




Type of Decision									
Meeting Date	September 22, 2020				Report Date	September 18, 2020			
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"> <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 eighth 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 and September 8 Council Agendas.</p>	<p>There are no financial implications for this report.</p>

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

Recommended by the Department	Financial Implications
 Ian Wood Executive Director of Strategic Initiatives, Communications and Citizen Services	 Ed Stankiewicz Chief Financial Officer

Recommended by the C.A.O.
 Ed Archer Chief Administrative Officer

## **A: INTRODUCTION**

In January of this year, the City of Greater Sudbury began to convene regular meetings of the Community Control Group to discuss local risk scenarios associated with reports of a potential pandemic. Since those initial meetings, the inter-agency coordination between the Medical Officer of Health, the CEO of Health Sciences North, the Chief of Police, and the City's Mayor, CAO and Chief of Emergency Services, has been constant and effective.

On March 17, Premier Ford declared a Provincial State of Emergency and, on April 6, Mayor Bigger declared a State of Emergency for Greater Sudbury. This municipal declaration remains in effect to the present day. With outstanding cooperation from the residents of the City of Greater Sudbury, the community has avoided significant impacts from the first wave of COVID-19 and is well-positioned to respond effectively to future pandemic scenarios, including a potential second wave.

As a municipal corporation, the City of Greater Sudbury has effectively responded to the COVID-19 Pandemic; keeping 90% of municipal services continuously available while ensuring the safety of the public and municipal employees. This report contains an updated status on each of the 58 services delivered by the corporation and almost all have returned to traditional levels but within the context of an approach to delivery that is safe for both employees and citizens.

All of this effort has been supported by extensive public reporting describing the corporation's service efforts, and with due regard for responsible financial management of limited public funds.

## **B: ANALYSIS**

Recent upward trends in COVID-19 cases across Ontario have prompted growing concern amongst public officials and have now resulted in increased restrictions on gatherings in Ottawa, Toronto and Peel Region. Public Health agencies are indicating that a resurgence, or second wave, of COVID-19 infections is very likely to occur as there is no wide spread immunity established for this virus.

Locally, a planning group, with representation from Health Sciences North (HSN), Public Health Sudbury & Districts (PHSD), the Greater Sudbury Police Service (GSPS) and the City of Greater Sudbury (CGS) has been convened to provide input and recommendations for the Community Control Group. The group is working through several potential scenarios and is developing action plans to be considered for the community and the corporation.

The Community Control Group continues to meet weekly and the members are acutely aware of the potential for a second wave of infection, particularly as the weather changes and indoor activities become more prevalent. If local trends or provincial regulations necessitate a change in municipal services, Mayor Bigger and the Executive Leadership Team will evaluate options and involve Council as appropriate.

Details on the financial implications of the corporation's COVID-19 response continue to be provided in reports to the Finance and Administration Committee.

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## **C: NEXT STEPS**

CGS staff will continue to support the Community Control Group and are actively planning for possible second wave scenarios and potential responses.

Council will continue to receive regular reports on the status and outlook for all municipal services. These reports will include the financial and non-financial resource requirements associated with meeting anticipated provincial guidance for a safe operating environment.

The next COVID-19 Update will be provided to Council at its meeting of October 6.

## **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>

## **E: ATTACHMENTS**

Appendix A – Status of CGS Services September 22, 2020

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
<b>Accounting, Purchasing and Payroll</b>	Services continue to be fully available.	More technology will 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 45% increase in animal surrenders for March 23 to September 1. Overall, supported the same number of adoptions year over year, even when adjusting through COVID.</p> <p>In comparison to 2019, the department has experienced a 3% increase in animal control calls for March 23 to September 1. 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>	Gerry McCrory Countryside Sports Complex opened August 10 to accommodate summer ice demand. To help accommodate demand for additional summer and early fall ice use, T.M. Davies Community Centre and Arena and Garson Community Centre opened on September 7, Raymond Plourde Arena opened on September 14, and Dr. Edgar Leclair Arena opened on September 21.	The City is collecting registration data from local minor sports associations and demand from adult and private users to determine the number of ice pads available for the 2020-2021 season.	Staff will provide an update on the reopening of arenas to City Council in October.

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
<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 request 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.	Funeral services conducted by a Funeral Director and indoor funerals (Civic Memorial Mausoleum) are permitted a maximum of 50 attendees and outdoor services are permitted a maximum of 100 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 earlier this year, most residents opted to delay services until provincial guidelines loosened. This created higher than normal workloads at this time of year for staff. Cemetery Services is experiencing higher call volumes and is prioritizing calls so interment services are not affected.
<b>Children Services</b>	No in-person program quality site visits are being done, however virtual consultations continue.	In-person program quality visits may resume in October, on a case-by-case basis. This is under consideration.	Number of childcare subsidy recipients in 2020 will be lower than budgeted due to facility closures.

### Appendix A: Status of CGS Services September 22, 2020

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
<b>Children Services (continued)</b>	Children Services Representatives continue to process childcare subsidy applications virtually by appointment. Staff continue to work through provincial updates to determine service impacts.	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 continue to provide virtual programming while planning for in-person programming; anticipated in October.	Total number of licensed spaces lower than forecasted due to capacity limits.
<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>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 2:30 to 7:30 p.m. on Tuesdays and Thursdays.</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

### Appendix A: Status of CGS Services September 22, 2020

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
<b>Citizen Services (continued)</b>	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		
<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 fall 2020, 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.
<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 will occur online, supported by in-person engagement. Details are being finalized.	N/A



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<b>Community Grants</b>	HCI applications are being accepted and processed as usual.	The 2020 Community Grants were approved at the Finance and Administration Committee meeting of April 14, 2020. Funds for approved grants toward initiatives of a social nature, such as festivals, are not allocated until applicant confirms the event can safely proceed.	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>	CGS funded Community Paramedics continue to operate the CGS COVID-19 Mobile Assessment Centre, aligned with HSN, PHSD and OH North. Symptomatic and Surveillance testing planned under Ontario Health/Public Health guidance NELHIN-funded Community Paramedic Services remain unchanged.	CGS-funded Community Paramedics reallocated back to Health Promotions. All Community Paramedic programs being delivered with strict adherence to public health orders.  The flu will not be easily differentiated from COVID and in an effort to mitigate negative impacts the flu season will have on the health care system, under the Public Health program Paramedics will be administering vaccinations to emergency services staff and select patients in an effort to increase access and uptake to patients.	Resumption of Community Paramedic clinics and programs within Greater Sudbury Housing complexes.
<b>Compensation and Benefits</b>	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. Service recognition for employees will resume, although enterprise-wide recognition events will be delayed until 2021.	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.

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
<b>Construction Services</b>	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.  Additional overtime required due to difficulty filling seasonal positions and cancellation of the student program.	N/A
<b>Crossing Guards</b>	Crossing guard locations inactive during the summer months.	Crossing Guards will be assigned to support school reopenings, in accordance with the modified service level approved as part of the 2020 Budget. Crossing guards required to wear a mask when at work.	There will be 20 Crossing Guard locations, as outlined in the June 15 report to Community Services Committee.
<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>	Summer maintenance program continues unaffected. 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
<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.

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
<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 are 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 continues to operate at full capacity from the motel at 1500 Regent St.</p> <p>Cedar Place women and families shelter starting to see increased occupancy.</p> <p>Samaritan Centre agencies offering take-out meals, showers, clothing, and laundry. The Supportive Isolation Shelter closed on July 31 with alternatives in place for assistance.</p> <p>Sudbury Arena open daily for access to washrooms, drinking water, clothing and dining.</p>	<p>Planning in place to return the Off the Street shelter to 200 Larch St., with physical distancing measures in place by September 30<sup>th</sup>, 2020.</p> <p>Work underway to provide alternatives to the Sudbury Arena for meals and warming centre for the winter months.</p> <p>Samaritan Centre opened resource centre on August 4 with access to washrooms, phones and computers. YMCA resource centre closed on that date.</p>	Increased service levels will continue in this area for the remainder of the year.

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<b>Energy Initiatives</b>	Services continue to be available. In-person meetings replaced by virtual meetings.	N/A	N/A
<b>Engineering Design</b>	Continue to provide the same level of support for project delivery. Virtual meetings and digital exchange of information in place.  Some productivity lost due to collaboration and the project team not reporting to the same office.	N/A	Delays in tendering some of the Capital contracts due to COVID-19.
<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.	Children's Water Festival cancelled for 2020.
<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

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<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>
<b>Fire Services Emergency Response</b>	<p>Services continue to be available from the workplace, 24/7. Medical Response limited to Vital Signs. 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>	<p>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.</p>	This is expected to continue as long as physical distancing requirements are in place.	N/A

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
<b>Housing Operations</b>	<p>Office is open to residents for rent payments, signing of leases and other tenant services. 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> <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>	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>
<b>Housing Programs</b>	Business continues 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 will allow clients to apply online. This will be phased in in Q4 of 2020.	N/A

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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).</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.	Staff reporting to work and project sites on occasion to print drawings, review hard copy information, etc., or complete field reviews.	Delays in tendering some of the Capital contracts due to COVID-19.
<b>Legal Services</b>	Continue to offer internal services to support ongoing activities and business of the City.	Prosecutors are successfully supporting early resolution meetings via telephone and will be supporting judicial pre-trials via telephone beginning in September. Further expansion of services subject to the discretion of the judiciary.	N/A

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
<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 from 9 a.m. to 2 p.m. on Mondays, Wednesdays and Fridays, and from 2:30 to 7:30 p.m. on Tuesdays and Thursdays.</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>	<p>The Neighbourhood Libraries (Azilda, Coniston, Copper Cliff and Levack-Onaping) are tentatively scheduled for re-opening after Thanksgiving as a result of the need to increase staffing as described to address COVID-19 protocols.</p> <p>Expanded hours and/or weekend service will also be reinstated after Thanksgiving if this can be resourced effectively.</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>
<b>Long Term Care</b>	<p>As part of the pandemic response, Pioneer Manor continues to operate with enhanced measures in the areas of staffing, active screening, and infection prevention and control. The Home continues to monitor and aggressively test symptomatic residents while conducting bi-monthly employee surveillance testing.</p>	<p>Pioneer Manor continues to develop a longer-term solution to assist with returning redeployed CGS staff back to their respective divisions. Safety enhancements are expected to be required into 2021.</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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<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 preparing for an anticipated surge when the CERB benefit program ends in the fall.	<p>New applications continue to be lower than historical service level averages.</p> <p>The Ontario Works caseload has been reduced by approximately 10% from the start of the pandemic.</p>
<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>

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<b>Paramedic Medical Care and Transportation</b>	<p>911 call volume is just below normal values. 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 for wave two planning.</p>	<p>Planning for delivery of operational and legislative Paramedic training under new Public Health control measures continues. Delivering emergency Paramedic response under enhanced clinical measures to prevent exposures and spread of COVID-19.</p> <p>Awaiting funding from Ministry of Health Emergency Health Services to cover additional costs related to COVID-19.</p> <p>Enhanced cleaning of medical equipment and ambulances continues.</p>	N/A
<b>Parks</b>	<p>Outdoor recreational amenities are open as per Stage 3 reopening guidelines.</p> <p>Public washrooms and change rooms at City waterfront locations are open.</p> <p>Other public washrooms remain closed and portable toilets have not been deployed due to costs associated with enhanced cleaning and disinfecting requirements.</p>	<p>Play fields (ball diamonds and soccer fields) opened based on demand for booking by user groups on August 14.</p> <p>Protocols have been developed with Public Health and other stakeholders for the reopening of community centres and field houses for tenant groups, Neighbourhood Associations, etc. Public facilities will open as resourcing allows.</p>	Parks maintenance service levels will continue to be impacted by a reduction in resources and the cancellation of the summer student hiring program.

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<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
<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 have been scheduled during the fall 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

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<b>Recreation</b>	Province's Stage 3 reopening guidelines allow for reopening facilities for recreational fitness activities, including gymnasiums, yoga/dance studios and other fitness facilities. Total number of people permitted to be in a class or organized program/activity at any one time must be limited to the number that can maintain a distance of at least two metres from others, and cannot exceed 50 persons for indoor activities.	<p>Pools are using a phased in approach for reopening. Howard Armstrong Recreation Centre pool opened September 8. Nickel District pool opened September 10. The Onaping and RG Dow pools opened September 14. Gatchell pool opening is delayed due to mechanical issues.</p> <p>Protocols are being developed to reopen Youth Centres with a combination of virtual, onsite and offsite programming.</p> <p>Protocols are being developed to resume fall/winter recreation programming, with a combination of virtual, onsite and offsite programming.</p>	Potential service level impacts for pools and fitness centres were outlined in a separate report to Council on August 12.
<b>Roads Operations and Maintenance</b>	Continue to provide the summer maintenance program with no service impacts. Some productivity lost due to enhanced health and safety requirements.	Implemented a two-shift model in the three largest Public Works depots for the summer maintenance season. Expected to continue until winter control shift schedule begins. Winter control scheduled to begin with no impact to service levels.	N/A
<b>Security, By-law and Parking Services</b>	Uniformed security in place at TDS and 199 Larch to provide information and direction to visitors.	Security: Due to the expiry of contracts for security at TDS/199 Larch, Transit, Housing and Parks, an enterprise-wide RFP for uniformed security will be issued in the coming weeks.	Security: Service level delivery to remain consistent with current status, with oversight moving from operating departments to Security and Bylaw.

### Appendix A: Status of CGS Services September 22, 2020

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
<b>Security, By-law and Parking Services (continued)</b>	<p>Security remains active in parks and at CGS Housing properties to support education of physical education.</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 (formerly under the Emergency Management and Civil Protection Act</i>. Up to September 1, the department has received a total of 932 complaints related to gatherings and businesses.</p> <p>Overall, for the period of Mar 23 to Sept 1, for all Bylaw complaints, the department has experienced a 43 per cent year- over-year increase for the same period. There is a continued increased volume for Bylaw Inquiries (215 per cent increase), Noise (153 per cent increase), and Clearing of Yards (26 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 will resume October 1, 2020.</p>	<p>Bylaw: In response to Stage 3 announcements, staff continue to monitor legislation and complaint volume to determine whether service level delivery for this legislation is applicable. Any longer term case volume may require service level adjustments to maintain service level commitments for case completion.</p> <p>Parking: Staff is working with Hotspot Parking to provide an online option for buying parking passes for surface lots. To be effective October 1st, passes will be available online or through Hotspot App. As a touchless option, there will be no requirement for display of a pass, as it will be connected to vehicle licence plate.</p> <p>Approved Capital construction asset work for the Centre for Life and Dufferin Street road allowance (new) parking lots is underway with work planned for the Fall.</p>	<p>Impact of closed City facilities due to COVID-19 has resulted in the 2020 Budget approved security initiative to be placed on hold.</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
<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>Staff are in the planning process to hold the scheduled Fall Residential Tipping Fee Holiday (September 21 to September 26).</p> <p>The Reuse Centre areas within each landfill site have been re-opened.</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:  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.</p>
<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 will restart utilizing the options available through the Municipal Act.	N/A

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SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
<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 is 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. 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>	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 September 22, 2020

SERVICE	CURRENT STATUS	PLANNED AND/OR ONGOING CHANGES	SERVICE LEVEL IMPACTS
<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>	<p>Services continue to be available as normal, with enhanced health and safety measures in place. Redeployed City staff have returned to their home positions.</p> <p>Two of three RV dumpsites remain closed. The Sudbury Wastewater Treatment facility remains open for RV dump service 24/7.</p>	Services will continue to be available.	N/A
<b>Water Treatment</b>	<p>Services continue to be available as normal, with enhanced health and safety measures in place. Redeployed City staff have returned to their home positions.</p>	Services will continue to be available.	N/A