



INFORMATION ONLY COUNCIL REPORT

To: Mayor and Council

Date: November 10, 2020

From: Paul Gipps, CAO

Subject: **COVID-19 Update**

BACKGROUND

The City of West Kelowna continues to offer as many services as possible to our citizens as the Province sets new expectations during the “second wave” of the COVID-19 pandemic.

Some of the recreation and facilities services have had greater challenges than other services. However, overall our staff have risen to the challenge and continue adapting to constantly changing processes and safety measures as they arise. The City has instituted COVID-19 protocols in our nine (9) work sites to ensure public and staff safety remains paramount.

Staff continue to coordinate with our regional local government neighbours and use best practices supported by BC’s Public Health Officer Dr. Bonnie Henry and the Interior Health Authority. Over the coming months we anticipate there will be more changes required.

Over the course of the last eight months of COVID-19, the number of staff hours spent on managing the impacts of the changing response to the COVID-19 pandemic is significant. Our Human Resource (HR) team and, more specifically Mrs. Lisa Hault, has been non-stop assisting staff, preparing policies, working with other local governments and securing supplies and personal protective equipment. Facilities staff have also been extremely busy moving desks, installing barriers, making signs and constantly cleaning City facilities. Communications has also been used extensively to develop videos, prepare public notices and announcements, and help spread the messages to the public we serve. Staff across the City have had to adapt how they perform their roles and responsibilities and meet the guidelines we now use.

While there has been a significant impact on our service delivery, I am extremely proud of how this organization and its staff have responded to these unprecedented times and continue to deliver the essential services they perform.

I also want to acknowledge the public and citizens that use our services in West Kelowna and across the Greater Westside. Their patience and understanding has been exceptional as we continue to change our service delivery methods and processes.

Paul Gipps, CAO

Powerpoint: Yes ☐ No ☒