

**From:** Important Message to all City Staff  
**Sent:** Friday, March 20, 2020 9:42 AM  
**Subject:** Important Message from the Interim Chief Administrative Officer

**RE: City services and working from home**

I would first like to commend all employees for your dutiful response at a time when our services are critical for residents of Winnipeg. The global spread and public risk of COVID-19 has caused unprecedented circumstances – in our homes, in the workplace, and in society.

While the City remains committed to maintaining essential services for our residents, we are also balancing the health, safety, and well-being of our employees. We are acting on the advice of experts and taking their instructions seriously.

We all have a role to play in slowing COVID-19's spread and minimizing its impact in our community.

That's why the City is suspending non-essential in home appointments and further reducing non-essential services. In addition, several front-line service counters will be closed, effective at the end of the business day on Friday, March 20. For more information and a comprehensive listing of service impacts, please consult the [Affected programs & services](#) webpage.

While we respond to an unprecedented situation in which residents are critically dependent on our municipal services, certain services have been deemed as essential and will require the continued support of City personnel.

Department managers have been engaged on identifying and speaking with personnel that can remotely support their departments. This option may not be available for everyone. We recognize that not every employee will be able to work from home; and in fact, a significant number of employees will remain in the workplace to ensure that our city continues to run.

Working remotely may not be an option for certain critical and public-facing roles within the Public Service. Those individuals have been provided instructions and IT support to maintain their connectivity.

It should also be noted that while working from home might be feasible in the short-term, the changing nature of the City's operations at this time may necessitate that a staff member return to the office in order to support critical services.

Alternate work arrangements such as working from home is subject to approval from your supervisor and Human Resources. For more information, please consult the Frequently Asked Questions on the COVID-19 site on [CityNet](#).

For staff who may be working remotely, you can continue to access all COVID-19 updates from any phone or computer with Internet access by visiting the [City of Winnipeg Self Service Portal](#) (your username and password are the same ones you use to login to your computer; you do not need to add coudmp01\).

Here you will find links to all previous City-wide emails, information on precautions, as well as the latest instructions on remote access and teleconferencing. **Like all Self Service Portal functions, you do not require City network access to reach this information.**

Once again, I want to extend my deepest appreciation for your continued and dedicated work at a crucial time for residents of Winnipeg. As fellow residents, we are all adapting to the realities of COVID-19. Your role is increasingly valuable as people rely on the delivery of the City's services.

I will continue to provide more updates as more information becomes available.

Thank you,

Mike Ruta, FCA  
Interim Chief Administrative Officer

