

Service Area	EMERGENCY RESPONSE DUTIES			PANDEMIC SERVICE RESPONSE				
	Mun. Emerg. Control Group (MECG)	Council	Staff	Level 0 Lock Down	Level 1 Control	Level 1 Restrict	Level 2 Protect	Level 3 Prevent
Mayor	Act as the liaison between collection of information from Council and dissemination of information to Council and the public.	Act as the Chair of Council meetings and show leadership on the implementation of Council approved policies.	Advise the Mayor on the declaration of emergencies, draft emergency communications and provide support and recommendations on policy drafting and communications	No face to face interaction with Council or public 90% time emergency. Work from home. Mayor updates Council on MECG	No face to face interaction with Council or public, 50% time emergency. Work from home. Mayor provides MECG updates	Limited face to face interaction with Council, Work from home. No public face to face	Normal office use, meetings in small groups with physical distancing protocols.	Regular meetings and functions. Consider recommendation in late stages to terminate the emergency.
Council	Collect information from the public and media to advise Mayor on community response to the emergency.	Establish policies for normal operations of community and interact with constituents to solve problems or address concerns.	Provide support and recommendations to Council to assist with the establishment of corporate policy and assist with providing answers to constituent questions.	Virtual meetings, no new operating policies, necessary spending only. Limited virtual Committee interaction	Virtual meetings, limited new operating policies, budget restrictions. Limited virtual Committee interaction	Face to face Council meetings (virtual to YouTube), no public access or delegations, limited new operating policies, No Committee Meetings. One on one reaching out to committee members to discuss committee changes and continued involvement.	Meetings with restricted access (Deputations in person by appointment) (virtual to YouTube), new physical distancing protocols. Review need for any (Develop) new committees for post emergency recovery. Review changes to existing committees.	New committees for post emergency recovery. Regular Council, Live Streamed, new distancing protocols.
CAO	Advise on Major emergency Policies; by establishing action plan	Advise on major normal operational policies	Oversee implementation of approved policies; oversee and chair MECG business cycle, record all meeting actions	All Service levels to comply with Provincial orders. Stay Home/ Stay Safe	All Service levels to comply with Provincial orders Stay Home/ Stay Safe	SMT and dept. review of customer All Service levels to comply with Provincial orders. Stay Safe/ Stay Local	All Service levels to comply with Provincial orders. Normal authority bylaws in effect. Stay Safe/ Stay Local	All Service levels to comply with Provincial orders. Stay Safe/ Keep Aware
HR	Develop staffing policies agreements for emergency work implementation; assign staff to alternate duties to ensure resources are provided for implementation of emergency actions	Develop normal policies for work not changed by emergency situation	Prioritize implementation of emergency policies, then normal operational policies; advise on conflicts.	Accommodated work plans in effect (Home and divided crews).Hiring freeze, Temporary layoffs, Daily "check in" calls to staff working from home. Additional promotion of EAP services to staff during emergency.	Hiring freeze, Temporary layoffs, Accommodated work plans in effect, some divided crews, Summer Students hired virtual interviews only. Daily "check in" calls to staff working from home. Additional promotion of EAP services to staff during emergency.	Staff Physically distanced work sites, some divided crews, virtual interviews. Staff work areas may be altered to allow enhanced safety alterations.	Some divided crews may be used, in person interviews with PPE and Physical distancing. Recall all layoffs. Interviews in person with new distancing room. Staff work areas may be altered	Physical distancing of work. Review of all contract and agreements to update policies to reflect "New Normal"

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Finance	Approve Emergency purchases outside normal budget and policies and recommend savings policies.	Approve normal budget and approve some purchases based on policy that are outside emergency situation or based on recovery	Manage finances for both groups, report, make recommendations for changes, establish sources of financing	Accommodated work plan some staff. No penalty on taxes or water, no cash payments, no direct customer service	Alternate work plans. No penalty on taxes and water, no cash payments, no direct customer service.	Staff in office. Penalty on taxes and water, no cash payments,	Normal payment policies, direct customer service with protocols,	Additional service of e-billings
Clerk	Develop communication plans and control all messages related to emergency.	Approve bylaws and establish resolutions that provide corporate direction on major policy issues that are outside of the emergency	Develop communications for MECG and establish agendas and record resolutions of Council on normal operations outside of the emergency.	Accommodated work plans, no direct customer service, still takes burial permits, no other licences or permits issued, virtual (zoom) meetings	Alternate work plans, no direct customer service, still takes burial permits, no other licences or permits issued, virtual (zoom) meetings	Staff in office,, virtual (zoom) mtgs. Review with CAO Council/Comm. mtg. procedure by-law regarding inclusion of new mtg. protocols	Customer service with Physical distancing, All licensing and permits being issued, Meetings only have scheduled public allowed for deputations	Full Customer service with new Physical distancing protocols, meetings open with new distancing protocols
Bylaw	Approve amendments to bylaws to reflect emergency situation and communicate restrictions or enforcement	Establish bylaws that reflect controls for normal municipal operations not influenced by emergency	Enforce by-laws as established by Council or enacted/amended by MECG. Also may assist OPP with enforcement of some provincial emergency orders if requested.	Alternatework (Deliveries), No property inspections, no ticketing, assists OPP with enforcing orders if required	Alternate work. No property inspections , assists OPP with enforcing orders if required	Alternate work, Limited property inspections with physical distancing protocols, some ticketing, assists OPP with enforcing orders if required	Limited property inspections with physical distancing protocols, some ticketing, Limited customer service in office with physical distancing protocols.	Full Property inspections with PPE and full ticketing. Physical distancing protocols.
Economic Development	Establish policies and guidelines for businesses, tourism and voluntary civic sector that may be altered from emergency. Develop a recovery plan to assist with economic impacts from emergency. Work with Upper Tier and regional and district agencies to identify norms, concerns, and vulnerable sectors.	Develop methods of communicating with the business, tourism and voluntary/civic sector and establish policy for long term growth of community after recovery phase of emergency.	Work with local business, tourism and voluntary/civic sector and other Community Economic Development (CED) partners to establish needs for a localized and regional recovery	Alternate Work plan, focus on tourism voluntary/civic sector information collection and build recovery planning options.	Alternate work plan, focus on business information collection and provision, recovery assistance, Development of Recovery mode Terms of Reference.	In office, focus on business information collection and provision, recovery assistance, Centralize all Committees of Council under CED banner to coordinate recovery based workplans. Work with Committee chairperson for input.	Establish CED recovery workplans and implement plans while coordinating Upper Tier, Provincial and Federal initiatives. Tourism customer service starts. Committees of Council meetings small groups with physical distancing protocols.	New committees operating with new Terms of Reference and physical distancing protocols.

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Programming	Review impact of emergency on quality of life. Set policy to freeze existing programs where appropriate	Set policy on community programming not altered by emergency. Determine program policy after recovery phase	Modify existing programs and/or implement new programs as necessary, notify users of changes, monitor community needs during emergency.	Accommodated Work Plan. All programs/events cancelled, (concentrate efforts on staff quality of life), adjust programs/events where possible and build recovery planning options.	Alternate Work Plan. All programs/events cancelled, (concentrate efforts on staff quality of life), Scale events/programs planning while balancing community need with emerging guidelines.	In Office. Concentrate efforts on areas of greatest need while acting as resource to community non-profit and volunteer sector. Identify gaps in community programming. Establish workplans to address sector weaknesses. All Town programming centralized under Community Programming banner to coordinate demographic reporting and identify gaps.	Establish community programming/event protocols while coordinating with Committees of Council, CED, Upper Tier, Provincial and Federal initiatives. Small events operating within guidelines.	Run events and programs with new protocols
Community Engagement	Establish messaging required for community, internal stakeholders and partner organizations to relay decisions	Establish community interaction on non-emergency operations and after recovery operations	Design and develop and release public information as required. Monitor press and social media to identify and report community feedback. Coordinate media responses and new information delivery as required.	Home Work Plan. Coordinate emergency messaging while providing feedback. Coordinate daily operational messaging independent of emergency.	Alternate Work Plan. Coordinate emergency measures, recovery plan messaging, operational messaging.	In Office. Coordinate recovery plan messaging, operational messaging, and outreach to volunteers coordinating with CED and Community Programming.	Focus split between emergency (10%) and normal messages. Small RSVP only access public meetings,	New outreach methods and engagement strategies implemented for normal municipal operations
Information Technology, Software Support and Electronic Security	Determine temporary technology service supports required to ensure MECG decisions can be effectively implemented. Resource equipment and systems as needed.	Establish policy to set IT resources for operations outside of emergency	Maintain IT continuity while providing advice and support for emergency response.	Staff split for work assignments. Focus on emergency and operational. Identify technology solutions required for staff return to work protocols.	Alternate Work plan. Focus on emergency and operational continuity. Identify mobile workforce solutions for emergencies with equal or greater disruptions.	Staff in office. Provide technology and software support for operational continuity. Identify concerns, gaps in service support. Special Cleaning Protocols in other staff work areas	Focus on emergency (10%) and normal work. PPE when working on other staff equipment	Stream Council meetings to meet accessible guidelines

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Fire	Determine additional safety measures required during the emergency.	Determine levels of service outside of emergency and pass policy on fire master plan	Oversee and implement emergency services response and proactive functions	Accommodated work plans, Burn Ban, workforce split, halls closed to public, special response precautions	Alternate work plans. Halls closed to public, special response precautions. During response, public can shelter in Town vehicle.	Staff in office. Fire Permits, halls closed to public, special response precautions. During response, public can shelter in Town vehicle.	Fire Permits, Special service protocols, special response precautions. During response, public can shelter in Town vehicle.	All operations resume with new medical response protocols. During response, public can shelter in Town vehicle.
Accessibility/H&S/CEMC	Follow Emergency Plan and determine recommendations on Health and Safety temporary measures in response to emergency.	Approve Emergency Plan prior to emergency and ensure policies meet provincial standards.	Provide support on plan interpretation, liaise with County EOC and Public Health as required during emergency, help with the implementation of safety policies and continue normal accessibility inspections.	Normal work plan. Focus on emergency only.	Focus on emergency and new safety for returning operations	Focus on emergency and new safety for returning operations	Focus on Health and Safety and Accessibility	Normal operations new education programs on changed policies
Fleet	Make decisions on the use of fleet or additional resources required to respond to the emergency	Establish fleet resources, policies and purchases for normal operations	Implement fleet policy and make recommendations on fleet administration and purchases.	Vehicles limited to 1 staff only, vehicle assigned to a person where possible. No out-of-town travel for work, Staff to self screen and record usage of vehicles. Record log to be left in vehicle	Face coverings required in vehicle when more than 1 occupant, No non staff in vehicle. No out-of-Town travel for work. Additional vehicle cleaning. Staff to self screen and record usage of vehicles. Record log to be left in vehicle. On call may have family in vehicle.	Face coverings required in vehicle when more than 1 occupant, no non staff in vehicle. No out-of-region travel for work, Additional vehicle cleaning. Staff to self screen and record usage of vehicles. Record log to be left in vehicle. On call may have family in vehicle.	No non staff in vehicle, staff must take virus clearance assessment if more than 1. Mask if more than one vehicle. Normal travel, Additional vehicle cleaning. On call may have family in vehicle.	Normal travel. New cleaning protocols, No restrictions in vehicles however responsible safety measures in place.
Water & Wastewater Utilities Dept.	Approve additional resources or changes in operations required to respond to emergency.	Establish policies and resources to support the provision of safe municipal drinking water and compliant wastewater effluent for community health and environmental protection	Ensure utilities operations remain compliant with all legislated requirements and Town policies that support the provision of safe municipal drinking water and wastewater treatment plant effluent. Ensure the continued provision of adequate water supply for community fire protection.	Home work plans, staff split in two groups, alternated into plants for physical distancing. Suspend all elective contact with customers / public. Duty restrictions/deferrals on non-time sensitive maintenance. Enhanced facilities and equipment disinfection practices.	Alternate work plans, staff split in two groups, alternated into plants for physical distancing. Suspend all elective contact with customers / public. Duty restrictions/deferrals on non-time sensitive maintenance. Enhanced facilities and equipment disinfection practices.	Staff spaced in office/plants. Physical (Social) Distancing or PPE. Limited contact with customers / public. Enhanced facilities and equipment disinfection practices. Limited external customer work and meter installation on new construction.	Physical Distancing or PPE, Safety measures for internal water meter changeout. Limited external customer work and meter installation. Internal emergency sanitary sewer inspection with protocols.	In home/property work resumes with new protocols

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Public Works	Approve changes to operations or resource levels to respond to emergency.	Establish operational and capital budget for transportation services and pass necessary bylaws for road network	Maintain transportation operations including all right-of-way maintenance and complete some capital reconstruction work.	Alternate office staff home work plans. Crews split into 3 groups. All report to different locations. Some duty restrictions on non-essential work. No direct customer service.	Alternate office staff work plans. Crews split into 3 groups. All report to different locations. Some duty restrictions on non-essential work. No direct customer service.	Staff in office. Crews split into 2 groups. All report to different locations. Limited duty restrictions on non-essential work. Essential customer service.	Normal crew reporting and structures. No duty restrictions with Physical distancing. Limited customer service.	Interaction with public resumes for complaints. Full customer service with new protocols.
Facilities	Determine the appropriate uses of all municipal facilities and properties during an emergency.	Establish operational and capital budget for facility services and pass necessary bylaws for public use	Establish operational and capital budget for facility services and pass necessary bylaws for public use	acomodation plans. Crews divided. Keep all municipal facilities and operations functioning as required at approved service levels. All Facilities closed to public. Ensure security of any closed facilities due to emergency.	Office staff alternate work plans Crews divided. All facilities closed to public. Extra cleaning where staff report. Mostly building maintenance work. Some parkland open and boardwalk open. Grass cutting operations	Office staff alternate work plans. Some facilities closed to public. SPC on day to day operations watch. Extra cleaning where staff report. Mostly building maintenance work. Parks open and boardwalk open. Boat Launches open. Grass cutting/snow plow operations. Assessment of municipal bldgs. For preparation of opening to the public,	Office staff with customer service. Facilities open to small groups with special cleaning protocols. Extra cleaning where staff report. No large gathering or spectators. Mun. Buildings open to public and adapted with PPE such as front counter shields, hand sanitizer, physical distancing protocols and appropriate signage, change rooms and playgrounds open. Consideration to open limited public washrooms. SPC open with Public Helath protocols	Full customer service and larger group rentals. Full payment options and new cleaning protocols in place. Public washrooms, splash pads open
Development Services	Determine emergency threats to building infrastructure of community and implement resource changes as necessary.	Establish policies and resources for appropriate and safe development of the community and community maintenance and use of existing structures.	Enforce (planning) official plan and zoning compliance, construction, renovation and demolition of all structures within community and the use of lands.	Some accomodation work plans. No internal inspections of occupied buildings. No internal property standards. Planning and permit review, Virtual planning meetings.	Some alternate work plans. No interior (internal) inspections. Limited external inspections. No internal property standards. Planning and permit review, Virtual planning meetings.	Staff in office. Customer service with new protocols. Developer meetings in small groups (RSVP only) with physical distancing. Special PPE provided, Public virtual planning meetings with written comments. Limited internal and external inspections with PPE	Customer service with new protocols. Meetings with small groups. Special PPE provided, Limited property standards inspections. Public planning meetings with RSVP delegations. Internal and external inspections.	Full customer service, public meetings and inspections with new protocols in place. Full enforcement of all zoning and property standards violations.

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Environmental Services	Determine changes to the collection and disposal of community waste based on emergency situation	Establish policies and resources for the community to dispose of waste produced	Implement waste disposal policies of community and ensure compliance with all provincial guidelines.	Bag collection at door and landfill/transfer sites open with exact payment (no change made on site) heavy restrictions on public access for Physical distancing. Special PPE required. Public Requires masks. Retail outlets can request delivery of bag tags	Bag collection at door and sites, heavy restrictions on public access for Physical distancing. Special PPE required.. Exact payment required at landfill. Public requires masks, Retail outlets can request delivery of bag tags	Regular rates at door and sites, regular bulk item charge, heavy restrictions on public access for Physical distancing. Special PPE required.	Regular rates, Light restrictions on public access for Physical distancing. Special PPE required.	Regular rates, new service levels for public access for Physical distancing. Special PPE required.