



Sunshine Coast Regional District COVID-19 Restart Plan

Adopted July 30, 2020



Introduction

The COVID-19 pandemic has caused unprecedented health, social and economic impacts around the world. Local Governments have a critical role to play in maintaining essential services, communicating information in a timely and effective manner, ensuring health directives are followed, and addressing needs within the local community as they arise.

In March and April, directives from the federal and provincial governments, along with the regional health authority, resulted in a number of non-essential services traditionally offered by the Sunshine Coast Regional District being put on hiatus or provided in a different manner in an effort to reduce the transmission of COVID-19 and protect the community. This included the cancellation of recreational programs, closure of indoor recreation facilities and some outdoor park amenities, as well as the closure of the Field Road Administration building to the public. Some essential services were also impacted where service levels were reduced such as local Transit. The SCRD Board took proactive steps to manage the financial impact of the pandemic on the community by amending the 2020 annual budget prior to adoption to reflect service changes that were known or that were anticipated based on information available at the time.

Given the current status of COVID-19 in British Columbia, the provincial government recently released [BC's Restart Plan](#), a four-phased plan to resume activities and businesses that were previously restricted by the orders and guidance issued by the Provincial Health Officer.

The SCRD's Restart Plan is a coordinated strategy to not only continue with existing services as modified but to also reopen facilities and restart services impacted by the response to the COVID-19 pandemic following a precautionary approach to ensure the safety of the public and staff.

The reopening of facilities and expansion of services will be a gradual process along a range of four incremental stages from lower risk and less complex services and facilities to higher risk and more complex services and facilities with respect to measures required to comply with guidelines, staffing and resource requirements and public demand.

Decisions to reopen facilities and re-instate service levels will be made by the SCRD Board of Directors with recommendations from SCRD staff. Decisions will be guided by directives of the Provincial Health Officer, Vancouver Coastal Health Authority, BC Center for Disease Control, WorkSafeBC, and stakeholder groups including BC Transit, the BC Recreation and Parks Association, the Lifesaving Society BC and Yukon Branch, and provincial and national sport governing bodies.

The SCRD's Restart Plan has been developed collaboratively by staff from multiple departments and their continued efforts and dedication to ongoing service delivery and restart planning is greatly appreciated.

Criteria to Reopen SCRD Facilities and Continue or Re-Instate Services

The development of this Plan and the criteria to reopen SCRD facilities and to continue or re-instate services continues to be informed by the numerous guidelines noted in the introductory section and most importantly, by WorkSafeBC given the safety of staff and the public is critical.

Ongoing consultation with the SCRD's Joint Health and Safety Committees is critical. The advice from the Provincial Health Officer, Dr. Bonnie Henry, has also encouraged all organizations and business to take a measured approach to resuming operations to ensure that it is done correctly and does not result in negative consequences. If new advice or guidance are provided, this Plan would be revisited and revised accordingly to be in compliance.

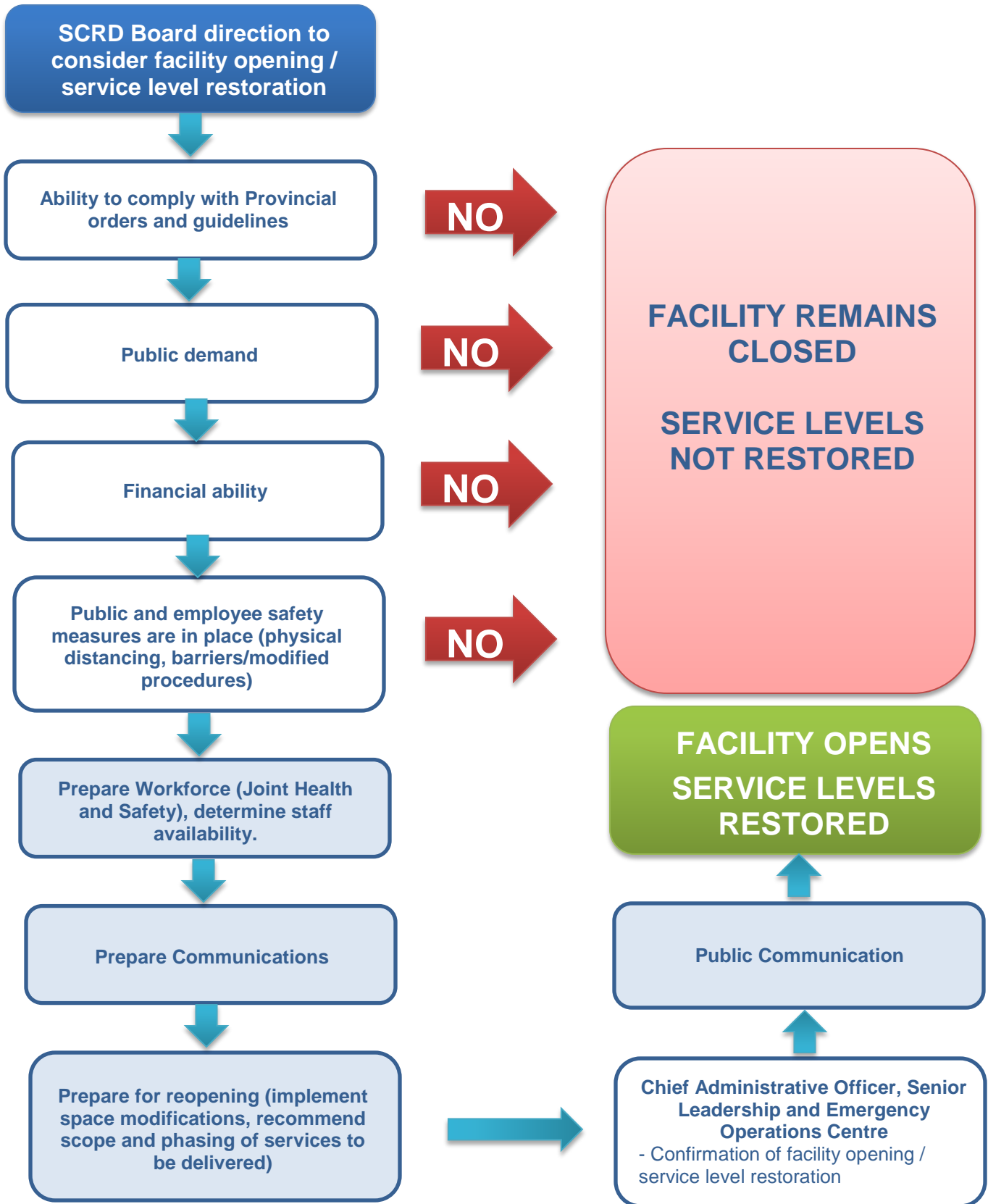
Decision Making Criteria for Reopening

The following criteria must be considered in the decisions to reopen facilities and continue or resume services:

- Ability to comply with Provincial Health Orders, BCCDC, WorkSafeBC guidelines and sector specific enhanced protocols
- Measures to ensure the safety of the public and staff are in place
- Reasonable demand for the facility, service or program
- Appropriate staff resources are available with required training
- Risks can be adequately managed
- Timeline to implement safety measures, training and modifications required for reopening
- Financial implications in the context of approved budgets and Board direction

The following page includes a flow chart showing the decision making criteria.

Decision Making Framework



Health and Safety Measures

The reopening of SCRD facilities and continuation or resumption of programs and services will require changes in the way these services are conducted. Health and safety measures are in place and will expand to include all facilities and work locations to ensure the safety of staff and the public in accordance with WorkSafeBC's framework for COVID-19 safety plans.

The SCRD has a comprehensive COVID-19 Safety Plan that applies to all worksites and is included with this document for reference. The SCRD will provide the opportunity for the public to safely participate in programs and services; however, it is the responsibility of the public to follow the established guidelines which will be clearly communicated to all patrons.

The additional measures to provide safe experiences for the public include:

- Posting this Restart Plan and the COVID-19 Safety Plan on the SCRD website and at facilities that are open to the public.
- Communicating expectations of staff and the public to follow physical distancing protocols and policies such as staying home if they are sick.
- Enhanced cleaning and disinfecting high touch surfaces.
- Installing protective barriers for front counters and other locations, where appropriate.
- Ensuring physical distancing is maintained through program modification and queuing strategies with appropriate signage.
- Promoting high levels of handwashing and personal hygiene as a key preventative measure. This includes providing access to washroom facilities and hand sanitizing stations.
- Encouraging staff and the public to wear face masks if desired.
- Providing public education on maintaining physical distance in park and open spaces through signage and education.
- Ensuring user groups follow facility guidelines and governing body guidelines.
- Reduction of number of participants and/or occupancy limits identified to allow for physical distancing.

Staged Approach to Service Restoration

The SCRD Restart Plan consists of four stages. The timing of each stage, and the restoration of individual programs and services within each stages, is subject to change as the COVID-19 pandemic and provincial direction evolves. This plan can be modified if there is a setback in the collective societal progress to flatten the curve of infections within the province.

The restoration of the SCRD's programs and services will necessitate changes in the way these services are delivered. A number of health and safety measures are in place and will be expanded across all facilities to ensure the safety of staff, elected officials and the public. The Regional District provides the opportunity for the public to safely participate in programs and services; however, it is the responsibility of the public to follow the established guidelines.

Communications

As programs and services begin to resume fully, the public will need to be informed. The public will also be looking to the SCRD for information to understand their risks and exposure. The public will need clear communication to understand and make decisions for themselves and their families about how to receive and participate in programs and services as health authorities monitor the curve of transmission of COVID-19 on an ongoing basis.

Restart Plan Overview

Each stage is subject to compliance with the decision making framework (page 4) and subject to change as new information becomes available and the current level of COVID-19.

Stage 1	June/July
Stage 2	August
Stage 3	September and beyond
Stage 4	End of Pandemic

Stage 1

SCRD Field Road Office re-opened, with limited hours and restrictions.

- Following WorkSafeBC guidelines, front counter services limited and may expand to include dog licenses and drop-off of documents
- Public enquiries via email and phone
- Meetings with applicants via Zoom or telephone by appointment
- Site visits and inspections by appointment
- Development applications - electronic preferred, may expand to appointment-based
- Increased digital engagement including continuation of and/or transition to web-based meetings and public hearings
- Majority of staff working remotely with occasional attendance on site

Transit

Following BC Transit's direction, reduced schedule, additional cleaning, installation of barriers, passengers are encouraged to wear masks, capacity management (40% of conventional transit), and resumption of front door entry.

Fire Halls

Continuation of service provision, resumption of distanced, in-person practices.

Solid Waste

Continuation of service provision with signage, additional cleaning and physical distancing measures in place

Water and Wastewater:

Continuation of service provision, restart of non-critical infrastructure maintenance, repair and maintenance projects

South Pender Office

Re-open on a limited basis.

Parks, Fields, Campground & Halls

- Playgrounds re-opened with signage remaining in place
- Campground re-opened with limited capacity and reserved for BC residents only
- Outdoor fields - for casual drop-in use only (no bookings or club activities).
- Majority washrooms and portable toilets open

Recreation Facilities

Facilities remain closed, with the exception of some washroom/shower services via the Emergency Operations Center

Stage 2

SCRD Field Road

Continued modified service levels

Transit

Following BC Transit's direction, continued cleaning and safety measures for drivers and passengers, limited increase to schedule, passengers are encouraged to wear masks, capacity management (66%-80% of conventional transit)

Fire Halls

Continuation of service provision.

South Pender Office

Re-opened on modified service levels.

Solid Waste

Continuation of service provision

Water and Wastewater:

Continuation of service provision, restart of all regular services

Parks, Fields, campground & Halls

- Playgrounds remain open
- Spray park opens
- Outdoor field bookings where physical distancing can be maintained
- Select 'pilot' hall bookings where physical distancing can be maintained

Recreation Facilities

Facilities remain closed, with the exception of some washroom/shower services via the Emergency Operations Center

Stage 3

SCRD Field Road Office services expanded.

- Limited counter service at scheduled times
- In-person meetings where physical distancing can be maintained
- Appointment based development applications - electronic still preferred
- Moving toward a hybrid of web-based and in-person public meetings and public hearings

Transit

Following BC Transit's direction, continued cleaning and safety measures for drivers and passengers, increase to schedule TBD, capacity management (80% of conventional transit)

Fire Halls

Continuation of service provision.

South Pender Office

Re-open on a limited basis.

Solid Waste

Continuation of service provision

Water and Wastewater:

Continuation of service provision

Parks, Fields, Halls

Schedule limited size/scope activities if appropriate

Recreation Services

- Re-opening of SCRDR recreation centres with modified service levels, following Board direction

- Indoor recreation programming where physical distancing can be maintained
- Indoor facility bookings where physical distancing can be maintained

Stage 4

Full restart of all services (End of Pandemic)

All services return to regular service levels, some in modified form.

Financial Impact

The reopening of facilities, the continuation of services, and the resumption of programs and services will have financial implications. Even under normal operations, many of the programs and services offered at SCRD facilities are a net operating expense to the SCRD with a portion of costs recovered through fees and charges.

The closure of facilities and disruption of many programs and services resulted in a considerable reduction in revenues. Many staff associated with the direct delivery of these services have been laid off or given zero-hour schedules in conjunction with the closing of facilities and programs allowing for some cost savings. The SCRD Board took proactive steps to mitigate financial impacts associated with COVID-19 by amending the 2020 budget prior to adoption based on what was known or anticipated at that time (March 31, 2020).

The following financial factors must be considered in reopening facilities and services:

- The reopening of facilities and resumption of services will require recalling staff and incurring the cost (e.g. training, re-orientation) of doing so.
- Revenues are expected to be below normal levels due to factors such as facility capacity limits for physical distancing, reduced hours or service levels, and potentially lower demand.
- There will also be extraordinary costs (both one-time and ongoing) of offering services in a modified manner in order to continue to ensure the safety of the community and staff. This includes, for example, the costs of increased cleaning, installing barriers and the purchase of additional personal protective equipment. These costs can be significant given the level of effort of cleaning required.
- As facilities are reopened, there will be additional operating expenses primarily related to staffing. These additional costs become more significant at Stages 3 and 4. As further details on re-openings are determined, consideration will be given to the incremental costs in the context of the SCRD's approved budget.

The financial implications must also be considered in the context of the public health benefits of providing community recreation services and the broader mandate to provide these services to the public.

Reference Document: SCRD's COVID-19 Safety Plan

This COVID-19 Safety Plan outlines the policies, guidelines, and procedures the SCRD has put in place to reduce the risk of COVID-19 transmission.

General Safety Measures

<p>Business Transactions</p>	<ul style="list-style-type: none"> • Non-essential in-person interaction between employees and visitors is prohibited. • Necessary business is guided by the stages of the Restart plan and where possible is encouraged to take place through telephone, email or other electronic means. • Physical distancing is required for necessary in-person business and appointments
<p>Public Access</p>	<ul style="list-style-type: none"> • Persons exhibiting COVID-like symptoms are strictly prohibited from entering SCRD Facilities. • Signage is posted onsite to inform persons of the protocols in place. • Persons are required to wash or sanitize their hands before and after entry to the building. • The use of hand sanitizer is required by persons and provided at all points of entry and high touch points. • Persons must enter and exit facilities maintaining a two metre distance from all others. • Capacity of persons permitted in facilities is limited to adhere to physical distancing requirements. • Floor markings are provided identifying traffic flow and directing visitors where to stand when approaching service counters. • Waiting areas have been arranged to maintain physical distancing requirements. • Barriers have been installed between employees and visitors at Field Rd. • Non-essential communal items, such as brochures, magazines, etc. have been removed from the facilities and only to be provided upon request.
<p>Public Meetings</p>	<ul style="list-style-type: none"> • Capacity of persons permitted in meeting rooms are limited to adhere to physical distancing requirements. • SCRD Board and Committee meetings continue to be held electronically, enabling the public to watch, hear and participate in meetings in real time through electronic or other communication facilities. Meetings are also live-streamed to YouTube and archived on SCRD's YouTube channel. • Best efforts are being made to contemplate resuming in-person meetings with the public physically present that are compliant with provincial public health orders and health and safety requirements. • Public Hearings are being held electronically in compliance with Provincial Ministerial Orders and in accordance with the <i>Local Government Act</i>.

Employee Measures

<p>Policies</p>	<ul style="list-style-type: none"> • Policies are in place to manage the workplace, address illnesses that arise at the workplace, and to keep workers safe in adjusted working conditions.
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. • Complete risk assessments and implement control measures • Include the Joint Health and Safety Committees in the development of the safety plan • Staff are to contact their supervisor first and, if need be, the Joint Health and Safety Committee should they have any health and safety concerns • Ensure that staff are aware that they may wear non-medical masks if they so choose. • Ensure that staff who can perform their work remotely are working remotely • Stagger work schedules to reduce occupancy limits in work areas • Follow health authority guidelines for increased cleaning measures for all work and common areas and surfaces. • Establish procedures for wearing, removing and cleaning Personal Protection Equipment • Establish and post occupancy limits for common areas such as break rooms, meeting rooms, change rooms, and washrooms. • Install barriers where workers can't keep physically distant from co-workers, customers, or others.
<p>Training and Education</p>	<ul style="list-style-type: none"> • Provide Personal Protection Equipment training to all workers • Staff are trained in physical distancing requirements and ensure that 2 metre separation is present at all times • Ensure that staff are trained in hand washing, cleaning, disinfecting and coughing procedures • Ensure that supervisors are trained on monitoring workers and the workplace to ensure policies and procedures are being followed.