

PR



# **The COVID-19 Pandemic**

## **The Impact on Parks and Recreation**



Virtual Discussion Room

April 2, 2020

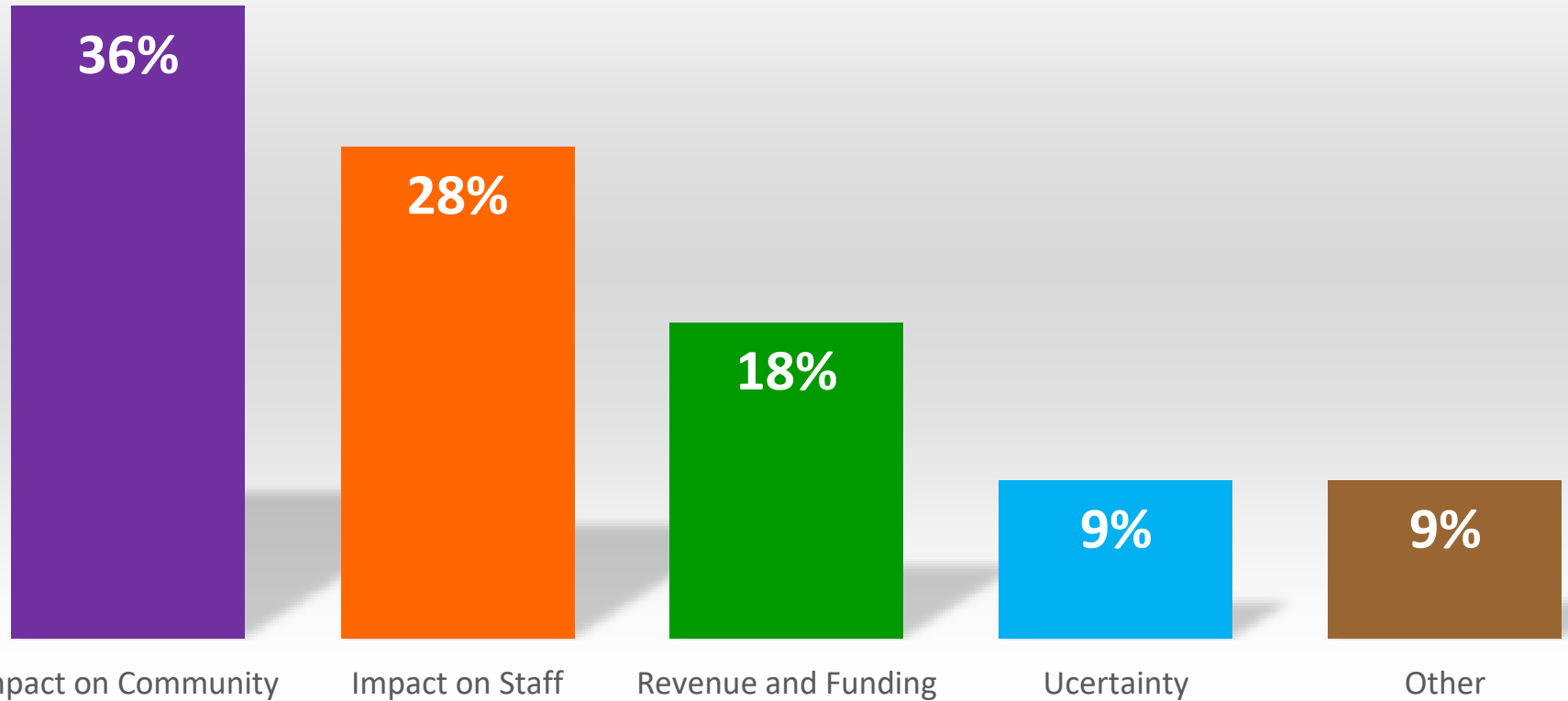
# Presenters

- Dean Hustwick, Director, Community Services, Town of Cobourg
- Shari Lichterman, Director of Recreation, City of Mississauga, PRO Board of Directors
- Moderator: Jennifer Reynolds, Former Director of Community Services, Town of Milton, PRO Past President

# Agenda

- PRO Survey
- Your Top Issues:
  - Communication
    - With Citizens
    - With Staff
  - Continuity Planning
    - Maintenance & service levels
    - Staffing
    - Planning for service resumption
- Wrap up

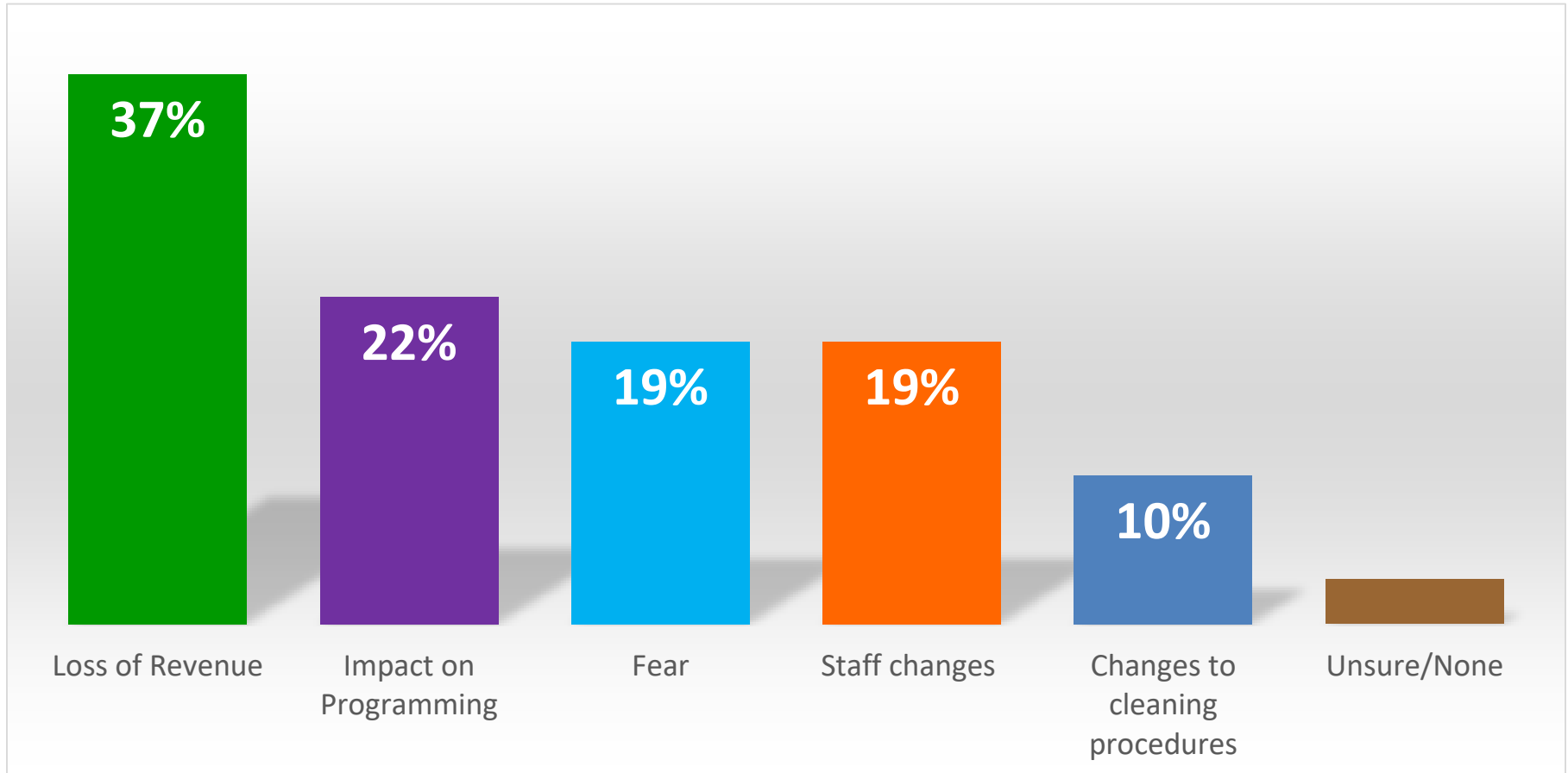
# Issues of Concern



# What has been the impact on staffing?

- Most were concerned about layoffs in the near future
- Reported that Part time, Contract, and Seasonal staff would likely be the first to be laid off
- Concerns of working from home and keep staff busy

## Medium and Long-Term Effects



# How can the Ministry support the sector?

## **Now:**

- Continue funding with limited restrictions and relax grant requirement to help keep facilities from closing and to keep staff on payroll
- Create virtual recreation programs
- Support for part-time and student workers

## **Post-Pandemic:**

- Create guidelines and increase funds for new cleaning procedures with required staff training
- Subsidize recreation programs to get attendance up
- Help re-establish public confidence in the safety of recreation programs and facilities

# PRO's Response

- Government Relations
  - Staying connected with Ministries
  - Providing information to members
- Communications
  - PRO Dispatch – focus on resources for now and for recovery
- Member engagement
  - Webinars and exploring new virtual training opportunities
  - Responding with training and resources as the situation evolves
  - Connecting senior leaders
  - Knowledge Hub





PARKS AND RECREATION ONTARIO



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LOGIN





### MEMBERS' AREA

- Profile
- Renewal
- Transactions
- Event Calendar
- Member Resources
- Job Mart
- Post a Job
- My Events
- Knowledge Hub**
- Automatic Billing Settings

**Ms. Diane English** Welcome! To start viewing messages, click a category that you want to visit from the selection below.

To receive email notifications of new comments, check off Subscribe and click on the Update Subscription button. You can unsubscribe at any time by removing the checkmark and clicking on the Update Subscription button.

## KNOWLEDGE HUB INSTRUCTIONS

Welcome to the PRO Knowledge Hub  Follow By Email  
Click here to get started

## COVID-19

COVID-19 Discussion Forum  Follow By Email  
A moderated discussion forum for issues relating to COVID-19

## INCLUSIVE RECREATION

Discussion and Resources for Inclusive Recreation  Follow By Email  
This hub includes tools and resources for recreation programming inclusive of children, older adults and

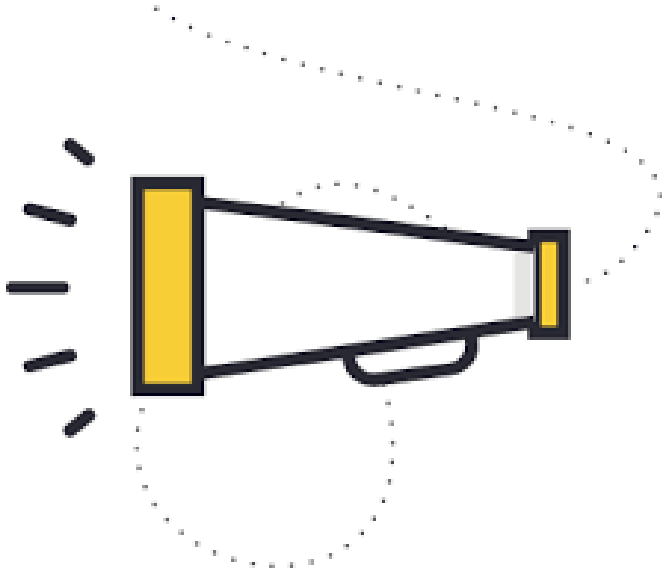


# Communication with Citizens

- Required signage/web
- Online resources
  - Videos
  - Activity Sheets
- Creative virtual events
  - Virtual Doors Open
  - Virtual Bike Ride
  - Online/conference call chats for seniors' groups
  - One-on-one calls



# Communication with Staff



- Key messages for different levels of staff
  - What channels
  - Frequency
- Preparedness for redeployment
- Mental health supports
  - EAP
  - Staff engagement activities e.g. virtual lunchroom

# Continuity Planning

1. Maintenance & service levels
2. Staffing
3. Planning for service resumption

# Maintenance & Service Levels

Picture courtesy City of Burlington

- Redefining regular protocols
  - Adjusting seasonal plans
  - Staffing
- How to manage physical distancing with essential maintenance



# Staffing

- Union relations
- Redeployments
  - Training for redeployed staff
- Sequential decision making relating to staffing
  - Modeling for scenarios
  - Ability to rehire quickly
- Hiring of seasonal staff

# Planning for Service Resumption

- What will the “new normal” look like?
- Incremental openings versus all open for business
- New policies
  - Cleaning
  - Programs
- Working with community partners, sport etc.
- Need for more low- or no-cost options as discretionary income may be lower
  - Advocacy for the importance of recreation for recovery and community building



# Thank you

- Webinar will be online
- Chat will be published
- More opportunities to connect



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