



Update on Richmond Hill's Response to COVID-19

Special Council Meeting
April 1, 2020



Agenda

- General update
- Measures to protect residents
- Council meetings and keeping residents informed
- Keeping our municipality and staff safe
- Maintaining momentum on regular business
- Economic development
- Recommendations

Emergency Operations Centre

- Activated the Emergency Operations Centre
 - Partial activation - March 16
 - Full activation - March 20
 - Emergency formally declared on March 20, 2020



Measures to protect residents

- Closed all facilities to the public (until April 5)
 - **Recommendation to keep closed to the public until May 31**
- Closed all parks and playgrounds (in accordance with Provincial mandate)
 - By-law officers patrolling parks
 - **Recommendation to keep closed until May 31**
- Cancellations:
 - March break camps
 - Spring recreation/culture programs (April - June)
 - Richmond Hill Centre for the Performing Arts activities (until April 30)
 - **Recommendation to cancel until May 31**
 - Upcoming City-run Community and Council events and third party events (until May 31)
 - **Recommendation to cancel until June 30**



Council Meetings and Keeping Residents Informed

- Using technology, continuing Council meetings
- During this period, public input will be by written correspondence only
 - Staff are working to identify solutions that will allow remote delegations
- Exploring methods to conduct mandatory Planning Public meetings per legislative requirements, including remote delegations
- Where possible promoting business as usual, but in a different way
- Public Information
 - City Website – updated daily as new information is available
 - Social media – routine updates and responses
 - Mayor and Council social media channels

Keeping our municipality safe

- Fire and Emergency Services – full operations
- Maintaining standards:
 - Water and waste water operations
 - Facilities maintenance
 - Roads maintenance
 - Parks maintenance
- By-Law enforcement patrolling parks
- Collect waste (from 3 to 6 bags)
 - Large appliance, recycling and green bin collection remain the same
 - Yard waste collection - **Recommendation to postpone until May 19 consistent with Markham and Vaughan**
- Responding to inquiries through ARH

Keeping our staff safe and informed

- Facilitated remote capability for additional staff
 - 744 employees now have remote access and working remotely most days
 - Rotating physical attendance to ensure business continuity with mail distribution, invoice receipt, etc.
- Regular email updates to staff plus dedicated staff Q&A webpage
- Updated scheduling and assignment distribution for parks, public works and facility operators respecting physical distancing

Maintaining momentum on regular business

- Corporate priorities, such as RH Hub, Lean, Asset Management, Yonge Subway continue to be moved forward
- Accepting and processing building permits, development applications and related site plan and subdivision agreements
- Conducting inspections of non-occupied sites
- Delivery of facilities and Infrastructure Capital Program is continuing with no interruptions
- Continuity of procurement and payment of vendors

Economic Development

- Meeting remotely with local business associations
- Led a Board of Trade webinar with 50 participants
- 75 phone/video consultations with business clients over the past 10 days
- 10 business webinars in March and April to support small businesses with COVID19 relevant topics
- Supporting local restaurants to transition to online and takeout services
- Monitoring Provincial and Federal Announcements and Grants to help the business community and municipalities
- Actively supporting several local businesses to scale up production in this area
- **Developing the Terms of Reference for a “Recover Richmond Hill” Economic Recovery Task Force – Council April 8**

Recommendations

- THAT Council support the closure of all facilities, including Civic buildings and the Richmond Hill Centre for the Performing Arts to the public until May 31, 2020;
- THAT Council support the closure of all parks and playgrounds until May 31, 2020;
- THAT Council support the cancellations of all City-run Community and Council events and third party events until June 30, 2020; and,
- THAT Council support the postponement of yard waste collection until May 19.