



# BURNABY CIVIC EMPLOYEES' UNION

## CUPE LOCAL 23

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### COVID-19 Update

Dear CUPE 23 Members,

I'd like to thank each and every member of CUPE 23 who has contacted us and shared your concerns during this time. Please continue to send any of your concerns or questions to [admin@cupe23.ca](mailto:admin@cupe23.ca) if you are unable to resolve your issue with your supervisor. We are working to resolve these issues by communicating these concerns to management through the Emergency Operations Center which is made up of Senior Management of the City, Human Resources and CUPE 23 Members.

Please be assured that CUPE 23 is working with the City of Burnaby to deal with the COVID-19 and protect your wages and also your health and safety. We have your back, no one should suffer a loss during this time! We are navigating uncharted territory and thank you for your patience as planning is taking place every day to deal with this pandemic and everyone is being pushed to resolve many issues.

The City of Burnaby activated their Emergency Operations Center last week and is meeting daily to deal with the COVID-19 Corona virus in our region and your concerns are being put forward and are guiding the City's response. Guidelines will roll out as they are created and will be relayed to you through the Emergency Operations Center and in turn your manager.

As you know all Rec Centers and Libraries are closed along with a number of publicly accessible City facilities. At this time all employees are being asked to report to work as usual and may be requested to adjust their shifts in some cases. Please work together with your manager for solutions. Communication with each other is one of the best tools we can utilize at this time. I've attached the most recent update from the City Manager for your information.

Thank you for all the amazing work you do for the citizens of Burnaby, it's appreciated. Please continue to take care of each other and your families during this time. Be kind, be calm and be safe. Together we will get through this by communicating and taking care of each other.

In Solidarity,

President  
CUPE Local 23

# Information Update

## NEXT STEPS TO RESPOND TO THE COVID-19 PANDEMIC

We will soon be moving to the next phase in our response to the COVID-19 crisis.

### CANCELLATION OF PUBLIC MEETINGS

Beginning Monday (March 23), Council Meetings will be available to the public through livestream only, with councillors given the option to participate remotely. All other Board, Committee, Commission and Public Hearing meetings are suspended until further notice.

### REDUCTION OF PUBLIC ACCESS TO CITY HALL COMPLEX

The other part of this next phase focuses on reducing the concentration of staff at city facilities to address the need for social distancing, as well as reducing staff-public interaction. The Emergency Operations Centre (EOC) Planning team is working on a protocol to limit walk-in traffic to City Hall, and to minimize unnecessary contacts and meetings.

Our intention is to limit outside visitors to City Hall main building and West Building.

The public will still be able to come to City Hall, but on an appointment-only basis. At the main City Hall building, the north entrance to the building will be closed. Visitors with appointments will be asked to come to the accessible entrance. A security guard posted there will take their name and contact the staff member they are visiting, who will come down and meet them.

At the West Building, we plan a similar approach. A security guard will manage the entrances, and visitors to the staff member with whom they've scheduled an appointment.

Deer Lake 1 and 2 will operate differently. The building access there will remain open as there are other tenants in the building.

### REDUCING STAFFING AT ALL CITY FACILITIES

We will also be reducing staff levels in response to coronavirus concerns.

The guiding principles are clear. We need to assess indoor workplaces in order to ensure social distancing, and we need to reduce public contact in order to reduce the risk of transmission. Department heads are creating a staffing plan now, which will spell out how we will manage coverage and shifts during this extraordinary time.

Our goal will be to do this in a way that is as equitable as possible. This will be a challenge, given the broad range of roles our staff play and the need to maintain a certain measure of service.

It's important to note that regardless of what happens, all staff will continue to be paid for their usual level of scheduled work.

These changes will also be happening at other facilities and locations around the city. We will be finalizing the plans very soon.

## WHAT WE HAVE DONE SO FAR

### CLOSURE OF MOST FACILITIES

We have closed all recreation and cultural facilities, as well as libraries, and have cancelled all programs and events in those facilities. City buildings that remain open include the City Hall complex, Works Yards, Eco Centre and Parks Nursery.

See next page for more...

## **EMERGENCY OPERATIONS CENTRE SET UP**

We have set up an Emergency Operations Centre, located at the Deer Lake 1. This allows us to centralize, coordinate, and make efficient use of resources to support the community as effectively as possible.

## **NEW CALL CENTRE FOR THE PUBLIC**

We have also set up an Emergency Call Centre at 604-570-3800. This is part of the EOC operations, and is intended to assist Burnaby residents with their questions about COVID-19 related impacts such as closure of City facilities. We've also set up the email address [COVID@burnaby.ca](mailto:COVID@burnaby.ca) for the same purpose.

The call centre is also connecting residents to other government and health authority resources. It's open 7 days a week from 8am to 6pm, and we encourage you to direct the public to this line for their questions.

## **ENHANCING CLEANING PROCEDURES**

We are continuing to enhance cleaning procedures at all facilities, whether they are open to the public or not.

## **PROVIDING EASIER ACCESS TO STAFF COMMUNICATIONS**

We are also creating a COVID-19 page on our internal portal that will capture the City Manager's regular updates, as well as policies and documents related to the virus. This will also include PDFs, and the request that staff print out the information so that it can be shared with their colleagues who do not have access to a computer and the SAP portal.