



**May 14, 2020**

**Michèle Leblond:**

Good afternoon everyone.

Thank you for joining us this afternoon for the first Parks Canada Virtual Town Hall event. My name is Michèle Leblond. I am the acting director, strategic partnering and will be your moderator for this event.

As this is our first experience planning this type of virtual event, we will most likely encounter some small technological glitches.

We will all need to be patient. If you do run into some issues you can disconnect and try again. We will still be here.

Joining us today are the members of the Executive Management Committee.

Ron Hallman, president and CEO. We also have on our panel today Line Lamothe, vice president, human resources and employee wellness, Catherine Blanchard, Vice-President, Finance, Stephen Van Dine, Vice-President, strategic policy and investment, Andrew Campbell, Senior Vice-President, operations, Christine Loth-Bown – Vice-President, Indigenous affairs and cultural heritage.

The platform we are using today limits the number of guest speakers. That is why we have 6 members of EMC as panelist but we do have the other members joining us on the live feed.

**Andrew Campbell:** Bonjour tout le monde. We had some technical problems like Michèle has mentioned earlier but now I am really happy to be able to introduce our group who will be with you for the entire event. I'll turn it over to Ron right now who will open today's conversation and then we'll turn it over to all of the members of EMC.

**Ron Hallman:** Thank you Andrew. Hello everyone. I would like to begin by welcoming you into my home, at least virtually. And I'd like to thank you for joining this virtual town

hall meeting. I should acknowledge upfront that this town hall meeting and today's announcement by the Prime Minister and Minister Wilkinson regarding the gradual partial resumption of some of our field based operations has come together quickly and with very little advance warning for most of you.

This is clearly not the way we normally try to operate as you know but I trust you'll understand as professional public servants that the Agency operates within the broader government of Canada context and decision making processes -- and I can assure you the executive management committee continues to share all of the information you need to do your job as soon as possible within that context.

It is also within that context as federal public servants that we've all been fortunate throughout this pandemic to have benefited from our job security, our ongoing benefits and the flexibility to adapt our work to our personal circumstances. For this I am grateful to the leaders of our government for their compassion.

These are extraordinary times and it's important to me that we find ways to stay connected so we can continue to do our work and so that we can support each other through the challenging circumstances that we face and that we do so as one team, with one vision; and one voice.

I wish to provide further details on the approach to resume our operations.

First I'd like to acknowledge that so many of you, so many of us, are dealing with COVID-19 as patients, as parents, as family members and as friends. I know it's hard. We all feel it.

For those of you who are home schooling your kids, hang in there.

For those who live alone and may feel more isolated than others at this time, please know we're thinking of you.

For those who are caring for or worrying about friend, parent or another loved one who has the virus or other medical challenge, I wish you continued strength and a positive outcome.

For those who like our family have lost loved ones during this time and who ache at not being able to gather to comfort each other and say goodbye, we mourn with you.

For those Parks Canada team members who have personally contracted the virus and are now recovered or are still recovering, I'd like to say that I'm sorry for what you're going through and I'm grateful for your progress towards renewed health.

I know that we all remain firm in our resolve to take the necessary measures in the shadow of COVID-19, so that we can emerge together – safe, healthy, and ready to take on whatever new normal awaits us. The pandemic has impacted our work and how we do our work.

We've had to adapt to new work arrangements and take on new or adjusted duties. And we've had to do so amidst the uncertainty of if things might return to some variation of normal.

However, as I have often said, we'll get through this together – As one team. With one vision. And with one voice.

We have been busy. You should know that the Executive Management Committee is meeting daily by video conference to ensure that everyone across the Agency has the direction and support they need. We're also connecting bi-weekly with union leaders, some of whom are on the line today, to keep them apprised of our activities and to collaborate on approaches that serve the best interests of all Parks Canada team members.

It is important to me that the critical role of our unions be acknowledged and maintained now more than ever. I deeply value the positive relationship we have with them across the country.

We're also meeting remotely several times per week with all executives across the Agency including executive directors, directors and field superintendents in order to share information, respond to questions and identify approaches to common challenges together.

We have created a COVID-19 business continuity working group and a business restructuring working group each composed of representatives from all directorates which meet daily to help coordinate Agency activities, maintain engagement with federal partners and to provide advice to senior managers across the Agency.

Employees in critical functions continue to provide incredible service to Canadians because highways need to remain accessible and open, safety, search and rescue, emergency dispatch and law enforcement functions all need to continue. Dam operations, water level monitoring and management remain key. Water and waste water treatment functions cannot be deferred.

Critical safety related construction projects continue. Similarly, HR experts, finance staff, IM/IT staff and our amazing communications team continue their important work behind the scenes to support and facilitate all of the work that we are doing including implementing and sharing new technologies and processes that I believe will and probably should continue to transform the way we do our work for years to come.

Moreover, Policy and program staff across all directorates and regions continue to work from home to advance important government initiatives.

And some of you who cannot reasonably perform your normal from home are on Leave with Pay, doing your part to help reduce the spread of the virus.

We thank you. It is through each of us playing our respective roles that the Parks Canada Team performs best.

I'd like to talk now about the resumption of our business operations. I'm sure you were excited and perhaps a little nervous to hear the government's announcement today that beginning June 1<sup>st</sup> Parks Canada will begin a gradual resumption of our operations.

I know we all look forward to welcoming visitors and taking care of the special places where we work. Now, here is the situation. The path is not entirely clear. It will take time and we will need to work together but here are four key things I do know for certain and that I'd like to share with you.

First, top priority for me and the Agency will remain the health and safety of our Parks Canada team members and our visitors, always. This overriding priority will continue to drive all of our planning decisions and all our implementation activities across the Agency. We will continue to follow the advice of public health experts and emerging government of Canada directions aimed at avoiding the spread of COVID-19.

As we work to gradually resume our operations, team members will have the training and equipment needed to do their jobs safely.

Second, we take expert advice very seriously on how to safely reintegrate physically our office environments. I can tell you that Treasury Board is currently developing guidance for that purpose.

Until that Treasury Board guidance has been received team members who perform primarily office work will continue to work from home.

Third, we have a plan to gradually resume our important cultural, heritage and natural resources conservation work. This plan provides Field Unit Superintendents and Resource Conservation Managers with a principles based approach prioritizing their local conservation activities.

Each field unit will take a phased approach to resuming those activities and each activity or activity type will be assessed relative to public health, occupational health and safety and conservation implications.

Fourth, I can tell you, personally, that the decision to suspend visitor services was something that I never imagined being faced with.

Like you, I am excited about welcoming Canadians back to their treasured national parks, national historic sites, and national marine conservation areas. In fact, we began planning for the resumption of visitor services almost immediately after the suspension was announced.

As the government announced today, starting June 1<sup>st</sup>, we will begin to gradually reintroduce visitor access and basic services at Parks Canada places. Local visitors will

be able to use some trails, day use areas, green spaces and have some recreational access to lakes and waterways.

While the Prime Minister spoke primarily about national parks this applies equally to heritage canals and waterways, construction areas and it applies to green spaces around our national historic sites that can also provide Canadians space to practice physical distancing, of which there are many.

For example, grounds around Signal Hill, Dalvay-by-the-Sea, Louisbourg, the Citadel, Martello Tower, Fort Chambly, Fort Henry, The Forks, Batoche, Fort Langley and the list goes on. But what all of these places and approaches have in common is that we will only begin operations where and when the work can be done safely. This includes having the right personal protective equipment, safe work practices and human resource capacity in place.

As you know, we operate across Canada and there are different measures in place to limit the spread of COVID-19 in different jurisdictions. That is why as a result the exact opening dates and level of visitor access and service will necessarily vary across our organization, particularly in the early days.

The path forward will be complex. I am confident that if we work together as one team we can take on this challenge.

Those were the four key messages that I wanted to share with you today.

On a personal note, I want to say I understand that dealing with so much change and uncertainty including with respect to resumption planning is stressful.

I feel it too. So does my family. I'm sure you and your loved ones do as well. I want to remind you colleagues, once again, that we have many tools and resources in place to help you in caring for your own physical and mental health and that of your families. Please continue to pay close attention to your personal circumstances and step back when you need to.

As I have said before taking care of each other sometimes means taking care of ourselves first and reaching out to others when we need support.

In closing, I would like to share a quote from someone who I dearly love and admire – and whose resilience and strength inspires me every day.

I'm speaking about my daughter, Mairi. She is 17-year old.

To repeat in English, In closing I'd like to share a quote from someone who I dearly love and admire and whose resilience and strength inspire me every day. I'm speaking about my 17-year-old daughter, Mairi. Those of you with whom I'm connected on Facebook, LinkedIn or Twitter may have seen a letter I posted online about two weeks

ago. It's a letter that Mairi who is currently in grade 12 and preparing for university wrote recently her grade 7 self.

I posted it on social media because Mairi asked me to. She asked me to share it publicly in the hopes that her message can help others. In her letter Mairi reveals her diagnosis received March 23<sup>rd</sup> that she has autism. In her letter she recounts how after several misdiagnoses over the years and following ill-suited prescriptions that nearly had devastating consequences for our family last November this diagnosis has been a relief and a blessing.

For Mairi it has lifted finally a veil of confusion and struggle that she and we her family have managed for years and that we now understand better and can continue to work on together. I want to leave you with a quote from her letter that captures a bit of my thinking about the challenge ahead of us in terms of resuming our operations.

Here is the final line of Mairi's letter to her younger self, in which she says the following:

*"Things are never going to be perfect, but they're going to be pretty awesome. You'll see."*

Again in English, the quote I want to leave you with is from the final line of Mari's letter to her younger self in which she says the following. *"Things are never going to be perfect, but they're going to be pretty awesome. You'll see."*

Thank you sincerely colleagues on behalf of the Minister, the Executive Management Committee and all Canadians for all you have done to help prevent the spread of COVID-19.

Thank you for all that you will do as we work together to resume our operations, check the resources that Canadians have entrusted to us and to welcome visitors once again to the treasured places we love so much.

And now, I'm sure that many of you have questions and comments, so I will pass things back to Michelle to moderate.

**Michèle Leblond:** Thank you Ron. Thank you. We will now proceed with our question period. You may ask your question in the language of your choice. A video recording of the event will be available afterwards and will include translated captions.

I would like to remind all team members that the chat features should only be used to ask questions during the question period. Before asking your question please log in with your full name and indicate your business unit.

While we wait for people to send their questions through the chat feature, our panel can respond to some questions we received by email.

We are trying to cover as much topics and questions as possible so we will be regrouping questions together for our panelists.

Our first question is for Steven Van Dine. The question is from Nicole Leblanc from the Jasper Field Unit. I work out of a satellite office. Should we expect direction as to the resumption plans specific to each of the satellite offices given the various impacts the pandemic has had depending on which province you reside?

**Stephen Van Dine:** Thank you Nicole for your question. You've raised a good point today. As both Ron and the Prime Minister earlier today have said, we are looking at a resumption plan that takes into account the local circumstances across the country and the advice and guidance from local health officials.

With that as our guiding light we will be undertaking a gradual approach across the country that will be staged according to local circumstances. The time and the guidance with which we will operate as an office or as an agency, we will be providing that guidance as it becomes available. But in terms of timing that will be coordinated with local circumstances.

**Michèle Leblond:** Thank you very much Stephen. Our next question is for Line. The question is from Anne Marie Morin from Quebec Waterways at the Carillon Canal National Historic Site. I am at risk of complications, and consequently very concerned about my health, and so decided to keep my children at home.

They are not going to school. They are isolated in our family unit. What are the provisions for at-risk employees as well as for parents responsible for educating and taking care of their children?

**Line Lamothe:** Thank you Anne Marie for your question. First of all, I would like to stress that it is important for managers and employees to discuss the particulars of their situation and to show good faith and flexibility in applying the provisions available to us.

With respect to the first part of your question, which refers to provisions for at-risk employees, there is leave with pay, so what is referred to in code 699 may apply if you are at risk of serious illness or if you come in contact with COVID-19 as described by the Public Health Agency of Canada and you additionally cannot work remotely.

As for the second part of your question, which refers to reopening schools and daycare centres, the leave with pay provisions under code 699 may apply if we have a sick child, if a family member is ill or even at high risk for a family member to become seriously ill, or if there is no space available at the daycare centre or school.

So I am leaving you with two guiding principles in answer to this question. If you try to make other arrangements and discuss the other possibilities of working remotely with your (inaudible). Thank you very much for the question.

**Michèle Leblond :** Thank you Line for the clarification. Another question is for Andrew. The question is from Karen Pink, Fortress of Louisbourg National Historic Site. Karen had a lot of good questions and here are two of them.

When and if COVID restrictions lift to the point of visitors accessing our sites will there be increased safety measures such as plexiglass sneeze guards installed at our sales counters, hand sanitizer stations installed throughout our sites or any other measures to keep both staff and visitors safe? The second question related if the staff feels it is unsafe to work and even if not at high risk, will they be expected to report to work or will they be able to stay at home?

**Andrew Campbell:** Thank you very much and thank you Karen for those questions and I hear many more. To respond to the first question: we are in a time where we are doing all of that preparatory work and all of the occupational health and safety considerations and all of the personal protective equipment that we need will be in place, as Ron said, before people are coming back into the workplace.

Yes, in cases like national historic sites as we look to further resumption that would be some of the pieces we would look at. I think the thing to keep in mind right now is, for national historic sites, what we are looking to open as Ron also mentioned, is the green spaces surrounding those.

Take that as the first step in a multi-step process that we are going to move along. Your other question about people who are nervous and looking for ways to deal with that and one of them being to stay at home during this period, one of the things to remember is there are lots of supports out there. The number one support is your personal supervisor and the people they work with.

Having conversations with them around your nervousness and looking at some of the other elements that we have all available to us whether it's the employee assistance plan or some of the other health measures that are in place right now, and I hope people have been keeping up with those as we have had some new ones that have come out through Sun Life. There are lots of supports out there and again the number one being the supervisor you are reporting to and having that great conversation with them.

**Michèle Leblond:** Before we go to the next question I'd like to remind people the panelists are answering the questions in the language of the question and the complete translation will be following next week.

Our fourth question is for Catherine from Steven Lecanet, scientist, Arctic Science. With a quarter of our funding coming from visitor revenue, will Parks Canada need a new fiscal plan to get us through this period of low visitation?

**Catherine Blanchard:** Thank you very Steven for the question. This is an important question and one that EMC has been discussing since the announcement of the initial closure. For sure we need a new fiscal plan. What I can tell you is we've been working



really hard to develop various scenarios to take a look at what the revenue hit would be for the agency.

As you point out in your question, revenue is an important part of our funding profile and our approach to dealing with it I would encapsulate it in three prongs. First of all, we have put in a request to the Department of Finance for revenue replacement. Based on our analysis we have a pretty good idea of what the revenue hit could look like.

We've submitted something signed off by our Minister to the Minister of Finance requesting for revenue to be added to our reference level. The revenue lost we are hoping to get a source of funds for. That's pillar one. Those discussions are ongoing. We're hoping to get a decision fairly soon on that front.

We're also looking at in terms of pillar two, looking at our spending profile. We are resuming business but as Ron laid out, we're resuming gradually. We're going to collect fees but it will be a gradual resumption to fee collection when and if it's safe to do so. We know we're going to have some slowdown in activities.

We're going to be taking a look at our spending profile. Perhaps we will spend less on certain cost categories. Perhaps some spending won't continue on certain projects. We're going to look at that bucket and see what we can reallocate to revenue as well. The third prong is around forecasting. We are going to need to do some more robust forecasting this year so we have a better visibility on what we're spending in terms of our salaries and goods and services.

So throughout the year we can keep better tabs on it and understand how much do we have to reallocate towards revenue loss. We are adjusting our fiscal plan and our fiscal approach in primarily those three ways. We'll be working closely with EMC to make sure all the information on our fiscal situation is brought forward and decisions are made in a timely manner.

**Michèle Leblond:** Thank you Catherine. Our next question is for Christine. The question is from Tina Vander Wielan from Nahanni National Park Reserve. What are the parameters for allowing field work to happen this season? Is it being limited to time sensitive projects? Is it allowable for all projects where health guidelines can be respected?

**Christine Loth Brown:** Thank you Michèle for the question and thank you. As Ron mentioned in his speech, throughout the COVID period critical services have been taking place across all of our field units including fire protection, law enforcement and things like avalanche and water management. As we move forward in our resumption planning phase we'll begin to look at adding additional field work.

There are a number of principles that are going to guide this work. Recently we released conservation guidance for all field units. This guidance looks at conservation from a natural and a cultural perspective and principles to determine what types of

activities we're going to undertake include first and foremost the health and safety of our employees.

We will also look at the significance of the conservation measure both natural or ecological or cultural. We'll also look at what methods we need to employ in order to undertake the work. We may continue to do those methods in the ways in which we're accustomed and we may choose to use alternative methods to undertake that work.

As indicated, today marks the first step in a journey towards resumption. We will take those steps going forward together and continually assessing the priorities from a natural and cultural perspective but first and foremost the health and safety of our employees.

**Michèle Leblond:** The next question is for Andrew. The question is from Karine Laflèche and her team, Hélène D'Amour, Stéphanie Larivée and Edith Bourgeon from (inaudible) Côteau-du-Lac, Battle of the Chateauguay, Manoir Papineau (inaudible). Our team, considered the hottest sector, has some practical questions.

Will the Learn-to-Camp program take place this summer? Our second question: Will details about maintenance and safety standards be forthcoming? For example, how often will toilets be cleaned and what personal protective equipment (PPE) will be required? Andrew.

**Andrew Campbell :** Thank you for your question. It seems I keep getting two questions thrown my way, so I will try to answer both. The first was about campgrounds. Do we want to offer camping activities this year? The answer is that, right now, we are looking at how this service and activity could be run by all the different sites, by all the regions.

Because of that, it is difficult to say right now exactly how and when we will start offering camping services again, but with this it was also another opportunity to underscore the fact that we will be following guidelines from all over the country. That is for the first question.

For the second question, I think that it is also [that] we have a wide variety of equipment that will be available everywhere, at our various sites, which will create a situation where we have ensured the health and safety of all employees, which is paramount before we start offering services. I hope that answers all the parts of your question.

**Michèle Leblond :** Andrew, there was a question about the Learn-to-Camp program. Is it going to happen this year?

**Andrew Campbell :** Oh. We are still seeing if this activity is going to begin. They have different ways of doing things, and maybe they have something virtual, and for many activities there are opportunities to see if things can be done virtually.

Because of that, Michael Nadler's group will see if it is possible to do it differently than normal, and now, because it involved really close proximity between us and the visitors,

it is too difficult now to do things like that with all the activities requiring close proximity. It is not something we have the capacity to do right now.

**Michèle Leblond:** Our next question is for Ron from Edwin Knox, resource conservation at Waterton Lakes. I work in Waterton Lakes. With the country going into a debt some say will be trillions of dollars, how will this affect operation in our parks in the near and distant future? What will the impacts be on staff?

**Ron Hallman:** Thanks for the question. I know it's one that's on the minds of a lot of people. What I can tell you is I don't have a crystal ball and in all honesty I don't know the nature of the discussions that may be going on right now at the highest levels of government.

What I can tell you is that Parks continues to do a great job in the service of Canadians. We have the confidence of the government. We are the first who are beginning to resume our operations and I expect we will continue to perform as well as we always do.

For my part, I am seized with the work of supporting our staff, welcoming Canadians and we will sort out those other things later when the government gets its head around that. For right now we've come through containment, going into recovery, resumption and I am excited to begin working with you to invite Canadians back to our places. We will have a discussion about those other factors when the time comes.

**Michèle Leblond:** Our next question is for Stephen. The question is from Heather Parker, executive coordination, National Office. When things get back to normal or the new normal could all the employees who are currently working from home have the option of teleworking at least part of the time? Could Parks Canada permanently increase and refine its capacity to conduct part of its business remotely?

**Stephen Van Dine:** Thank you for your question. That's a very topical one. We are observing lots of reports from across the country and various industries where banks and other companies are looking at this as the new normal, to be able to provide telework arrangements on a more regular basis.

Certainly from a Parks Canada perspective I'll give a bit of background. We work closely with Shared Services Canada (technical problem at source) of this pandemic to have more access to (inaudible) and up to this point right now we're in really decent shape in comparison to other departments with respect to our connectivity and with respect to our ability to serve the employees that are gaining access to the network today.

Looking forward we are turning our attention to what that new normal looks like. We're working with PSPC as well as OCRO, the Office of the Chief Human Resource Officer and we'll be looking very closely as to what our new normal will look like and making sure we have the tools necessary to continue to do our good work.

Stay tuned. We'll see how this progresses but it's safe to say we've become more accustomed to this work arrangement than previously and we'll see how we can continue to ensure we're able to serve Canadians and serve one another in a more decentralized way.

**Michèle Leblond:** Our next question is for Line, de Ginette Paquet, management unit (inaudible). Has a decision been made regarding employees aged 60-69 returning to work?

And another question: Line, will Parks Canada, in an effort to protect its employees and the public, implement measures to check their body temperature? Will we have to have our temperature checked before each shift?

**Line Lamothe:** Hello. Thank you very much for your question. This is indeed a very interesting question. We are following guidelines from central agencies, like the Public Health Agency, among others, in terms of guidelines. Currently, we have no guidelines for employees between age 60 and 69.

However, if we have employees who are sick or have precarious health conditions, we have leave provisions available for this purpose. One thing that I recommend is to have that conversation with your manager.

It is important that we consider each situation individually, that we consider what flexibilities are available and the employee and managers in terms of considering each situation individually. I do not remember the second part of the question. Could you repeat it, please?

**Michèle Leblond :** No problem. Will Parks Canada, in an effort to protect its employees and the public, implement measures to check their body temperature? Will we have to have our temperature checked before each shift?

**Line Lamothe :** Excellent question. Of course, as I mentioned initially, we are following Public Health Agency guidelines in terms of what safeguards will be required for our employees. We will know what those are as soon as we receive that information. At that point, we will be able to share details about when and how employees will be returning to work. So, more to come in terms of answering that part of the question.

**Michèle Leblond:** Our next question is for Christine. The question is from Scott Murphy from Natural Resource Management Branch. The COVID-19 pandemic has presented us with a silver lining in many forms. How has the pandemic allowed the Agency to foster new and existing interdepartmental and intergovernmental relationships?

**Christine Loth Brown:** Thank you for the question Scott. As Stephen mentioned this challenging time has pushed us all out of our traditional comfort zone and required us to take on new technologies and new ways of communicating with people. During a crisis as Ron mentioned we've tried hard to make sure we have active communication with our staff and with our partners.

That's a lesson that we need to take going forward. We were always good communicators as an organization but we've upped our game and we've received positive feedback for that. We've got good partners and good connections we've been communicating with throughout this period and we'll continue to do that.

I've even heard interesting examples of people participating virtually at international conferences taking place in Scotland but from the comfort of their home. That's not something we would have considered before. I've also heard many employees as folks know we have many staff that work virtually from their team across this country.

I've had many employees indicate they feel more connected to their colleagues now more than ever because what this crisis has required us to do is to all take a step back and focus about how we are communicating and sharing information and that's a great silver lining.

**Michèle Leblond:** There's a second part to Scott's question that says how do we maintain this current climate of collaboration and how do we ensure we are well integrated for the next emergency or disaster?

**Christine Loth Brown:** As part of our response to this time we've created a business continuity working group as well as a business resumption planning working group. We appreciate so much the leadership of many across the organization participating in these groups.

What these groups are doing and what will be important going forward is they're documenting the actions we took, the lessons learned, providing a challenge function and saying did we do that right, could we have done it differently so we can take these learnings moving forward and be able to use them – hopefully not use them in a future situation but should something occur again.

**Michèle Leblond:** Our next question is for Line, from Noémie Bessette, from Quebec Waterways. If an employee contracts COVID-19 at work, is there a guide or guidelines available that we can follow to respond appropriately to the situation?

**Line Lamothe :** Thank you very much for your question. We do in fact have a very specific protocol on the procedure to follow both for employees and for the organization. We have implemented this protocol. We have had employees within the organization who have contracted COVID-19, and our procedure is very effective in terms of reacting very quickly and informing people of the situation and the procedures to be followed.

**Michèle Leblond:** Our next question is for Catherine. It's a popular question Catherine, so I would ask you to answer in both languages because we've had it in English and in French. I will start with François Duclos' question from Visitor Experience Branch. Could you clarify Parks Canada's approach to collecting entry fees during the gradual re-opening period starting on June 1, 2020?

**Catherine Blanchard :** Michèle, I did not really understand the question because there was a break in communication. Could you repeat it, please?

**Michèle Leblond :** Could you clarify Parks Canada's approach to collecting entry fees during the gradual re-opening period starting on June 1, 2020?

**Catherine Blanchard :** I have a question. Could you please give me the question in English just to make sure I answer it clearly?

**Michèle Leblond:** This is a very popular question. What is Parks Canada's approach for fee collection starting June 1<sup>st</sup> when we start resuming our business?

**Catherine Blanchard:** I will begin in English and then in French. The approach for fee collection is as follows. We will be collecting fees this year. The challenge will be as of June 1<sup>st</sup> not all places will be able to do so in a way that allows for the safety and security of staff and visitors.

It will be a gradual approach to resuming the collection of fees as we go through and figure out what are the protocols for all of our staff in terms of the ability to collect fees.

Again, we will collect fees. There is no discussion at this time of free admittance. We are moving down the path of collecting fees. I hope that is clear in both official languages.

**Michèle Leblond:** We have our last question for Andrew. The question is from Cindy Rawluk, Riding Mountain Field Unit. As a cleaner are we to be wearing proper PPE during our duties at work?

**Andrew Campbell:** Cindy, thank you very much for the question. Absolutely, there is a protocol right now and a safe work practice available on our extranet around cleaning. If you go onto there and you're a supervisor and you're talking to others within your workplace you will have both what the PPE is and what the workplace standard is for the cleaning.

In all cases it's clear that we want people using the appropriate work standard and safe work standard which in many cases will involve PPE. As well, we have an overarching working during the period of COVID guidelines that as well are already up on the extranet or the intranet. One of the things you will see is we will continue to add to that collection.

We will continue to work to ensure we have the best practices that are following the health and safety standards that have been set by the Public Health Agency of Canada and the Chief Public Health Officer as well as those protocols coming in from the provincial health officers. I want to keep underlining the fact that we may have different things going on in different areas of the country.

One of the things we will not have that is different is our protection of employees and the safety we will have around each of our team members and making sure people are following the best safe work practices we can have based on the best health advice out there.

**Michèle Leblond:** Thank you for this great introductory session everyone. Thank you for all your great questions. Please follow up with your supervisor or manager if you would like to have more information.

Before we sign off I would like to invite Ron to provide some closing remarks.

**Ron Hallman:** Thank you all for your participation today. I'm immensely proud of you. We truly are stronger together. My enduring hope, my expectation is that we will indeed emerge from this challenge together as one team with one vision and with one voice.

As we once again invite Canadians to our national historic sites, our national parks and our national marine conservation areas we will welcome them in the spirit of J.B. Harkin and the great tradition of all those who came before us to present Canada's natural and cultural heritage.

I know we will do so with the passion, professionalism and the pride that has placed Parks Canada among the greatest conservation organizations for so long. Remember, things are never going to be perfect but they really are going to be pretty awesome. You'll see. Thank you everyone. Thank you.

**Michèle Leblond:** This concludes our first ever virtual event today. I would like to give a special shout out to everyone who made this You Tube Live event possible. Thank you again to all of you who have joined from coast to coast to coast. Stay safe and healthy everyone. Goodbye!