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### Date

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The following Procedure was approved by the Chief Administrative Officer and Corporate Officer in **May 2020**.

### Procedure

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The Municipal Hall will be re-opening to the public in a phased approach on May 19, 2020. Wherever possible, meetings and appointments with the public are to be held by electronic means. Where meetings or appointments must take place at the Municipal Hall, the following procedure shall be followed:

1. All public attendance at the Municipal Hall during business hours will be by appointment only.
2. The Winfield Room is the only room available for meetings with the public.
3. Until further notice, a maximum of 4 people are permitted upstairs in the public areas in order to comply with social distancing. Decals will be installed on the floors to show the public where to stand in order to maintain social distancing.
4. No members of the public are permitted behind Municipal Hall counters upstairs or downstairs.
5. There are 3 designated appointment spaces at the upstairs counter and one designated waiting space. Each space has been added to the Outlook Calendar as a Room: "Planning-Building Counter", "Engineering Counter", "Finance Counter"
6. All appointments with the public must be scheduled in Outlook:
  - (a) Use the meeting location Counter 1, Counter 2 or Counter 3
  - (b) If all the spaces are full, you must choose another time for an appointment
  - (c) Include a secondary contact for Customer Service to call at check in (i.e. Clerk or other staff)
7. Book your appointment for an extra 15 minutes than what is required to ensure people have left the building prior to the next appointment.
8. When booking an appointment advise the customer of the following:
  - (a) Please arrive 5 to 10 minutes before your appointment in case of line ups or delays.
  - (b) You must check in once you arrive by:
    - calling the Customer Service Centre at 250 766 5650 from outside the building; or
    - standing in the queue and checking in at the Customer Service Centre.
  - (c) When checking in, tell the Clerk your name, who your appointment is with and for what time.
  - (d) Once you have checked in, the Clerk will advise you to come upstairs where you will be met by staff.

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- (e) Please make sure to adhere to social distancing while in the Municipal Hall.
9. When a customer checks in with the Customer Service Centre, they will advise the Clerk of their name, who their appointment is with and the time of their appointment.
  10. The Customer Service Clerk will contact the primary staff person on the meeting and advise them the customer has arrived. If the primary staff is not available, the Clerk will contact the secondary staff person.
  11. If confirmed with meeting organizer, the Clerk will advise the customer to go upstairs. The meeting organizer or a clerk is responsible for meeting the customer at the counter.
  12. If the Customer Service Clerk is unable to reach staff to confirm the appointment after server tries to both the primary and secondary contact, they may advise the customer to leave the building and phone or email the primary staff directly.
  13. The Customer Service Centre Clerks are not responsible for:
    - (a) keeping track of how many people are at the upstairs counter at any one time;
    - (b) stopping the public from bypassing the process and going directly upstairs.
  14. All staff are responsible for reminding customers to comply with social distancing in the Municipal Hall and for ensuring there are no more than 4 people at one time in the upstairs public area. If a member of the public is not complying after several reminders, staff may call Bylaw Enforcement to assist. There will be no specific individual appointed to ensuring social distancing. As with all COVID-19 protocols, employees can report concerns to their supervisors first and then to the Occupational Health and Safety Specialist.

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Chief Administrative Officer

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Date Signed