

Safety & Wellbeing of PFR Frontline Workers

Infrastructure & Environment Committee

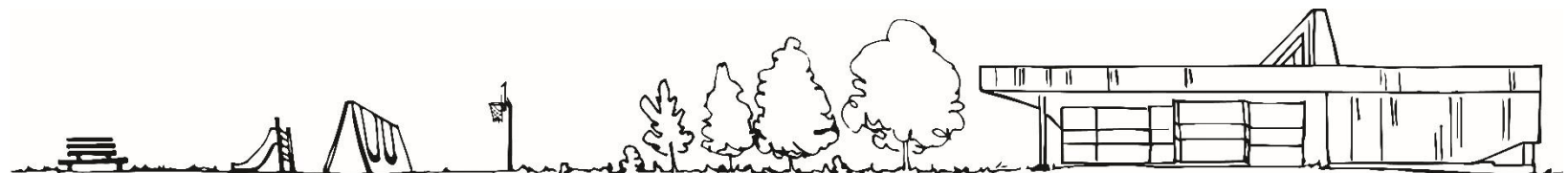
May 25, 2021

Protecting Frontline Workers

This presentation responds to IE20.18 **Protecting and Supporting Frontline Parks, Forestry, and Recreation Staff**

1. Requested the General Manager Parks, Forestry, and Recreation to report back to the April 28, 2021 Infrastructure and Environment Committee meeting with a presentation outlining the immediate workplace health and safety plan, including any request for resources, to ensure the safety and wellbeing for frontline Parks, Forestry, and Recreation workers.*

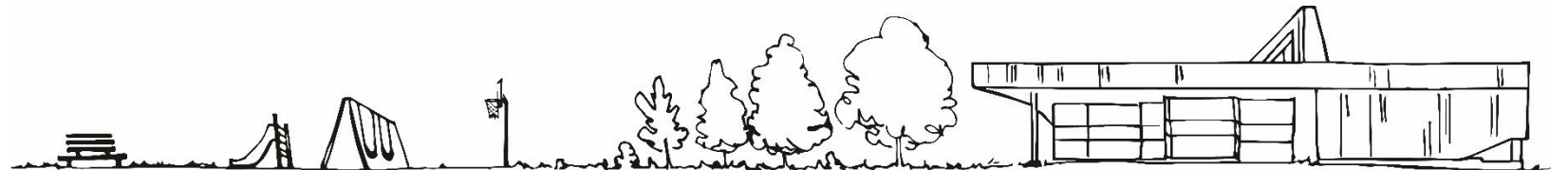
** Presentation deferred until May 25, 2021 Infrastructure and Environment Committee.*



Recognizing PFR Frontline Workers

First, a thank you:

PFR staff have been on the frontlines of the City's COVID-19 response and have risen to the many challenges we have faced alongside Torontonians with professionalism, dedication and a strong commitment to public service.



Context

9,110

staff are employed in Parks, Forestry and Recreation

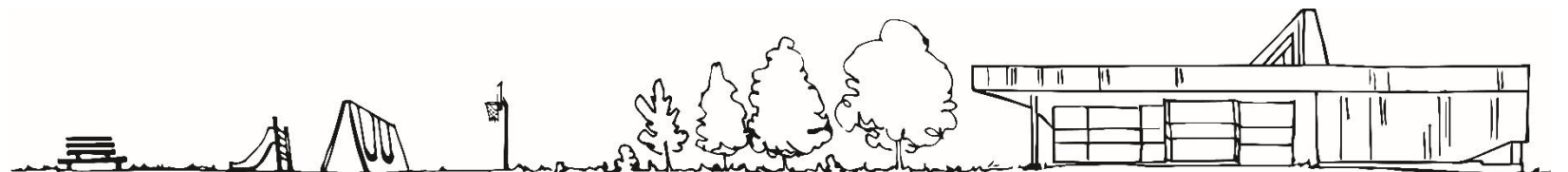
8,000

PFR staff worked in front line positions at the height of service resumption, including recreation workers, lifeguards, parks handyworkers, gardeners, foresters and more

785

PFR staff have been redeployed to support staffing needs in other areas of the City's COVID-19 response

Since the beginning of the pandemic, the City has had to quickly respond and adapt to major changes in the workplace to maintain the health and safety of its workforce. In alignment with provincial regulations and public health advice, and in collaboration with Corporate Occupational Health and Safety, Toronto Public Health and our Bargaining Units' Health & Safety Officers, PFR has implemented new and enhanced protocols to ensure health and wellbeing of our workers during this unique and challenging time.



Emergency Social Services

In collaboration with Toronto Public Health and other City divisions and agencies, Parks, Forestry and Recreation frontline staff have continued to provide emergency social services throughout the pandemic. 84 PFR facilities (community recreation centres, arenas, stadiums, parking lots and parks) have been and continue to be used for Emergency Social Services. Over 800 PFR staff have provided oversight and on-site support with the coordination, scheduling and staffing for these services.

29 COVID-19 Testing Sites

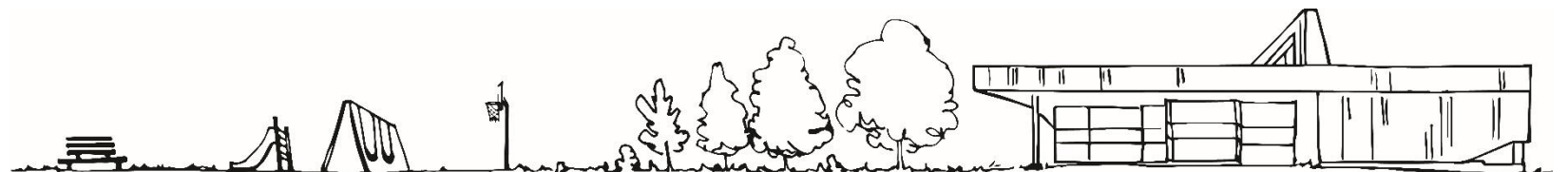
18 COVID-19 Immunization Sites

8 Flu Immunization Sites

64 Washroom and Shower Access Sites

64 Extreme Weather Warming/Cooling Centres

10 Public Access Food Bank and Storage Locations



Training



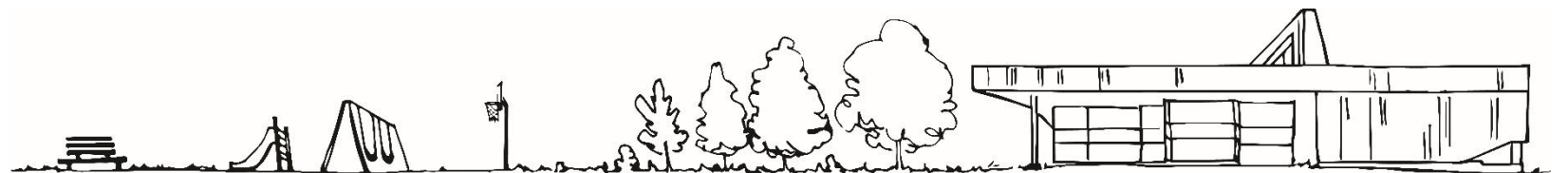
PFR provides robust onboarding and ongoing training to support the health and safety of its frontline workers, including: handling hazardous materials, personal protective equipment, enhanced cleaning and disinfection protocols, human rights and anti-discrimination/harassment and new workplace health and safety protocols designed to reduce the spread of COVID-19.



All staff training, tailgating sessions, and the onboarding of new staff are being delivered virtually where possible.



More than 1,400 Parks staff were virtually onboarded this spring.



Personal Protective Equipment (PPE)

PFR has a dedicated team who work to ensure sufficient inventory and distribution of COVID-19 personal protective equipment, including masks, gloves and face shields. Since the beginning of the pandemic, more than 230,797 pieces of PPE have been provided to frontline staff who require this protective equipment in the course of their duties.



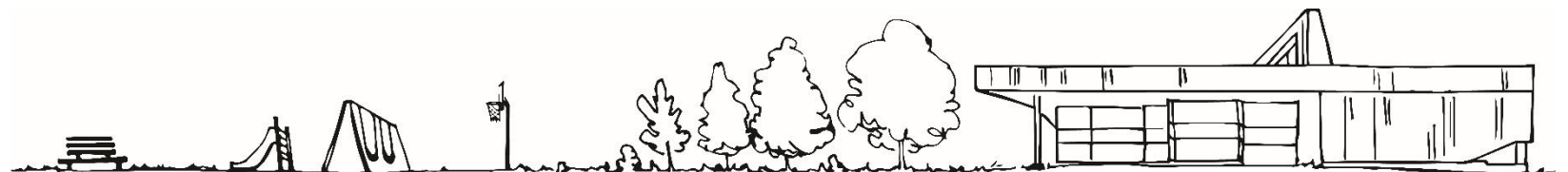
Staff who require protective equipment in the course of their duties are trained in proper use of PPE



The provision and training of PPE has responded to changes in direction from Toronto Public Health and OH&S



Staff who require specialized PPE in the course of their duties are issued equipment specific to their position.



Workplace modifications

In order to protect PFR staff reporting to a physical workplace, a number of modifications have been made to preserve health and safety and prevent the spread of COVID-19:



257 vehicles added to divisional fleet to allow for physical distancing



Plexiglass barriers and screening stations in community recreation facilities



Staff working in high-risk areas are trained in de-escalation, use the buddy system and are shadowed by Corporate Security when necessary.



Frontline staff report to additional locations with staggered shift start times to avoid close contact with colleagues



Daily use of the corporate COVID-19 screening tool



Sharps disposal containers have been installed where necessary, and a biohazard removal contract has been procured.

160 additional staff have been hired to address increased service pressures such as increased litter and the impacts of new COVID-19 health measures such as enhanced cleaning, contact tracing and the implementation and management of reservations for rinks and pools. PFR staff have worked with Toronto Public Health to develop more than 60 COVID-19 guidelines for the safe resumption of services.



Mental Health Supports

Supporting the mental health of PFR's frontline workers is a priority. With increased pressure on staff resulting from the demands of the emergency response, the City has implemented a number of mental health resources and training to ensure staff are supported on this front. In addition to Corporate initiatives like the Employee Assistance Program and HOPE: A Path to Wellness, PFR has put a number of additional measures in place.



Internal consultation
and branch and
division-wide town
halls



Increased internal
communication via
General Manager's
updates to all staff



A mental health virtual
town hall meeting open
to all staff

