

**LEGEND**

C = Closed or suspended

L = Limited or significantly reduced

M = Mostly available but in different form

E = Enhanced in terms of access or resource allocation

U = Unchanged

Service	Status
<b>Audits and Oversight</b> Staff continue to work from home and have made minor adjustments to work processes and work plans. The majority of regular work and audits are proceeding, with minor delays reported to Council and Audit Committee.	M
<b>OFFICE OF THE CAO</b>	
<b>Citizen Service Centres</b> Citizen Service Centres (CSCs) remain closed under provincial orders. Plans to reopen the Tom Davies Square CSC are being developed in alignment with the overall strategy to streamline front-counter services at City Hall. The TDS CSC will open by July 13. Other CSC locations, and counters within library locations, are preparing plans to begin a phased opening, anticipated for the first week of August. This is due to COVID-19 policies and protocols and enhanced physical space requirements (barriers at counters, etc.), staffing availability due to re-deployment in other critical service areas, and the availability of contracted services to support the opening of these centres.	C
<b>Museums</b> Public access to all museums is suspended for the balance of 2020. Limited curatorial and planning work continues.	C
<b>Libraries</b> Curbside pickup service is now available at the six major branches (Main, New Sudbury, South End, Lively, Chelmsford and Valley East). Subject to provincial regulation, these six branches will begin a staged reopening for public access starting July 12. Other branches and all municipal services delivered through libraries will not be available before August 4. Additional details will be provided as they become available.	L
<b>Economic Development</b> Economic Development staff continue to work from home and projects, tasks and services are provided virtually or delayed. Staff continue to work collaboratively to support Building Services and Planning Services staff. The team also coordinates a number of funded programs that include deliverables as contractual obligations, such as Starter Company Plus and the Immigration Pilot. There is ongoing demand for business support locally as entrepreneurs and organizations work to navigate significant information and program details for relief funding and recovery resources. Economic support will continue to be a key focus as the situation transitions to recovery according to provincial stages. Economic Development will be prepared to offer in-person services through counter service and through pre-screened appointments in line with the reopening of Tom Davies Square.	M
<b>Communications and Engagement</b> The Communications and Engagement team continues strategic and day-to-day communications activities for projects and service areas that continue to move forward	E

despite COVID-19, and for COVID-19 response. This has created significant pressure on existing staffing levels, however, enhanced and streamlined processes and protocols continue to be implemented to ensure goals can be met. Higher volumes of work are expected to continue throughout the summer and early fall, particularly as Stage 3 of re-opening moves forward.	
<b>Manage Service Requests and Inquiries (311)</b> The 311 team has successfully transitioned to working remotely. This work from home model has had positive effects on the mental health and well-being of staff, and in turn the customer service outcomes of their work. Calls to 311 peaked in mid-April, as the community became accustomed to ever-changing municipal services. At its peak, 311 had the highest call volume recorded in the history of the service, with 1,239 calls in one day. Calls have returned to regular levels, about 800 calls a day, since early June. Call volumes are expected to increase as changes to municipal services and the different private business sectors move into Stage 3. 311 administrative staff monitor call trends closely, and collaborate with the Communications and service area teams to enhance messaging, recommend changes to process, and flag potential areas of concern. Since the onset of COVID-19, 311 has collaborated with Public Health, City staff and the Greater Sudbury Police Service to offer 24/7 service for COVID-19 enforcement related calls through the after-hours call centre.	E
<b>CORPORATE SERVICES</b>	
<b>Provincial Offences Court</b> The City provides this service pursuant to a Transfer Agreement with the Province. Provincial Offences Court matters have been adjourned until July 6, 2020, and the Court is not currently dealing with any matters. After July 6, some court processes will resume by tele/video conference. The Provincial Offences office is accessible by telephone for public inquiries and is accepting fine payments by telephone and online. City staff are participating in reopening discussions with members of the judiciary.	L
<b>Animal Control and Shelter Services</b> For the safety of residents and staff, and in response to limitations of veterinary services, the Animal Shelter adjusted service levels on May 1 to minimize the number of new animals entering the shelter. With exceptions for emergency situations, the shelter has not be accepting healthy stray and community cats or the surrender of dogs or cats from owners. In line with provincial reopening of services, the City resumed animal pickups and the receipt of surrendered animals effective July 1. Consistent with other practices put in place for COVID-19, services at the shelter are offered by appointment only.  Except for the slight reduction for animal pickups, the service level for Animal Control remains mostly unchanged. In comparison to 2019, the department saw an 8% year-over-year increase in animal control cases for the period of March 23 – June 18. Services for complaints remain in place seven days a week, with Officers responding to calls until 8 p.m. on weekdays and from 7 a.m. to 7 p.m. on weekends.	M
<b>Asset and Facilities Management</b> Asset management and capital projects staff are working from home. Some capital projects such as 199 Larch building improvements, building condition assessments and LED streetlighting replacement will be delayed as a result of COVID-19 response and the salary gapping introduced to mitigate costs.	M
<b>Clerk's Services &amp; Council Support</b>	M

<p>Council and Committee agendas are proceeding and meetings are being held with the option of electronic participation. Marriage licences are being issued by appointment only. Commissioning services are not currently available but could resume in line with TDS reopening to the public. Wedding solemnizations are not available and will not resume until a subsequent restoration phase. Many residents have been using private officiants throughout the pandemic, and it is recommended they continue to do so for the foreseeable future. Burial permits continue to be processed using modified procedures. Freedom of information requests are being received electronically, however processing timelines have been subject to delays due to staff availability in operating departments. The Archive Facility is currently closed.</p>	
<p><b>Compensation &amp; Benefits</b></p> <p>Processes have been modified to adapt to the COVID-19 situation, including increased use of electronic forms for employee documentation. Job evaluation committee meetings have resumed.</p>	M
<p><b>Human Resources &amp; Labour Relations</b></p> <p>Staff are working from home and generally delivering required services, although some timelines are delayed or extended.</p>	M
<p><b>Information Technology</b></p> <p>Most staff can and are working productively from home. A small number of staff are assigned to the office for hardware repair and install tasks. The team processed 49 custom COVID-19 solution requests, which caused some impact to other already planned technology initiatives, but COVID-19 solution requests have decreased and effort has returned to the previously planned work.</p>	M
<p><b>Legal Services</b></p> <p>Legal services continue to be provided by telephone, email or videoconferencing methods. Real estate matters continue to be addressed as required to support operating departments for infrastructure and development matters.</p>	M
<p><b>Organizational Development, Safety, Wellness &amp; Rehabilitation</b></p> <p>Human Capital Management Plan, corporate training plan and in-class Health and Safety training have been put on hold at this time. Section staff have pivoted to develop SOPs and policies for staff to utilize to ensure services can be delivered while adhering to public health directives. Considerable effort is now going into assisting operating departments to return to work and restart services in a safe manner.</p>	M
<p><b>Real Estate</b></p> <p>In-person meetings with the public have been replaced by telephone meetings.</p>	M
<p><b>Security, By-law &amp; Parking Services</b></p> <p>Emphasis has been placed on the importance of physical security to control patron volume and support screening activities in various City facilities. Additional services have been put in place at various locations to support screening and oversight for social services offered to vulnerable members of the community. The return of required bus fees has been supported by additional security services for customer service and monitor, while also providing support for fare evasion through mobile security offered through Parks services.</p> <p>Bylaw Enforcement has enhanced the delivery of enforcement services in response to COVID by enforcing Emergency Orders under the Emergency Management and Civil Protection Act (EMCPA). Bylaw partnered with the Greater Sudbury Police Service Education and Enforcement Unit, taking the lead for cases during operating hours and deferring to Police for urgent calls overnight, or for matters that could host safety issues. Addressing complaints</p>	E

<p>about the operation of businesses or for gatherings larger than what is permitted under provincial legislation. As of July 8, by-law staff will take on additional enforcement related to Public Health direction for mandatory masking or face covering in all commercial establishments.</p> <p>Overall, perhaps associated with many community members being at home more than in previous years, Bylaw has seen a 62% year-over-year increase in complaints. Specifically for complaints under Noise, Clearing of Yards and Bylaw Inquiries, the department has seen year-over-year increases of 245%, 34% and 5300%.</p> <p>On March 24, 2020, through motion of Council, on-street parking fees were reduced to zero. Council reconsidered their motion on June 23, 2020 and on-street parking fees resumed on July 2, 2020. Surface and underground parking lots remained operational, absent of dedicated enforcement. Proactive enforcement of surface lots will remain paused until September 2020.</p>	
<p><b>Fleet Services</b></p> <p>Providing enhanced service via shuttling of vehicles to ensure physical distancing. Some staff have been relocated to offsite garages to allow for greater spacing between work areas within the Lorne Street facility and to create separate work groups to better ensure business continuity.</p>	E
<p><b>Accounting, Purchasing &amp; Payroll</b></p> <p>Staff in Accounts Receivable, Accounts Payable, Accounting, Payroll, Financial Information Services and Purchasing are providing an equivalent level of support to the City from home. Certain staff are onsite periodically to do required tasks. Work will continue to be done from home as long as service levels are maintained.</p>	U
<p><b>Taxation</b></p> <p>Staff continue to provide the same level of support from home, with the exception of in-person customer service. A limited number of staff are onsite once a week to do required tasks. All staff will continue to work from home until the 2020 final tax bills are mailed. Once this mailing has been completed, additional staff will return to the office.</p>	U
<p><b>Energy Initiatives</b></p> <p>Staff continue to provide the same level of service from home.</p>	U
<p><b>Financial Planning, Budgeting &amp; Support Services</b></p> <p>Staff are able to provide the same level of support from home. In-person and phone conversations have changed to email and videoconference interactions. It is anticipated that additional staff will return to the office as Budget preparation begins after Labour Day.</p>	U
<b>COMMUNITY DEVELOPMENT</b>	
<p><b>Arenas</b></p> <p>Municipal arenas remain closed by provincial emergency order. In anticipation of reopening as part of future stages, Hockey Canada and the Ontario Hockey Federation have developed a Return to Play Framework and will be hosting sessions with municipalities and private facility operators to discuss considerations for reopening.</p> <p>Hockey Canada has stated that it expects registrations will fall by 25% to 30% when the sport does resume. It has stated that traditional practices and league play are unlikely to resume for some time. Arenas section staff continue to monitor industry developments and are engaging local youth associations to gauge potential ice demand. This information will assist</p>	C

staff in recommending the number of ice pads that will be required and the timing for reopening.	
<b>Crossing Guards</b> Crossing locations were suspended when school closed and will be reinstated when schools reopen.	C
<b>Recreation Programming</b> Summer programs and day camps have been cancelled. Staff are monitoring provincial and industry information to determine the regulatory environment for programming in the fall. Additional reports will be provided once the situation becomes clearer.	C
<b>Children's Services</b> Children Service Representatives returned to offices at 199 Larch St. as of June 16 in anticipation of child care reopening. Staff continue to work through the various directives and changes from the Province to determine if there will be any impact to operations and budget.	M
<b>Housing Operations</b> The Greater Sudbury Housing office is not open to the public except for rent payments. Assistance was provided to tenants to move to online or direct payment methods to reduce the necessity to come into the office. Tenant Services staff are available by phone and tenants can provide information for rent changes and annual reviews electronically or through drop box. Deadlines to provide this required information were extended. The Province has not provided any timelines for the restoration of Landlord and Tenant Board hearings and no evictions are permitted at this time. Non-Payment of Rent Notices were served by mail rather than in person. Vacant units continue to be cleaned, maintained and rented. With the move to Stage 2, non-emergency maintenance services are being carried out, provided tenants pass screening and physical distancing can be maintained while repairs are done. Staff are working to address a backlog of non-emergency maintenance requests. Capital programs can now proceed and are going forward based on availability of contractors to complete required work.	M
<b>Housing Programs</b> One staff member is working from home and the balance of staff have returned to the office. New provincial regulations will take effect on July 1, 2020. Program Administrators are working with community housing providers to ensure the new orders are understood and that there is compliance.	M
<b>Housing Registry</b> Registry staff have transitioned from Lotus Notes software to Yardi Rent Café that hosts the centralized wait list. Staff are conducting telephone interviews and applicants are able to pick up and drop off information into a drop box located by the Security Desk on the main floor of 199 Larch Street. Yardi Phase 2 will allow applicants to apply online for subsidized housing. It is expected to be in place by Q3 of 2020.	M
<b>Ontario Works Program Delivery</b> Offices are closed to the public, however staff continue to support clients by telephone and email, with some working from home. While new applications remain low, staff are preparing for an anticipated surge when the CERB benefit program ends. Employment support services have been suspended and staff have been redeployed or taken a declared emergency leave.	M
<b>Parks</b> Splash pads reopened June 26. Play field bookings for instructional purposes resumed June 29. Playground structures remain closed under provincial order.	M
<b>Transit</b>	M

Fare payment and front-door loading resumed on June 15. Ridership has increased to 50% of last year and a reduced schedule will remain in place for the rest of the summer. Service planning is underway for September and service levels will return to normal with some modifications or reductions to routes serving Cambrian College, College Boreal and Laurentian University as adjustments are made in line with on-campus attendance. As of July 8, Public Health directives will require masking or face covering in all commercial establishments, including Transit.	
<b>Emergency Shelters and Homelessness</b> The Off the Street shelter, located at 200 Larch Street, has been temporarily moved to Regent Street in the former Cardinal Inn. Enhanced services are provided on the upper floor to serve as an isolation shelter as needed to support COVID testing. Funding received from the federal and provincial governments has been provided to service providers to ensure the vulnerable population continues to have access to food security and washrooms in the downtown core. Staff are working to support the Samaritan Centre and other drop-in sites to resume providing basic needs services while meeting Public Health recommendations. Additional funding through federal and provincial programs has been requested to sufficiently support the homelessness response to COVID-19. An Update on the Emergency Shelter was provided at Community Services on June 15. The report can be found at: <a href="https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&amp;action=file&amp;agenda=report&amp;itemid=3&amp;id=1499">https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&amp;action=file&amp;agenda=report&amp;itemid=3&amp;id=1499</a>	E
<b>Long-Term Care</b> Pioneer Manor continues to operate with enhanced measures as directed by the Chief Medical Officer of Health, the Ministry of Long-Term Care (MOLTC) and with further best practice recommendations by Public Health. Active screening continues at all entrances, enhanced infection control and prevention, enhanced cleaning, outdoor visitation and enhanced resident monitoring are all in place. Ministry regulations also mean that residents and staff are regularly tested for COVID-19. Twenty-nine redeployed CGS staff, many from Libraries and Leisure Services, continue to assist with connecting residents virtually with families, mail deliveries, and the delivery of all resident meals to their rooms. Pioneer Manor has successfully implemented outdoor family visitation. The MOLTC has not indicated how long these enhancements will remain in effect, however, it is anticipated that some or all of these measures will be required for another twelve months.	E
<b>Cemetery Services</b> Cemetery services continue to be provided within COVID-19 guidelines.	U
<b>Community Grants</b> HCI applications continue to be received by staff, reviewed and processed as appropriate.	U
<b>COMMUNITY SAFETY</b>	
<b>Emergency Management Public Safety, Planning and Prevention</b> All emergency response resources are dedicated to COVID-19 response, planning and recovery. The EOC has remained activated since March 16. Community Control Group meetings have been transitioned from daily to weekly. Weekly liaison through GSEMAP members has continued since March 16. Emergency planning is limited due to resources, and public education activities and public Emergency Management Training programs have been suspended. Testing of emergency policies and protocols has been maintained to ensure other risks are mitigated.	L
<b>Community Paramedic Care</b>	M

<p>CGS-funded Community Paramedic staff remain redeployed to perform mobile community COVID-19 testing. Referrals continue to be received for community testing from the HSN Assessment Centre, and for surveillance COVID testing in long-term care and retirement homes, emergency daycares, correction facilities and the supported isolation centre during the reopening phases and for outbreaks. Community Paramedicine continues to support the Supported Isolation Centre daily through assessment and testing when necessary, working with CGS Social Services, CMHA and the Nurse Practitioner Clinic. Proposed 2020 Health Promotions activities are currently suspended under public orders. The services of Community Paramedics funded by the North East Local Health Integration Network remain unchanged - clinically managing high-risk patients in their homes, preventing hospital admissions and assisting with HSN capacity.</p>	
<p><b>Fire Safety Education</b></p> <p>Delivery of fire safety education has been impacted by COVID-19. Planned school board fire safety programs were cancelled due to the closure of all schools. Planned public and community events normally attended by Fire Safety Officers have also been cancelled. CGS digital signboards have been used for fire safety messaging. Enhanced use of social media is occurring, with almost daily Twitter messaging on fire and water safety. Media messaging and website content related to increased fires from smoking, cooking, working from home and open air burning have been delivered. Proactive fire education training for hotel employees, implemented just prior to COVID-19, had to be postponed. It is anticipated that this work will resume, possibly as early as mid-July, if the Province opens up travel. Public Safety Officers (PSO) have been working from home since the start of the COVID pandemic in order to limit the number of staff working from fire facilities and potentially expose fire suppression and paramedic crews to virus spread. Weekly staff communication occurs to monitor well-being, and address any emerging issues. The transition from a fixed facility work location to working from home has been relatively smooth. It will not be recommended to return the PSO who has reported to Van Horne station to that location as the office space previously provided will not meet social distancing requirements. Options may include continuing to work from home, or relocation to Lionel E. Lalonde Centre where the second PSO is located.</p>	M
<p><b>Fire Safety Prevention</b></p> <p>Fire Prevention has adapted new ways of doing business and is meeting the majority of inspection requests. All Fire Prevention staff have been working from home since the beginning of the COVID pandemic, which has helped limit the number of non-suppression staff in the Van Horne fire station and reduced potential virus risk to fire suppression and paramedic crews. The return of Prevention staff to the Van Horne station will be challenging, as previously occupied office space will not meet social distancing requirements. Options such as working from home with periodic office days are being considered. Burning permit applications are now available on the CGS website. Initially, the number of "request inspections" was reduced, but as Prevention staff have become better able to ensure safety precautions are met, many "request inspections" are being conducted. Annual mandatory vulnerable occupancy inspections have been cancelled until access to the facilities resumes, and all facilities were reminded of their obligation to ensure Fire Code requirements are maintained. Fire Code inspections and advice related to emergency child care centres, homeless shelter facility relocation and St Joseph's hospital patient relocation will continue as long as the provincial Emergency Orders are extended. The provincial opening of restaurant patios is requiring additional inspections by Prevention staff and consultation with the AGCO.</p>	M



Fire Prevention continues to work closely with Building Services on facility modifications to meet Emergency Order requirements.			
<b>Fire Services Emergency Response</b> Fire Suppression response is unchanged with no service level impact. Additional screening measures to protect operational staff were put into place and these measure remain mandatory for all staff. Enhanced disinfection measures remain in place at all fire stations, as does the requirement for additional Personal Protective Equipment (PPE), both on emergency responses and in station. In-station training for firefighters resumed once cloth masks were distributed in late May. Medical Tiered Response (MTR) was reduced to Vital Signs Absent patients only to limit PPE consumption when supplies were difficult to obtain. Firefighter recruitment for both career and volunteer positions was put on hold due to provincial orders limiting numbers of people in groups for testing. PPE and physical distancing measures have been set up and need to be approved in order to proceed with recruitment			M
<b>Paramedic Medical Care and Transportation</b> Emergency 911 response remains unchanged, with Paramedics responding to just over 1400 positive screened COVID calls up to June 18. Emergency deployment was amended to encourage physical distancing for Paramedics at emergency service stations and to limit exposure by working with consistent partners when possible. One Paramedic Services employee remains working from home. Some Paramedic staff trained as Community Paramedics continue to provide community COVID testing services. Regular changes to clinical practices, COVID patient screening, and IPAC practices place increased demand on Paramedic training needs. Global PPE shortages continue to strain Paramedics' ability to procure PPE and the logistics section has been required to source PPE. Staffing challenges provincially had the MOH-EHSB amend the regulations that allow the hiring of Emergency Medical Attendants. Hiring, orientation and base hospital certification of Paramedics have been amended to fast track and allow for physical distancing in the hiring process.			E
<b>GROWTH AND INFRASTRUCTURE</b>			
<b>Solid Waste Management</b> Weekly bag limit remains at two bags and will return to one bag on August 3. Counter service at the Recycling Centre will resume July 11. The Reuse Centre and bins are closed and they will not reopen until all pandemic restrictions end. The Spring Residential Tipping Fee Holiday remains postponed until staff have additional clarity on future public health restrictions. Restrictions on collection of unbagged garbage and rules to not sort blue boxes that contain facial tissue, paper towels, wipes, gloves and masks remain in effect indefinitely.	L	M	E
<b>Building Permits and Approvals</b> Service has been modified to allow and encourage electronic submissions and contactless drop offs. In-person consultations are done by appointment only. Electronic submissions, responses for only property searches for real estate transactions, as well as Letters of Opinion for Zoning and Legal Non-Conforming.			M
<b>Construction Services</b> Delivering all services with inspection and survey staff reporting directly to the project site on most days. Some productivity loss due to the enhanced health and safety requirements associated with COVID-19.			M
<b>Development Approvals</b>			M



Current planning services continue under a remote work model. Planning Committee and Committee of Adjustment Meetings were temporarily suspended in April but restarted in a digital format in May and June, respectively. Provincial suspension of Planning Act decision-making timeframes will end on June 22.	
<b>Engineering Design</b> All staff are working from home and continue to provide the same level of support for project delivery using virtual meetings as a substitute to in-person meetings, and exchanging information digitally. Some productivity loss due to issues with collaboration and the project team not reporting to the same office. Staff are reporting to work and project sites on occasion to print drawings, etc. or complete field reviews.	M
<b>Engineering Project Delivery</b> All staff are working from home and continue to provide the same level of support for project delivery using virtual meetings as a substitute to in person meetings, and exchanging information digitally. Some productivity loss due to issues with collaboration and the project team not reporting to the same office. Staff are reporting to work occasionally, to print drawings, assemble contract documents, etc., and are regularly reporting directly to project sites.	M
<b>Environmental Planning</b> Regreening, lake water quality and environmental planning and education services continue under a remote work model. Regreening crew has been scaled and the start of regreening activities has been adjusted to achieve public health directives. The spring phosphorous sampling program has also been modified to achieve public health directives.	M
<b>Infrastructure Capital Planning</b> All staff are working from home and continue to provide the same level of service using virtual meetings as a substitute to in-person meetings, and exchanging information digitally. Some productivity loss due to issues with collaboration and the project team not reporting to the same office. Staff are reporting to work and project sites on occasion to print drawings, review hard copy information, etc., or complete field reviews.	M
<b>Plans Examination</b> Virtual meetings and electronic exchange of documents are being used to continue service. Comments for Site Plan, Subdivision and Rezoning in support of Planning Committee continue electronically.	M
<b>Transportation and Innovation</b> Most staff are working from home and are using virtual meetings as a substitute to in-person meetings. One staff member continues to work from Tom Davies Square to provide in-person consultations by appointment, as required, and to maintain access to the hard copy files that have not been scanned to this point. Transportation staff have focused their time on maintaining the traffic signal system, supporting capital project delivery and responding to urgent concerns that impact the safety of the public. Annual reports to the Operations Committee have been delayed until the fall when it is anticipated that all salary gapped positions will be filled. The annual traffic count program has been cancelled for this year. All pending requests for traffic studies will be delayed until next year when summer students are available again. Programs that are used to raise awareness about speeding on residential roads have been put on hold.	M
<b>Building Inspections</b> Field inspections continue in support of building permits, citizens' complaints on unsafe conditions and fire damage, as well as ACR inspections done to Tom Davies Square Standard Operating Procedures and Ministry of Labour COVID standards	U

<b>Community and Strategic Planning</b> Long-term policy planning, aerial photo and mapping and GIS operational services continue to be provided under a remote work model. Public engagement sessions planned for Fall 2020 will occur digitally, supported by modified in-person engagement.	U
<b>Distribution and Collection Operations &amp; Maintenance</b> Delivering all services. To ensure compliance with all health and safety requirements, staff has implemented a two-shift model in the three largest Public Works depots this summer (maintenance) season. Some productivity has been lost due to the enhanced health and safety requirements.	U
<b>Roads Operations &amp; Maintenance</b> Delivering all services. To ensure compliance with all health and safety requirements, staff has implemented a two-shift model in the three largest Public Works depots this summer (maintenance) season. Some productivity has been lost due to the enhanced health and safety requirements.	U
<b>Wastewater Treatment</b> Two of three RV dumpsites closed, with the Sudbury Wastewater Treatment facility remaining open for service 24/7. WW Treatment and Compliance Staff are following workplace health and safety recommendations such as pre-work health assessments and physical distancing. For visits to resident homes staff have incorporated pre-visit assessments and incorporating physical distancing; all activities continue as normal.	U
<b>Water Treatment</b> Staff are following workplace health and safety recommendations such as pre-work health assessments and physical distancing. For visits to resident homes staff have incorporated pre-visit assessments and incorporating physical distancing. All other operations and maintenance is normal.	U