City of Ottawa’s
Reopening Plan
June 10, 2020
Since the arrival of COVID-19 in March, residents have done an incredible job of following public health guidelines. Thanks to the hard work and sacrifices of our community, we have flattened the curve and slowed the spread of the virus.

While we must remain vigilant, the City of Ottawa is now cautiously reopening and resuming some programs and services with safety being the top priority.

The City’s plan is based on guidance from Ottawa Public Health and aligns with the Province of Ontario’s plan to gradually relax emergency orders.

Public health, community support and economic recovery are all connected. Our phased reopening plan prioritizes programs and services that promote a safe and strategic expansion of Ottawa’s economy, with ongoing support for Ottawa’s vulnerable communities.

Our reopening plan prioritizes public transit, recreation and childcare services to support residents returning to work and to provide relief during the warm summer months. Social services will reopen to support our most vulnerable.

COVID-19 may be present in the community for a long time, so reopening means adapting.

Services will occur in new or different ways, including increased virtual programming and online services, reduced group sizes, additional staffing for facilities and programming, appointment based in-person counter services and contactless document drop off.
Summary of our immediate response to COVID-19

Emergency Operations Centre mobilized and staff redeployed

Closure of City facilities and cancellation of services, programs and large public gatherings

Safety measures and staffing rotations for critical services delivery

City facilities and assets geared down

Staff work from home with expanded online service offerings

Creation of five task teams focused on sustainment, recovery, rebuilding and reopening of City services

Key inputs into our reopening plan

**Foundational Conditions**
- Public Health
- Workplace Safety
- Vulnerable Populations
- Child Care
- Transit

**Government Alignment**
- Federal
- Provincial
- Municipal

**City of Ottawa Task Teams**
- Human Needs
- Services
- People
- Finance
- Economic Recovery
Foundational conditions of our reopening plan

**Public**
- Tools for testing and contact tracing
- Infection reporting and containment protocols
- Site capacity restrictions
- Sanitization and cleaning guidelines
- COVID-19 training support
- Signage and public and business awareness
- Workplace safety regulations

**Workplace Safety**
- Inventory of medical and non-medical protective and preventative equipment
- Facility assessments and safety retrofits
- Screening, cleaning and disinfecting protocols
- Incident reporting and exposure response procedures
- Digital workplace and purchasing tools
- Corporate Security access and requirements

**Vulnerable Populations**
- Food security
- Outreach and social services
- Homelessness and sheltering including isolation centres
- Long-term care
- Funding allocations and supports
- Engagement and collaboration with social services sector

**Child Care**
- Three emergency child care centres
- Planning for additional seven child care centres
- Capacity restrictions
- Safety measures and protocols
- Employee training
- Incident reporting and decontamination procedures

**Transit**
- Hygiene and sanitization requirements
- PPE utilization
- Increased number of transit vehicles to provide more space
- Employee training
- Symptom checking and reporting
- Incident reporting and decontamination procedures
Our Safety

We are committed to protecting the health and safety of residents and staff by implementing key safety measures as part of our reopening plan. As we gradually reopen, facilities may look different and some services will be delivered in new or modified ways.

Safe Service Delivery

- Facility Retrofits
- Service Delivery Modifications
- Personal Protective Equipment and Preventative Measures
- Screening Protocols
- Cleaning and Disinfecting Protocols
- Information and Communication

Our People

Ottawa residents depend on our people to deliver the services they rely on every day. The City is implementing all the required safety measures to protect and preserve the workforce as we gradually start to reopen to ensure continued service delivery.

Protect and Preserve the Workforce

- Safety
- Work-from-Home Program
- Redeployment Plan
- Employee Health and Wellness
- Training
- Union collaboration
Our Safety: The New Client Experience

- Physical distancing measures
- Hand sanitizer stations
- Face masks
- Protective screens
- Frequent and thorough cleaning
- Instructional signage

Our reopening plan

**State of Emergency**

- Pre-Recovery Phase
  - Maintain and Adapt
  - March - June

- Recovery Phase 1
  - Restart
  - July

- Recovery Phase 2
  - Augment
  - August
## Pre-Recovery Phase: Maintain and Adapt (March-June)

City services adapted in accordance with Provincial directives

<table>
<thead>
<tr>
<th>Service</th>
<th>Location (s)</th>
<th>Reopening date</th>
</tr>
</thead>
</table>
| Emergency child care                 | • Dr. Couture  
• Tournesole  
• Esther By                                     | April 13                        |
| Community gardens and allotments     | • City wide                                       | April 25                        |
| Beaches                              | • Mooney’s Bay  
• Westboro  
• Petrie Island                                  | May 6 (limited use)             |
| Park ambassadors                     | • City wide                                       | May 12                          |
| Boat launches and docks              | • City wide                                       | May 16                          |
| Sports courts                        | • City wide                                       | May 19                          |
| Off-leash dog enclosures             | • City wide                                       | May 19                          |
| Skateparks and BMX parks             | • City wide                                       | May 19                          |
| Curbside library pick-up             | • Beaverbrook  
• Cumberland  
• Greenboro  
• Main  
• Nepean Centreponti  
• Ruth E. Dickinson                        | June 15                          |
| Elections Office                     | • 1221 Cyrville Road                              | June 30                         |
| Splash Pads                          | • City wide                                       | Mid-June following release of Provincial safety requirements |
| Ball diamonds and sports fields      | • City wide                                       | Mid-June following release of Provincial safety requirements |
| (Groups of 10 or less, training only)|                                                   |                                 |
## Recovery Phase 1: Restart (July)

City services restarted in accordance with Provincial directives

<table>
<thead>
<tr>
<th>Service</th>
<th>Service Offerings</th>
<th>Location</th>
<th>Reopening date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counter services (by-appointment only)</td>
<td>• Commissioner of oaths</td>
<td>• Ben Franklin Place</td>
<td>July 6</td>
</tr>
<tr>
<td></td>
<td>• Marriage licenses</td>
<td>• City Hall</td>
<td></td>
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<tr>
<td></td>
<td>• Parking permits</td>
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<td></td>
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<tr>
<td>Summer camps (reduced registration)</td>
<td>• COVID-19 adapted camps</td>
<td>• Up to 37 locations</td>
<td>July 6</td>
</tr>
<tr>
<td>Employment and Social Services and Housing Services Rent Supplement Office (reduced hours)</td>
<td>• Counter document dropoff</td>
<td>• 370 Catherine Street</td>
<td>July 6</td>
</tr>
<tr>
<td></td>
<td>• 2020 Walkley Road</td>
<td>• Mary Pitt Centre</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 2339 Ogilvie Road</td>
<td>• 2020 Walkley Road</td>
<td></td>
</tr>
<tr>
<td>OC Transpo Sales and Information Centre</td>
<td>• Customer service</td>
<td>• Rideau Centre</td>
<td>(TBC)</td>
</tr>
<tr>
<td>Beaches</td>
<td>• Lifeguards and water testing</td>
<td>• Mooney’s Bay</td>
<td>July 6</td>
</tr>
<tr>
<td></td>
<td>• Westboro</td>
<td>• Petrie Island</td>
<td></td>
</tr>
<tr>
<td>Playgrounds</td>
<td>• All amenities, including play structures</td>
<td>• City wide</td>
<td>July (TBC), up to four days after Provincial authorization</td>
</tr>
<tr>
<td>Spay/neuter clinic (By appointment only)</td>
<td>• Sterilization services for cats and dogs</td>
<td>• 5-26 Concourse Gate</td>
<td>July 6</td>
</tr>
<tr>
<td>Inspections and enforcements</td>
<td>• Building</td>
<td>• City wide</td>
<td>July 6</td>
</tr>
<tr>
<td></td>
<td>• Fire</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Parking</td>
<td></td>
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<tr>
<td></td>
<td>• Property Standards</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Tobacco</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Committee meetings</td>
<td>• Committee meetings resume in accordance with capacity restrictions</td>
<td>• Ben Franklin Place</td>
<td>July 6</td>
</tr>
<tr>
<td></td>
<td>• City Hall</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child care centres</td>
<td>• Child care</td>
<td>• All locations (10) city-wide</td>
<td>Mid-July (TBC)</td>
</tr>
</tbody>
</table>
Recovery Phase 1: Restart (July)

The Province of Ontario recently announced additional services permitted to reopen on June 12, with proper health and safety measures in place, as part of Phase 2 of their Reopening Framework.

City services currently under review in response to the recent Provincial announcement that require time to reopen include:

- Indoor pools except wave pools
- Outdoor pools and wading pools
- Museums
- Art galleries
- Community centers for non-recreation services
Recovery Phase 2: Augment (August)

City services augmented in accordance with Provincial directives

<table>
<thead>
<tr>
<th>Service</th>
<th>Service offering</th>
<th>Location</th>
<th>Reopening date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ball diamonds and sports fields</td>
<td>• For competitive play</td>
<td>• City wide</td>
<td>August 4 or two weeks following Provincial authorization</td>
</tr>
<tr>
<td>Cleaning the Capital</td>
<td>• Fall clean-up campaign</td>
<td>• City wide</td>
<td>August 4</td>
</tr>
<tr>
<td>Inspections and enforcements</td>
<td>• Expansion of inspections (fire, LTC homes, OCH properties) • Taxi/garage and licensing counter • Rooming house • Interior noise readings • Solid waste</td>
<td>• Bylaw HQ: 735 Industrial • Inspection locations</td>
<td>August 4</td>
</tr>
<tr>
<td>Transit recovery plan</td>
<td>• Fall service changes</td>
<td>• City wide transit</td>
<td>August 30</td>
</tr>
<tr>
<td>CPR/AED training</td>
<td>• Essential worker intact training – groups of four or less</td>
<td>• City wide facilities, as needed</td>
<td>August 4</td>
</tr>
</tbody>
</table>
For more information on the City of Ottawa’s Reopening Plan, please visit [ottawa.ca/reopening](http://ottawa.ca/reopening) or call 3-1-1 (TTY: 613-580-2401). You can also connect with us through:

- **Facebook** (@cityofottawa)
- **Twitter** (@ottawacity)
- **Instagram** (@cityofottawa)
- **City of Ottawa**