

Calgary



CITY OF CALGARY  
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CITY CLERK'S DEPARTMENT

# COVID-19: Corporate Response Update

David Duckworth, City Manager  
2020 March 16

V05



## Objectives

1. Be responsible partners to help “flatten the curve” and protect human safety
2. Support our employees
3. Maintain appropriate City of Calgary services to our community
4. Sustain economic resilience of our organization, city and province



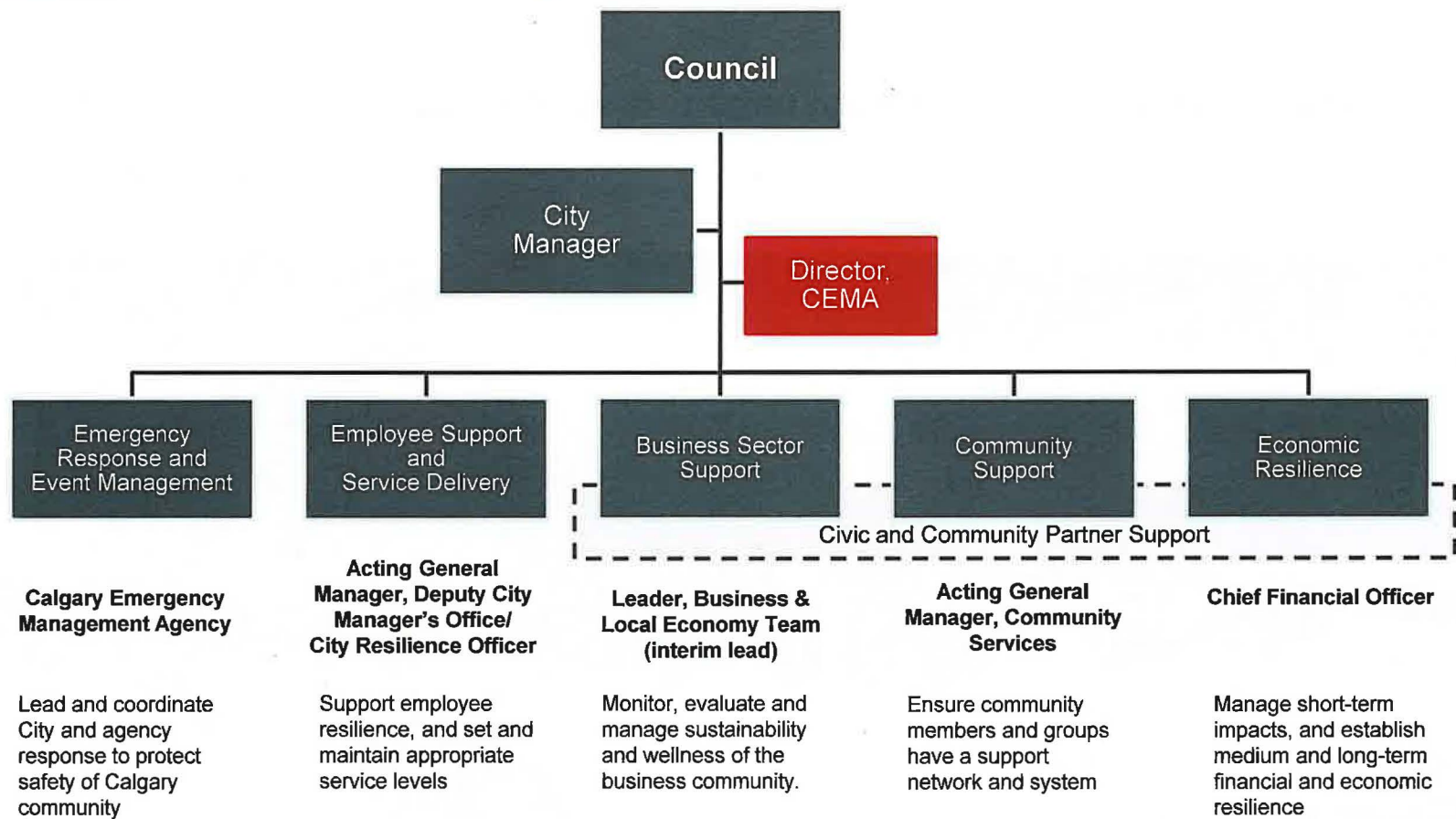
## **Objective**

**Be responsible partners to help “flatten the curve” and protect human safety**





# COVID-19 City of Calgary Governance





## Government Relations and Partnerships

- Maintaining an ongoing dialogue with other orders of government
- CEMA, the Provincial Operations Centre, and Alberta Health Services continue to work collaboratively
- Continuing to identify work with government-mandated timelines and prioritize activities
- Working to prepare a regular Intergovernmental Update for Council's reference

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## **Objective**

**Support our employees**





## Workplace Safety

- Banned all work-related international travel until at least June 1. All domestic travel to be approved by the appropriate General Manager
- Encouraging staff to take responsibility for their personal hygiene and for their work spaces through education around proper hand washing and the use of sanitizing wipes
- Intentionally creating physical distance between employees by encouraging remote work, and partnering with Information Technology to get more employees working remotely where possible
- Protecting front line staff by establishing safety committees for best practices for front line citizen facing staff, providing support, sharing ideas and addressing specific concerns when raised
- Safety, Human Resources, and Communications teams are working closely to provide up-to-date information and advice to employees.



## Employee Support

- Employees impacted by school and daycare closures who are unable to make alternate arrangements given paid leave day for Monday, March 16.
- Providing answers to Frequently Asked Questions on myCity to address illness prevention, telework, absences, wellness, and employee and leadership responsibilities
- Asking front-line employees to share ideas and concerns
- Monitoring key workforce metrics, including absences, access to the Employee & Family Assistance Program, and others
- Responding to changes in direction from Alberta Health Services and/or legislation
- Keeping unions informed of employee impacts where possible





## Technology and Telework

- 2,300 employees working remotely
- Working with all business units to get employees working remotely with priority on essential services
- Increased capacity for remote access over the weekend
- Using teleconferencing and conferencing applications instead of in-person meetings where practical and possible
  - Expediting roll-out of Microsoft Teams on a priority basis



## Objective

**Maintain appropriate City of Calgary services to our community**



## City Facilities

- Close City and City-owned partner-operated recreation facilities to the public
- Increased cleaning for high touch surfaces
- High frequency (3 times daily) in high priority buildings
- Targeted deep cleaning should an area of a building be exposed
- Eliminated high touch items like magazines and newspapers in lunchrooms, candy dishes, and the sharing of food (e.g. potlucks)
- Continue to monitor and adapt measures as needed





## City and Community Events

- Established a cross-corporate Event Evaluations Working Group
- Created decision-making framework for the assessment of City mass gathering events
- Cancelling in person public engagement until April 30 – evaluating on a project-by-project basis whether to postpone or move online.
- Currently following Province's guidance to cancel events with >250 attendees
- Risk mitigation for events <250 attendees includes:
  - Reducing the capacity to 50% of fire occupancy load to focus on physical distancing
  - reviewing events based on specific activity and attendee demographic



## Corporate Update

- Reviewing reports going to Council and Committee to determine what can be paused or deferred to later in the year
- Regularly updating employees and Council with important information
- Monitoring news and updates from Alberta Health Services, Government of Canada, and other key agencies
- Sharing information with community partners and other municipalities

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## **Objective**

**Sustain economic resilience of our organization, city and province**





## Financial and Economic



### The City's ongoing strategies:

- Calgary's Comeback
- One Calgary
- Tax shift
- Financial sustainability

### The City's COVID-19 response:

- Maintain essential services
- Modify service delivery
- Monitor revenue impacts and incremental expenditures



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## Recommendation

### **That Council:**

1. Approve the COVID-19 City of Calgary Governance Structure.
2. Authorize Administration, through the City Manager and appropriate General Manager, to defer any Council and Committee reports due in Q1 or Q2 2020 to Q4 or a later date without further Council approval, except where Council direction or approval is required by legislated timelines.