the target timing outline below.

The Recreation Department's phased restoration of services plan is built with consideration for essential program offerings, recreation programs and services for our community. It deliberately builds in flexibility and scaling of services to meet changing direction from health authorities should conditions improve or worsen. RMOW Guiding Principles, Public health protocols, RMOW Covid-19 Exposure Control/SWP requirements, current available staff resources, casual staff retention and budget implications have all been considered. A thorough analysis of various operating scenarios were performed by staff prior to developing the preferred approach for phased recreation facilities, programs and services reactivation.

DRAFT Safe Reopening Plan for MPSC/Recreation (ver. Jun 16)

Provincial Reopening Phase	RMOW Reopening Priority Level	Services Restarted	Target Timing	Staffing Approach
1		KOTG for essential workers & Youth Centre/LUNA online programming	Started in March	Using permanent staff only
2	A	Summer Camps @ Myrtle Philip Community Centre	Jun 29	Management by existing permanent staff, ~15 casual staff rehired as program leaders
	B	Lost Lake PassivHaus Concession	June 27	Third party Licensee operations only
		Youth Centre outdoor activities	Early July	Using permanent staff
		Limited Arena Bookings	Early July	Using permanent and rehiring some auxiliary Facility Maintenance 1 staff
		Outdoor Fitness classes	Early July	Rehiring some casual Fitness Instructors
		SGFH re-opens for micro-weddings	Early August	Rehiring of some casual Facility Attendants
		Limited Fitness Centre use and court bookings (squash & basketball): 7 days a week: 7 am to 8 pm	Mid-August	Rehiring casual Fitness Instructors and auxiliary Facility Maintenance 1 staff. Rehiring some casual Recreation Cashiers.
		Personal Training in studio (1:1)	Mid-August	Using previously rehired staff
		Limited Pool Use: Lane swim only	Early September	Rehiring of casual Lifeguards/Instructors
		Youth Centre reopening	Mid-September	Rehiring casual Youth Worker/Program Leaders
		Limited Public Skating, stick & puck and arena cafe re-opened	Mid-September	Rehiring of casual Skate Shop staff
3	C	Limited Indoor Fitness Classes	Mid-September	Using previously rehired staff
		Allowing school use of Fitness Centre	Mid-September	Using previously rehired staff
		User Group Bookings at MPSC, MPCC and SCCC	Mid-September	Rehiring of casual Facility Attendants
	D	Resume full hours of operations at MPSC: 7 days a week; 6 am to 10 pm	Early October	Rehiring of casual Recreation Cashiers and term Recreation Receptionist
		Resume drop-in hockey	Early October	Using previously rehired staff
		Expanded pool use & Public Skating	Early October	Using previously rehired staff
		Resuming wider range of recreation programs	Mid October	Rehiring casual Program Instructors and using previously rehired staff
		Expanded Fitness Centre use, Personal Training & Fitness Classes	Mid October	Using previously rehired staff
		LUNA	Mid October	Rehiring term staff
		Drop-in Sports	Mid October	Using previously rehired staff
		Lost Lake Nordic Trails	Early November	Rehiring casual and term XC staff
		Whistler Olympic Plaza Outdoor Skating Rink	Early November	Rehiring casual and term Plaza staff

4	E	MPSC based Work Safe Rehabilitation Program	January 2021	Third Party operator
		Private swim lessons	January 2021	Private operator
		External Personal Training	January 2021	Various private operators

The plan shown above has been developed in consideration of the below Agency Guidelines and/or recommendations and associated operational plans will be created using these guidelines or plans accordingly:

- BCRPA Restart Guidelines
- RFABC Restart Guidelines
- viaSport
- PSO Guidelines
- MIABC Restart Guidelines
- RMOW Covid-19 Exposure Control Plan and Safe Work Plan
- Vancouver Coastal Health
- Life Saving Safety Society
- CWSAA and CCSAA – for Nordic operations
- WorkSafe BC – Safe Work Guidelines

Council Meetings

Options for reinstating in-person council meetings are currently being explored and discussed with staff at the Maury Young Arts Centre. Considerations for reinstating in-person meetings include: HR resources available to assess and develop health and safety procedures, cleaning requirements and capacities within the centre and WorkSafe guidelines for in person team meetings. It is proposed that staff work toward a September reinstatement of in-person council meetings to coincide with the centre opening to the public and to ensure RMOW staff can focus on the library and rec centre requirements initially.

BUDGET CONSIDERATIONS

The target phasing for the safe reopening of municipal facilities will require that previously laid off 'casual' staff will need to be rehired in step with the associated opening as described within this report. In some cases, these rehiring's will require addition payroll be added into the 2020 year of the Five-Year Financial Plan. Municipal revenue losses anticipated within the May 5, 2020 Budget Amendment are subject to revision with new emergent information and are in need of being updated. For both reasons, an additional budget amendment needs to be created and presented to Council for additional consideration. This budget amendment will be presented to Council at a future meeting.

SUMMARY

This report presents a summary of the safe re-opening strategy for RMOW municipal facilities. The specific timing and phasing associated with the reestablishment of services across the municipality will continue to be fluid as changes in Provincial public health guidance evolve over the weeks and months ahead. The target timing for safely restarting municipal programs and facilities will necessarily involve changes to current reduced staffing levels and may require that Council consider changes to the 2020-2024 Five-Year Financial Plan. This report seeks Council endorsement of the safe re-opening strategy for municipal facilities, and requests Council's direction to have staff prepare an associated budget amendment for Council's consideration at a future meeting.

Respectfully submitted,

Virginia Cullen
 CHIEF ADMINISTRATIVE OFFICER