



Hastings Highlands

Beautiful By Nature

Schedule 'A' to Bylaw 2020-070

PUBLIC AND STAFF

COVID-19

Guidelines and Protocol



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Table of Contents

Introduction	2
Living, Working and Visiting Hastings Highlands (Post Novel Coronavirus COVID-19)	3
Novel Coronavirus (COVID-19)	
Guide for Municipal Staff, Volunteers and Contractors	9
General Overview	9
Council/Committee Meetings	9
Administration.....	10
Operations Department (Roads/Waste Sites)	11
Building/Planning Department	12
Bylaw Enforcement.....	12
Fire Department.....	13
Guide for the Public	
Novel Coronavirus (COVID-19)	13
General Overview	13
Council/Committee Meetings	13
Visiting the Municipal Office.....	14
Waste Disposal Sites.....	16
Facilities/Rentals	17
Public Washrooms and Beaches/Boat Launches.....	17
Library	17
Conclusion.....	17

Introduction

The primary focus of our Municipality has, and continues to be, the health and safety of our staff, council, and the public. Under direction from the federal and provincial government, as well as Public Health, the following measures have been implemented to help keep those who work, live, and visit Hastings Highlands safe, and to help stop the spread of Coronavirus (COVID-19) in Hastings Highlands.

This manual has been designed as a guide to help employees and the public navigate work and life after the impact of the COVID-19 pandemic.

Information contained herein, has been developed with reference to recommendations put forth by Public Health and senior government guidelines, with reference to Municipally established practices and procedures. More detailed information on any of the included topics can be found by visiting our website www.hastingshighlands.ca

Living, Working and Visiting Hastings Highlands in Response to Novel Coronavirus (COVID-19)

Whether you are a local or seasonal resident, or here for work or leisure, we ask that you observe and practice the following accepted practices put forth by Public Health, in an effort to help keep the public, staff and council safe in Hastings Highlands.

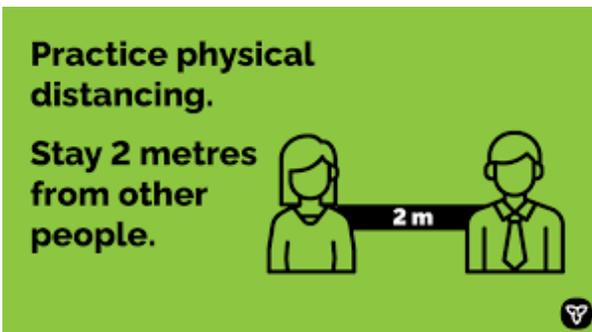
1. Physical Distancing

Physical distancing, when combined with other Covid-19 recommended practices, has been shown to limit the spread of Covid-19. (<https://www.publichealthontario.ca/>)

What is Physical distancing?

- Physical distancing is keeping our distance from one another and limiting activities outside the home
- When outside your home, it means staying at least 2 metres (or 6 feet) away from other people whenever possible

Visit <https://www.publichealthontario.ca/> for more information.



2. Proper Hygiene Practices

Proper hygiene can help reduce the risk of infection or spreading infection to others:

- Wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food
- Use alcohol-based hand sanitizer if soap and water are not available
- Avoid touching your eyes, nose, or mouth with unwashed hands

When coughing or sneezing:

- Cough or sneeze into a tissue or the bend of your arm, not your hands.
- Dispose of any tissues you have used as soon as possible in a lined wastebasket and wash your hands afterwards

Visit <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html> for more information.

REDUCE THE SPREAD OF COVID-19.
WASH YOUR HANDS.

- 1 Wet hands with warm water
- 2 Apply soap
- 3 For at least 20 seconds, make sure to wash:
 - palm and back of each hand
 - between fingers
 - under nails
 - thumbs
- 4 Rinse well
- 5 Dry hands well with paper towel
- 6 Turn off tap using paper towel

1-833-784-4397 | canada.ca/coronavirus

Public Health Agency of Canada / Agence de la santé publique du Canada | **Canada**

3. Masks and Face Coverings

Effective July 10, 2020, Hastings Prince Edward Public Health (HPEPH) in partnership with local Municipalities, directed the following:

- Businesses/commercial establishments operating in Hastings and Prince Edward Counties to have policies in place to ensure that individuals entering indoor commercial premises are wearing non-medical masks/face coverings
- Instructions include the wearing of a non-medical masks/facecoverings in ALL enclosed public spaces



4. Eye Protection Protocol

Under the Ministry of Ontario COVID-19 Response Framework: Keeping Ontario Safe and Open, eye protection has been added as an additional piece of personal protective equipment in workplaces (in addition to a mask), during instances where:

- Patrons without face coverings are within 2 metres of workers;
or
- Are not separated by plexiglass or some other impermeable barrier

Types of approved eye protection include goggles, face shields and safety glasses (prescription eyeglasses are NOT accepted as a form of eye protection). Please contact your supervisor if you require protective eye wear.

For more information on approved eye protection visit:
<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/ppe>



Proper Disposal of PPE and Sanitation Tools

Please dispose of personal protective equipment (masks, gloves etc.) and sanitation tools (wipes, sanitizer etc.) properly, to ensure we continue to keep 'Hastings Highlands Beautiful'.

5. Self-Assessment & Self-Screening

To minimize the spread of COVID-19, daily screening is required for all Municipal staff, volunteers, contractors, or any of the public who plan to attend a Municipal facility. It is important for staff and public alike to stay home if they are sick. To complete an online self-assessment, made available by the Ministry of Health please visit:

<https://covid-19.ontario.ca/self-assessment/>

Coronavirus Disease 2019 (COVID-19)

How to Self-Monitor

Follow the advice that you have received from your health care provider.
If you have questions, or you start to feel worse, contact your health care provider, Telehealth (1-866-737-6000) or your public health unit.

Monitor for symptoms for 14 days after exposure



Avoid public spaces

- Avoid crowded public spaces and places where you cannot easily separate yourself from others (a minimum of two metres) if you become ill.
- If you are unable to maintain a two metre distance, wear a fit-tested mask or face covering to protect others from your potentially infectious droplets.

What to do if you develop these or any other symptoms

- Self-isolate immediately and contact your public health unit and your health care provider.
- To self-isolate you will need:
 - Instructions on [how to self-isolate](#)
- Soap, water and/or alcohol-based hand sanitizer to clean your hands
- When you visit your health care provider, avoid using public transportation such as subways, taxis and shared rides. If unavoidable, wear a mask and keep a two metre distance from others or use the back seat if in a car.

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care. You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: publichealthontario.ca/

For more information please contact:

The information in this document is current as of July 31, 2020

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A copy of 'How to self-monitor' as published by Public health Ontario can be found at <https://www.publichealthontario.ca/>

6. Covid-19: Self Isolation and Return to Work
To help stop the spread of COVID-19 and prevent outbreaks, people must **self-isolate** if they:

- Have COVID-19
- Have had close contact with someone with COVID-19

Your local public health unit is notified about all COVID-19 cases. The public health unit will follow up to ask about contacts and provide direction on who must self-isolate and testing. Workers should always follow the **direction of public health officials and their doctor.**

Self-isolation because of potential exposure – 14 days

A worker must self-isolate for 14 days if they were:

- Out of the country

- In close contact with someone with COVID-19 or who is likely to have COVID-19 (as determined by public health)
- Workers can return to work after their self-isolation period if they have no fever and their symptoms have been improving for at least 24 hours.
- Anyone who has potentially been exposed **must** self-isolate for the full 14 days even if they have a negative test during this time.
- Workers can return to the workplace after 14 days of self-isolation if they have not developed symptoms or tested positive.
- Workers do not need a negative COVID-19 to return to the workplace after self-isolating for the full period

Self-isolation because of Covid-19 infection – minimum of 10 days

A worker must self-isolate for a minimum of 10 days if they:

- Test positive on a standard COVID-19 test
- Are told by their health care provider or a public health official that they have COVID-19

The self-isolation period is at least 20 days if the worker either:

- Had severe COVID-19 illness (were admitted to intensive care)
- Has severe immune compromise (described in the [COVID-19 Quick Reference Public Health Guidance on Testing and Clearance](#) (PDF))
- The self-isolation period starts from when the worker's symptoms started or the day they were tested, whichever is earlier.
- Workers can return to work after their self-isolation period if they have no fever and their symptoms have been improving for at least 24 hours
- Workers do not need a negative COVID-19 to return to the workplace after self-isolating for the full period

For more information visit <https://www.ontario.ca/page/covid-19-self-isolation-and-return-work#section-2>

Novel Coronavirus (COVID-19) Guide for Municipal Staff, Volunteers and Contractors

General Overview

In addition to implementing measures put forth by directives from senior government and public health, the Municipality of Hastings Highlands has adopted the following department specific measures to ensure the safety of Municipal staff, volunteers, contractors and members of the public.

The Municipality has also enhanced their internal training programs to include curriculum that is specific to managing and preventing the risks associated with COVID-19.

Council/Committee Meetings

Council and Committee Meetings are being held in Council Chambers for members of Council and Committees to attend. Meetings are live-streamed and recorded on the Municipality's YouTube channel for the public.

Municipality's YouTube channel.

(youtube.com/channel/UCKvxLBeiJzVbvJz8vH29ftg)



When permitted, and safe to do so, the public will be welcomed to attend the Hastings Highlands Centre to participate in meetings again. Proper notice and direction will be posted well in advance of such time, with adequate measures in place to ensure the safety of our staff, council, and the public.

Administration

Workplace Sanitation

- The Municipality has enacted increased cleaning measures to manage the frequency and sanitation of workspaces, phones, computers etc. to help reduce the spread of Covid-19
- Physical distancing measures are enforced and observed by employees, with the addition of pre-measured physical distancing stickers added to high traffic areas of the Municipal office
- The use of personal protective equipment (masks/protective eyewear)
- Office(s) and workspace(s) have been relocated where necessary, to ensure appropriate distance measures are in place
- Protective barriers have been installed in high traffic areas and in areas where physical distancing measures cannot be observed
- Onsite schedules have been coordinated for lunches/breaks to avoid the gathering of staff in shared spaces

Enhanced Administrative Measures

The Municipal website (www.hastingshighlands.ca) has continued to remain a resourceful tool in providing ratepayers and the public alike with access to up-to-date information and services. The Municipality has dedicated a page specific to information on 'COVID-19' to house important information on measures that affect those living or visiting Hastings Highlands.

In addition, the Municipality has launched new online payment tools to allow users to complete online payments beyond just property tax payments from the comfort of their home(s). Hastings Highlands now offers new online payment options for Accounts Receivable items such as tipping fees, building permits, AMPS fees, and more. To get setup as a customer with a customer number, please contact the office by calling 613-338-2811 or by emailing info@hastingshighlands.ca.

More information on online payments can be found by visiting <https://hastingshighlands.ca/municipal/financial-information/>.

Operations Department (Roads/Waste Sites)

Workplace Sanitation (Waste Sites)

In addition to observing measures put forth by public health we have implemented the following measures have been enlisted at all of our nine (9) Waste Disposal Sites:

- Traffic cone barriers installed to encourage physical distancing between the public and our staff
- Personal protective equipment are to be worn while engaging with the public, or when physical distancing measures cannot be observed

Workplace Sanitation (Roads Department)

The Municipality's roads department observes the measures put forth by Public health to keep staff and the public safe. In addition, the Municipality has employed the following measures:

- Vehicle sanitization measures as outlined in 'Federal safety guidance to protect drivers and limit the spread of COVID-19 in commercial vehicle operations', as published by Transport Canada
- Personal protective equipment (masks/protective eyewear) required when physical distancing cannot be observed

- Sanitization of equipment (shared and personal) to limit the spread of COVID-19
- Physical distancing measures are enforced and observed amongst employees

Building/Planning Department

The Municipality's Building/Planning Department have employed health and safety measures consistent with the recommendations put forth by public health. In addition, the following provisions have been applied:

- Contactless interactions are encouraged with the use of phone, email or website
- Field inspections occur by appointment with all health and safety measures in place.
- Building Permits can be picked up and dropped off at reception
- Building/planning related information and resources are available on our website to help inform and educate ratepayers on items specific to building/planning in Hastings Highlands.

Bylaw Enforcement

With adherence to public health and safety measures, the Municipality's Bylaw Enforcement staff have employed the following measures to protect themselves and ratepayers:

- Limited interactions with the public by encouraging telephone and email correspondence
- Conducting field visits/inspections by appointment only, observing recommended health and safety measures. (Mask, physical distancing measures, protective eyewear, sanitization etc.)
- Using the Municipality's website as a forum to post relevant Bylaw related issues, concerns, and information

Fire Department

The Municipality of Hastings Highlands Fire Department staff and volunteers continue to observe recommendations as put forth by Public Health. The Fire Department continues to utilize their member portal login feature on the Municipality's website as a safe alternative to complete training initiatives online.

Guide for the Public Novel Coronavirus (COVID-19)

General Overview

The Municipal Office is open during regular business hours to make payments or to drop-off or pick-up a building permit. We are closed for lunch daily from 12:30 p.m. to 1:30 p.m. To speak with a municipal staff member please call or email to schedule an appointment. We continue to encourage stakeholders to use the online resources available on the municipal website at www.hastingshighlands.ca

Council/Committee Meetings

Council and Committee Meetings are being held in Council Chambers for members of Council and Committees to attend. Meetings are live-streamed and recorded on the Municipality's YouTube channel for the public.

Municipality's YouTube channel.

youtube.com/channel/UCKvxLBeiJzVbvJz8vH29ftg

When permitted, and safe to do so, the public will be welcomed to attend the Hastings Highlands Centre to participate in meeting(s) again. Proper notice and direction will be posted well in advance of such time, with adequate measures in place to ensure the safety of our staff, Council, and the public.

As always, the public can access and subscribe to the Municipality's meeting agenda and minutes by visiting the Municipal website and selecting the 'Council Meetings, Agendas & Minutes' icon.

Agenda & Meeting Resources

Municipal YouTube Channel:

<https://www.youtube.com/channel/UCKvXLBeiJzVbvJz8vH29ftg>

Council/Committee Meeting Agendas and Minutes:

<https://hastingshighlands.civicweb.net/Portal/>

Important News & Notices: <https://hastingshighlands.ca/news-events/>

Visiting the Municipal Office

When visiting the Municipal Office, public and visitors alike can expect to see the following measures in place:

Signage on Doors and Office Windows – The public can expect to see Public Health recommended signage on and throughout the Municipal building, reminding staff and the public about measures such as physical distancing, the use of masks and proper handwashing.

Physical distancing floor decals – The Municipal office has been equipped with physical distancing floor markers to help navigate distancing requirements in high traffic areas.

Staff will be equipped with personal protective equipment – Municipal staff have, to use in accordance with Public Health recommendations, access to non-medical masks, protective eyewear, gloves, hand sanitizer etc. to appropriately protect themselves and the public while at work.

Sneeze screens installed at the front counter, and in other high traffic areas of the office – The Municipality has installed barriers to protect staff and the public throughout the Municipal building.

Increased access to hand sanitizer, disinfecting wipes and PPE as required.

Visiting the Municipal Office

Effective July 19, 2021, Hastings Highlands issued a Media Release announcing a Covid-19 Update that followed the lead of the Provincial government's *approved COVID-19 Step Three Reopening Plan*. Under Phase 3 of the plan Municipal Facilities and Centres are open to the public, subject to Municipal and Public Health Guidelines and Recommendations.

If you are planning to visit the Municipal Office we ask that you first determine whether or not an appointment might be required. To assist with determining this we've prepared the following:

Is the nature of your visit 'simple' Municipal business? No Appointment Required.

'Simple' Municipal business can be defined as business that does not require lengthy consultation, and a service that can be provided by any Municipal staff member.

- Items consistent with this would be scheduled tax payments, permit pickup/drop-off etc.

Visits that may require an appointment?

If the nature of your visit is to meet with a specific staff member or department, it is always ideal to schedule an appointment in advance of your arrival. Appointments are being conducted in Emond Hall, in the Municipal Office Building.

Not sure whether to drop in or make an appointment? Contact the Municipality at (613) 338-2811 for assistance.

What can you expect at your appointment?

- Scheduled appointments will be asked to complete a screening assessment at the time they book their appointment, and once again upon their arrival
- Scheduled appointments will take place in Emond Hall
- Hand sanitizer and disinfecting wipes will be readily available

Waste Disposal Sites

All nine (9) of the Municipality's Waste Disposal Sites have remained opened in accordance with regular waste site hours (Summer/Winter). Additional health and safety measures are in place at each location. Information on hours of operation and site locations can be found by visiting:

<https://hastingshighlands.ca/services/waste-disposal-recyclable/>

Facilities/Rentals

Outdoor Spaces and Facilities

Effective July 19, 2021 -All municipal playground structures, outdoor recreational spaces, including sports fields, outdoor rinks and picnic shelters are open subject to current Municipal and Public Health Guidelines and Recommendations which include social distancing and mask requirements. All regular parks and recreation portable washroom facilities will be available. The Birds Creek and Maynooth outdoor rink washrooms will be open to the public between 7:00 a.m. and 7:00 p.m. daily.

Indoor Spaces and Facilities

Effective July 19, 2021 - The Municipality will be accepting rental/bookings for the Community Centres and Facilities. Renters of the space will be required to comply with current Municipal and Public Health Guidelines and Recommendations. Users are required to contact the office in advance of the scheduled booking and will be required to sign an up-to-date rental agreement as part of their booking.

Public Washrooms

Public washrooms are open to the public and are cleaned and maintained in accordance with regular and maintenance schedules.

Beaches/Boat Launches

At this time, all public boat launches, and beaches are open to the public. We ask that those visiting these locations continue to observe the recommended Municipal and Public Health Recommendations while there to protect the health and safety of yourself and those around you.

Library

The Hastings Highlands Public Library is open to the Public. Please reference <https://www.hastingshighlandslibrary.ca/> for information on initiatives put forth by the Hastings Highlands Library to manage the risks associated the Novel Coronavirus (COVID-19) pandemic.

Conclusion

The Municipality of Hastings Highlands remains diligent in their fight against Novel Coronavirus (COVID-19). We thank the staff, council and public for their steadfast patience and understanding as we navigate these unprecedented times.

Please refer to our media outlets for up-to-date information on Covid-19 related issues.

Website – www.hastingshighlands.ca

Facebook - <https://www.facebook.com/hastingshighlands>



Hastings Highlands

Contact Us

The Municipality of Hastings Highlands

33011 Hwy 62, Maynooth, ON K0L 2S0

Phone: (613) 338-2811

Fax: (613) 338-3292

www.hastingshighlands.ca

More information on Novel Coronavirus (COVID-19) can be found by visiting the following links:

Municipality of Hastings Highlands – COVID-19

<https://hastingshighlands.ca/coronavirus-disease-covid-19-information/>

Hastings County and Prince Edward Public Health

<https://hpepublichealth.ca/>

Public Health Ontario

<https://www.publichealthontario.ca/>

Public Health Canada (COVID-19)

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>