



BRIEFING NOTE

COVID-19 media briefing notes - Karen Redman May 27, 2020

Re-opening the Region

As I mentioned last week, we're working hard on back-to-business plans. Yesterday, Council discussed plans to tentatively re-open Regional administrative buildings to employees and the public beginning in early to mid-June. This will happen when the Province begins Phase 2 of their recovery plan.

The majority of Regional services have continued as usual, or in an alternate format, throughout the pandemic, but when we fully re-open buildings and programs, we want to:

- ensure the health and safety of employees and customers;
- maximize service to citizens;
- return laid off staff to work;
- and minimize negative year-end financial impacts.

We'll also be adapting our buildings, service delivery and programming to meet public health guidelines.

This means you might notice some new business practices that reflect our changing environment. For example:

- plexiglas barriers in customer service areas and on buses;
- new rules in our buildings to ensure physical distancing (like limiting the number of people in elevators or being required to make appointments);
- more hand sanitizing stations; and
- more services available online.



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We will continue to share more information about this as it unfolds. We appreciate your patience as we adapt to our 'new normal'.