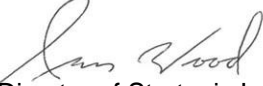





Report Title
COVID 19 RESPONSE UPDATE

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>	
	<b>Resolution Continued</b>		<b>Background Attached</b>

Report Summary	Financial Implications
<p>This report is the fourteenth 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 and November 24 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 November 16, as a result of a recent spike in cases, Public Health Sudbury and Districts (PHSD) region moved into the Yellow (Protect) designation under Ontario COVID-19 Response Framework. The Province has indicated that it expects that this will remain in place into January and be re-evaluated once the impact of the holiday period has been evaluated.

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 higher risk settings. For municipal services, the main impact is a requirement to increase the distance between users in CGS fitness centres.

Vaccines are beginning to arrive in Ontario and the Province has indicated that health care workers in the GTA and Ottawa will receive the first doses. Given the relatively low numbers of COVID-19 in the Northeast, it will likely be several months before vaccines will be available in this area and, as in other areas, health care workers, seniors and health-challenged individuals will be prioritized.

Additional information will likely be available in early January but the community should be prepared to maintain the current practices for the foreseeable future.

## **B: CURRENT STATUS OF SERVICES**

No significant changes have taken place since the last report to Council and, with the exception of temporary changes for the holiday season, no significant service level adjustments are anticipated for the balance of December.

Early in the New Year, libraries will look to add service hours at several branches. In February, curbside waste collection services will change as garbage collection moves to a two bag limit, picked up every other week. Full details on both these changes will be available on the City's website and will also be promoted through social media and other channels

## **C. DELIVERING SERVICES IN UNPRECEDENTED TIMES**

Over the past nine months, CGS staff have innovated and adapted to continue to deliver services to the public while protecting the health and safety of both employees and citizens. Council has had the opportunity to hear about many changes, such as the increased services provided to the homeless and other vulnerable populations. Other services have also responded swiftly and effectively and a few of these will be summarized here for Council's information.

### **Long Term Care Services**

With 433 residents, Pioneer Manor is the one of the largest LTC facilities in the province. Similar services across Ontario and Canada have had significant challenges and have suffered devastating impacts from the COVID-19 pandemic. Pioneer Manor, however, has been able to

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continue to care for its residents and keep both them and staff safe throughout this period.

Infection Prevention and Control (IPAC) protocols were expanded very early on. Additional screening, physical distancing, use of PPE, hand hygiene and restricting visitation early in the pandemic all contributed to keep residents safe. These changes meant that additional staff were needed to screen people coming into the facility and, because communal dining rooms were closed, staff were needed to deliver every meal and beverage directly to resident rooms. Thirty CGS staff were redeployed from various City departments, particularly libraries and leisure service, to assist in these efforts for several months.

With visitation restricted, staff needed to play a large role in providing social supports for residents. Smaller group programs and assisting with online visits, window visits and outdoor visits were all responses to help residents stay in touch with family and reduce feelings of isolation. In the past few months, staff have trained more than three hundred “designated caregivers” to ensure that they are knowledgeable and can practice the safety protocols required to prevent virus transmission while supporting their loved ones.

Provincial requirements now mean that every staff person and visitor must be regularly tested for COVID-19. This means that most staff have now been tested at least 14 times this year. All of these changes and efforts have been undertaken by staff in addition to the regular work required to care for 433 elderly citizens.

### **Emergency Medical Services**

CGS Paramedics have responded effectively to multiple challenges and opportunities in responding to the pandemic. Expanding use of PPE and increased cleaning of vehicles and equipment were incorporated early on and staff have confidently and successfully implemented these protocols such that no instances of COVID-19 transmission have taken place through emergency medical services.

Paramedics responded quickly to assist in the delivery of COVID-19 testing to ensure access for testing was more equitable and available across the community. Mobile testing, performed by trained paramedics, has enabled citizens in every area of our very large city to be tested close to home and without travelling to the city core. This service has also assisted with on-site testing for shelter facilities and with surveillance testing at Pioneer Manor. To date, paramedics have obtained more than 4,000 swabs for COVID-19 testing.

For the first 2-3 months of the COVID-19 response, emergency calls were lower than in previous years. This allowed some time for paramedics to add additional protocols for screening and donning protective equipment. At the present time, however, call volumes have returned to a normal level yet paramedics have been able to incorporate these additional measures and still achieve the service levels and responses times close to the levels from previous years.

### **Growth and Infrastructure**

Like most industrial employers, outside staff in G&I services developed protocols to separate workers into groups to ensure business continuity in the event of a viral outbreak. Separate shifts were developed to eliminate overlap between groups and to allow enhanced cleaning in

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between shifts.

Older depots and facilities also mean limited washroom and lunch room space and narrower hallways. In order to minimize inadvertent contact, some facilities have developed directional circulation for hallways and limited numbers in washrooms. Mask and vehicle protocols have also been developed to help ensure safety.

All of these changes have been challenging for those involved, especially as the need to maintain these protocols extends into 2021. The units have avoided outbreaks and continued to deliver effective services throughout the entire period.

## **D. NEXT STEPS**

Leaders within the corporation have 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. This is especially important through the upcoming holiday period and as it appears that it will be several months before vaccines are widely available for the general population.

## **D: REFERENCES**

COVID-19 Update, Report to Council April 7, 2020 –  
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COVID-19 Update, Report to Council May 5, 2020 –  
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COVID-19 Update, Report to Council May 19, 2020 –  
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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>

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COVID-19 Update, Report to Council August 12, 2020 –  
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