

COVID-19: Corporate Pillar Recovery Plan

Presentation to Facility Accessibility
Design Subcommittee
September 2020

Positive position

Mississauga is in a positive position

Thank you to our employees for their continued **in person support** for our residents and employees **during this crisis:**

- 40% of our work force working from home daily in line with reports from Statistics Canada across the country
- Remaining 60% of staff that are not working from home have continued to manage our front line services and have been essential in keeping our organization operational
- We are thankful for these teams and our front line services

Summary and overview

Our focus:

Develop a playbook of standards and define recommendations for our corporate administrative functions to:

- Restore the corporation to full operations
- Keep employees and customers safe and follow public health directives as City workplaces reopen
- Build back better - incorporating positive changes and efficiencies permanently, and designing our services to build resiliency

Summary and overview

2.3



Stakeholder engagement overview ^{2.3}

Survey

Pre-work

- Pre-work – electronic survey to understand the impacts to the various sections within each division
- If already back at the office – leverage these learnings

Interviews

Scheduled

- Talk through the survey together
- Answer questions and get a better understanding of the service
- define priority levels to return

Questions

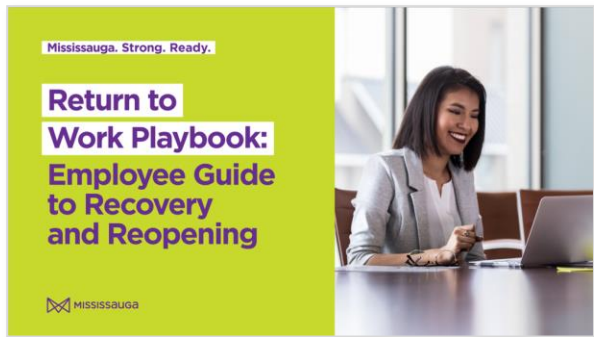
Informal

- Connecting back
- Providing support and understanding what is next
- Circle back to validate priority levels

Informed recommendations: Defined priority levels for limited & modified opening

Our recovery

To support divisions to transition towards recovery resources are available in the
Return to Work Playbook: Employee Guide to Recovery & Reopening



- Health and safety requirements to support employees
- Resources to support the care and protection of employee's well-being and mental health
- 'Manager/Supervisor Checklist to Support Employees Returning'
- Communication plan and tactics
- Support to continue working from home

Build Back Better – our recommendations include:

- **Consolidating counters** on the ground floor
- In person services managed by **appointment only**
- Prioritizing teams that **need** to be **physically present**
- Permanent adoption of alternative ways of working – **expansion of online services**; applying lean to redesign services wherever possible
- Early implementation of a **mobility strategy** to allow employees to continue to work remotely and from locations that support their business needs

The customer experience

Welcoming people back – here is an example of a visit:

City Hall

- Visiting a **service counter** to make a payment in person
- Visiting the **Council Chamber**

The same **safety measures and arrangements can be expected for all similar in person services** that are required to return and welcome people back

The customer experience

2.3

Mississauga's recovery status: Stage 2

We're in Stage 2 of Ontario's framework for reopening. City services and facilities will continue to gradually reopen with a focus on keeping everyone safe and healthy.



News releases

Latest news about the City's COVID-19 recovery.



What's open

Find out what City facilities and services are reopening.



Status of City services

Check what City services are currently available.

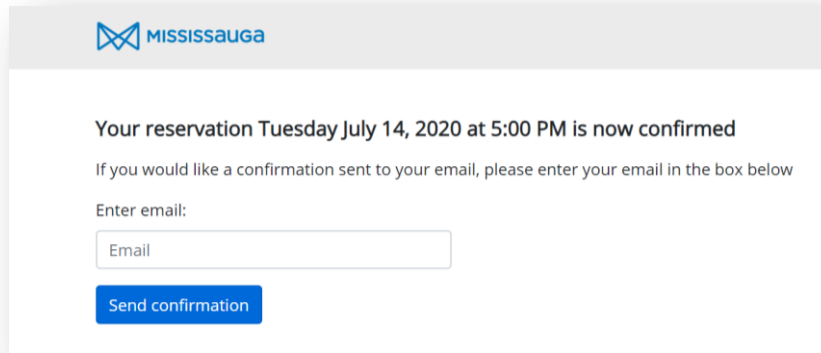
1

Planning a visit to City Hall?

- Alternative ways to access services are **still available** (online, phone, mail)
- Expanded **debit, credit** and **online transactions**
- Dedicated COVID-19 **resource webpage** with updates to programs, services reopening
- Book in-person appointments online at **Mississauga.ca**

The customer experience

2.3



The screenshot shows a confirmation email from Mississauga. At the top is the Mississauga logo. The main text states: 'Your reservation Tuesday July 14, 2020 at 5:00 PM is now confirmed'. Below this, it says: 'If you would like a confirmation sent to your email, please enter your email in the box below'. There is a label 'Enter email:' followed by a text input field with the placeholder 'Email'. At the bottom is a blue button labeled 'Send confirmation'.

1

Planning a visit to City Hall?

- Book in-person appointments online at **Mississauga.ca**
- Alternative ways to access services are **still available** (online, phone, mail)
- **Screening questions** will be prompted 24 hours before your appointment – if the criteria is not met, rescheduling the appointment will be required, or use alternate methods to access services

The customer experience

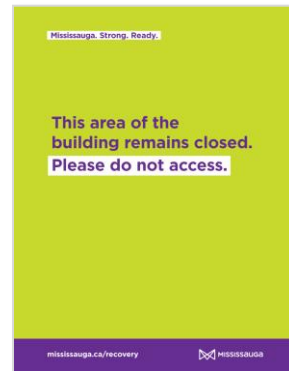
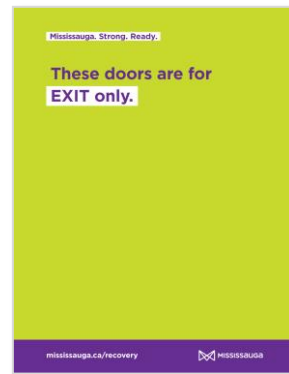
Visiting City Hall

2

The **health and safety** of employees and customers remain our top priority

During your visit, you will have:

- **Limited access** to the parking garage, first and second floor spaces
- Check in for **screening questions**
- **Floor decals** and **signage** to provide direction
- **Protective shields** at the service counters



Mississauga. Strong. Ready.

2.3

Stay Safe and Healthy

Your health and safety remain our top priority. Do your part to keep everyone safe:



Use hand sanitizer before touching elevator buttons



Wear a non-medical mask



Limit of two people per elevator



Keep a safe distance. Stand where indicated in the corners of the elevator

Learn more about our health and safety precautions at mississauga.ca/recovery

The customer experience

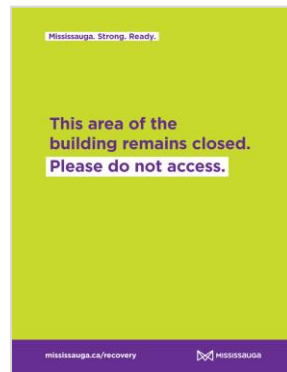
Visiting City Hall

2

The **health and safety** of employees and customers remain our top priority

We have introduced **enhanced cleaning** and **air quality control measures** throughout facilities and require people entering the building to:

- Wear a **mask**
- Follow posted **sanitization protocols**
- Read and follow **signage**



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The customer experience

2.3



3

Visiting City Hall

- Enter through **one of the designated entrances** (North Entrance, South West Entrance, or parking garage entrances)

The customer experience

2.3



3

Visiting City Hall

- Enter through **one of the designated entrances** (North Entrance, South West Entrance, or parking garage entrances)
- Follow signage, floor decals and elevator **protocols**

The customer experience



3

Visiting City Hall

- Enter through **one of the designated entrances** (North Entrance, South West Entrance, or parking garage entrances)
- Follow signage, floor decals and elevator **protocols**
- In the Great Hall **sign in** at the temporary Welcome Desk
 - **Screening questions**

The customer experience

Utilizing a counter service 4

- Once **signed in** proceed as directed - follow **signage** and **floor decals** to navigate to the appropriate service counter
- Adhere to **physical distancing** and **safety protocols**



The customer experience

Utilizing a counter service 4

- Once **signed in** proceed as directed - follow **signage** and **floor decals** to navigate to the appropriate service counter
- Adhere to **physical distancing** and **safety protocols**
- **Protective shields** are in place at service counters



The customer experience

Utilizing a counter service 4

- Once **signed in** proceed as directed - follow **signage** and **floor decals** to navigate to the appropriate service counter
- Adhere to **physical distancing** and **safety protocols**
- **Protective shields** are in place at service counters
- Service areas and equipment will be **wiped down** after each customer



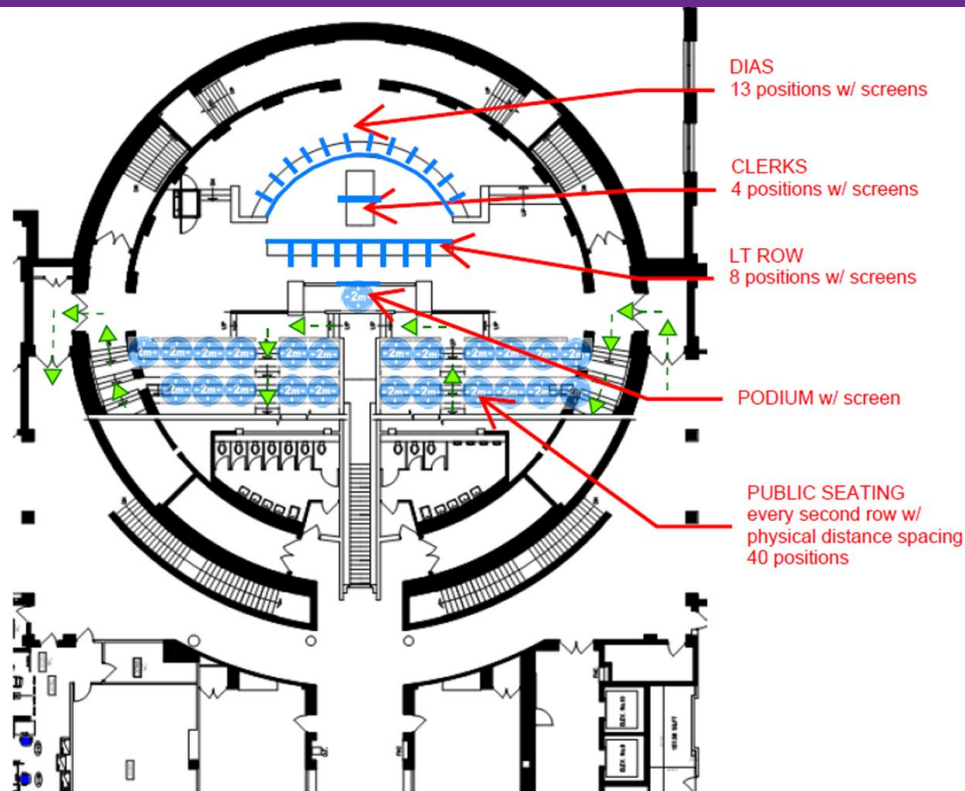
The customer experience

Visiting Council Chambers 5

- Council continues **virtually**
- Council and Committees of Council

If attending **in person**:

- Use **designated elevators** and **stairs** to access the second floor
- Use the **designated entrance** and **exit doors**
- **Capacity** within Council Chamber enforced – by appointment
- **Video streaming** will be available in Committee Rooms as required



The customer experience

2.3



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Leaving City Hall

- Follow signage, floor decals and elevator **protocols** to exit
- Leave through **one of the designated exits** (South East exits, North West exits, parking garage doors)

Similar protocols and adaptive measures will be set up in our **corporate administrative buildings** to ensure the **safety of employees and customers.**

The customer experience

Welcoming people back:

Corporate Administrative Functions

- We want our employees and customers to be safe, and this remains our top priority
- Most services are available in alternative forms (online, phone, mail)
- Continually monitor and adapt as needed based on directives from the Province and Peel Public Health

The same safety measures and arrangements can be expected for all similar in person services that are required to return and welcome people back

Questions or feedback

Questions?

Thank you

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**Mississauga.
Strong.
Ready.**



Thank you for
doing your part
to keep everyone
safe and healthy.