

COVID-19 Response Update

City Council

August 26, 2020



Current Context

- The situation remains fluid
- COVID-19 will be present in the community for the foreseeable future
- There has been an uptick in positive cases of COVID-19 following the Provincial stage 2 and stage 3 reopening phases
- There are unknowns related to the reopening of schools and fall/winter cold and flu seasons which could impact the number of positive cases
- All levels of government continue to adapt recovery plans based on guidance from public health officials
- Public health and safety measures remain at the forefront of all planning and service resumption

State of Emergency

The City of Ottawa remains in a state of emergency

- Allows the City to continue to procure personal protective equipment (PPE) in a volatile market that requires rapid decisions
- Allows increased flexibility to quickly and effectively support the Medical Officer of Health (MOH) and Ottawa Public Health (OPH) respond to unknowns such as the reopening of schools and cold and flu season
- The City of Toronto remains in a state of emergency for similar reasons
- By using the executive powers of Orders In Council, the Province has retained de facto Emergency Orders by other means

Human Needs

The City continues to address immediate and evolving community needs due to the pandemic and anticipates this will continue for the foreseeable future including:

- Prevention, containment and self-isolation supports for at-risk individuals and families living in congregate living situations and experiencing homelessness
- Solutions for overcrowding in family and single shelters
- Continuing to work with community partners to identify and collaboratively address the financial and food security needs of at-risk individuals and families
- Continuing to respond to new and emerging Provincial announcements and directives by working collaboratively with Provincial and Federal governments and partners in the social services sector – particularly Long Term Care and Child Care services

Human Needs

Long Term Care

- Continue to focus efforts on protecting the health and safety of employees and residents by closely following OPH's recommendations and through regular testing
- Continue to ensure consistent connections between residents and their support networks
 - Three of the City's Long Term Care Homes (Carleton Lodge, Centre D'Accueil Champlain and Peter D. Clark) currently offer scheduled indoor and outdoor visits in line with Ministry directives
 - Gary J. Armstrong Long Term Care Home currently hosting virtual visits
 - These homes have coordinated more than 13,000 connections between families and residents since the visitor restrictions were imposed March 20

Human Needs

Child Care

- Effective September 1, EarlyON Child and Family Centres, all licensed child care centres, and before and after school programs permitted to operate at full capacity
- On August 7, Province announced that Ontario would receive \$234.6M from the Federal Government's new Safe Restart Funding (SRF):
 - The City of Ottawa will receive **\$13.4M in SRF** to assist service providers with additional personal protective equipment, enhanced cleaning and additional staff to meet health and safety requirements etc.
 - SRF complements existing Provincial investments and is intended to cover the period between September 1 and December 31, 2020
 - Children's Services consulting with the Child Care and Early Years System Planning Advisory Group to determine priorities for funding allocation
- Children's Services continues to stabilize staffing complement to enhance health and safety measures, adhere to legislated ratios and meet the updated guidelines from the Province and Ottawa Public Health

Human Needs

Other key actions taken to address immediate and evolving community needs

- 7,000 wellness visits in Ottawa Community Housing buildings and priority neighbourhoods
- New Neighbourhood Ambassador Program connecting with youth in priority neighbourhoods
- Essential washrooms and facilities provided to people experiencing homelessness
- Over 350,000 masks distributed to community members in need
- Funding provided to community agencies supporting diverse groups during the pandemic through Ottawa's Social Service Relief Fund
 - First round of funding included a distribution of \$3M to 73 agencies
- Assessed community agency service resumption needs

Our Services

On August 4, the City moved into phase 2 of our reopening plan

- Phase 2 included the reopening of museums, additional services at client service centres, municipal election offices, fitness centres, pools, arenas, indoor rentals, financial needs testing program, enhanced in-branch library services at 20 locations and more
- Before and after school programs launched at 24 locations to meet September return to school needs
- 215 animation sessions for children delivered as part of Park Ambassadors' tours at over 20 parks across the City
- Appointment/scheduling system implemented for Service Ottawa and Recreation & Cultural activities
 - **3,000** Client Service Centre appointments booked & **33,300** Recreation, Cultural and Facility Services activities scheduled since August 6

Our Services

- All City facilities assessed and retrofitted in accordance to public health guidelines with a focus on safety for employees and residents
- Program and rental protocols updated to reflect the revised indoor attendance maximum of 50 people and Provincial amendment to specify 50 people per programming or rental space within a facility
- 127 electrostatic disinfection spray units purchased and implemented to ensure fast and efficient sanitization of facilities across the City
- Current screening, cleaning and disinfecting protocols reviewed on a continuous basis
- Ongoing inventory of medical and non-medical personal protective equipment (PPE) secured
- Communication, resources, guidance and information provided to community partners on facility and programming reopening protocols

Our Services

- Safe resumption and expansion of services continues to be aligned with Ottawa Public Health's guidance and Provincial directives
- Focus remains on ensuring employee and resident safety in the delivery of City services
- Currently preparing for all scenarios including a possible resurgence (second wave) of COVID-19
- Must remain flexible and adaptable to ensure service continuity and responsiveness to emergent community needs

Our People

The City must ensure the continued delivery of critical and essential services by protecting and preserving the workforce, and optimizing the full complement of City resources

- All employees who can work from home will continue to do so until the end of 2020
 - This allows for increased physical distancing at City facilities which contributes to the safety of staff onsite
- Assessment of workforce continues in response to evolving service needs including redeployment
- Ongoing evaluation of health and safety measures required to protect the workforce
- Ongoing cooperation with collective bargaining agents on shared goal of protecting and preserving the workforce

Next Steps

- Economic recovery update report at FEDCO in September
- Preparation to respond to Federal and/or Provincial infrastructure funding is underway
- Financial update on the following will be provided in October:
 - 2020 year-end forecast and Q2 status
 - COVID-19 impacts and mitigation measures (including Provincial phase 2 funding resolution)
 - 2021 Budget directions, timelines and consultation process
- 2019-2022 City Strategic Plan and Term of Council Priorities analysis will be provided in October