



## **Staff Report for Committee of the Whole Meeting**

**Date of Meeting:** June 19, 2018

**Report Number:** SRCFS.18.033

**Department:** Corporate and Financial Services

**Division:** Human Resources

**Subject:** December 24, 2018 to January 1, 2019 Hours of Operation (SRCFS.18.033)

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### **Purpose:**

This report is to recommend the hours of operation for Town services for the 2018 Christmas/Holiday season. The recommendations in this report are consistent with past practice and similar to other local municipalities. Approval of this report at this time will allow Management and employees sufficient time to make the appropriate scheduling arrangements. The recommendations in this report apply to staff in the CUPE, SEA, and Administrative groups, but do not apply to emergency services staff in the Richmond Hill Fire services.

### **Recommendation(s):**

- a) That the Town observe a Christmas/Holiday shutdown period in 2018 commencing on noon on Monday, December 24, 2018 through Tuesday, January 1, 2019; and
- b) That Access Richmond Hill (ARH) be staffed and operational on the following days and hours of operation:
  - Thursday, December 27 (10 a.m. – 3 p.m.)
  - Friday, December 28 (10 a.m. – 3 p.m.)
  - Monday, December 31 (8:30 a.m. – noon)
- c) That for all other full time staff, in addition to being closed on Christmas Day, Tuesday, December 25, Boxing Day, Wednesday, December 26, and Tuesday January 1, the following three (3) closure days are recommended:
  - Thursday, December 27
  - Friday, December 28
  - Monday, December 31
- d) That a staff contact in key areas be identified to support the services being provided by ARH and if significant complaints or concerns are received during the closure period to determine if any action is required prior to staff returning to work; and



- e) That participating staff be required to make-up the three (3) day leave as follows:
- by working extra time, if approved by their manager;
  - by applying a portion of their personal lieu time, floater days or vacation;
  - by taking leave without pay; or
  - by accumulating a portion or all of the days under the Earned Day's Off (EDO) Program, for those staff members who are eligible and authorized by their supervisors to participate in this program; and
- f) That where working time is accumulated and applied by staff toward the Christmas/Holiday period, the following rules apply:
- those staff volunteering to make up time toward the Christmas/Holiday period be required to work an equivalent amount of hours/days; and
  - those staff required to work scheduled overtime may utilize the provisions of the Employment Standards Act, 2000 and applicable collective/working agreements, by accumulating one and a half hours of time off for each hour of overtime worked; and
- g) That the plans outlined herein be presented to C.U.P.E. (Canadian Union of Public Employees) and S.E.A (Salaried Employees' Association) Staff for consideration and comment; and
- h) That staff outside Access Richmond Hill needed to support the operational needs of ARH be identified and the necessary arrangements be made to have sufficient staff available during the reduced hours of operation on December 27, 28, and 31.

## **Contact Person:**

Samara Kaplan, ext. 2521

## **Report Approval:**

**Submitted by:** Mary-Anne Dempster, Commissioner of Corporate and Financial Services

**Approved by:** Neil Garbe, Chief Administrative Officer

All reports are electronically reviewed and/or approved by the Division Director, Treasurer (as required), Town Solicitor (as required), Commissioner, and Chief Administrative Officer. Details of the reports approval are attached.

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### **Background:**

Since 1998, Council has approved annual three (3) or four (4) day shutdown during the Christmas/Holiday season. These closures have historically involved all staff other than those required to provide essential and emergency services. Fire Fighters remain an essential and emergency service and are thus not eligible to participate in this closure. In addition, Richmond Hill Public Library Branches, Community Centres, pools, and Arenas will continue to be open between December 27 – 31, 2018.

### **Access Richmond Hill**

Several years ago it was recommended that Access Richmond Hill (ARH) continue to provide services to the public between Christmas and New Years which it did with a reduced staffing complement. The performance and lessons learned from ARH operating during this time was assessed and documented. The lessons learned from being operational in past years were that transaction volumes warranted ARH being open to the public during part of the Holiday closure. It was also recommended that additional staff support in other areas be identified to support the operational needs of ARH.

With Access Richmond Hill being operational on December 27, 28, and 31, the Town will continue to provide access to the services that are frequently utilized by residents of the Town. In addition the Town's Community Centres, pools, and Arenas continue to be operational during this period providing recreational and leisure services. Contrary to past years when the Town has considered itself closed during the Christmas/Holiday the Town now provides access to a variety of services during this time through the continued operation of ARH.

The general trend amongst the surrounding municipalities to be closed or operating with reduced staffing levels between Christmas and New Years continues although there is some variation on how the time is accounted for. Appendix "A" to this report summarizes the information available at this time from the surrounding municipalities for the 2018 Christmas/Holiday season.

### **Financial/Staffing/Other Implications:**

There are few financial impacts related to staff taking time off as staff are required to make up the extra time on their own accord or utilize other leave options. CUPE staff called into work on the shutdown days receive their regular rate of pay with an equivalent amount of time off in lieu and other staff who are called into work will be compensated according their applicable working agreement.

C.U.P.E., S.E.A and Administrative Staff have supported the Christmas/Holiday shutdown since 1998. Subject to Council approval, discussions will be held with C.U.P.E. Local 905, and the Salaried Employees Association regarding the planned closures in 2018.

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From a communications perspective, residents and community groups will be notified of the services available during the Christmas/Holiday period through regular communications placed in the Bulletin Board pages of the Richmond Hill Liberal and by posting notices throughout Town buildings, and on the Town's web site.

### **Relationship to the Strategic Plan:**

Providing access to the primary services used by the residents of Richmond Hill during this time of year and also allowing a significant number of staff to re-allocate their time and have time off during this Christmas/Holiday season achieves the goal contained in the Strategic Plan relating to the wise management of resources in Richmond Hill, and thereby becoming a role model for municipal management.

### **Conclusion:**

Staff appreciate the increased flexibility during the Christmas/Holiday season and is a boost to employee morale. There is little cost to the Town associated with the reduction in administrative service levels as staff make up the time off through a variety of working arrangements. Continuing to provide the limited services by Access Richmond Hill on December 27, 28, and 31, will demonstrate the Town's commitment to providing good customer service to the residents of Richmond Hill.

Council approval at this time will provide staff and Management with sufficient time to plan for the 2018 Christmas/Holiday season. Discussions will be held with CUPE and SEA representatives on the 2018 Christmas/Holiday operational plan and any matters arising which may exclude their participation will be noted and reported to Council.

### **Attachments:**

The following attached documents may include scanned images of appendixes, maps and photographs. If you require an alternative format please call contact person listed in this document.

- Appendix "A" – 2018 Christmas/Holiday Hours of Operations

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### Report Approval Details

Document Title:	SRCFS.18.033 December 24, 2018 to January 1, 2019 Hours of Operation.docx
Attachments:	- 2018 Holiday Hours of Operations.docx
Final Approval Date:	Jun 8, 2018

This report and all of its attachments were approved and signed as outlined below:

**No Signature - Task assigned to MaryAnne Dempster was completed by delegate David Dexter**

**David Dexter on behalf of MaryAnne Dempster - Jun 8, 2018 - 1:40 PM**

**Neil Garbe - Jun 8, 2018 - 3:08 PM**