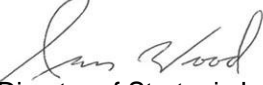




Type of Decision								
Meeting Date	January 26, 2021				Report Date	January 26, 2021		
Decision Requested		Yes	X	No	Priority		High	Low
	Direction Only				Type of Meeting	X	Open	Closed


Report Title
COVID 19 RESPONSE UPDATE

Resolution		Relationship to the Strategic Plan/Health Impact Assessment	
For Information Only		<p>This report is informed by all of the Strategic Objectives outlined in the City of Greater Sudbury Strategic Plan 2019-2027, specifically:</p> <ul style="list-style-type: none"> • Asset Management and Service Excellence • Business Attraction, Development and Retention • Climate Change • Economic Capacity and Investment Readiness • Housing • Create a Healthier Community • Strengthen Community Vibrancy 	
	Resolution Continued		Background Attached

Report Summary	Financial Implications
<p>This report is the fifteenth Council Update on the COVID-19 Pandemic Emergency and builds on the information provided in the previous reports on the April 7, May 5, May 19, June 9, June 23, July 7, August 12, September 8, September 22 and October 6, October 20, November 10, November 24, December 15 and January 12 Council Agendas.</p>	<p>There are no financial implications for this report.</p>

Report Prepared By	Division Review
<p>Ian Wood  Executive Director of Strategic Initiatives, Communications and Citizen Services</p>	<p>NA</p>

Recommended by the Department	Financial Implications
<p>Ian Wood  Executive Director of Strategic Initiatives, Communications and Citizen Services</p>	<p> Steve Facey Manager of Financial Planning and Budgeting</p>

Recommended by the C.A.O.
<p> Ed Archer Chief Administrative Officer</p>

A: INTRODUCTION

On January 12, the Province of Ontario declared a state of emergency for all of Ontario. This declaration was intended to strengthen and reinforce public health measures and emergency orders. The emergency response includes a shutdown, stay-at-home order and it is expected to remain in place until February 11, 2021.

Locally, community leaders, including Mayor Bigger and Dr. Sutcliffe, continue to encourage residents to avoid all but essential trips and to remain within the region unless absolutely necessary. Gatherings should be limited to the people you live with.

Yesterday, PHSD confirmed that vaccines will arrive in Greater Sudbury this week and will be provided to residents of Long Term Care facilities and high-risk retirement residences. Public health and CGS staff are working together to vaccinate residents at Pioneer Manor in the coming days. Municipal employees, in particular those in Paramedic Services, Communications and Leisure Services, will continue to assist as the vaccine roll out continues through the balance of this year.

B: CURRENT STATUS OF CGS SERVICES

The matrix (attached as Appendix A) provides a current summary of all 58 services delivered by the City of Greater Sudbury. In accordance with provincial emergency orders, all staff who can work remotely are doing so. We continue to encourage citizens to access services in a contactless manner whenever possible and are working to provide more options for this type of assistance.

C: SUPPORT FOR VACCINE DISTRIBUTION

Staff are working very closely with the team at Public Health Sudbury and Districts and other partners in our Community Control Group. GGS facilities, logistics capabilities, healthcare expertise and personnel capacity are already part of the plan to bring a successful vaccine roll out to our community. Assisting this effort to ensure it is as smooth, rapid and effective as possible, will be the number one priority for CGS staff in 2021.

D. NEXT STEPS

CGS Communications will continue to liaise with PHSD, HSN and GSPS and to support Mayor Bigger's efforts to amplify and reinforce messages for the public. In the coming weeks and months the urgency of personal responsibility will be critical to moderate the potential impacts of COVID-19 in Greater Sudbury.

Staff will provide a further update at the meeting of Council on February 9, 2020.

D: REFERENCES

COVID-19 Update, Report to Council April 7, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=30201.pdf>

COVID-19 Update, Report to Council May 5, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=30180.pdf>

COVID-19 Update, Report to Council May 19, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=30315.pdf>

COVID-19 Update, Report to Council June 9, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=30461.pdf>

COVID-19 Update, Report to Council June 23, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=30590.pdf>

COVID-19 Update, Report to Council July 7, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=30679.pdf>

COVID-19 Update, Report to Council August 12, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=30876.pdf>

COVID-19 Update, Report to Council September 8, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=31178.pdf>

COVID-19 Update, Report to Council September 22, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=31260.pdf>

COVID-19 Update, Report to Council October 6, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=31372.pdf>

COVID-19 Update, Report to Council October 20, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&agenda=report&itemid=14&id=1478>

COVID-19 Update, Presentation to Council November 10, 2020 –
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=33612.pdf>

COVID-19 Update, Report to Council November 24, 2020 -
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=33726.pdf>

COVID-19 Update, Report to Council December 15, 2020,
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=33878.pdf>

COVID-19 Update, Report to Council January 12, 2021,
<https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&action=file&attachment=34038.pdf>

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Accounting, Purchasing and Payroll	Services continue to be fully available.	Technology continues to be introduced throughout work processes that will have positive effects on service timeliness and access (i.e more paperless processes, expanded payment options).	N/A
Animal Control and Shelter Services	<p>Appointments required and safety measures in place to ensure physical distancing at the shelter. In comparison to 2019, the shelter has experienced a 68% increase in animal surrenders for the period of March 23 to January 21. Overall, supported the same number of adoptions yearover year, even when adjusting through COVID.</p> <p>Between March 23 and January 21, the department received 2,025 complaints within Animal Control. Service for animal control complaints remains in place seven days a week, with officers responding to calls until 8 p.m. on weekdays and from 7 a.m. to 7 p.m. on weekends.</p>	Current service level changes will remain in place for now.	N/A
Arenas	All indoor sport facilities, including areas, are required to be closed by provincial order.	<p>Ice allocation members are being contacted by staff to determine plans for remaining seasons, should arenas be permitted to reopen.</p> <p>Full time staff have been redeployed to other City operating areas.</p>	Based on input received from ice allocation members, ice pads will be consolidated.

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Building Inspections	Field / building inspections continue, with safety measures in place.	N/A	N/A
Building Permits and Approvals	<p>In-person customer service continues on the main floor of Tom Davies Square. Electronic submissions and application dropoffs continue.</p> <p>Appointments and electronic submissions continue to be encouraged, including property search requests for real estate transactions and letters of opinion for Zoning and Legal Non-Conforming requests.</p>	Current service adjustments will remain in place for the foreseeable future.	N/A
Cemetery Services	Operations continue under the emergency order, under directives from the Bereavement Authority of Ontario.	Funeral services are permitted where physical distancing can be maintained and in compliance with rules on face coverings.	Virtual communication and appointments are encouraged. Where not possible, meetings with the public are scheduled by appointment only.
Children Services	<p>No in-person program quality site visits are being done, however virtual consultations continue.</p> <p>Children Services Representatives continue to process childcare subsidy applications virtually by appointment. Staff continue to work through provincial updates to determine service impacts.</p>	<p>In-person program quality visits will not resume until later in 2021 – date to be determined.</p> <p>Province permitted licensed childcare and EarlyON Centres to fully re-open in September, however staffing and space limitations will impact capacity at this time. EarlyON Child and Family Centres remain closed to in-person visits, and continue to provide virtual programming at this time.</p>	<p>Number of childcare subsidy recipients in 2021 will be affected for the start of the year due to stay at home orders.</p> <p>Total number of licensed spaces will remain lower than forecasted due to capacity limits.</p>

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Citizen Services	<p>The Tom Davies Square Citizen Service Centre is open to the public by appointment only, Monday to Friday, 8:30 a.m. to 4:30 p.m. The other Citizen Service Centres are open for contactless curbside pick-up.</p> <p>.</p>	<p>Residents who require assistance from the Citizen Service Centre, including the one at Tom Davies Square, are encouraged to contact 311 or the facility to discuss options. Many services are available by telephone or online at www.greatersudbury.ca/eservices.</p> <p>Residents are asked to avoid all non-essential visits to Citizen Service Centres. Work has continued toward the Council approved renovation for a One Stop Shop service counter at Tom Davies Square. While maintaining focus on key drivers of visitor and staff safety, addressing security concerns and ensuring the highest level of customer service is delivered.</p>	N/A
Clerk's Services and Council Support	<p>Continued support for Council and Committee meetings. Electronic meetings continue. Electronic processes implemented where possible to facilitate access to services.</p> <p>Other services, such as document commissioning and burial permits, available in person or in modified electronic form.</p>	<p>Wedding solemnizations may resume in 2021, subject to appropriate restrictions on group sizes and physical distancing measures.</p>	<p>Wedding solemnizations remain on pause.</p>

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Communications and Engagement	Communications team continues to support day-to-day and strategic communications for internal business partners, as well as support COVID-19 municipal and joint Community Control Group partner initiatives.	No change.	Team continues to manage increased volume of work due to COVID-19, while maintaining and serving existing business partners.
Community and Strategic Planning	Long-range planning, aerial photo and mapping and GIS services continue to be delivered.	Long-range planning public engagement sessions planned for the winter and spring will occur online, supported by in-person only if permitted.	N/A
Community Grants	HCI applications are being accepted and processed as usual.	HCI: Funds for approved grants toward initiatives of a social nature, such as festivals, are not allocated until the applicant confirms the event can safely proceed. The timelines to expend approved grant requests issued in 2020 have been reasonably extended into 2021 for initiatives that have been postponed due to public health restrictions.	HCI: Approved and pre-approved capital projects may be delayed based on availability of external resources and Leisure Services' capacity. Final decisions on funding requests may be delayed based on other priorities in response to COVID-19.
Community Paramedic Care	<p>Community Paramedics working under a service agreement with HSN Assessment Centre completing in-home COVID-19 testing.</p> <p>Care Transitions Community Paramedics are completing more virtual and phone visits with patients, adjusting service delivery with an effort of reducing exposures.</p>	<p>Supporting Public Health Sudbury & Districts by providing staff to support public flu clinics hosted at PHSD.</p> <p>With the rise of COVID-19 cases in the region, Ontario Health is forming Sudbury Mobile Enhancement and Support Teams. These teams will be implemented as an urgent response to critical health human resource shortages across the LTC sector.</p>	Community Paramedic Enhancement funding awarded by the NELHIN through the High Intensity Supports at Home and Expanding Community Paramedicine funding. CPs will be providing clinical services, as part of a multidisciplinary team to high intensity needs ALC patients in the community.

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Community Paramedic Care (continued)	Community Paramedic Health Promotion programs being delivered virtually in social service buildings within the City.	Paramedic Services is currently evaluating resources and the feasibility of the Paramedic role on such a team.	Paramedic Services has received short-term funding to support a regional model that provides COVID patients with remote clinical care and monitoring in the community. This Ontario Health funding is a CP enhancement that will see the start of a new CP program partnering with other allied health care services in Sudbury. This new service provides full wrap around care to high-risk COVID 19 positive patients throughout the course of their illness.
Compensation and Benefits	Processes have been modified, including increased use of electronic forms for employee documentation. Job evaluation committee meetings have resumed.	Continue to use technology to adjust business processes and streamline activities. Virtual meetings to replace in-person meetings.	N/A
Construction Services	Continues to deliver all services with inspection and survey staff reporting directly to the project site whenever possible.	Some productivity loss anticipated due to the enhanced health and safety requirements associated with COVID-19. Recruitment for seasonal positions will commence in the coming weeks. Employees who are not reporting to site are working from home. Staff are reporting to work and project sites on occasion to print drawings, etc. or complete field reviews when required.	N/A

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Crossing Guards	There are 20 Crossing Guard locations active	Crossing guards required to wear a mask and face shield when at work.	N/A
Development Approvals	Planning services continue to be delivered using a combination of in-person and remote meetings. In-person customer service is available by appointment on the main floor of Tom Davies Square. Electronic submissions and application drop-offs continue.	N/A	N/A
Distribution and Collection Operations and Maintenance	The winter maintenance program began as of the end of October. D&C maintenance services continue to be delivered uninterrupted. Some productivity has been lost due to enhanced health and safety requirements.	Implemented an enhanced two-shift model in the Rayside and Frobisher depots. This is expected to continue as long as physical distancing requirements are in place.	N/A
Economic Development	Staff continues to prioritize business support and outreach as well as investment attraction and sector engagement.	Services continue to be offered using virtual tools.	No in-person visits during stay at home orders. Services continued through virtual means.
Emergency Management Public Safety, Planning and Prevention	Sixty per cent of resources currently dedicated to COVID-19 response, planning and recovery. Emergency Operations Centre has been activated since March 16, with weekly Community Control Group meetings.	Resumption of online Basic Emergency Management training and exercising of emergency management operating procedures and hazard specific plans in accordance with public health guidelines.	N/A

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Emergency Management Public Safety, Planning and Prevention (continued)	<p>Bi-weekly liaison through Greater Sudbury Emergency Management Advisory Panel (GSEMAP).</p> <p>Testing of emergency policies and protocols to continue to ensure other risks continue to be mitigated.</p>	Planning underway for completion of training requirements needed for <i>EMCPA</i> compliance.	
Emergency Shelters and Homelessness	<p>Off the Street shelter is operating at 80-100 per cent capacity at the permanent location of 200 Larch Street with physical distancing barriers in place.</p> <p>Cedar Place Women and Families Shelter continue to provide emergency shelter for women and families.</p> <p>Samaritan Centre agencies offering take-out meals, showers, clothing, laundry and resource centre.</p> <p>The Parkside Centre is open daily to provide a warm eating area for people picking up meals from the Samaritan Centre.</p> <p>Homelessness Network Daytime Drop-in Centre opened October 1 to provide access to daytime warming centre and supports. Elgin Street Mission is delivering lunch and dinner to the Centre daily.</p>	<p>The Homelessness Network Daytime Drop-in Centre relocated to 199 Larch Street on January 11 and continues to provide the same service as at the previous location.</p> <p>A supportive isolation response for persons who are homeless and need to isolate due to COVID testing or recovery has been developed with support from HSN and community partners. The City has allocated a social services staff as an Isolation Support Coordinator.</p>	Increased service levels are continuing for the first quarter of 2021.

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Emergency Shelters and Homelessness (continued)	<p>The YMCA Warming Centre opened on November 16 with access to snacks, coffee, and shower services.</p> <p>On December 1, the Sudbury Action Centre for Youth opened an overnight warming centre for youth aged 16-24 years with an additional four emergency shelter beds for youth.</p> <p>The community outreach team continues to provide in-person supports to persons experiencing homelessness outdoors. Homelessness data reported to Council on a weekly basis.</p>		
Energy Initiatives	Services continue to be available. In-person meetings replaced by virtual meetings.	N/A	N/A
Engineering Design	<p>Continue to provide the same level of support for project delivery. Virtual meetings and digital exchange of information in place.</p> <p>Some productivity lost due to collaboration and the project team not reporting to the same office.</p>	<p>Staff who selected the option to return to the office in the fall have returned to working from home.</p> <p>Staff are reporting to work and project sites on occasion to print drawings, etc. or complete field reviews when required.</p>	Delays in tendering some of the Capital contracts due to COVID-19.

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Engineering Project Delivery	Continue to provide the same level of support for project delivery. Some productivity lost due to issues with collaboration and the project team not reporting to the same office.	<p>Staff who selected the option to return to the office in the fall have returned to working from home.</p> <p>Staff are reporting to work and project sites on occasion to print drawings, etc. or complete field reviews when required.</p> <p>Staff are looking at different formats for public consultation.</p>	Delays in tendering some of the Capital contracts due to COVID-19.
Environmental Planning	Continue to provide re-greening, lake water quality and EarthCare Sudbury services.	No change.	
Facilities Management	Services continue to be delivered as normal.	Some capital projects such as 199 Larch improvements and building condition assessments will be delayed due to COVID.	N/A
Finance, Compliance, IT Audits and Investigations, Hotline and ERM Support	Most services continue to be available.	Timing of audits to be coordinated with Executive Leadership Team.	Governance audit of the Greater Sudbury Airport is deferred to Q4 of 2021.
Financial Planning, Budgeting & Support	Services continue to be fully available.	No change.	N/A
Fire Safety Education and Prevention	<p>Services continue to be available. Virtual meetings are being held with residents.</p> <p>Self-screening of staff and residents before on-site visits.</p>	Fire Education will resume school programs when possible. Online programs in progress / development.	Fire Education – Online based only.

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Fire Safety Education and Prevention (continued)	Enhanced electronic presentations and messages. Complaint and request inspections continue.		Fire Prevention – deferred legislated Vulnerable Occupancy inspections will resume after Provincial Stay at Home orders and following the direction of the Ontario Fire Marshal. Complaint, request and follow up fire inspections continue to be conducted with enhanced COVID-19 screening protocols in place.
Fire Services Emergency Response	<p>Services continue to be available from the workplace, 24/7. Self-screening of staff before, during, and after shifts.</p> <p>Continued screening of patients at emergency incidents. Enhanced PPE usage at medical incidents. Virtual meetings for senior officers and training.</p>	<p>Mask usage at all times in both emergency and non-emergency situations and locations.</p> <p>All staff provided thermometers for screening purposes and documentation recording methods for recordkeeping.</p> <p>Training limited to online and restricted in-person, in-station sessions.</p>	N/A
Fleet Services	Services continue to be available. Enhanced service (via shuttling of vehicles) being provided to ensure physical distancing.	Some staff relocated to offsite garages to limit the number of staff in facilities. This is expected to continue as long as physical distancing requirements are in place.	N/A
Housing Operations	<p>Office is open to residents for rent payments, signing of leases by appointment only.</p> <p>Maintenance Services are being provided for essential and emergency services only.</p>	Increased number of staff will be working from home as work permits.	Landlord and Tenant Board electronic hearings and evictions services have resumed, but are backlogged. Decision on moratorium on evictions pending by Province.

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Housing Operations (continued)	Plexiglass barriers have been installed to enable physical distancing between tenants in lobby area, with limits on the number of residents permitted in the office at one time. A phone has been installed outside the entrance door for visitor to communicate with reception and be screened prior to any permitted entry.		Common rooms in buildings remain closed due to Public Health requirements for cleaning and physical distancing. Afterschool program at 1960 Paris has resumed with approval of PHSD requirements.
Housing Programs	Services continue via email, telephone and virtual meetings. Staff continues to work with community housing providers to ensure compliance with emergency measures and new provincial legislation.	No change.	N/A
Housing Registry	Services continues via email, telephone and virtual meetings. A document drop box is available on main floor.	Online portal now live and allows applicant households to apply online.	Online application process is now available.
Human Resources and Labour Relations	Staff continues to deliver services although some timelines are delayed or extended.	Staff will continue to use technology to adjust business processes and streamline activities.	With an increase in COVID-19-related work to support the state of emergency, services will be provided outside of the standard timeframes.

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Human Resources and Labour Relations (continued)		Virtual resumption of labour activities that were delayed (grievances, arbitrations, mediations, negotiations). Due to non-COVID related issues, ONA has requested a delay to start bargaining. Continuation of CLAC bargaining virtually to be confirmed.	
Information Technology	Staff continues to deliver all services with precautions in place for end-user support services. Bare minimum staff remain in the office as required for hands-on installation and repair work.	Flexibly prioritizing support for COVID-19, as required. This has some impact on other planned work, but that impact is currently not significant.	N/A
Infrastructure Capital Planning	Continue to provide the same level of support for project delivery. Some productivity lost due to issues with collaboration and the project team not reporting to the same office.	Staff are reporting to work and project sites on occasion to print drawings, etc. or complete field reviews when required. Staff are looking at different formats for public consultation.	Delays in tendering some of the Capital contracts due to COVID-19.
Legal Services	Continue to offer internal services to support ongoing activities and business of the City.	Prosecutors and support staff continue to address Early Resolutions and Judicial Pre-trials via telephone. The expansion of Court services is dependent on the discretion of the judiciary in scheduling dates and expanding the scope of matters available to address, i.e. trials.	N/A
Libraries	Three of the major branches (Main, New Sudbury and South End) are providing curbside service Monday to Sunday for up to 6 hours/day.	During the stay at home order, Library Branches not containing Citizen Service Centre operations will not be offering any municipal services.	In-person library programming remains cancelled. No access to community meeting rooms.

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Libraries (continued)	<p>The Chelmsford, Lively and Valley East Public Libraries/Citizen Service Centres are open Monday to Saturday for up to 10 hours/day for contactless curbside Library services.</p> <p>The Capreol, Dowling, and Garson Citizen Service Centre/Libraries are open to the public Monday to Saturday for up to 7 hours/day for contactless curbside Library services.</p> <p>The Azilda, Coniston, Copper Cliff and Levack-Onaping Libraries are open Mondays, Tuesdays, Thursdays and Saturdays for up to 5 hours/day for contactless curbside Library services.</p> <p>Homebound services have resumed for all clients subscribed to the service.</p>	<p>Once the stay at home order is lifted, there will be a re-examination of hours of operation.</p> <p>Residents who require access to municipal services from a Citizen Service Centre, including the one at Tom Davies Square, should contact 311 by phone or Live Web Chat (311.greatersudbury.ca). Many services are available by telephone or online at www.greatersudbury.ca/eservices.</p> <p>Residents are asked to avoid all non-essential visits.</p>	<p>No external access to Library Branches.</p> <p>Libraries are currently not lending 3D equipment such as Chromebooks and snowshoes, and the Makerspace remains closed to patrons.</p>
Long Term Care	<p>Pioneer Manor continues to provide services in line with provincial medical directives, Ministry of Long-Term Care policies and Public Health Sudbury & Districts (PHSD) guidance.</p> <p>Monitoring and aggressively testing symptomatic residents and bi-monthly employee surveillance testing is ongoing.</p>	<p>Pioneer Manor is working in collaboration with PHSD in the the rollout of the COVID-19 vaccination for residents, staff, essential caregivers, and volunteers.</p> <p>Further consideration underway for the use of additional redeployed staff as part of our wave 2 response given the recent provincial emergency order.</p> <p>Enhanced IPAC measures remain in effect.</p>	<p>Pioneer Manor continues to hold vacant beds for isolation of new admissions and to cohort symptomatic residents if needed.</p>

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Museums	Public access suspended. Limited curatorial and planning work continues.	N/A	Museums are not available to the public.
Ontario Works Program Delivery	<p>Offices remain closed to the public. All client appointments are virtual. The Ministry has continued to provide direction that wet signatures are not required at this time.</p> <p>Clients can access financial supports through Ontario Works offices. Employment Support Services continue to be suspended to start 2021.</p>	Staff are currently implementing a Centralized Intake Pilot Project from the Ministry of Community and Social Services.	<p>New applications continue to be lower than historical service level averages. Current caseload is approximately 2970; whereas normal level fluctuates between 3100 – 3300.</p> <p>The Ontario Works caseload has been reduced by over 10% since the start of the pandemic.</p>
Organizational Development, Safety, Wellness and Rehabilitation	<p>Continued development of processes and policies to ensure services can be delivered while adhering to public health directives and second declaration of state of emergency.</p> <p>Considerable effort going into helping operating departments ensure adherence to safety measures.</p> <p>Components of the Human Capital Management Plan are re-entering the development phase. Corporate training plan and in-class Health and Safety training are on hold.</p>	<p>Continued use of technology to adjust business processes and streamline activities.</p> <p>A Work From Home policy is being implemented to prepare for a sustainable work from home model. Human Capital Management Plan will partially resume, with a focus on talent acquisition, diversity efforts, and leadership development.</p> <p>Mental health supports and training related to COVID-Response Wellness provided to all supervisors to ensure enhanced supportive environment for employees.</p>	<p>Some professional development modules expected to be delivered in Q2 2021.</p> <p>2020 Employee Survey deferred to 2021. Two COVID-related surveys have been completed to address employee engagement, health and wellness.</p> <p>Delays in H&S process improvement and supports due to prioritization of COVID related work.</p>

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Paramedic Medical Care and Transportation	<p>911 call volume has returned to normal values.</p> <p>COVID-19 screened positive patients remain high as screening tool includes multiple clinical symptoms.</p> <p>Infection prevention and control measures in place at stations to ensure physical distancing and mask wearing while at work.</p> <p>Special clinical considerations remain in place by the Ontario Base Hospital Group and the Ministry of Health. New auxiliary patient care directive finalized for treat and release of select COVID 19 patients.</p>	<p>Delivering emergency Paramedic response under enhanced clinical measures to prevent exposures and spread of COVID-19.</p> <p>Enhanced cleaning and disinfection of medical equipment, stations and ambulances continues to evolve, with two new processes being implemented: --A new fogging system that disinfects hard surfaces within the ambulance. --Sani Sport system, which uses UV light to produce ozone as a cleaning and sanitizing agent for medical equipment and electronics.</p> <p>The EMS scheduler and Deputy Chief of Paramedic Operations are now working from home.</p>	N/A
Parks	<p>Ski hills are closed.</p> <p>Outdoor recreational amenities permitted to open, subject to conditions, including outdoor rinks, skating paths and sliding hills.</p> <p>A permitted outdoor recreational amenity may only open if:</p> <ul style="list-style-type: none"> Any person who enters or uses the amenity maintains a physical distance of at least two metres from other person using the amenity (excluding members of the same household) 	<p>In collaboration with volunteer Neighbourhood Associations, outdoor rinks are open.</p> <p>Queens Athletic Skating Oval and Ramsey Lake Skate Path are also in the process of opening (weather permitting).</p>	<p>Field houses at outdoor rinks remain closed.</p> <p>Snow making activities at Adanac and Lively Ski Hills have ceased until it can be determined if ski hills will be permitted to open this season.</p>

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Parks (continued)	<p>A permitted outdoor recreational amenity may only open if (continued):</p> <ul style="list-style-type: none"> • Team sports, or other sports or games where people may come within two metres of each other, are not practiced or played within the amenity 		
Plans Examination	<p>With TDS reopened, two Plans Examiners have relocated to the main floor to provide service for walk-ins and appointments.</p> <p>Appointments continue to be encouraged in order to provide efficient service. Virtual meetings and electronic exchange of documents continue.</p> <p>Comments for Site Plan, Subdivision and Rezoning in support of Planning Committee continue electronically.</p>	N/A	N/A
Provincial Offences Court	<p>Office at 199 Larch open to the public for payment of fines and tickets, in addition to electronic payment options.</p>	<p>Bill 197, passed on July 22, 2020, contains amendments to the <i>Provincial Offences Act</i> that allow for expanded abilities to conduct court processes electronically. Court staff are working with stakeholders to implement technology solutions to enable these processes.</p>	<p>Legislative changes will increase efficiency and capability of the Court moving forward.</p>

Appendix A: Status of CGS Services January 2021

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Provincial Offences Court (continued)		Provincial Offences Court was reopened on a limited basis for early resolutions and judicial pre-trials, which are being conducted remotely. Dates are being scheduled to deal with remote non-trial matters. Judiciary is expected to make further decisions about the additional reopening of court processes.	
Real Estate	Services continue to be fully available.	No change.	N/A
Recreation	All indoor sport facilities, pools and fitness centres, are required to be closed by provincial order.	Building inspections continue. Full time staff have been redeployed to other City operating areas.	Facilities continue to be closed under provincial lock down measures.
Roads Operations and Maintenance	<p>The winter maintenance program began as of the end of October. Winter activities such as snow plowing will be provided as warranted by weather conditions.</p> <p>Some productivity lost due to enhanced health and safety requirements.</p>	Winter control has begun with no impact to service levels anticipated at this time. Staff have been placed on shift schedules as per the terms and conditions of the CBA.	N/A
Security, By-law and Parking Services	Within a new enterprise wide RFP for the provision of uniformed security, Guards remains active in facilities such as TDS/199 Larch, the Transit Terminal and mobile at CGS Housing properties to support education of COVID restrictions and further to ensure the safety of staff and residents.	Bylaw: In response to Provincial Stay-At-Home order and enhanced restrictions on business, staff continue to monitor legislation and complaint volume to assist in providing education and enforcement that will support a reduction of community spread.	Security: Uniformed security needs have increased across the organization in support for overnight and day time warming services offered at the YMCA and 199 Larch to members of our vulnerable community.

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Security, By-law and Parking Services (continued)	<p>In response to concerns in the Downtown, the Security Enforcement pilot program began on December 7, 2020. With two Officers on patrol seven days per week between 8:30 a.m. and 12:30 a.m., this program supports safe municipal spaces through proactive patrol and responding to calls for service from staff/residents. To date, Officers have provided community members with social service information over 650 separate times and have played a critical role in linking vulnerable members of the community with available services to support homelessness, addiction and mental health. In support for community safety, over 275 focused patrols have been completed in the Downtown core and Officers have responded to over 75 separate staff/resident requests for assistance.</p> <p>Bylaw continues to provide enhanced service by enforcing provincial legislation under the <i>Reopening Ontario (A Flexible Response to COVID-19) Act, 2020</i> and in support for additional restrictions through the <i>Stay-At-Home Order within the Emergency Management and Civil Protection Act, R.S.O. 1990</i>.</p>	<p>Collaboration between Bylaw, Police and Public Health continues in support for areas that see multiple concerns and may negatively impact community transmission of COVID-19. Staff continue to monitor service level requirements for enforcement where longer term increased case volume may require service level adjustments to maintain service level commitments for case completion.</p> <p>Parking: As a touchless option, Staff have fully transitioned to HotSpot for the sale and oversight of monthly municipal parking passes. While CGS staff maintain an ability to participate in payroll deductions, residents can now purchase a pass for any lot from any phone or computer; those who require additional assistance, passes can still be paid for at the TDS Citizen Services Centre. For enforcement purposes, there is no requirement for display of a pass on a vehicle, as it is connected to the vehicle licence plate.</p> <p>Approved Capital construction asset work for the Centre for Life Parking Lot has been completed. Updates to the entrance provide for a safer area for deliveries at adjacent businesses, while also supporting safe entrance and egress of vehicle and pedestrian traffic at the YMCA.</p>	<p>Parking: Hotspot will provide more options for passes and data will support strategic parking lot management based on usage trends.</p>

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Security, By-law and Parking Services (continued)	<p>Up to January 21, 2021, the department has received a total of 1,414 complaints related to gatherings and businesses.</p> <p>Overall, for the period of March 23, 2021 to January 21, 2021, for all Bylaw complaints, the department has experienced a 34 per cent year-over-year increase for the same period. There is a continued increased volume for Bylaw Inquiries (125 per cent increase), Noise (159 per cent increase), and Clearing of Yards (46 per cent increase).</p>	Staff are awaiting the shipment of a pay and display parking machine and the erection of a sign to support the creation of a new municipal parking lot on Pine Street. Staff anticipate this new lot will provide approximately 45+ parking spaces.	
Service Requests and Inquiries (311)	Services continue to be fully available. Call volumes are back to average levels of 800 calls per day, with minor increases after new local or provincial announcements. Wait times are also back to normal levels, with 80 per cent of calls answered in 20 seconds or less.	No changes.	N/A
Solid Waste Management	<p>On February 1, 2021, garbage and leaf & yard trimmings collection will change to every other week collection of 2 garbage bags/containers/bundles and unlimited leaf & yard.</p> <p>All landfill sites and the Walden Small vehicle transfer site are open to the public.</p>	Staff are reviewing usage at various solid waste facilities/drop-off depots to determine whether hours of operation should be reduced.	Reduction in facility hours may be recommended if data substantiates low utilization or abuse of City facilities at unmonitored locations such as drop-off depots.

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Solid Waste Management (continued)	<p>The Toxic Taxi will continue to operate to make contactless home pick-ups.</p> <p>The Recycling Center counter is closed for the sale of Big Blues, kitchen collectors and backyard composters as well as the distribution of Blue Boxes and Green Carts.</p>		<p>All services are in place with the exception of these ongoing restrictions:</p> <ul style="list-style-type: none"> -- household hazardous waste depot drop-off days are suspended until the stay at home orders and lockdown orders have been lifted. --no collection of loose garbage; --no sorting of loose blue box materials that contain facial tissue, paper towels, wipes, gloves and masks; --ordering blue boxes and green carts by phone or Waste Wise for home delivery.
Taxation	<p>All services are available. In-person services are by appointment only. Tax staff are available to provide assistance by attending on the main floor. The interim tax billing is proceeding as normal. Tax arrears collections utilizing the options available through the Municipal Act continue with the except of Sale of Land by Public Tender.</p>	<p>The Sale of Land by Public Tender has been put on hold until further notice.</p>	N/A
Transit	<p>As of January 14, all staff are required to wear a mask. This includes Operators behind the plexi barrier installed in buses.</p>	<p>Ridership is monitored on a daily basis and changes are made dynamically to respond to changes in demand.</p>	<p>Ridership is currently at 50 to 55 per cent of typical patterns.</p>

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Transit (continued)	<p>GOVA Transit transitioned to new routes and schedules in August 2020. Peak service was reinstated on all Frequent and Core service level routes in September.</p> <p>Due to the continuation of online classes and reduced on-campus attendance, Route 4 to Laurentian University is suspended, but Route 3 will continue at a reduced level. Route 2 to Cambrian College will continue, but Express buses are suspended.</p> <p>Route 105 Valley will continue to serve both Capreol and Blezard on one route as per summer service, but with an increase in peak service.</p> <p>Route 101 Lively will continue to travel directly to the Downtown hub instead of the South End and will include service to Atikameksheng First Nation on Reserve Rd. Route 29 in the South End has been created to capture areas no longer served by Route 101 Lively. Route 21 is suspended until further notice, and Route 22 and 23 will run every two hours.</p>		

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
Transportation and Innovation	Services continue to be fully available. In-person consultations by appointment, as required.	Annual reports to Operations Committee delayed. Annual traffic count program cancelled until further notice. Staff are reporting to work and project sites on occasion to print drawings, etc. or complete field reviews when required.	Awareness programs on hold. All pending requests for traffic studies delayed until next year with the resumption of the summer student program.
Wastewater Treatment	Services continue to be available as normal, with enhanced health and safety measures in place.	Services will continue to be available.	The Valley East and Chelmsford RV dumpsites remain closed. The Sudbury Wastewater Treatment facility remains open with limited service, by appointment only, until May 2021.
Water Treatment	Services continue to be available as normal, with enhanced health and safety measures in place.	Services will continue to be available.	N/A