



Q 1. If the SLPC is closed and staff are not working, will supervisory staff still be working? I can anticipate staff asking, “If I’m not there, who’s my supervisor supervising?”

St. Lawrence Parks Commission (SLPC) is currently closed for the season and working towards opening as planned in May.

Q 2. Is the SLPC considering closing sites? Have discussions on closure already occurred? At what stage, if any, are these discussions? Is the SLPC preparing for opening? A limited opening? or a delayed opening?

SLPC is currently closed for the season and working towards opening as planned in May.

Q 3. Is there a potential for some sites to open while others remain closed? For example, could it be decided that the Parks will open but UCV and Fort Henry would close? At what stage is the planning? What is the timeline for informing staff?

SLPC is currently closed for the season and working towards opening as planned in May. If SLPC is faced with any of these decisions, all options will be considered and communicated.

Q4. Does the SLPC have their own protocols in place, in addition to what is coming from the Ministry?

SLPC has a Continuity of Operations Plan (COOP). SLPC’s protocols related to a pandemic due to infectious disease mirror those outlined by the Ministry of Health and the Government of Ontario.

Q5. Attractions are meant to be opening over the next several weeks. Does the SLPC have a critical timeline for the progression of the virus (i.e. a multiple response plan should Scenario-A happen vs. Scenario-B)?

SLPC will continue to plan and make decisions over the next several days and weeks as the situation evolves with staff and visitor safety and business continuity as the top priorities. We are working closely with the Ministry of Heritage, Sport, Tourism and Culture Industries.

Q 6. Is there going to be an all-hands meeting for Eastern staff like there is for Fort Henry staff?

SLPC has been communicating with all staff on an ongoing basis. The following processes are currently in place:

- Staff updates from the CEO and Health and Safety Officer are sent to all staff on contract and are now also sent to staff on hiatus to ensure everyone is informed.
- Directors and Managers will continue to be the main flow of information to staff for all operational updates.



- Directors and Managers will communicate with their teams utilizing Microsoft Teams, an online tool with chat and video conference call capabilities. Each team's communication process is outlined below:
 - Upper Canada Village has met with their operations team and contractors on site and will continue to do so on a regular basis.
 - Parks and Recreation continue to have daily meetings with staff as applicable, for example, tailgate meetings with maintenance staff on site.
 - Corporate Services has daily check-in meetings with all of Finance, Human Resources and IT to ensure business continuity.
 - Marketing has daily check-in meetings with all team members.

Q7. How will information be distributed to staff? Telephone meeting? Directly or through management? What about people with no e-mail?

Please see answer to Q 6. SLPC has only identified one UCV staff member who does not have email, they will be contacted to make alternate arrangements for communications.

Q8. If we open our attractions to the public, what precautions are going to be in place?

SLPC will follow universal precautions put in place at the time of opening if there continues to be an identified risk. As a proactive measure, all sites are conducting assessments of areas and will be developing protocols and practices to protect employees and visitors. Protocols will be commensurate to the level of risk identified with a focus on eliminating touch points between customer and staff. Staff will receive information and instruction on these protocols prior to working in the area.

Q9. What is going on for people who are currently on Group 1 & 2 Fixed Term contracts (i.e. Capital work / construction) at UCV? They haven't received much direction yet.

SLPC has ensured that there is management presence in each location where staff are still on site. We have also made it a priority to ensure that duty officers will be checking in with these staff on a regular basis to ensure they have everything they need and understand the precautions they must take.

Q 10. Distribution of Purell & cleansers for office staff has been good, but what about maintenance staff / capital projects staff who are mobile?

Presently Purell dispensers are located in the maintenance building for staff to access. There are also disinfectant wipe containers available to be put in vehicles if staff are mobile. Presently, if staff require this product, they are available through Central Stores for issue.



Q11. Has the JHSC been involved with this situation? What is their involvement?

Given the protocols currently in place on social distancing, SLPC is not anticipating an in-person committee meeting at this time. SLPC is in the process of organizing a meeting between the Co-chairs early next week to discuss the current situation and committee members will be contacted remotely for input.

Q12 What about access to hand-washing sinks? Now and when we become operational again?

SLPC currently has sinks, running water and soap available throughout the work areas for staff. As well, Purell is also an option for employees.