

MEMORANDUM

DATE: March 15, 2020

TO: All Employees

FROM: Human Resources

RE: Novel Coronavirus

Our employees and members of the public's well-being continues to be a top priority for TRCA. While our operations will continue in the coming weeks, TRCA is committed to introducing actions to support everyone's health and well-being while remaining operationally sustainable.

We would like to bring to your attention additional information being released from the Provincial and Federal governments and related practices for our employees that will be in place to coincide with school closures currently scheduled to end on April 5, 2020. Recognizing that circumstances are quickly evolving, we are committed to monitoring, and acting swiftly to address changing conditions and communicating these changes with employees.

EMPLOYEES RETURNING FROM OUT OF COUNTRY TRAVEL:

On March 14, 2020, the Government of Canada announced a recommendation that Canadian Travelers return to Canada via commercial means while they remain available.

In addition, on Friday, March 13, 2020 from Dr. Eileen de Villa, Medical Officer of Health, anyone (including TRCA employees) who has travelled anywhere outside of Canada, are required to self-isolate and avoid contact with others for 14 days from date of return.

Employees returning from out of country are NOT to return to TRCA workplaces and are to contact their supervisor immediately to discuss options for work from home during the 14-day self-isolation period.

EMPLOYEES LEAVING ON OUT OF COUNTRY TRAVEL:

The Government of Canada issued a travel advisory to limit the spread of COVID-19, which consists of avoiding all non-essential travel outside of Canada until further notice. As such, we request that all employees adhere to this travel restriction.

If employees require essential travel outside of Canada, they are to advise their supervisor of the travel dates, nature of the essential travel and self-isolate for 14 days upon return. A remote work plan will need to be established between the employee and their supervisor for alternative work arrangements and filed with Human Resources to be approved.

Employees that partake in non-essential out of country travel effective March 15, 2020 will still be required to adhere to the 14-day self-isolation and will need to utilize existing credits (vacation, unpaid days) during this time frame.

TRCA TRAVEL:

All business-related travel outside of the Greater Golden Horseshoe (GGH) is suspended until further notice. Employees are encouraged to utilize virtual technology to support meetings outside of the GGH. Certain exceptions for travel beyond the GGH to other parts of Ontario will need to be approved by the Director or CEO.

TRCA MEETINGS:

All staff are encouraged to utilize TRCA's online tools and programs to conduct meetings in order to reduce social interactions. In terms of TRCA's communication tools which enable working offsite, ITRM suggests the following methods:

- **Voice Calls:** MiCollab and calls to Cell Phones/Landlines are preferred for person-to-person communications, in addition to group calls with 5 (five) or fewer participants.
- **Conference Calls with 6 (six) or more internal participants:** Microsoft Teams is the best option in this scenario.
- **Conference Calls with 6 (six) or more participants that include individuals who are external:** GoTo Meeting is the best option in this scenario.

If you require any further guidance on how to utilize these communications tools, please contact the IT Service Desk at your earliest convenience. Additional communications will come forward from Corporate Services on this front as developments arise.

SCHOOL CLOSURES POST MARCH BREAK, MARCH 23 - APRIL 5, 2020:

TRCA recognizes the challenges related to children now being out of school to April 5, 2020 due to school closures. We know that this will have a significant impact for many of our employees who have young children and we are committed to supporting employees through this time.

Some of us are less impacted due to having older children who can remain at home or family members who can assist during this time, while other employees may need assistance to ensure children are supervised properly, which is our number one priority.

Below are some options to assist you during this time period. Not all options will be applicable

or available to all employees, as they will be based on the nature of your position. These options and any decisions around these options need to be discussed and agreed upon with your supervisor, as you will know best what will work operationally and for your home responsibilities:

- Look at alternative work arrangements, including work from home, flexing your start and end times or splitting up your workday to meet both family and work needs. All arrangements for work from home will require a documented workplan to be put in place and to be filed with Human Resources.
- Use paid time off under TRCA's existing options (family emergency days, vacation etc.)
- If you have exhausted all options above, please consider requesting an unpaid leave of absence such as personal leave or Family Responsibility Leave under the Employment Standards Act, 2000.

ALTERNATIVE WORK ARRANGEMENTS:

TRCA is trying to be as flexible as possible during this evolving COVID-19 pandemic. As not all positions are suitable for work from home opportunities, these discussions and approvals need to be made directly with your supervisor. Decisions will be made based on the nature of the position, service delivery commitments, and operational requirements. This will require an ongoing balance between employee flexibility and operational feasibility.

All work from home arrangements require a workplan to be in place agreed upon between the employee and supervisor and filed with Human Resources.

Employee accessibility throughout the workday is required to ensure we can communicate new information to you and meet the shifting needs of our internal and external stakeholders with the varying workforce dynamics. Employees are to update their calendars, voicemail and contact information daily, including the hours that you will be available for work. Employees and supervisors are required to be in contact throughout the day to ensure appropriate support and direction is being provided in a timely manner. In addition, at a minimum, employees and supervisors are expected to connect at the commencement and end of each day for health and safety purposes.

When working online from offsite, please remember that staff only require a Virtual Private Network (VPN) connection in order to access TRCA's file server, Lotus Notes Databases and/or Laserfiche. This is important because the more people that log-in to the VPN connection, the slower TRCA's server works. As you've seen from a communication earlier today, TRCA is working on network enhancements to support operational requirements, however, staff can proactively help by logging off from their VPN when access is not required. This will help improve network speed and the overall experience for our staff.

CARE FOR FAMILY MEMBERS:

In circumstances where an employee has care-giving responsibilities, they should speak with their supervisor to discuss the requirements like what has been done previous to COVID-19. TRCA will

do its best to support and accommodate situations of this nature. As a reminder, eligible employees can use existing family emergency leave where applicable.

COVID-19 ASSESSMENT TOOL

The Ministry of Health has released a COVID-19 [Self-assessment Tool](#) for individuals who suspect that have contracted COVID-19. Individuals can consult this tool to determine whether and how to seek further care.

PREVENTATIVE PRACTICES:

Staff are reminded to take the following steps to protect themselves and others by from COVID-19 and other illness by:

- Washing your hands often with soap and water or alcohol-based hand sanitizer
- Sneezing and coughing into your sleeve;
- Avoiding touching your eyes, nose or mouth;
- Avoiding contact with people who are sick;
- Staying home if you are sick;
- limit social interactions with large groups;
- Increasing cleaning and disinfection of high-touch surfaces like toilets, sink tap handles, doorknobs, countertops, etc. using regular household cleaners; and
- Avoiding sharing toothbrushes, eating utensils, drinks/water bottles and towels

We understand you may feel overwhelmed during this time. Please be patient and remember, you have access to TRCA's [Employee Assistance Program](#) if you need it.

Thank you in advance for your continued patience with this evolving situation. Further communications will be provided as more information becomes available.