

## For Information Only

### COVID-19 Update - November 24, 2020

|               |                        |
|---------------|------------------------|
| Presented To: | City Council           |
| Presented:    | Tuesday, Jan 12, 2021  |
| Report Date   | Thursday, Dec 17, 2020 |
| Type:         | Managers' Reports      |

### Resolution

For Information Only

### Relationship to the Strategic Plan / Health Impact Assessment

This report is informed by all of the Strategic Objectives outlined in the City of Greater Sudbury Strategic Plan 2019-2027, specifically:

- 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

### Report Summary

This report is the thirteenth 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 and November 10 Council Agendas.

### Financial Implications

There are no financial implications for this report.

#### Signed By

**Report Prepared By**

Ian Wood  
Executive Director of Strategic  
Initiatives, Communication and Citizen  
Services  
*Digitally Signed Dec 17, 20*

**Financial Implications**

Steve Facey  
Manager of Financial Planning &  
Budgeting  
*Digitally Signed Dec 17, 20*

**Recommended by the Department**

Ian Wood  
Executive Director of Strategic  
Initiatives, Communication and Citizen  
Services  
*Digitally Signed Dec 17, 20*

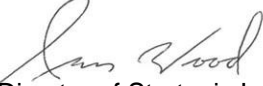
**Recommended by the C.A.O.**



Ed Archer  
Chief Administrative Officer  
*Digitally Signed Dec 17, 20*


| 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"> <li>• Asset Management and Service Excellence</li> <li>• Business Attraction, Development and Retention</li> <li>• Climate Change</li> <li>• Economic Capacity and Investment Readiness</li> <li>• Housing</li> <li>• Create a Healthier Community</li> <li>• Strengthen Community Vibrancy</li> </ul> |                     |
|                      | Resolution Continued |   | Background Attached |

| Report Summary  | Financial Implications                                      |
|---|---|
| <p>This report is the thirteenth 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 and November 10 Council Agendas.</p> | <p>There are no financial implications for this report.</p> |

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

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

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

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## **A: INTRODUCTION**

On November 3, the Province of Ontario introduced a new framework for COVID-19 response. Entitled *Keeping Ontario Safe and Open*, the framework (attached as Appendix B) introduced a colour-coded system intended to clearly identify the level of risk in each of Ontario's 39 public health jurisdictions.

On November 13, the Minister of Health updated the new framework with revised criteria for each of the levels. At the same time, the province announced which categories apply for each of the public health regions. In the case of Public Health Sudbury and Districts (PHSD), a recent spike in cases resulted in a Yellow designation for this area, beginning on Monday November 16.

The Yellow (Protect – Enhanced Measures) designation is meant to trigger enhanced targeted enforcement, fines, and enhanced education to limit further transmission. Additional public health measures and restrictions come into force in high risk settings. For municipal services, the main impact is a requirement to increase the distance between users in CGS fitness centres.

The province has indicated that this new designation will last for two weeks and will be reviewed each week. Changes in designation for individual public health regions will be based on data trends and announced on Fridays.

Local numbers of new and active cases rose significantly in the first two weeks of November but have levelled off in recent days and begun to decline. As outlined by PHSD, private social gatherings and links within households were common places where cases were exposed to COVID-19. Most of the cases were under the age of 40 (85%); and, many (80%) were under the age of 30. This is different from wave 1 but is consistent with activity in the province and across Canada during wave 2.

## **B: CURRENT STATUS**

As has been previously indicated in the CAO's Quarterly Performance Update on November 17, with the exception of Museums, all CGS services are available in full or modified form. Additional details on the current status of services and changes anticipated in the next few months are contained in the attached matrix (Appendix A).

Staff from Growth and Infrastructure worked closely with colleagues at Health Sciences North to expedite inspections and approvals so that the move of the COVID-19 Assessment Centre from Walford Road to Regent Street could be accomplished smoothly and efficiently.

As outlined in the services matrix, services for vulnerable populations in the city core have been significantly enhanced because of increased demand, the effects of the pandemic and the impending onset of winter conditions. Community Development staff have worked diligently to assemble a network of partners and shared services to ensure round-the-clock access to warming spaces as well as accessible food services. This approach will be monitored to ensure it is effective and will remain in place until the spring.

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## **C. NEXT STEPS**

Leaders within the corporation have each reviewed their services, staff and resources. Each has developed contingency plans to respond if the second wave has a larger impact on the community and, in turn, on the corporation's ability to deliver services.

CGS Communications are working with the Mayor's Office to enhance existing messaging and share the urgency of personal responsibility to moderate the potential impacts of COVID-19 in Greater Sudbury. Staff will continue to support the Community Control Group and actively plan for possible second wave scenarios and potential responses.

Council will receive an update at the meeting of December 15, 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>

## Appendix A: Status of CGS Services November 19, 2020

| SERVICE                                    | CURRENT STATUS   | PLANNED AND/OR ONGOING CHANGES   | SERVICE LEVEL IMPACTS  |
|--|--|--|--|
| <b>Accounting, Purchasing and Payroll</b>  | 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  |
| <b>Animal Control and Shelter Services</b> | <p>Appointments required and safety measures in place to ensure physical distancing at the shelter. In comparison to 2019, the shelter has experienced a 50% increase in animal surrenders from March 23 to November 18. Overall, supported the same number of adoptions year over year, even when adjusting through COVID.</p> <p>Between March 23 and November 18, the department received 1,738 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  |
| <b>Arenas</b>                              | <p>Based on demand analysis through the ice allocation process, 15 of the City's 16 ice pads are open for minor sport, adult and commercial bookings. Guidelines in place for arena users and available at: <a href="http://www.greatersudbury.ca/play/arenas/arena-pdf-documents/greater-sudbury-arena-user-group-covid-guidelines-pdf/">www.greatersudbury.ca/play/arenas/arena-pdf-documents/greater-sudbury-arena-user-group-covid-guidelines-pdf/</a></p>   | Recreational skating programs will resume starting December 5, 2020. To ensure capacity restrictions are followed as per provincial regulations, residents will be required to preregister for sessions. | Due to provincial restrictions on social gathering limits, community centres located at arenas are not available for booking by third parties. |

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| <b>Building Inspections</b>           | Field / building inspections continue, with safety measures in place.  | N/A  | N/A  |
| <b>Building Permits and Approvals</b> | <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  |
| <b>Cemetery Services</b>              | Cemetery services continue with safety measures in place, in line Bereavement Authority of Ontario (BAO) directives.   | With Greater Sudbury now in the 'Yellow' level as per the Province, masks are now required at all services (indoor and outdoor). Funeral services conducted by a Funeral Director are permitted a maximum of 50 attendees (indoor) and 100 attendees (outdoor). Funeral Directors must provide a supervisor for every ten attendees. A maximum of 20 attendees (indoor) or 25 (outdoor) is permitted if a funeral is conducted by the family only with no Funeral Director present, due to limited City resources. | With the restrictions placed on funeral services and gatherings this year, residents have opted to delay services until provincial guidelines are loosened. Staff are planning for resource challenges in 2021 should capacity limits be lifted. |

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|--------------------------|---|--|--|
| <b>Children Services</b> | <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 2021 – date to be determined.</p> <p>Province has 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 are planning for in person reopening with a date to be determined, and continue to provide virtual programming at this time.</p>  | <p>Number of childcare subsidy recipients in 2020 will be lower than budgeted due to facility closures.</p> <p>Total number of licensed spaces lower than forecasted due to capacity limits.</p> |
| <b>Citizen Services</b>  | <p>The Tom Davies Square Citizen Service Centre reopened to the public on July 13, with all services available via walk-in. As part of the overall strategy to streamline front-counters at TDS, two of the four counters are being used by staff from other departments to ensure residents can access all front counter services on the main floor.</p> <p>The Chelmsford, Lively and Valley East Citizen Service Centre/Libraries are open to the public Monday to Friday; 2 hours/day for curbside pickup and 3 hours/day for In-Branch municipal and library services.</p> | <p>TDS CSC walk-in traffic for services is lower than usual, but increasing as more residents become aware of reopening. A fourth counter has been added at the CSC so that additional staff can be scheduled during peak times, such as the days leading up to Tax Due Dates.</p> <p>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, this project is currently in line with identified targets for the project schedule, which forecasts construction beginning in late Q4 and a completion date in late Q2 2021.</p> | N/A  |



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|---|---|---|--|
| <b>Citizen Services (continued)</b>         | <p>The Capreol, Dowling and Garson Public Libraries/Citizen Service Centres are open from 9 a.m. to 2 p.m. on Mondays, Wednesdays and Fridays, and from 2 to 7 p.m. on Tuesdays and Thursdays.</p> <p>Appointments are offered for more complicated transactions (e.g. marriage licences, cemetery services etc.) so that the service may be offered outside of established in-branch hours</p> | An ongoing examination of hours of operation continues should there be extended demands or circumstances that may impact operations or the requirement for enhanced measures to keep employees and the general public safe. |  |
| <b>Clerk's Services and Council Support</b> | Continued support for Council and Committee meetings. Electronic meetings continue. Electronic processes implemented where possible to facilitate access to services. Other services, such as document commissioning and burial permits, available in person or in modified electronic form. Wedding solemnizations remain on pause.  | Wedding solemnizations may resume in 2021, subject to appropriate restrictions on group sizes and physical distancing measures.   | N/A  |
| <b>Communications and Engagement</b>        | 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. |

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| <b>Community and Strategic Planning</b> | Long-range planning, aerial photo and mapping and GIS services continue to be delivered.   | Long-range planning public engagement sessions planned for the fall and winter will occur online, supported by in-person engagement.  | N/A  |
| <b>Community Grants</b>                 | HCI applications are being accepted and processed as usual.  | <p>The 2020 Community Grants were approved at the Finance and Administration Committee meeting of April 14, 2020.</p> <p>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.</p>   | 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.   |
| <b>Community Paramedic Care</b>         | <p>Community Paramedics working under a service agreement with HSN Assessment Centre completing in home COVID19 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>Community Paramedic Health Promotion programs being delivered virtually in social service buildings within the city.</p> | <p>The Community Paramedic Section is supporting Public Health Sudbury &amp; 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. Paramedic Services is currently evaluating resources and the feasibility of the Paramedic role on such a team.</p> | Community Paramedic Enhancement funding awarded by the NELHIN through the High Intensity Supports at Home and Expanding Community Paramedicine funding. This funding will see a new CP program operating by December 1, 2020. CP's will be providing clinical services, as part of a multidisciplinary team to high intensity needs ALC patients in the community. |

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| <b>Community Paramedic Care (continued)</b> |  |  | <p>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, set to start by the end of November, will provide full wrap around care to high-risk COVID-19 positive patients throughout the course of their illness.</p> |
| <b>Compensation and Benefits</b>            | <p>Processes have been modified, including increased use of electronic forms for employee documentation. Job evaluation committee meetings have resumed.</p> | <p>Continue to use technology to adjust business processes and streamline activities. Service recognition for employees will resume, although enterprise-wide recognition events will be delayed until 2021.</p> | <p>Recognition Gala to be scheduled in 2021. Service year award recipients for 2020 will be made aware of their award, but they will be presented in 2021.</p>  |

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| <b>Construction Services</b>                                  | <p>Continues to deliver all services with inspection and survey staff reporting directly to the project site whenever possible.</p> <p>With the construction season coming to an end, some employees will have an opportunity to work from home, and seasonal staff are coming to the conclusion of their employment.</p> | <p>Some productivity loss anticipated due to the enhanced health and safety requirements associated with COVID-19.</p> <p>Additional overtime required due to difficulty filling seasonal positions and cancellation of the student program.</p> <p>Some employees moving from site work to the office or working from home.</p> | N/A                   |
| <b>Crossing Guards</b>  | There are 20 Crossing Guard locations active.   | Crossing guards required to wear a mask when at work.  | N/A                   |
| <b>Development Approvals</b>                                  | Planning services continue to be delivered using a combination of in-person and remote meetings.  | N/A  | N/A                   |
| <b>Distribution and Collection Operations and Maintenance</b> | 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                   |

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| <b>Economic Development</b>  | Staff continues to prioritize business support and outreach as well as investment attraction and sector engagement.  | Services continue to be offered using virtual tools.  | Limited in-person options available by appointment.   |
| <b>Emergency Management Public Safety, Planning and Prevention</b> | <p>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.</p> <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> | <p>Resumption of online Basic Emergency Management training and exercising of emergency management operating procedures and hazard specific plans in accordance with public health guidelines.</p> <p>Planning underway for completion of training requirements needed for <i>EMCPA</i> compliance.</p> | N/A   |
| <b>Emergency Shelters and Homelessness</b>                         | <p>Off the Street shelter is operating at full 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>  | Sudbury Action Centre for Youth preparing to open an overnight warming centre for youth aged 16 to 24 years with an additional four emergency shelter beds for youth.   | Increased service levels will continue in this area for the remainder of this year and into 2021. |

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| <b>Emergency Shelters and Homelessness (continued)</b> | <p>Samaritan Centre agencies offering take-out meals, showers, clothing, laundry and resource centre.</p> <p>Homelessness Network Daytime drop in Centre opened on October 1<sup>st</sup> to provide access to daytime warming centre and supports.</p> <p>The Community outreach team continues to provide in person supports to persons experiencing homelessness outdoors.</p> <p>The YMCA Warming Centre opened on November 16 with access to snacks, coffee, and shower services.</p> |                                |  |
| <b>Energy Initiatives</b>                              | Services continue to be available. In-person meetings replaced by virtual meetings.  | N/A                            | N/A  |
| <b>Engineering Design</b>                              | <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>  |                                | Delays in tendering some of the Capital contracts due to COVID-19. |

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| <b>Engineering Project Delivery</b>   | 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 regularly reporting directly to project sites.  | Delays in tendering some of the Capital contracts due to COVID-19.   |
| <b>Environmental Planning</b>   | Continue to provide re-greening, lake water quality and EarthCare Sudbury services.  | No change.  |  |
| <b>Facilities Management</b>  | 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  |
| <b>Finance, Compliance, IT Audits and Investigations, Hotline and ERM Support</b> | 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 2021.   |
| <b>Financial Planning, Budgeting &amp; Support</b>                                | Services continue to be fully available.   | No change.  | N/A  |
| <b>Fire Safety Education and Prevention</b>                                       | <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> <p>Enhanced electronic presentations and messages. Complaint and request inspections continue.</p> | Fire Education will resume school programs when possible.   | <p>Fire Education – N/A</p> <p>Fire Prevention – deferred legislated Vulnerable Occupancy inspections will resume prior to December 31, following the direction of the Ontario Fire Marshal.</p> |

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| <b>Fire Services<br/>Emergency Response</b> | <p>Services continue to be available from the workplace, 24/7. Medical Response limited to Vital Signs<br/>Absent incidents only due to PPE controls.</p> <p>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> | Plan to resume full Medical Tiered Response in consultation with Medical Director, with appropriate regard for PPE availability. | N/A   |
| <b>Fleet Services</b>                       | 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   |
| <b>Housing Operations</b>                   | <p>Office is open to residents for rent payments, signing of leases and other tenant services.</p> <p>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. Tenants are encouraged to make appointments for service.</p>                                   | No change.   | <p>Landlord and Tenant Board electronic hearings and evictions services have resumed, but are backlogged. Housing Operations will resume enforcement of outstanding orders.</p> <p>Common rooms in buildings remain closed due to Public Health requirements for cleaning and physical distancing</p> |



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| <b>Housing Operations (continued)</b> | <p>Staff continue to encourage and assist tenants to pay rent online and submit documents electronically rather than coming to the office</p> <p>Maintenance staff continue to attend to backlog of non-emergency requests for service.</p> |  |  |
| <b>Housing Programs</b>               | 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  |
| <b>Housing Registry</b>               | <p>Services continues via email, telephone and virtual meetings.</p> <p>A document drop box is available on main floor.</p>   | Yardi Rent Café online portal went live on November 2, 2020 and will allow applicant households to apply online. | Online application process is now available. |

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| <b>Human Resources and Labour Relations</b> | Staff continues to deliver services although some timelines are delayed or extended.   | <p>Staff will continue to use technology to adjust business processes and streamline activities.</p> <p>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.</p> <p>Single reception point to be established to receive visitors and direct them to appropriate meeting space.</p> | With a continued decline in COVID-19-related work, services will be provided within the standard timeframes. |
| <b>Information Technology</b>               | Staff continues to deliver all services with precautions in place for End-user Support Services.   | Flexibly prioritizing support for COVID-19, as required.  | N/A  |
| <b>Infrastructure Capital Planning</b>      | 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. |   | Delays in tendering some of the Capital contracts due to COVID-19.   |

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|-----------------------|---|---|--|
| <b>Legal Services</b> | 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  |
| <b>Libraries</b>      | <p>The six major branches (Main, Lively, Chelmsford, Valley East, South End, New Sudbury) are open to the public Monday to Friday; 2 hours/day for curbside pickup and 3 hours/day for In-Branch municipal and library services.</p> <p>The Capreol, Dowling and Garson Public Libraries/Citizen Service Centres are open 9 a.m. to 2 p.m. on Mondays, Wednesdays and Fridays, and 2 to 7 p.m. on Tuesdays and Thursdays.</p> <p>The Azilda and Copper Cliff Libraries are open 9 a.m. to 12 p.m. on Mondays and 4 to 7 p.m. on Wednesdays, with curbside pickup available 1 to 3 p.m. both days.</p> <p>The Coniston and Levack-Onaping Libraries are open 9 a.m. to 12 p.m. on Tuesdays and 4 to 7 p.m. on Thursdays, with curbside pickup available 1 to 3 p.m. both days.</p> | <p>Scheduled to transition all curbside hours to in-branch hours effective January 4, 2021.</p> <p>An ongoing examination of hours of operation continues should there be extended demands or circumstances that may impact on operations or the requirement for enhanced measures to keep employees and the general public safe.</p> | <p>In-person library programming remains cancelled.</p> <p>No access to community meeting rooms.</p> <p>Limited furniture, as lounging and long visits are actively discouraged.</p> <p>Libraries are currently not lending 3D equipment such as Chromebooks and snowshoes, and the Makerspace remains closed to patrons.</p> <p>COVID-19 protocols for in-library and curbside services are significantly more labour intensive than normal operations. This situation, plus the need to bring redeployed staff back and fill vacant positions is resulting in shorter service hours and the delayed reopening of smaller branches.</p> |

## Appendix A: Status of CGS Services November 19, 2020

| SERVICE                      | CURRENT STATUS   | PLANNED AND/OR ONGOING CHANGES                       | SERVICE LEVEL IMPACTS   |
|------------------------------|--|--|---|
| <b>Libraries (continued)</b> | <p>Main, New Sudbury, South End, Valley East, Lively and Chelmsford Libraries are open 11 a.m. to 2 p.m. on Saturdays.</p> <p>Main, New Sudbury and South End Libraries are open 11 a.m. to 2 p.m. on Sundays.</p> <p>Homebound services have resumed for all clients subscribed to the service.</p> |  |   |
| <b>Long Term Care</b>        | <p>There is no operational change at Pioneer Manor with the recent announcement that the City of Greater Sudbury's is "Protect (strengthened measures) – Yellow" status. Pioneer Manor continues to operate with enhanced Infection Prevention and Control (IPAC) measures.</p>                      | <p>Enhanced IPAC measures will remain into 2021.</p> | <p>Pioneer Manor continues to hold vacant beds for isolation of new admissions and to cohort symptomatic residents if needed.</p> |

## Appendix A: Status of CGS Services November 19, 2020

| SERVICE                               | CURRENT STATUS   | PLANNED AND/OR ONGOING CHANGES  | SERVICE LEVEL IMPACTS   |
|---------------------------------------|--|---|---|
| <b>Long Term Care (continued)</b>     | <p>Monitoring and aggressively testing symptomatic residents and bi-monthly employee surveillance testing remains ongoing.</p> <p>Outbreak declared in the Lilac/Mallard home area on November 10<sup>th</sup> and as of November 16<sup>th</sup> no other positive cases have been identified.</p>              |   |   |
| <b>Museums</b>                        | Public access suspended for the balance of 2020. Limited curatorial and planning work continues.   | N/A   | Museums are not available to the public.  |
| <b>Ontario Works Program Delivery</b> | <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 have been suspended.</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> |

## Appendix A: Status of CGS Services November 19, 2020

| SERVICE  | CURRENT STATUS  | PLANNED AND/OR ONGOING CHANGES  | SERVICE LEVEL IMPACTS   |
|--|---|---|---|
| <b>Organizational Development, Safety, Wellness and Rehabilitation</b> | <p>Continued development of processes and policies to ensure services can be delivered while adhering to public health directives.</p> <p>Considerable effort going into helping operating departments return to work and restart services safely.</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 will be formalized and will then be implemented in January 2021 to ensure a sustainable work from home model. Human Capital Management Plan will continue to partially resume, with a focus on talent acquisition and leadership development.</p> <p>COVID-Response Wellness Strategy will be presented for consideration.</p>  | <p>Some professional development modules expected to be delivered in Q4.</p> <p>2020 Employee Survey deferred to 2021. Two COVID-related surveys have been completed to address employee engagement, health and wellness.</p> |
| <b>Paramedic Medical Care and Transportation</b>                       | <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:</p> <ul style="list-style-type: none"> <li>--A new fogging system that disinfects hard surfaces within the ambulance.</li> <li>--Sani Sport system, which uses UV light to produce ozone as a cleaning and sanitizing agent for medical equipment and electronics.</li> </ul> | <p>N/A</p>  |

## Appendix A: Status of CGS Services November 19, 2020

| SERVICE                  | CURRENT STATUS   | PLANNED AND/OR ONGOING CHANGES   | SERVICE LEVEL IMPACTS  |
|--------------------------|--|--|--|
| <b>Parks</b>             | Staff are in the process of completing preparations for opening of outdoor winter facilities.  | <p>Ski hills, outdoor rinks, Ramsey Lake Skate Path and Queens Skating Oval to open this season under COVID-19 guidelines.</p> <p>Reopening plans for outdoor winter recreation facilities were presented at the City Council meeting of October 20, 2020: <a href="https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&amp;action=file&amp;attachmnt=32450.pdf">https://agendasonline.greatersudbury.ca/index.cfm?pg=feed&amp;action=file&amp;attachmnt=32450.pdf</a></p> | Due to provincial restrictions on social gathering limits, community halls are not available for booking by third parties. |
| <b>Plans Examination</b> | <p>With TDS reopened, two Plans Examiners have relocated to the main floor to provide service for walk-ins and appointments. 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  |

## Appendix A: Status of CGS Services November 19, 2020

| SERVICE                          | CURRENT STATUS  | PLANNED AND/OR ONGOING CHANGES  | SERVICE LEVEL IMPACTS   |
|----------------------------------|---|---|---|
| <b>Provincial Offences Court</b> | Office at 199 Larch open to the public for payment of fines and tickets, in addition to electronic payment options.   | <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>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.</p> | Legislative changes will increase efficiency and capability of the Court moving forward.  |
| <b>Real Estate</b>               | Services continue to be fully available.  | No change.  | N/A   |
| <b>Recreation</b>                | <p>Fitness centres re-opened September 4<sup>th</sup>. Pool facilities have been open since mid-September with a gradual reintroduction of public swimming and lesson activities.</p> <p>Recreation staff are supporting Neighbourhood Associations in anticipation of outdoor rink season.</p> | With Greater Sudbury now in the 'Yellow' level as per the Province, fitness and aquacise classes are now limited to a maximum group size of 10 individuals and fitness equipment is now spaced 3 meters apart (previously 2 meters apart).  | Due to resourcing challenges and restrictions on gatherings, recreation programming and youth centre operations continue to be suspended. |



## Appendix A: Status of CGS Services November 19, 2020

| SERVICE                                      | CURRENT STATUS  | PLANNED AND/OR ONGOING CHANGES  | SERVICE LEVEL IMPACTS  |
|--|---|---|--|
| <b>Roads Operations and Maintenance</b>      | <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>   | <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.</p>  | N/A  |
| <b>Security, By-law and Parking Services</b> | <p>Uniformed security in place at TDS and 199 Larch to provide information and direction to visitors.</p> <p>Security remains active in facilities such as TDS/199 Larch, the Transit Terminal and at CGS Housing properties to support education of COVID restrictions and further to ensure the safety of staff and residents.</p> <p>Following the completion of a formal RFP process, the organization has recently awarded a 3 year contract for security services. Assuming oversight for Parks and Housing security, this contract provides a more enterprise wide response to security services under the Security Section.</p> | <p>Bylaw: In response to Provincial announcements regarding updates to the COVID-19 response framework, and that the City of Greater Sudbury is within the protect (yellow) level , staff continue to monitor legislation and complaint volume to assist in providing education and enforcement that will support a reduction of community spread. Any longer term case volume may require service level adjustments to maintain service level commitments for case completion.</p> | <p>Security: Service level delivery to remain consistent with current status, with oversight moving from operating departments to Security and Bylaw.</p> <p>Security: In response to concerns in the Downtown, varied mobile patrols by third party security are taking place 7-days per week. This service level is in place to inspect City property and adjacent properties and supports safety and order in the Downtown. The impact of closed City facilities due to COVID-19 had resulted in the 2020 Budget approved security initiative to be placed on hold.</p> |

## Appendix A: Status of CGS Services November 19, 2020

| SERVICE  | CURRENT STATUS   | PLANNED AND/OR ONGOING CHANGES   | SERVICE LEVEL IMPACTS  |
|--|--|--|--|
| <b>Security, By-law and Parking Services (continued)</b> | <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> (formerly under the <i>Emergency Management and Civil Protection Act</i>. Up to November 18, 2020, the department has received a total of 1,095 complaints related to gatherings and businesses.</p> <p>Overall, for the period of March 23 to November 18, 2020, 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 (153 per cent increase), Noise (142 per cent increase), and Clearing of Yards (41 per cent increase).</p> <p>Parking: Fees for on-street parking reinstated July 2. Surface and underground parking lots remain operational. Enforcement at municipal lots resumed on October 1, 2020.</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. Work to remove trees/brush and update the surface aggregate at the Dufferin Street road allowance (new) parking lots has been completed.</p> <p>Staff are awaiting the shipment of a pay and display parking machine and the erection of a sign to support activating this new parking area. Staff anticipate this new lot will provide approximately 45+ parking spaces.</p> | <p>In response to concerns in the Downtown, the initiative has resumed and Staff are currently within a recruitment process to hire required resources. With training scheduled for the week of November 30, Security Enforcement Officers will be deployed to begin patrols the week of December 7<sup>th</sup>, 2020.</p> <p>Parking: Hotspot will provide more options for passes and data will support strategic parking lot management based on usage trends.</p> |

## Appendix A: Status of CGS Services November 19, 2020

| SERVICE                                     | CURRENT STATUS  | PLANNED AND/OR ONGOING CHANGES   | SERVICE LEVEL IMPACTS  |
|---|---|--|--|
| <b>Service Requests and Inquiries (311)</b> | 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  |
| <b>Solid Waste Management</b>               | <p>The weekly bag limit returned to one bag effective September 14.</p> <p>All landfill sites and the Walden Small vehicle transfer site are open to the public. The Reuse Centre areas within each landfill site are also open.</p>  | Staff are reviewing usage at various solid waste facilities/drop-off depots to determine whether hours of operation should be reduced. | <p>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.</p> <p>All services have resumed with the exception of these ongoing restrictions:</p> <ul style="list-style-type: none"> <li>--no collection of loose garbage;</li> <li>--no sorting of loose blue box materials that contain facial tissue, paper towels, wipes, gloves and masks;</li> <li>--ordering blue boxes and green carts by phone or Waste Wise for home delivery.</li> </ul> |

## Appendix A: Status of CGS Services November 19, 2020

| SERVICE         | CURRENT STATUS  | PLANNED AND/OR ONGOING CHANGES  | SERVICE LEVEL IMPACTS  |
|-----------------|---|---|--|
| <b>Taxation</b> | All services are available. In-person services are encouraged to be by appointment but staff are available to provide assistance by attending on the main floor.  | Collection of tax arrears has restarted utilizing the options available through the Municipal Act.        | N/A  |
| <b>Transit</b>  | <p>Effective August 29, GOVA Transit transitioned to new routes and schedules.</p> <p>Due to the continuation of online classes and reduced on-campus attendance at post-secondary schools, 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>Peak service was reinstated on all Frequent and Core service level routes in September.</p> <p>Route 105 Valley will continue to serve both Capreol and Blezard on one route as per summer service, but will see an increase in peak service.</p> | Ridership is monitored on a daily basis and changes are made dynamically to respond to changes in demand. | Ridership is currently at 50 to 55 per cent of typical patterns. |

## Appendix A: Status of CGS Services November 19, 2020

| SERVICE                              | CURRENT STATUS   | PLANNED AND/OR ONGOING CHANGES   | SERVICE LEVEL IMPACTS  |
|--------------------------------------|--|--|--|
| <b>Transit (continued)</b>           | 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. |  |  |
| <b>Transportation and Innovation</b> | Services continue to be fully available. In-person consultations by appointment, as required.  | Annual reports to Operations Committee delayed. Annual traffic count program cancelled for 2020. | Awareness programs on hold. All pending requests for traffic studies delayed until next year with the resumption of the summer student program.                              |
| <b>Wastewater Treatment</b>          | 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. |
| <b>Water Treatment</b>               | Services continue to be available as normal, with enhanced health and safety measures in place.  | Services will continue to be available.  | N/A  |

# COVID-19 Response Framework: Keeping Ontario Safe and Open

November 3, 2020

Updated: November 13, 2020

# Ontario's Priorities

## Limit the Transmission of COVID-19

Put measures in place that work to limit transmission and sickness, and prevent death.

## Avoid Closures

Enable businesses to sustain operations while reducing the risk of transmission.

## Keep Schools and Childcare Open

Enable schools across the province to sustain a safe environment for classroom learning.

## Maintain Health Care and Public Health System Capacity

Ensure the health care and public health system are meeting the needs of their communities.

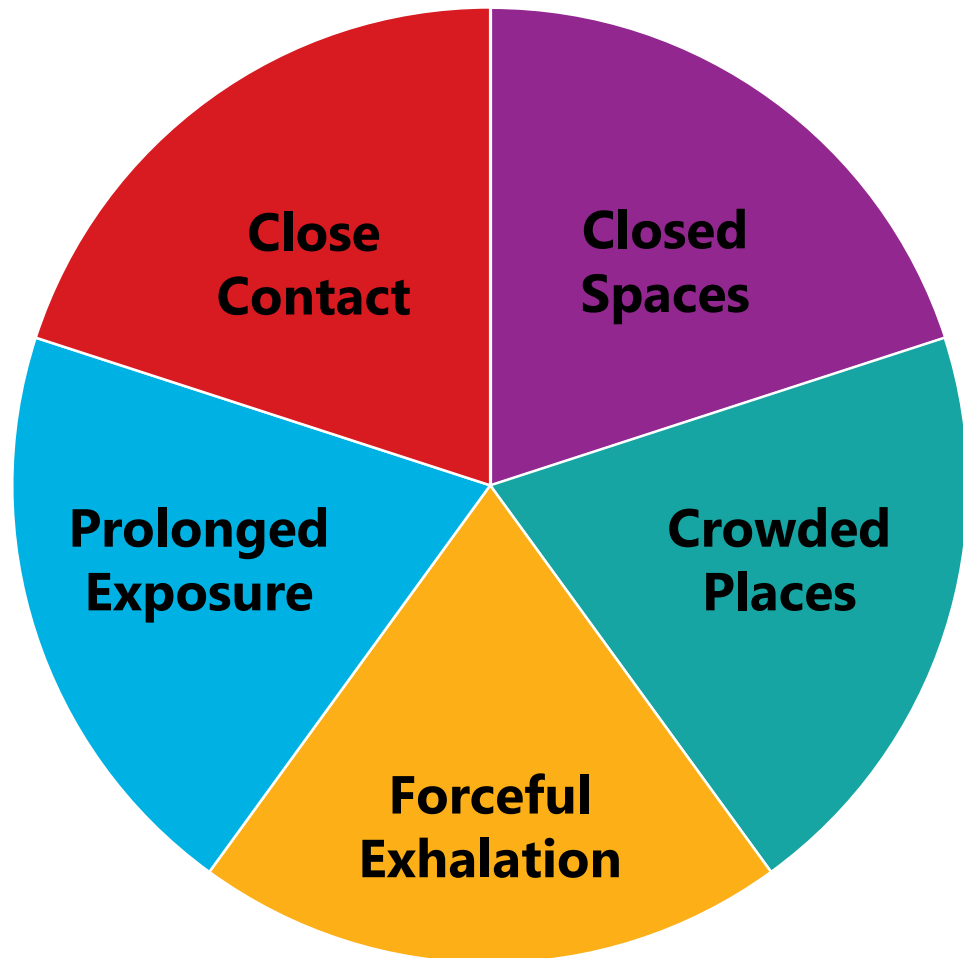
## Protect Vulnerable Populations

Put measures in place to protect those most vulnerable to COVID-19.

## Provide Additional Supports Where Possible

Develop equitable responses, including financial tools for groups and sectors disproportionately affected by the pandemic.

# Key Risk Factors of Potential Transmission



There are several risk factors that help drive transmission of COVID-19. ***Close contact is the highest risk.*** Limiting these risks is critical to keeping Ontario open and safe.

Personal and public health measures — such as physical distancing, staying home when ill even with mild symptoms, frequent handwashing and surface cleaning — have significant benefits and have been proven to limit COVID-19 transmission.

It is critical the people of Ontario understand the risks of gatherings (crowds) in close contact in enclosed/indoor spaces to understand how to mitigate those and make informed choices.



# Principles for Keeping Ontario Safe and Open



## **Responsible:**

Protecting the **health and safety of the people of Ontario**, especially those who are most vulnerable. Keeping child care centres and schools open are priorities.



## **Proactive, graduated, and responsive:**

Proactive measures, including enforcement, will work to prevent transmission, thereby protecting our health care system and helping businesses stay open. **Graduated measures should be targeted and informed by regional circumstances.**



**Evidence-informed: Best-available scientific knowledge**, public health data, defined criteria and consistent measures will inform public health advice and government decisions.



**Clear:** Plans and responsibilities for individuals, businesses and organizations (employers) will **be clear and outline what happens at each level.**

# Outbreaks and Community Transmission

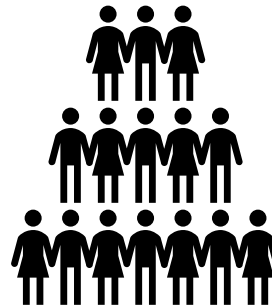
Outbreaks can start in a variety of places including workplaces, institutions, and other settings.



When there are a few or small number of outbreaks, public health units can undertake aggressive outbreak management, **at each setting**, to contain virus spread.

This may include rapid case and contact management, enforcement of measures, and strengthening measures where the outbreak is occurring, etc.

If spread of the virus is not contained, it often results in **widespread community transmission**.



Widespread community transmission requires **broad scale responses**. A response would include broad scale public health measures, restrictions to limiting/restricting access to control transmission, as well as testing, and case and contact tracing.



**Community transmission can result in further outbreaks**, including in vulnerable settings.



When this occurs, targeted actions, particularly in vulnerable settings such as long-term care homes, retirement homes, child care centres and schools, are required to prevent illness and death.

**These outbreaks can also lead to further community transmission.**

# A Comprehensive, Whole-of-Government Response to Keeping Ontario Safe and Open

## Actions and sustained efforts to limiting transmission and moving regions out of modified Stage 2...

|  |  |
|--|--|
| <b>Case and Contact Management</b>             | <ul style="list-style-type: none"><li>• Almost 4,000 case management and contact tracing staff province-wide undertake outreach to support isolation and testing to prevent further spread</li><li>• Established target = 90% of cases and contacts followed up within 24 hours</li></ul>  |
| <b>Testing</b>                                 | <ul style="list-style-type: none"><li>• Capacity to process over 50,000 tests/day; building to capacity of 100,000 tests/day by December 2020.</li><li>• Established target of 60% of tests turned around within 1 day, and 80% within 2 days</li><li>• Established benchmark of maintaining test positivity under 3%</li></ul>  |
| <b>Public Health Measures</b>                  | <ul style="list-style-type: none"><li>• Framework to progressively adjust public health measures to respond to the pandemic</li></ul>  |
| <b>Education, Compliance &amp; Enforcement</b> | <ul style="list-style-type: none"><li>• Proactive education and outreach to businesses and organizations</li><li>• Compliance checks, inspection, paired with education; monitoring, and Provincial Offences Act (POA) Part I or related tools to improve outcomes (e.g., warnings and fines)</li><li>• Multi-ministry COVID-19 safety blitzes coordinated with local by-law and police services<ul style="list-style-type: none"><li>○ Includes fines and prosecution for blatant and/or repeated non-compliance; results shared with local officials and media, POA Part III or related tools (e.g., appear before court, potential for significant fine and/or jail time)</li></ul></li></ul> |
| <b>Targeted Supports</b>                       | <ul style="list-style-type: none"><li>• Additional supports provided for vulnerable populations, communities, and impacted businesses</li></ul>  |
| <b>Communications</b>                          | <ul style="list-style-type: none"><li>• Complementary communications plan supporting broad public education and awareness</li></ul>  |

# Framework: Adjusting and Tightening Public Health Measures

Act earlier by implementing measures to protect public health and prevent closures

Gradually loosen measures as trends in public health indicators improve

Objective



## PREVENT

(Standard Measures)



## PROTECT

(Strengthened Measures)



## RESTRICT

(Intermediate Measures)



## CONTROL

(Stringent Measures)



## LOCKDOWN

(Maximum Measures)

Tactics

Focus on education and awareness of public health and workplace safety measures in place.

Restrictions reflect broadest allowance of activities in Stage 3 absent a widely available vaccine or treatment.

Highest risk settings remain closed.

Enhanced targeted enforcement, fines, and enhanced education to limit further transmission.

Apply public health measures in high risk settings.

Implement enhanced measures, restrictions, and enforcement avoiding any closures.

Implement broader-scale measures and restrictions, across multiple sectors, to control transmission.

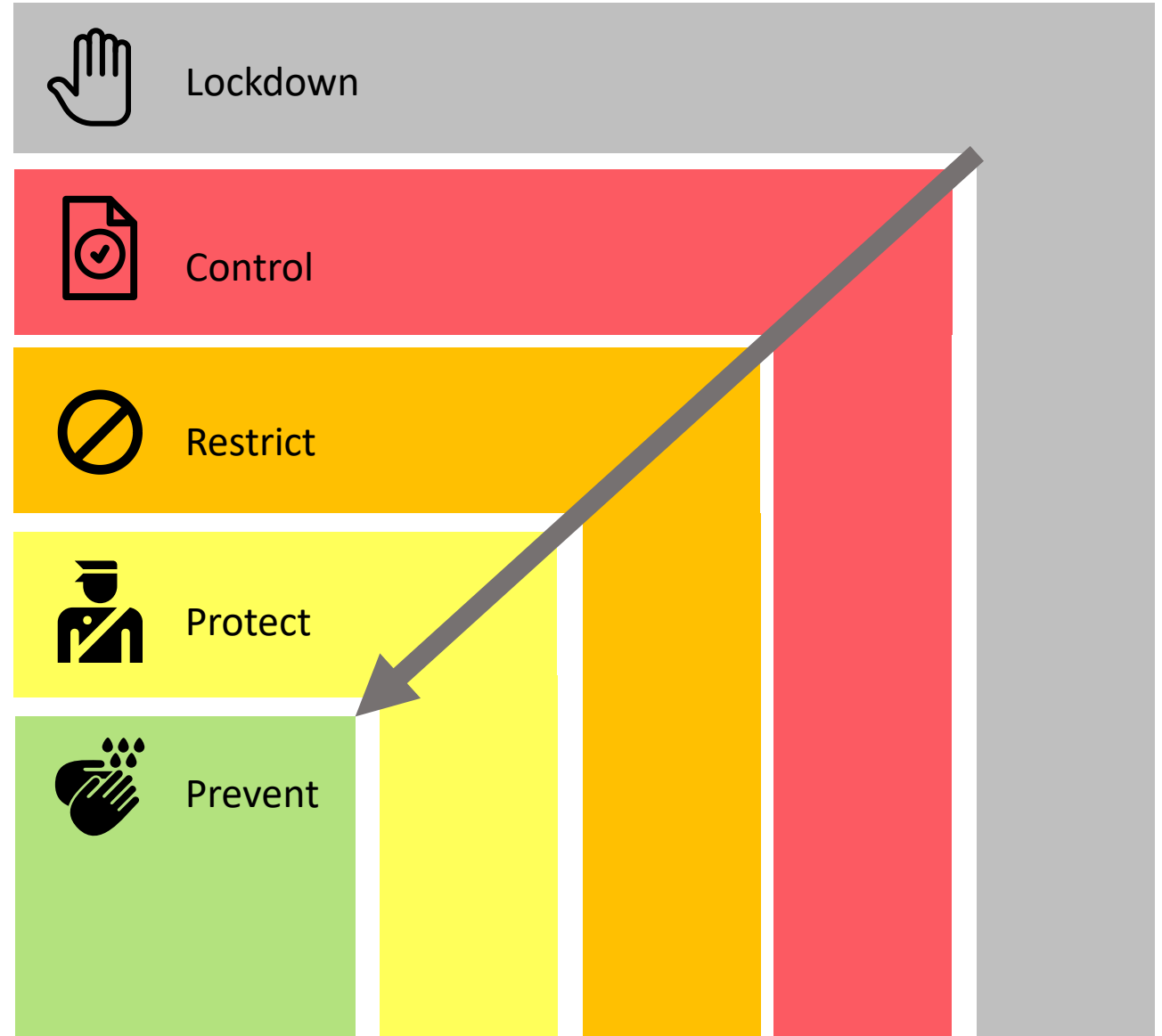
Restrictions are the most severe available before widescale business or organizational closure.

Implement widescale measures and restrictions, including closures, to halt or interrupt transmission (Return to modified Stage 1 or pre-Stage 1).






Consider declaration of emergency.

# Framework: Adjusting and Tightening Public Health Measures

- The goal is to have every public health unit region in the “Prevent” level.
- Framework is designed to ‘stack’ or ‘ladder down or up.’
- Measures are scaled back or implemented progressively, level by level.
- If trends are improving, measures are dropped cautiously, level by level, to ensure there are no significant community or public health impacts with the rollback of measures.



# Indicators and Thresholds: Adjusting and Tightening Public Health Measures





|  <b>PREVENT</b><br>(Standard Measures)   |  <b>PROTECT</b><br>(Strengthened Measures)  |  <b>RESTRICT</b><br>(Intermediate Measures)   |  <b>CONTROL</b><br>(Stringent Measures)  |  <b>LOCKDOWN</b><br>(Maximum Measures) |
|--|--|--|---|---|
| <b>Epidemiology</b> <ul style="list-style-type: none"><li>Weekly incidence rate is &lt; 10 per 100,000</li><li>% positivity is &lt; 0.5</li><li>Rt &lt; 1</li><li>Outbreak trends/ observations</li><li>Level of community transmission/non-epi linked cases stable</li></ul> <b>Health System Capacity</b> <ul style="list-style-type: none"><li>Hospital and ICU capacity adequate</li></ul> <b>PH System Capacity</b> <ul style="list-style-type: none"><li>Case and contact follow up within 24 hours adequate</li></ul> | <b>Epidemiology</b> <ul style="list-style-type: none"><li>Weekly incidence rate is 10 to 24.9 per 100,000</li><li>% positivity is 0.5-1.2%</li><li>Rt is approximately 1</li><li>Repeated outbreaks in multiple sectors/settings OR increasing/# of large outbreaks</li><li>Level of community transmission/non-epi linked cases stable or increasing</li></ul> <b>Health System Capacity</b> <ul style="list-style-type: none"><li>Hospital and ICU capacity adequate</li></ul> <b>PH System Capacity</b> <ul style="list-style-type: none"><li>Case and contact follow up within 24 hours adequate</li></ul> | <b>Epidemiology</b> <ul style="list-style-type: none"><li>Weekly incidence rate is 25 to 39.9 per 100,000</li><li>% positivity is 1.3-2.4%</li><li>Rt is approximately 1 to 1.1</li><li>Repeated outbreaks in multiple sectors/settings, increasing/# of large outbreaks</li><li>Level of community transmission/non-epi linked cases stable or increasing</li></ul> <b>Health System Capacity</b> <ul style="list-style-type: none"><li>Hospital and ICU capacity adequate or occupancy increasing</li></ul> <b>PH System Capacity</b> <ul style="list-style-type: none"><li>Case and contact follow up within 24 hours adequate or at risk of becoming overwhelmed</li></ul> | <b>Epidemiology</b> <ul style="list-style-type: none"><li>Weekly incidence rate ≥ 40 per 100,000</li><li>% positivity ≥ 2.5%</li><li>Rt is ≥ 1.2</li><li>Repeated outbreaks in multiple sectors/settings, increasing/# of large outbreaks</li><li>Level of community transmission/non-epi linked cases increasing</li></ul> <b>Health System Capacity</b> <ul style="list-style-type: none"><li>Hospital and ICU capacity at risk of being overwhelmed</li></ul> <b>PH System Capacity</b> <ul style="list-style-type: none"><li>Public health unit capacity for case and contact management at risk or overwhelmed</li></ul> | Trends continue to worsen after measures from Control level are implemented.  |

**NOTES:**

- Indicators will generally be assessed based on the previous two weeks of information. However, movement to apply measures will be considered sooner than two weeks if there is a rapidly worsening trend.
- Local context and conditions will inform movement, including potential regional application of measures.
- Thresholds within a region may not all be met at the same time; decisions about moving to new measures will require overall risk assessment by government.





# **Sector-Specific Public Health and Workplace Safety Measures**

# General Public Health Measures (Gatherings, Workplace Requirements and Face Coverings)





|                 |  <b>PREVENT</b><br>(Standard Measures)   |  <b>PROTECT</b><br>(Strengthened Measures) |  <b>RESTRICT</b><br>(Intermediate Measures) |  <b>CONTROL</b><br>(Stringent Measures)   |  |
|-----------------|---|---|--|--|--|
| <b>Measures</b> | Gathering limit for certain organized public events and social gatherings (e.g. barbeques): <ul style="list-style-type: none"> <li>• 10 people indoors</li> <li>• 25 people outdoors</li> </ul> | Measure from previous level   | Measure from previous level  | Gathering limit for all organized public events and social gatherings: <ul style="list-style-type: none"> <li>• 10 people indoors</li> <li>• 25 people outdoors</li> </ul> | <div>                         LOCKDOWN<br/>                         Stage 1 / Pre-Stage 1                     </div> |
|                 | Gathering limit for organized public events and gatherings: <ul style="list-style-type: none"> <li>• 50 people indoors</li> <li>• 100 people outdoors</li> </ul>                                |   |  |  |  |
|                 | Gathering limit for religious services, weddings and funerals: <ul style="list-style-type: none"> <li>• 30% capacity indoors</li> <li>• 100 people outdoors</li> </ul>                          |   |  |  |  |
|                 | Requirement for workplace screening   |   |  |  |  |
|                 | Requirement for face coverings at indoor workplaces   |   |  |  |  |
|                 | Requirement for face coverings in indoor public spaces, with limited exemptions   |   |  |  |  |
|                 | Worker protections such as eye protection where patrons without face coverings are within two metres of workers   |   |  |  |  |
|                 | Development and implementation of a communication/public education plan (highlighting risk)   |   |  |  |  |
|                 | Requirement to maintain physical distancing   |   |  |  |  |
|                 | Advice to restrict non-essential travel from areas of high-transmission to areas of low transmission  |   |  |  |  |



# Measures for Restaurants, Bars and Food or Drink Establishments

|                 |  <b>PREVENT</b><br>(Standard Measures)  |  <b>PROTECT</b><br>(Strengthened Measures)   |  <b>RESTRICT</b><br>(Intermediate Measures)  |  <b>CONTROL</b><br>(Stringent Measures)  |
|-----------------|--|---|---|---|
| <b>Measures</b> | <ul style="list-style-type: none"> <li>Require patrons to be seated; 2m minimum between tables</li> <li>Dancing, singing and performing music is permitted, with restrictions</li> <li>Karaoke permitted, with restrictions (including no private rooms)</li> <li>Require patron contact info (one per party)</li> <li>No buffet style service</li> <li>Night clubs only permitted to operate as restaurant or bar</li> <li>Line-ups/patrons congregating outside venues managed by venue; 2m distance and face covering required</li> <li>Face coverings except when eating or drinking only</li> <li>Eye protection where patrons without face coverings are within 2m of workers</li> </ul> | Measures from previous levels and: <ul style="list-style-type: none"> <li>Limit operating hours, establishments must close at midnight</li> <li>Liquor sold or served only between 9 a.m. to 11 p.m.</li> <li>No consumption of liquor permitted between 12 a.m. to 9 a.m.</li> <li>Require contact information for all seated patrons</li> <li>Limit of 6 people may be seated together</li> <li>Limit volume of music (e.g., to be no louder than the volume of a normal conversation)</li> <li><a href="#">Safety plan</a> available upon request</li> </ul> | Measures from previous levels and: <ul style="list-style-type: none"> <li>50 person indoor seated capacity limit</li> <li>Limit operating hours, establishments close at 10 p.m.</li> <li>Liquor sold or served only between 9 a.m. to 9 p.m.</li> <li>No consumption of liquor between 10 p.m. and 9 a.m.</li> <li>Require screening of patrons (e.g., questionnaire)</li> <li>Limit of 4 people may be seated together</li> <li>Closure of strip clubs</li> </ul> | Measures from previous levels and: <ul style="list-style-type: none"> <li>Maximum number of patrons permitted to be seated indoors is 10</li> <li>Outdoor dining, take out, drive through, and delivery permitted</li> <li>Dancing, singing and the live performance of brass or wind instruments are prohibited</li> </ul> |





# Measures for Sports and Recreational Fitness

|          |  <b>PREVENT</b><br>(Standard Measures)  |  <b>PROTECT</b><br>(Strengthened Measures)  |  <b>RESTRICT</b><br>(Intermediate Measures)   |  <b>CONTROL</b><br>(Stringent Measures)   |
|----------|--|--|--|--|
| Measures | <ul style="list-style-type: none"> <li>• 50 people indoors (classes)</li> <li>• 100 people outdoors (classes)</li> <li>• 50 people indoors (area with weights or exercise equipment)</li> <li>• Spectators allowed (50 indoors and 100 outdoors)</li> <li>• Limit of 50 people per room basis if operating in compliance with a plan approved by the Office of the Chief Medical Officer of Health (<a href="#">Guidance for Facilities for Sport and Recreational Fitness Activities During COVID-19</a>)</li> <li>• Team or individual sports must be modified to avoid physical contact; 50 people per league</li> <li>• Exemption for high performance athletes and parasports</li> <li>• Limit volume of music to conversation level and prevent shouting by both instructors and members of the public</li> <li>• Face coverings required except when exercising.</li> </ul> | <p>Measures from previous levels and:</p> <ul style="list-style-type: none"> <li>• Increase spacing between patrons to 3m for areas of a sport or recreational facility where there are weights/weight machines and exercise/fitness classes</li> <li>• Recreational programs limited to 10 people per room indoors and 25 outdoors</li> <li>• Require contact information for all patrons and attendance for team sports</li> <li>• Require reservation for entry; one reservation for teams</li> <li>• <a href="#">Safety plan</a> available upon request</li> </ul> | <p>Measures from previous levels and:</p> <ul style="list-style-type: none"> <li>• Maximum 50 people per facility (revoke OCMOH approved plan) in all combined recreational fitness spaces or programs (not pools, rinks at arenas, community centres, and multi-purpose facilities)</li> <li>• Require screening of members of the public, including spectators (e.g., questionnaire)</li> <li>• Limit duration of stay to 90 minutes except if engaging in sport</li> <li>• No spectators permitted (exemption for parent/guardian supervision of children)</li> </ul> | <p>Measures from previous levels and:</p> <ul style="list-style-type: none"> <li>• Gyms and fitness studios permitted to be open:               <ul style="list-style-type: none"> <li>• 10 people indoors (classes)</li> <li>• 25 people outdoors (classes)</li> <li>• 10 people indoors (areas with weights or exercise equipment)</li> </ul> </li> <li>• All sports and recreational programs in other facilities (arenas and multiplexes) limited to 10 people per room indoors and 25 outdoors.</li> <li>• Team sports must not be practiced or played except for training (no games or scrimmage)</li> <li>• No contact permitted for team or individual sports</li> </ul> |



LOCKDOWN  
 Stage 1 / Pre-Stage 1






# Measures for Meeting and Event Spaces

|          |  <b>PREVENT</b><br>(Standard Measures)   |  <b>PROTECT</b><br>(Strengthened Measures)   |  <b>RESTRICT</b><br>(Intermediate Measures)   |  <b>CONTROL</b><br>(Stringent Measures)  |
|----------|---|---|--|---|
| Measures | Limits: <ul style="list-style-type: none"> <li>• 50 people indoors</li> <li>• 100 people outdoors</li> </ul> *exception for court/government services, weddings, funerals <ul style="list-style-type: none"> <li>• Booking multiple rooms for the same event not permitted</li> <li>• 50 indoors per room, where physical distancing can be maintained if venue operates in accordance with the approved plan from the Office of the Chief Medical Officer of Health (<a href="#">Guidance for Meeting and Event Facilities During COVID-19</a>)</li> </ul> | Measures from previous levels and: <ul style="list-style-type: none"> <li>• Limit operating hours, establishments must close at midnight</li> <li>• Liquor sold or served only between 9 a.m. to 11 p.m.</li> <li>• No consumption of liquor permitted between 12 a.m. to 9 a.m.</li> <li>• Require contact information for all seated patrons</li> <li>• Limit of 6 people may be seated together</li> <li>• Limit volume of music (e.g., to be no louder than the volume of a normal conversation)</li> <li>• <a href="#">Safety plan</a> available upon request</li> </ul> | Measures from previous levels and: <ul style="list-style-type: none"> <li>• Maximum of 50 people per facility (revoke capacity limit on a per room basis as per OCMOH plan)</li> <li>• Limit operating hours, establishments close at 10 p.m.</li> <li>• Liquor sold or served only between 9 a.m. to 9 p.m.</li> <li>• No consumption of liquor between 10 p.m. and 9 a.m.</li> <li>• Limit of 4 people may be seated together</li> <li>• Require screening of patrons (e.g., questionnaire)</li> </ul> | Measures from previous levels and:           Limits: <ul style="list-style-type: none"> <li>• 10 people per facility indoors</li> <li>• 25 people outdoors</li> </ul> |






LOCKDOWN  
 Stage 1 / Pre-Stage 1








# Measures for Retail

|          |  <b>PREVENT</b><br>(Standard Measures)   |  <b>PROTECT</b><br>(Strengthened Measures)   |  <b>RESTRICT</b><br>(Intermediate Measures)  |  <b>CONTROL</b><br>(Stringent Measures)   |  |
|----------|---|---|---|--|--|
| Measures | <ul style="list-style-type: none"> <li>Fitting rooms must be limited to non-adjacent stalls</li> <li>Line-ups/patrons congregating outside venues managed by venue; 2m distance and face covering required</li> </ul> | Measure from previous level and: <ul style="list-style-type: none"> <li>Limit volume of music (e.g., to be no louder than the volume of a normal conversation)</li> <li>For malls a <a href="#">safety plan</a> must be available upon request</li> </ul> | Measures from previous level and: <ul style="list-style-type: none"> <li>Require screening of patrons at mall entrances (e.g., questionnaire)</li> </ul> For consideration during winter: <ul style="list-style-type: none"> <li>Limit capacity in retail stores and in shopping malls</li> </ul> | Measures from previous levels and: <ul style="list-style-type: none"> <li>Maximum number of patrons permitted to be seated indoors in mall food court is 10</li> </ul> For consideration during winter holiday season: <ul style="list-style-type: none"> <li>Limit capacity in retail stores and in shopping malls</li> </ul> | LOCKDOWN<br>Stage 1 / Pre-Stage 1<br> |
|          | <ul style="list-style-type: none"> <li>Guidance for mall operators and retail stores</li> </ul>   |   |   |  |  |





# Measures for Personal Care Services

|          |  <b>PREVENT</b><br>(Standard Measures) |  <b>PROTECT</b><br>(Strengthened Measures)  |  <b>RESTRICT</b><br>(Intermediate Measures)  |  <b>CONTROL</b><br>(Stringent Measures)                  |   |
|----------|---|--|---|---|---|
| Measures | <ul style="list-style-type: none"><li>Oxygen bars, steam rooms, and saunas closed</li></ul>                             | <p>Measures from previous level and:</p> <ul style="list-style-type: none"><li>Require contact information from all patrons</li><li><a href="#">Safety plan</a> available upon request</li></ul> | <p>Measures from previous level and:</p> <ul style="list-style-type: none"><li>Services requiring removal of face coverings prohibited</li><li>Change rooms &amp; showers closed</li><li>Bath houses, other adult venues, hot tubs, floating pools, whirlpools and sensory deprivation pods closed (some exceptions)</li><li>Require screening of patrons (e.g., questionnaire)</li></ul> | <p>Measures from previous level</p> <ul style="list-style-type: none"><li>Services requiring removal of face coverings prohibited</li></ul> | <div>LOCKDOWN<br/>Stage 1 / Pre-Stage 1</div>  |

# Measures for Casinos, Bingo Halls and Gaming Establishments

|          |  <b>PREVENT</b><br>(Standard Measures)   |  <b>PROTECT</b><br>(Strengthened Measures)  |  <b>RESTRICT</b><br>(Intermediate Measures)  |  <b>CONTROL</b><br>(Stringent Measures)                                      |   |
|----------|---|--|---|---|---|
| Measures | <ul style="list-style-type: none"><li>Capacity cannot exceed 50 persons.</li><li>Table games are prohibited.</li><li><b>OR</b> casinos, bingo halls, and gaming establishments operate in accordance with a plan approved by the Office of the Chief Medical Officer of Health.</li></ul> | <p>Measures from previous level and:</p> <ul style="list-style-type: none"><li>Liquor sold or served only between 9 a.m. to 11 p.m.</li><li>No consumption of liquor permitted between 12 a.m. to 9 a.m.</li><li>Require contact information from all patrons</li><li><a href="#">Safety plan</a> available upon request</li></ul> | <p>Measures from previous levels, and:</p> <ul style="list-style-type: none"><li>Liquor sold or served only between 9 a.m. to 9 p.m.</li><li>No consumption of liquor between 10 p.m. and 9 a.m.</li><li>Require screening of patrons (e.g., questionnaire)</li></ul> | <p>Measures from previous levels and:<br/>Limits:</p> <ul style="list-style-type: none"><li>10 people per facility indoors</li><li>25 people outdoors</li></ul> | <div>LOCKDOWN<br/>Stage 1 / Pre-Stage 1</div>  |






# Measures for Cinemas

|          |  <b>PREVENT</b><br>(Standard Measures)   |  <b>PROTECT</b><br>(Strengthened Measures)  |  <b>RESTRICT</b><br>(Intermediate Measures)  |  <b>CONTROL</b><br>(Stringent Measures)   |
|----------|---|--|---|--|
| Measures | In facility/area <ul style="list-style-type: none"> <li>• 50 indoors</li> <li>• 100 outdoors</li> </ul> OR <ul style="list-style-type: none"> <li>• 50 indoors per auditorium if cinema operates in accordance with the approved plan from the Office of the Chief Medical Officer of Health (<a href="#">Guidance for Movie Theatres During COVID-19</a>)</li> <li>• Face coverings except when eating or drinking only</li> <li>• Drive-in cinemas permitted to operate, subject to restrictions</li> </ul> | Measures from previous level and: <ul style="list-style-type: none"> <li>• Liquor sold or served only between 9 a.m. to 11 p.m.</li> <li>• No consumption of liquor permitted between 12 a.m. to 9 a.m.</li> <li>• Require contact information from all patrons</li> <li>• <a href="#">Safety plan</a> available upon request</li> </ul> | Measures from previous levels and: <ul style="list-style-type: none"> <li>• 50 per facility (revoke OCMOH approved plan)</li> <li>• Liquor sold or served only between 9 a.m. to 9 p.m.</li> <li>• No consumption of liquor between 10 p.m. and 9 a.m.</li> <li>• Require screening of patrons (e.g., questionnaire)</li> </ul> | Closed, except for: <ul style="list-style-type: none"> <li>• Drive-in cinemas</li> <li>• Rehearsal or performing a recorded or broadcasted event remains permitted</li> <li>• Singers and players of brass or wind instruments must be separated from any other performers by plexiglass or other impermeable barrier</li> </ul> |

LOCKDOWN  
 Stage 1 / Pre-Stage 1



# Measures for Performing Arts Facilities

|          |  <b>PREVENT</b><br>(Standard Measures)  |  <b>PROTECT</b><br>(Strengthened Measures)  |  <b>RESTRICT</b><br>(Intermediate Measures)  |  <b>CONTROL</b><br>(Stringent Measures)  |   |
|----------|--|--|---|---|---|
| Measures | <ul style="list-style-type: none"> <li>• 50 spectators indoors and 100 spectators outdoors with 2m physical distance maintained</li> <li>• Singers and players of wind or brass instruments must be separated from spectators by plexiglass or some other impermeable barrier</li> <li>• Rehearsal or performing a recorded or broadcasted event permitted</li> <li>• Performers and employees must maintain 2m physical distance except for purposes of the performance</li> <li>• Drive-in performances permitted</li> </ul> | Measures from previous level and: <ul style="list-style-type: none"> <li>• Liquor sold or served only between 9 a.m. to 11 p.m.</li> <li>• No consumption of liquor permitted between 12 a.m. to 9 a.m.</li> <li>• Require contact information from all patrons</li> <li>• <a href="#">Safety plan</a> available upon request</li> </ul> | Measures from previous levels and: <ul style="list-style-type: none"> <li>• Liquor sold or served only between 9 a.m. to 9 p.m.</li> <li>• No consumption of liquor between 10 p.m. and 9 a.m.</li> <li>• Require screening of patrons (e.g., questionnaire)</li> </ul> | Measures from previous levels and: <ul style="list-style-type: none"> <li>• Closed to spectators</li> <li>• Rehearsal or performing a recorded or broadcasted event remains permitted</li> <li>• Singers and players of brass or wind instruments must be separated from any other performers by plexiglass or other impermeable barrier</li> </ul> | <b>LOCKDOWN</b><br>Stage 1 / Pre-Stage 1<br> |