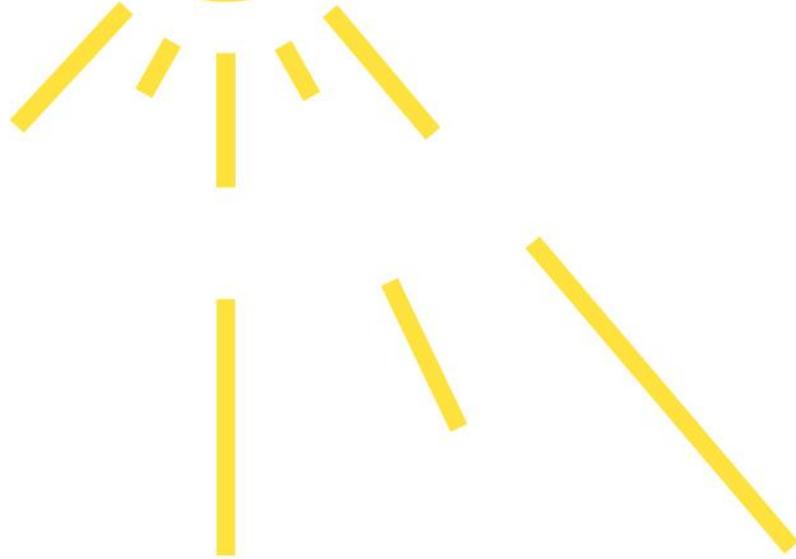


# HAMILTON REOPENS



## PHASE TWO OUR GRADUAL RECOVERY OPERATIONAL UPDATES

July 14, 2020

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## HAMILTON REOPENS

Hamilton Reopens is the City of Hamilton’s plan for the next phases in responding to the COVID-19 emergency. Originally published on May 27, 2020, Hamilton Reopens is available in full at [www.hamilton.ca/reopens](http://www.hamilton.ca/reopens).

The report outlines the high-level plan for the gradual, safe and measured reopening of municipal facilities and restart of City services and programs that were modified or cancelled as a result of the pandemic.

Since the original publication of Hamilton Reopens, the City has continued planning and preparing for our new reality – one where COVID-19 is present in our community. This document – “Phase Two: Our Gradual Recovery” – outlines some of the more specific operational plans and updates as part of Phase Two.

While Hamilton Reopens did not include dates or estimated timelines for reopening, the Phase Two operational updates document does. As well, it continues to outline the steps the City will take to keep our residents and employees safe as we make more in-person municipal services available to the public.

### Alignment with the Province of Ontario’s Reopening Framework

Hamilton Reopens is focused on municipal facilities and city services and programs.

While the Province of Ontario has signaled that Hamilton may move toward Stage 3 of reopening provincially in the coming weeks, this does not mean that the City will immediately announce Phase 3 of Hamilton Reopens.

The provincial plan focuses on businesses and public spaces, while the City’s plan is focused on municipal spaces and services. It’s important to note that the City will make our own announcements regarding reopening municipal facilities and restarting city services and programs that were modified or cancelled as a result of the pandemic.

## ABOUT PHASE TWO

The City of Hamilton entered Phase Two of Hamilton Reopens on June 19, 2020.

Phase Two is focused on safely expanding the municipal services available to residents and returning more staff to work. During Phase Two:

- Some municipal facilities and offices reopen to the public with measures to enable physical distancing and health screening upon entry
- Most recreation programming and events remain cancelled
- Where required, staff will return to the workplace under enhanced health and safety guidelines with strict adherence to physical distancing, health screening upon entry, and restrictions on gatherings
- Many staff continue to work from home
- Staff who were redeployed to support COVID-19 emergency response efforts will continue in their temporary positions
- Restrictions on the number of people gathering to follow Provincial Orders
- Most outdoor municipal amenities are open to the public
- Many City services are available both online and in person with enhanced health and safety measures in place for staff and residents accessing services at municipal facilities

## HEALTH & SAFETY UPDATES

The City has developed guidelines and requirements for providing safe working environments for employees and residents who may be visiting them. These guidelines and requirements are all outlined in the “[Work Environments](#)” section of Hamilton Reopens, and capture 15 municipal workplaces or environments where staff work, some where residents may visit to conduct City business or access City services.

These include:

1. Office Space
2. Meeting and Training Rooms
3. Lunchrooms and Kitchens
4. Washrooms, Change Rooms and Employee Gyms
5. Reception Areas, Customer Service Counters, Council Chambers and other Areas for the General Public
6. Mobile Workers in the Community
7. City Vehicles
8. Outdoor Workers
9. Garages, Maintenance Buildings and Yards
10. Laboratories
11. Waste Collections
12. Transit Operations
13. Arenas
14. Recreation Centres and Museums
15. Home Offices

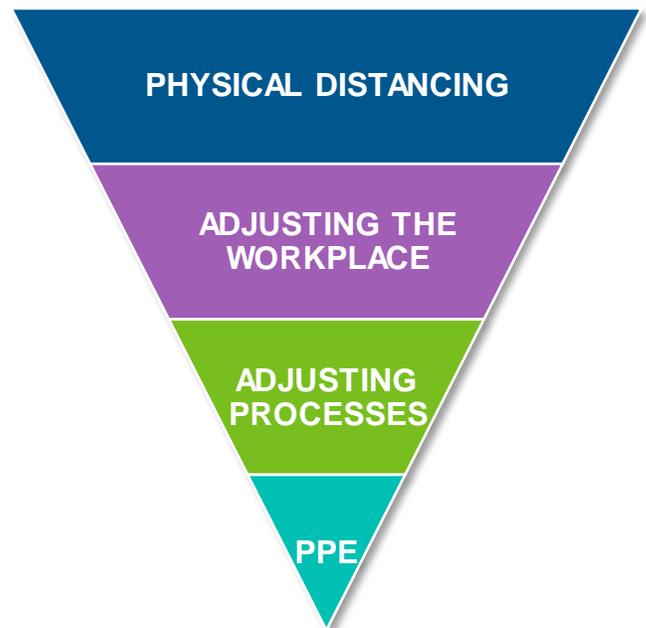
In developing these guidelines, the City has considered a [hierarchy of controls](#), as recommended by the Medical Officer of Health.

The hierarchy of controls first focuses on physical distancing to eliminate exposure to COVID-19, adjusting the workplace to enable physical distancing, adjusting processes and administrative controls and providing personal protective equipment (PPE) to help manage exposure.

Actions within each of these areas will be implemented across all City facilities prior to reopening to ensure the safety of staff and residents.

At this time, City staff are focused on implementing the different controls required in each of the work environments, based on priority of staff working on site and reopening timelines.

### Hierarchy of Controls



# OPERATIONAL UPDATES

Currently, Phase Two: Our Gradual Recovery includes operational updates for four main areas:

- 1. Reopening of City Hall**
- 2. Reopening of Municipal Service Centres**
- 3. Elected Officials: Administrative Offices & General Operations**
- 4. Continuing to Work Remotely**

The coming pages outline timelines and operational impacts in each of the areas, based on what we currently know about the COVID-19 virus and its behaviour. This plan may change and evolve as more information becomes available.

For the latest updates on the COVID-19 emergency in Hamilton, and the most recent updates related to municipal closures and reopenings, programming, events and any other City business, please visit [www.hamilton.ca/coronavirus](http://www.hamilton.ca/coronavirus) or [www.hamilton.ca/reopens](http://www.hamilton.ca/reopens)

# Reopening City Hall

As Hamilton’s municipal hub, City Hall will be one of the first municipal buildings to reopen to the public. Beginning the week of July 20, 2020, the first two floors of City Hall will reopen to members of City Council, their staff, and City staff who have been approved to return to work.

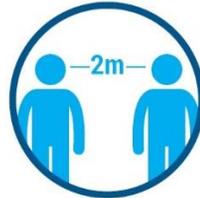
Members of the public will also be welcome to come to City Hall to access the in-person services that will be available at the public service counters on the first floor, or to visit the Mayor’s Office or a Councillor’s office on the second floor. City Hall will look a little different than it did prior to the COVID-19 pandemic. In order to follow the established health and safety guidelines and adhere to advice from our provincial and local medical officers of health, those visiting or working at City Hall will notice a number of changes.

Generally, the changes are focused on six areas:



## CLEANING

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



## PHYSICAL DISTANCING

- ☑ Floor markings
- ☑ Signage
- ☑ Plexiglass shields
- ☑ Employees continuing to work from home where possible
- ☑ Access restricted to certain entrances
- ☑ Opportunities to continue accessing services virtually



## STOP THE SPREAD

- ☑ Providing hand sanitizer
- ☑ Hand washing reminders
- ☑ Discouraging face-to-face meetings
- ☑ Discouraging sharing of equipment



## HEALTH SCREENING

- ☑ Active health screening of City Council members, their staff, City employees and scheduled visitors
- ☑ Passive health screening for all drop-in visitors



## PPE

- ☑ In places or situations where physical distancing can’t be maintained, we’re providing the appropriate personal protective equipment for employees



## COMMUNICATION

- ☑ [Regular updates](#) and information about the COVID-19 situation in Hamilton
- ☑ Posting information about physical distancing, good hand hygiene, health screening and more

## What to Expect at City Hall

To support those who are working at or visiting City Hall, the following section explains what you can expect during your time at City Hall.

City Hall will be open between 8:30 am to 4:30 pm Monday to Friday. The building will be closed to everyone except elected officials and approved staff at 4:30 p.m. each weekday, except for pre-approved after-hours appointments.

## BEFORE YOU COME IN

In order to ensure the health and safety of employees and others visiting our workplaces, everyone who wishes to enter City Hall, or any other municipal facility, must complete health screening **BEFORE** coming into the building, **EACH DAY** before coming to work.

### Drop in visitors

If you're just dropping in to City Hall without an appointment, you'll notice large signs asking you about possible COVID-19 symptoms, your travel history and whether you have had any close contact with someone who has tested positive for COVID-19.

Please review the signs and review the common symptoms of COVID-19. If you answer yes to any of the questions on the sign, please don't enter the building. You should go home and self-isolate, and [get tested for COVID-19](#).

Greeters will be available for those who need help with reading or understanding the signs.

To help reduce the spread of COVID-19 in City workspaces, everyone entering City hall is requested to use the alcohol-based hand sanitizer that is available at each of the entrances.

**STOP COVID-19**

**DO YOU HAVE ANY OF THE FOLLOWING?**

**COMMON SYMPTOMS:**

- Fever (temperature of 37.8 C or greater)
- Shortness of breath
- New or worsening Cough

**OTHER SYMPTOMS OF COVID-19:**

- Sore throat
- Loss of taste or smell
- Difficulty swallowing
- Nausea/vomiting, diarrhea, abdominal pain
- Runny nose, or nasal congestion – in absence of underlying reason such as seasonal allergies or post nasal drip
- Chills
- Headaches
- Croup
- Conjunctivitis (pink eye)

Have you had close contact with someone who has been diagnosed with COVID-19 or had close contact with a confirmed case of COVID-19 without wearing appropriate PPE in the last 14 days?

Have you had contact with anyone with acute respiratory illness who travelled outside of Canada in the last 14 days?

**IF YOU ANSWERED YES TO ANY OF THESE QUESTIONS, GO HOME & SELF-ISOLATE RIGHT AWAY. GET TESTED FOR COVID-19.**

hamilton.ca/coronavirus

**HAMILTON REOPENS**

## Scheduled visitors

All visitors with appointments, contractors, suppliers or vendors coming into City Hall for scheduled work must complete a COVID-19 self-assessment health screening before entering.

The self-assessment health screening asks questions about possible COVID-19 symptoms, your travel history and whether you have had any close contact with someone who has tested positive for COVID-19.

Your host will provide you with a copy of the self-assessment, but it can be completed in [hard copy](#) or by visiting [screening.hamilton.ca](https://screening.hamilton.ca) (when available for visitors). If you answer yes to any of the questions in the health screening, please don't enter City Hall. You should go home and self-isolate, and [get tested for COVID-19](#).

To help reduce the spread of COVID-19 in City workspaces, everyone entering City hall is requested to use the alcohol-based hand sanitizer that is available at each of the entrances.

## Members of Council, their staff and all other City staff

All members of City Council, their staff and all City staff must complete a COVID-19 self-assessment health screening **each day** before entering City Hall.

The self-assessment health screening asks questions about possible COVID-19 symptoms, your travel history and whether you have had any close contact with someone who has tested positive for COVID-19.

The self-assessment can be completed in [hard copy](#) or by visiting [screening.hamilton.ca](https://screening.hamilton.ca)

If you answer yes to any of the questions in the health screening, please don't enter City Hall. You should go home and self-isolate, and [get tested for COVID-19](#). Staff should also advise their manager and follow the directions on the self-assessment for next steps.

To help reduce the spread of COVID-19 in City workspaces, everyone entering City hall is requested to use the alcohol-based hand sanitizer that is available at each of the entrances.

**TO HELP PREVENT THE SPREAD OF COVID-19  
IN CITY OF HAMILTON WORKPLACES**

REMINDER FOR STAFF:  
**COMPLETE YOUR COVID-19  
SELF-ASSESSMENT HEALTH SCREENING  
BEFORE ATTENDING WORK EACH DAY**

[screening.hamilton.ca](https://screening.hamilton.ca) or eNet

hamilton.ca/reopens  HAMILTON REOPENS

## ENTERING CITY HALL

### Visitors

To ensure we are able to properly monitor the number of people on the first and second floors of City Hall, all visitors must enter the building on the first floor through the north side doors on Main Street or the south side doors from the lower level parking lot. Signs are posted to direct visitors to the appropriate doors.

**Visitors are not permitted to enter through the second floor southside doors on Hunter Street.**

If parking is required, visitors should consider parking on the lower level parking lot, accessible from Bay Street or Jackson Street W.

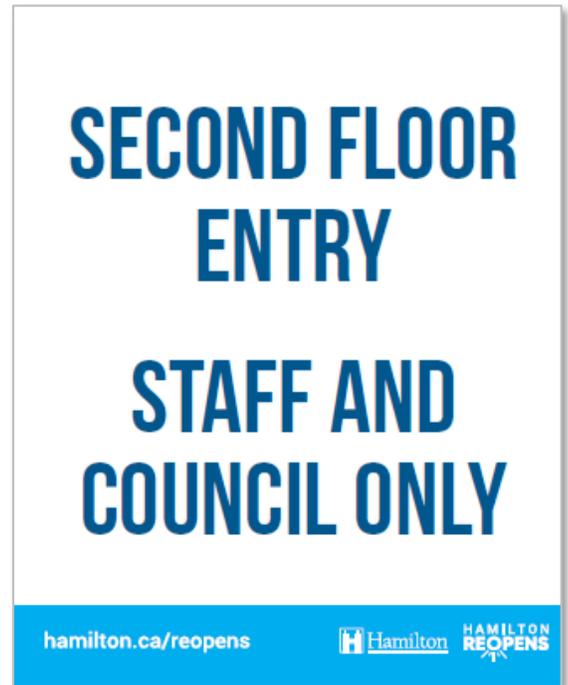
The public areas of the first floor will be limited to a maximum occupancy of 40 people to ensure everyone is able to maintain a physical distance of six feet or two metres from others.

The maximum occupancy of 40 people includes:

- Staff members at the service counters
- Security staff
- Greeters
- Cleaning staff
- All visitors (appointments or drop-in)

If required, visitors will be asked to line up outside and wait until space is available to enter City Hall.

A greeter will be at each entrance to monitor line ups, assist people in finding the service they require, assist anyone who may need help with the health screening questions or finding the elevator if necessary to reach the second floor, and to answer any general questions.



## Members of Council, their staff and all other City staff

Members of City Council, their staff and City staff who have been approved to return to work may enter City Hall through the south side doors from the upper level parking lot off Hunter Street.

**Visitors are not permitted to enter through the second floor southside doors on Hunter Street.**

If they wish, Council and staff may also enter the building on the first floor through the north side doors on Main Street or the south side doors from the lower level parking lot. Staff who have been approved to return to work may be required to show their employee ID card to bypass the line, and will be asked to move directly through the first floor to their work area.

## GOING THROUGH CITY HALL

### Visitors

Visitors are permitted on the first and second floor of City Hall only. Access to floors three to eight are restricted to staff who have been approved to return to work.

Ample signage and floor markings have been installed to ensure the public knows where to stand in line, and where to go to access the available municipal services.

While moving through City Hall, visitors are asked to maintain a physical distance of six feet or two metres from anyone outside their “social circle” of 10 people.



## Members of Council, their staff and all other City staff

Staff who have been approved to return to work will be asked to stay within their working areas, as much as possible, to avoid increasing the occupancy limits on the first and second floor.

Where traveling through City Hall is required for work purposes, Council and staff are asked to maintain a physical distance of six feet or two metres from anyone outside their “social circle” of 10 people.

## USING THE ELEVATORS AND STAIRWELLS

### Visitors

Since all visitors should enter the building on the first floor, those who need to use the elevator to reach the second floor should indicate so to the greeter and follow the floor markings to wait in line and travel in the elevator.

The elevators in City Hall will hold a maximum of two passengers at one time, with signage and floor markings indicating the capacity and where to stand while waiting or traveling in the elevator.

The centre stairwell in the main lobby and the stairwell across from the elevator are open for use in both directions, but users should maintain a physical distance of six feet or two metres from others while on the stairs, as much as possible.



### Members of Council, their staff and all other City staff

Staff who have been approved to return to work and need to reach the upper floors of City Hall may use the elevators or stairwell across from the elevators.

The elevators in City Hall will hold a maximum of two passengers at one time, with signage and floor markings indicating the capacity and where to stand while waiting or traveling in the elevator.

The centre stairwell in the main lobby and the stairwell across from the elevator are open for use in both directions, but users should maintain a physical distance of six feet or two metres from others while on the stairs, as much as possible.

## ACCESSING CITY SERVICES

While City Hall will reopen to the public, not all City services will be immediately available for residents to access in person.

Many services will continue to be offered virtually, to maintain physical distancing where possible, with many staff continuing to work from home.

However, beginning the week of July 20, 2020, the first and second floor of City Hall will reopen to the public, and the following services will be available:

- **Public Service Counters** – west side of the first floor. Available for drop-in service.
  - Marriage licenses
  - Tax payments
  - Provincial Offences Act (POA) fines
  - Parking fines
  - Animal licenses
  - Transit transactions including: PRESTO cards, HSR tickets, HSR passes, taxi scripts and DARTS tickets
- **City Clerks** – west side of the first floor. These services are by appointment only.
  - Commissioning services
  - Foreign pension forms
  - Assessment roll reviews
  - Accessing information under the Municipal Freedom of Information & Protection of Privacy Act
  - Copies and / or information regarding by-laws
  - Lobbyist registry
  - Internal print and mail services
- **Planning & Building Services** – east side of the first floor. These counters are for applicants to pick-up and drop-off documents and plans only. The upper floors of City Hall remain closed to the public, and in-person consultation is unavailable at this time.
  - Growth
  - Building
  - Planning



Some parts of the first floor will remain closed, including:

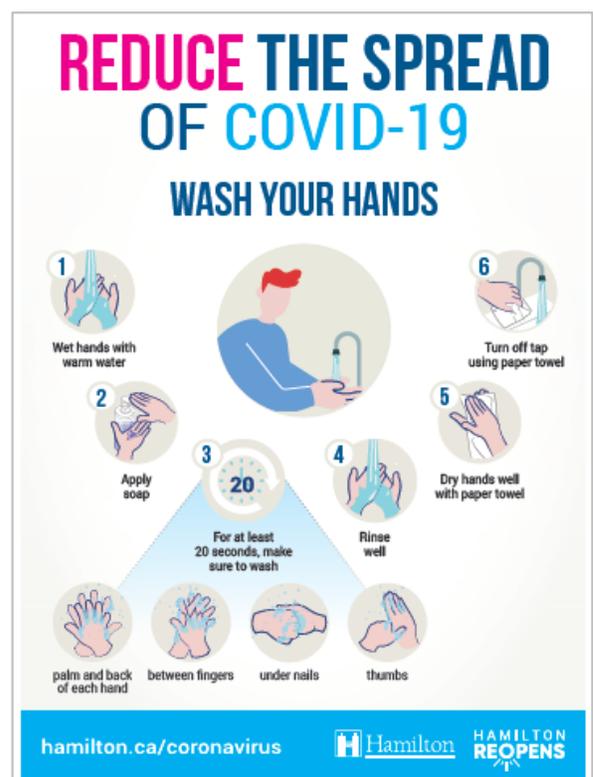
- The back area of the Small Business Centre
- Business Licensing and Business Facilitation Services
- Federal Government Services counter
- Country Style

## USING THE WASHROOMS

The washrooms in City Hall have been adjusted to ensure users are able to maintain physical distance while inside. Some of the sinks have been temporarily blocked off, and signage on the doors indicate the capacity of the washroom.

The washrooms in City Hall will be cleaned twice daily.

To help reduce the spread of COVID-19 in City workspaces, signs are posted in the washrooms to remind users about the proper techniques for hand hygiene.



## ATTENDING MEETINGS

To help prevent the spread of COVID-19 in City of Hamilton workplaces, all face-to-face meetings continue to be discouraged at this time.

Essential in-person meetings that need to proceed should still follow the current restrictions on the number of people gathering as per the Provincial Emergency Orders.

As such, meeting rooms on the first and second floor are not available for use at this time. Those meeting rooms that are open for essential business have signs posted on the doors to indicate the maximum capacity of the room.

## VISITING ELECTED OFFICIALS

Administrative Offices for all elected officials are located on the second floor of City Hall. Residents wishing to meet with their Ward Councillor in person are encouraged to make an appointment, whenever possible.

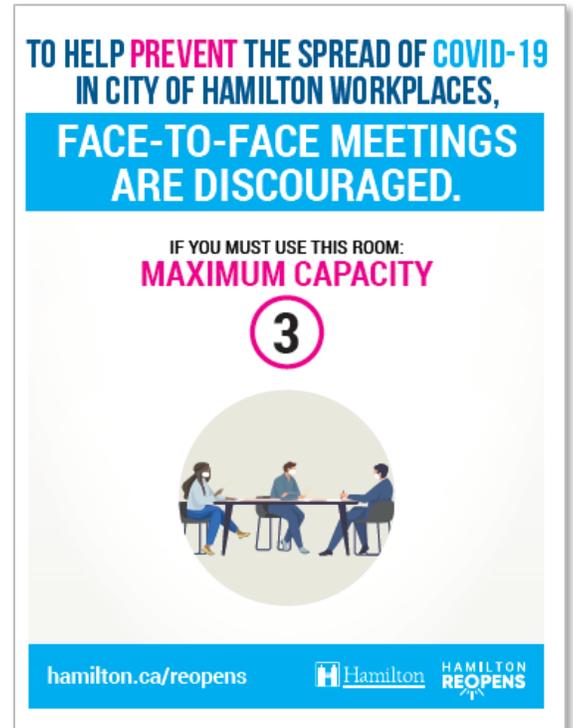
Contact information for the Mayor's Office and City Councillors is available here:  
<https://www.hamilton.ca/council-committee/mayor-council>

## VISITING COUNCIL CHAMBERS

At this time, virtual Council and Committee meetings will continue, and both Council Chambers and Room 264 will remain closed to the public.

## MEDIA ROOM

At this time, the media room will remain closed. We anticipate reopening the media room when Council Chambers reopens and Council and Committee meetings return to the in-person format.



# Reopening Municipal Service Centres

At this time, Municipal Service Centres will remain closed until mid-August 2020 as we prioritize resources to reopen City Hall first. However, the health and safety guidelines used within the Municipal Service Centres will be very similar to those used at City Hall.

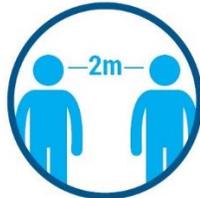
Once they reopen, the Municipal Service Centres will look a little different than they did prior to the COVID-19 pandemic. In order to follow the established health and safety guidelines and adhere to advice from our provincial and local medical officers of health, those visiting or working at the Municipal Service Centres will notice a number of changes.

Generally, the changes are focused on six areas:



## CLEANING

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



## PHYSICAL DISTANCING

- ☑ Floor markings
- ☑ Signage
- ☑ Plexiglass shields
- ☑ Employees continuing to work from home where possible
- ☑ Access restricted to certain entrances
- ☑ Opportunities to continue accessing services virtually



## STOP THE SPREAD

- ☑ Providing hand sanitizer
- ☑ Hand washing reminders
- ☑ Discouraging face-to-face meetings
- ☑ Discouraging sharing of equipment



## HEALTH SCREENING

- ☑ Active health screening of City Council members, their staff, City employees and scheduled visitors
- ☑ Passive health screening for all drop-in visitors



## PPE

- ☑ In places or situations where physical distancing can't be maintained, we're providing the appropriate personal protective equipment for employees



## COMMUNICATION

- ☑ [Regular updates](#) and information about the COVID-19 situation in Hamilton
- ☑ Posting information about physical distancing, good hand hygiene, health screening and more

# Elected Officials: Administrative Offices & General Operations

Administrative offices for the Mayor and Members of Council will reopen the week of July 20, 2020.

All of the protocols outlined in the “Reopening City Hall” section of this document apply to the administrative offices for the Mayor and Members of Council, with a few additions.

While face-to-face meetings continue to be discouraged, reopening the administrative offices for the elected officials allows residents to connect in-person on key community issues where it is required, under the established health and safety guidelines. For meetings that must occur, the number of attendees must be limited to adhere to restrictions under the Provincial Orders, and be appropriate for the size of the meeting space (maximum capacity is posted on the door).

## Administrative Office Operations

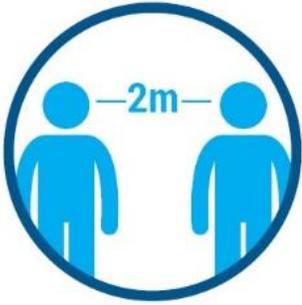
Administrative Offices for the Mayor and Members of Council will adhere to the same health and safety guidelines as all other municipal office space.

There are six main focus areas for consideration:



## CLEANING

- Cleaning and disinfectant products will be accessible
- Council members and their staff should clean and disinfect their own desk, chair, keyboard, mouse, phone and other equipment regularly
- Where face-to-face meetings are required:
  - Smaller meeting rooms and offices should be cleaned by the users after each meeting.
  - Larger meeting rooms will be cleaned by Facilities staff after each meeting (i.e. Room 222 and 264)
- The schedule and frequency for enhanced cleaning by third-party cleaners will be posted



## PHYSICAL DISTANCING

- Council members and their staff should continue working remotely where possible to reduce the number of people in the workspace
- If necessary, it is recommended to create a rotating staff schedule, leave alternating desks empty or rearrange workstations
- Face-to-face meetings continue to be discouraged. Instead, consider engaging with residents by phone, email or virtually.
- Where face-to-face meetings are required:
  - Residents should make an appointment with their ward councillor
  - Records should be kept by the Councillor's office showing the date, time, name and contact information for all visitors, in case contact tracing is required
  - The number of attendees should be limited to adhere to restrictions under the Provincial Orders
  - The number of attendees should be limited to the maximum capacity of the meeting room (posted on the door)
  - Rooms 222 and 264 will be made available for Councillors to meet with drop-in public, if required.
- Where possible, Council members and staff should stay within their own work area
- Signs and floor markings have been installed to encourage physical distancing



## STOP THE SPREAD

- Everyone entering City Hall is requested to wash their hands with soap and water or use alcohol-based sanitizer when arriving
- To help reduce the spread of COVID-19 in City workspaces, signs are posted in the washrooms to remind users about the proper techniques for hand hygiene.
- Desks, chairs, phones, keyboards and other equipment should not be shared.
- Everyone should remember to cough or sneeze into their sleeves
- Stay home if you are sick or showing signs of being sick



## HEALTH SCREENING

- All Council members and their staff must complete a COVID-19 self-assessment health screening each day before entering City Hall.
- The self-assessment can be completed in [hard copy](#) or by visiting [screening.hamilton.ca](https://screening.hamilton.ca). Please follow the instructions on the screening.
- Scheduled visitors must complete a health screening as well, and should be given the screening questions in advance of their appointment by their host.
- Large signage is posted at the entrances to ask drop-in visitors about any possible COVID-19 symptoms, travel history and any close contact with someone who has tested positive for COVID-19 – all visitors must review the health screening signs before entering.
- Greeters will be available for those who need help with reading or understanding the screening signs.



## PERSONAL PROTECTIVE EQUIPMENT

- Physical distancing measures have been put in place to help minimize the need for PPE by staff working and interacting with the public in office environments.
- [Guidance for the use of Personal Protective Equipment](#)



## COMMUNICATION

- The City Manager will continue to provide Council with regular updates about the City's response to the COVID-19 situation
- Information about physical distancing, good hand hygiene and health screening is posted and shared regularly

## Continuing to Work Remotely

As noted in the [hierarchy of controls](#), physical distancing is the best way to eliminate the spread of the COVID-19 virus. Continuing to work from home and using technology to replace face-to-face interactions is one of the best ways to allow physical distancing.

In consultation with the Emergency Operations Centre, the Senior Leadership Team, has decided that, wherever possible, many staff will continue working from home until at least **September 30, 2020**.

Some staff will return to the office, if they support the delivery of a public facing service that is now available and have been approved to return to work.

Most staff in the following divisions and sections will continue working from home.

Please note that as even some City facilities begin to reopen, staff who are continuing to work remotely will still require permission from their leader to enter the workplace. This is to ensure we don't allow too many people into the office at one time, can ensure enhanced cleaning after visits, and can make sure staff complete self-screening before coming in.

### CITY MANAGER'S OFFICE

- **Communications & Intergovernmental Relations:** Communications, Social Media, Creative Design, Digital Communications
- **Digital, Innovation & Strategic Partnerships:** Chief Digital Officer, CityLab, Community Initiatives, Corporate Initiatives, Revenue Generation & Strategic Partnerships
- **Human Resources:** Administration, HR Systems & Operations, Employee Health and Labour Relations, Talent and Diversity
- **Audit**

### CORPORATE SERVICES

- **Office of the City Clerk:** Legislative Services, Records / Freedom of Information
- **Customer Service, POA and Financial Integration:** Customer Contact Centre, some staff from Service Channels,
- **Financial Planning, Administration & Policy:** Budgets & Financial Policy, Finance and Administration, Investments

- **Financial Services and Taxation:** Accounts Payable, Accounts Receivable, Business Applications, Accounting Services, Administrative, Payroll, Pensions, Procurement, Taxation
- **Information Technology:** Strategy & Architecture, Business Applications, Infrastructure & Operations, IT Security
- **Legal and Risk Management:** Commercial, Development and Policy, Dispute Resolution, Risk Management

## HEALTHY AND SAFE COMMUNITIES

- **General Manager's Office**
- **Ontario Works**
- **Children's Services and Neighbourhood Development:** Home Management, Child Care Fee Subsidy, Child Care System Management, Early Years Research and Evaluation, Neighbourhood Development
- **Recreation:** Non-essential administrative staff at Lister Block (28 James St. N.)
- **Housing Services:** Non-essential administrative staff at 350 Main St. E

## PLANNING AND ECONOMIC DEVELOPMENT

- **General Manager's Office**
- **Building Division:** Plans Examination, Building Engineers, Zoning Examination
- **Growth Management:** Engineering Approvals Group, Legislative Approvals and Infrastructure Planning
- **Economic Development:** Business Investment & Sector Development, Commercial Districts & Small Business, Corporate Real Estate, Municipal Land Development Office
- **Licensing and By-Law Services:** Administrative staff who are currently working from home
- **Transportation & Parking:** Transportation Planning and those Parking staff who are currently working from home
- **Tourism & Culture:** Tourism & Events, Placemaking, Public Art & Projects, Heritage Resource Management, and Creative Industries and Cultural Development, with the exception of some staff who will be returning to work at select re-opened civic museums
- **Planning:** Development Planning, Heritage and Urban Design, Policy & Zoning Reform Group, Business Facilitation, Community Planning and GIS, with the exception of staff working to support the Committee of Adjustment, Planning Committee or Heritage Committee

## PUBLIC WORKS

- **General Manager's Office**
- **Environmental Services:** Business Programs, Landscape Architectural Services, Administrative staff from Parks & Cemeteries, Administrative staff from Forestry, Administrative staff from Horticulture, Administrative staff from Waste Collections, Administrative staff from Recycling & Waste Disposal
- **Engineering Services:** Design Services, Asset Management, Waterfront Development, Some staff from Construction Services, Some staff from Geomatics & Corridor Management
- **Transportation, Operations & Maintenance:** Administrative staff from Transportation Operations and Maintenance, Business Initiatives, Roadway Safety, Programs and Contracts, Traffic Engineering
- **Energy, Fleet & Facilities Management:** Facilities Planning & Business Solutions, Project Management & Construction, Office of Energy Initiatives, Fleet Planning & Acquisitions
- **Hamilton Water:** Capital Delivery, Water and Wastewater Systems Planning, Project Management Office, Woodward Upgrades Project

## Supporting Employees who are Working Remotely

The City wants to ensure those employees who will be continuing to work remotely until at least **September 30, 2020**, have the resources and support needed for success. Here are a few options available to staff during this time:

### TECHNOLOGY AND COMPUTER CHAIRS

Through their supervisor, staff can arrange to pick up computer-related items like a monitor, mouse or keyboard along with their office chair. Human Resources also has tools to help ensure home offices are set up to maximize comfort and injury prevention.

The City will accommodate employees with existing medical conditions by assisting staff in setting up their home workstations to meet their physical restrictions and limitations. If needed, arrangement will be made to transfer any special equipment from the office to the employee's home.

More information is covered in the [Telecommuting Equipment, Resource, and Workspace Set up Procedure – COVID 19](#).

### ERGONOMIC SUPPORT

Telecommuting employees are encouraged to review the [Working from Home: Ergonomics for your Body and Mind](#) document for tips on how to ensure that your home work location is set up well to enable you to have a healthy and productive work day.

If employees find that their equipment is not supportive after following the ergonomic tip sheet, they should speak to their supervisor and contact Health, Safety and Wellness (HSW). HSW will provide employees with a link to a Self-Assessment Tool, which will provide additional recommendations for supportive set up.

If employees need additional supports, equipment or require specific accommodations according to medical directives to work safely from home, employees should speak with their supervisor and Health, Safety and Wellness about their options.

### OFFICE SUPPLIES

Employees working from home may be able to purchase office supplies provided that they have approval from their leader to do so. Employees who have been approved may purchase items from

any vendor, and must submit expenses to their leader using the Mileage & Other Expenses form with a copy of the receipt. Reimbursement will be processed on the employee's next pay cycle.

More information is available in the resource [Office Supplies for employees during COVID-19 event](#).

## ADDITIONAL RESOURCES

The following resources are available to support Telecommuting Employees:

### City Procedures & Guidelines

- [Telecommuting Procedure](#)
- [Telecommuting in Emergencies Procedure](#)
- [Telecommuting Guideline](#)

### Office Set Up

- [Telecommuting Safety Checklist](#)
- [Working from Home: Ergonomics for your Body and Mind](#)
- [Office Supplies for employees during COVID-19 event](#)
- [Ergonomics at Work and at Home \(LifeSpeak\)](#)
- [Ergo Tips For Working At Home](#)
- [Working from Home During a Pandemic - Ergonomics Principles](#)

### General Tips on Working from Home

- [How to Adjust to Working from Home](#)
- [How to Stay Productive and Motivated at Home](#)
- [How to Avoid Virtual Miscommunication](#)
- [Time Management is About More than Life Hacks](#)
- [Work From Home Tips](#)
- [How to Stay Productive and Motivated](#)
- [Develop Productivity Rituals](#)
- [How to Actually Work... When You're Working from Home](#)
- [How to Be Present When Connecting Virtually](#)