

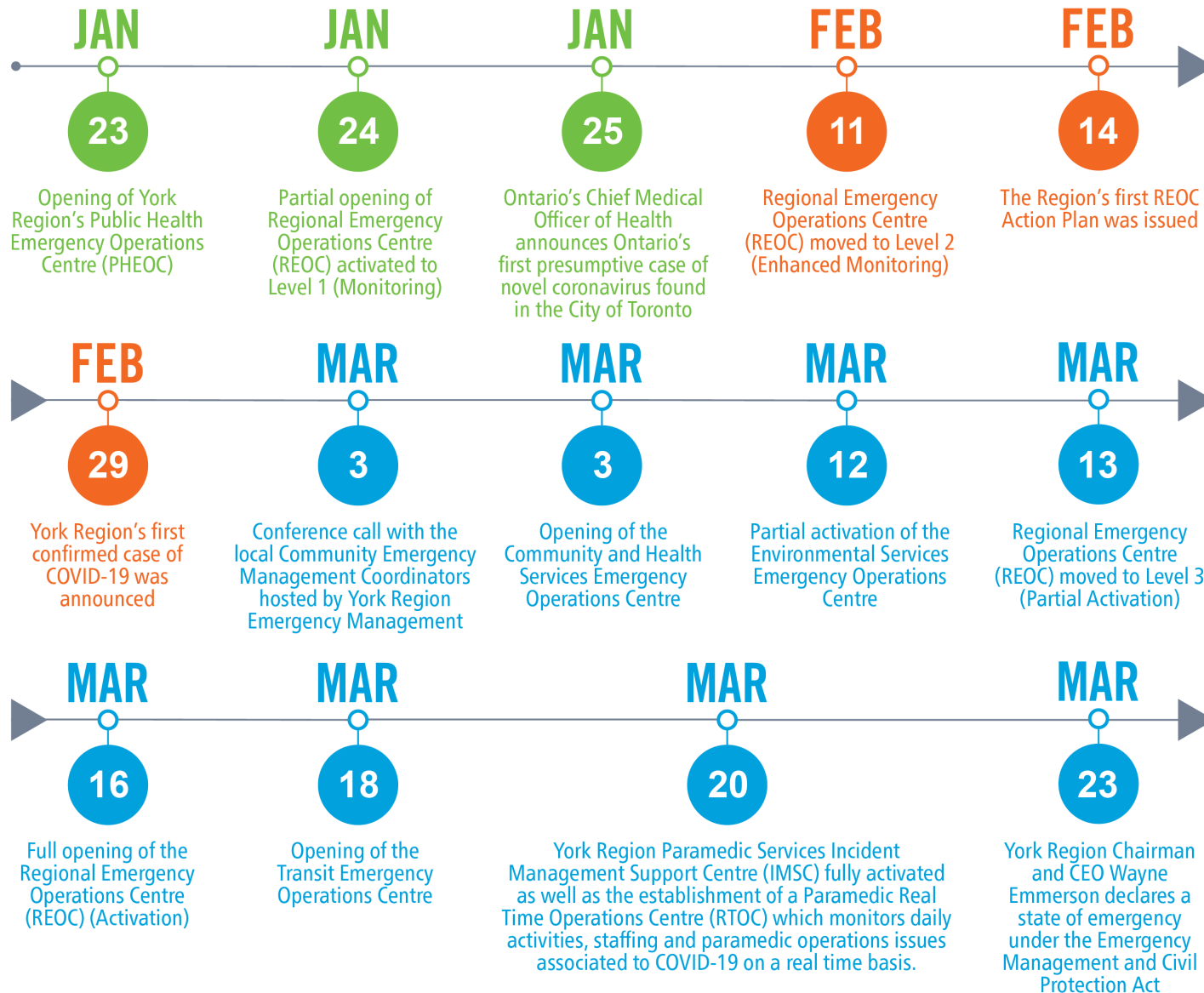


YORK REGION RESPONSE TO COVID-19

April 2, 2020
York Regional Council
Bruce Macgregor



TIMELINE OF YORK REGION'S COVID-19 RESPONSE TO-DATE



BUSINESS CONTINUITY IS SOMETHING WE'VE PLANNED FOR IN THE EVENT OF AN EMERGENCY

- Designated emergency staff conduct ongoing activities and meetings at the Regional Emergency Operations Center (REOC)
- Regional Senior Management are regularly and continually consulted on REOC decisions
- Departments have initiated similar Emergency Operations Centers (EOC) for decisions related to their specific operations and responsibilities
- Many staff are currently working from home in compliance with the order to stay home when possible and practice social distancing
- Staff have and been, and could continue to be redeployed as part of our business continuity planning

All departments and business units have business continuity plans in place to prepare for an emergency – updated annually and tested in 2019

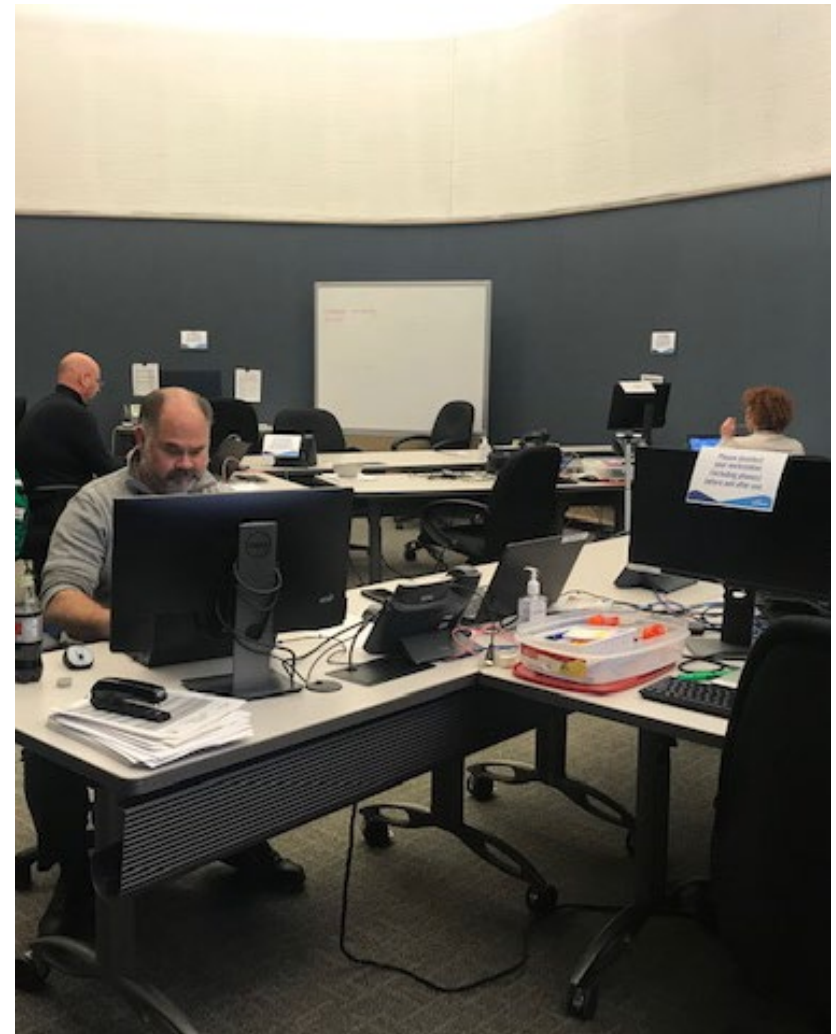
YORK REGION'S MAIN OBJECTIVES AND PRIORITIES DURING COVID-19 EMERGENCY

Emergency Operations Centre

STANDARD RESPONSE GOALS

1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect government infrastructure
6. Protect property
7. Protect the environment
8. Reduce economic and social losses

Source: Province of Ontario Incident Management System Doctrine



Impacts to York Region Services

PUBLIC HEALTH

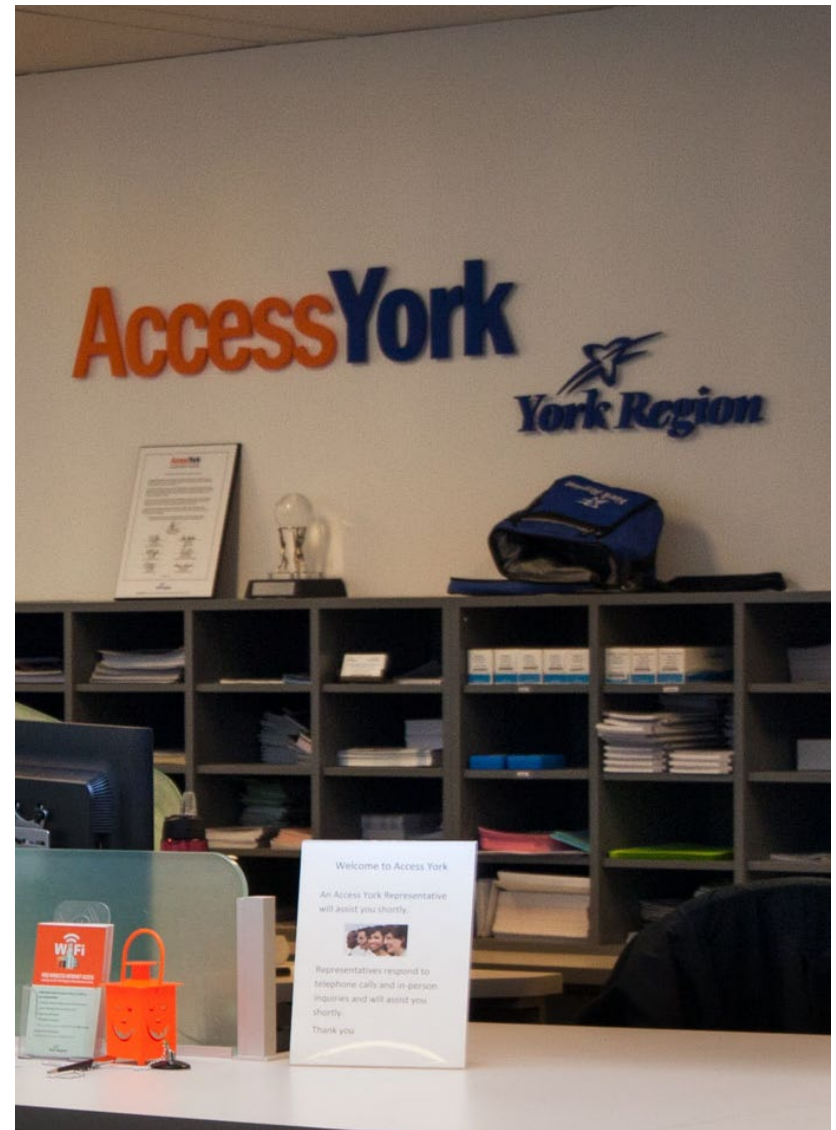
- January 23, 2020 the Public Health Emergency Operation Centre was activated at the direction of the Medical Officer of Health to prepare for and respond to COVID-19
- Current focus on COVID-19 related activities and response priorities such as:
 - Case and contact management of confirmed and probable cases
 - Response to inquiries from the general public and other stakeholders
 - Enhancements to infection prevention and control program
- Public Health continues to use data for surveillance, planning and forecasting of the situation with direct support from public health epidemiologists and data scientists



Non-essential Public Health programs put on hold at this time

ACCESS YORK

- York Region's Access York contact centre will continue to provide information, referrals and application services for York Region programs and services
- Increased support to respond to inquiries related to COVID-19 with updated resources and FAQs endorsed by Public Health
- Responding to about 260 COVID-19 related calls per day, resolving 70% of those inquiries directly to help alleviate the pressures on Health Connection and Control of Infectious Disease Intake
- Temporarily suspending intake of Social Housing applications and Community Paramedicine referrals
- Access York is ready to extend hours if necessary to support Public Health in providing additional support for COVID -19 general inquiries with the ability to extend current business hours to Monday to Sunday 8:30 to 8:00 pm.



LONG TERM CARE AND SENIOR SERVICES

- Mandatory 14 day self-isolation period for all new resident admissions & readmissions
- Visitors to Long Term Care Homes are restricted to essential visitors only
- Active screening in place for everyone accessing York Region's Long Term Care Homes
- Virtual visiting has commenced with staff helping residents connect with family using FaceTime or Skype technology
- Suspended activities include: congregate dining, off-site recreation activities, lunch programs and external outings, as well as volunteer work.
- Adult Day Programs located in Maple and Keswick are closed. During the closure, staff from these Programs are making an effort to proactively check in on program clients and caregivers



PARAMEDIC SERVICES

- Access to all Paramedic Services stations are restricted to paramedics and essential staff only
- Paramedics are conducting active screening for potential risks of COVID-19 prior to responding to any 911 calls to ensure the safety and well-being of residents and paramedics
- Community paramedicine program is suspended until further notice



SOCIAL SERVICES

Social Assistance

- Applicants can continue to apply for social assistance and Emergency Benefits by calling Access York at 1-877-464-9675 or online at ontario.ca/social-assistance
- All York Region Ontario Works Offices are closed to the public. Ontario Works appointments and discussions with case workers are being conducted over the phone
- Ontario Works customers continue to receive social assistance payments uninterrupted

Community Development

- York Region, through its Community Investment Fund, has extended services for the Region's two seasonal shelters



SOCIAL SERVICES CON'T

Homelessness Community Programs

- Support is being provided to customers over the phone for Integrated Support Program (ISP), Housing Stability Program (HSP), Outreach and Diversion (Access York)
- Face to face meetings and emergency housing drop-in programming are closed

Leeder Place

- 15-room isolation and recovery centre being established for April 3

Community Coordination Table

- Co-chairing a COVID-19 Community Coordination Table with United Way Greater Toronto (UWGT) to collectively respond to emerging needs of vulnerable people due to COVID-19



CHILDREN SERVICES

- All licensed child care centres and EarlyON programs are closed
- All face-to-face meetings with individual clients or groups have been discontinued
- Several services are being continued via phone, including Child Care Fee Subsidies, Early Intervention Services, Infant and Child Development Services and Inclusion Support Services
- Partnering with the Province and childcare sector to expedite opening of some child care centres in York Region for healthcare professionals and certain frontline staff, as identified by Ministry of Education
 - York Region is also leading the development of an online application and reporting forms that may be used by other Ontario municipalities to support this effort



HOUSING SERVICES

Housing York Inc.

- Offices are closed to the public and staff are responding to residents by phone at 1-877-464-9675 ext. 72735 or by email housingyorkfeedback@york.ca
- Urgent repairs will be completed in residents' homes following a precautionary screening. All non-urgent maintenance in residents' homes will be postponed
- Emergency maintenance services continue outside of business hours. Housing York residents can call 1-866-308-2226 to request emergency maintenance after-hours
- Physical distancing is supported in Housing York communities, with actions such as closing resident common rooms

Community Partnerships and Support Services

- Social Workers and Family Support Workers are working remotely and continuing to provide supports to clients, such as mental health supports, advocacy, system navigation, applications for benefits and emergency financial assistance
- Access York has temporarily suspended intake for the Social Housing Waitlist in order to manage surge in other areas

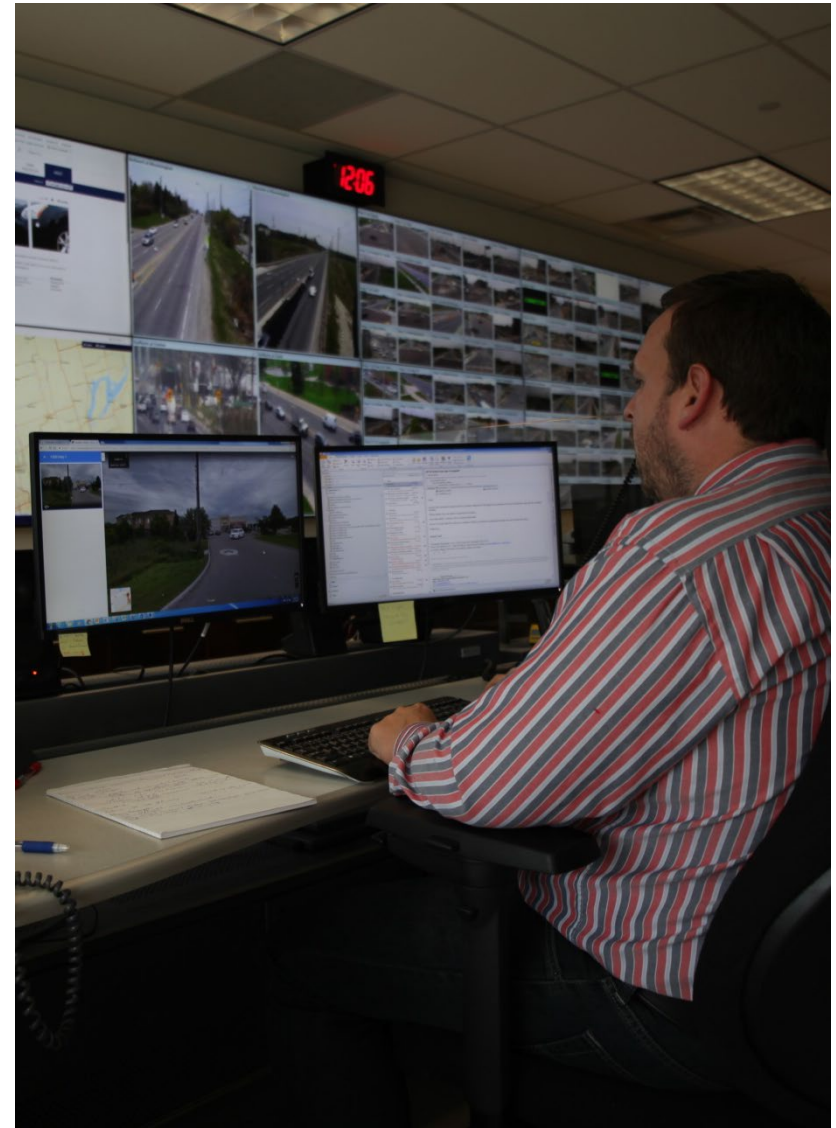
TRANSIT SERVICES

- On March 23, 2020, York Region Transit reduced weekday and weekend service by approximate 30%, consistent with ridership decline numbers
- As of April 6th service is anticipated to be reduced to 50% of normal service levels to reflect the ongoing reduction in ridership, however no routes will be eliminated
- Measures taken to reduce community spread include:
 - Social distancing, with no more than 50% of passenger load will be allowed per bus on routes with high ridership
 - Isolating driver by only allowing only middle and rear door passenger boarding
 - Further isolating driver with a 2 metre driver-area cordoned off from passengers
 - Increasing disinfection of buses and facilities



REGIONAL ROADS

- Implementation of Automated Speed Enforcement (ASE) scheduled for May could be delayed due to supplier and processing delays
- Permit issuance and Municipal consent approvals are experiencing delays
- Traffic field studies, reviews and new public inquiries requesting current traffic data on hold until traffic patterns return to normal
- Traffic signal operations revenues, signal timing data and signal timing letters are on hold until traffic returns to normal
- Levels of service for debris pick-up, roadway sweeping and grass-cutting may decline due to physical distancing requirements on staff
- Red Light Camera operation is on hold
- Vast majority of roads operations continue



WATER AND WASTEWATER

- No changes to operations or service delivery
- Drinking water remains safe - no water quality or wastewater treatment issues as York Region continues to meet or exceed all regulatory requirements
- Environmental Services continues to deliver the water and wastewater capital program as 23 of 24 active construction projects are continuing
- *Sewer Use Bylaw* has stopped all inspections to limit contact and sampling as the York-Durham lab is now only accepting regulatory samples



WASTE MANAGEMENT

- Region's Community Environmental Centers and the Georgina Transfer Station are only accepting garbage and household hazardous waste (HHW)
- Region and local municipalities collaborating on messaging to the public regarding safe practices for setting out curbside waste and handling of medical waste.
- Residents testing positive with COVID-19 are directed to place all disposable items that have come into contact with mouth, nose or eyes into a separate, sealed bag and dispose of in the regular garbage



- The York Regional Forest currently remains open (as of March 31, 2020) and is reviewed daily
- Forest users are asked to practice social distancing by keeping a distance of two metres (six feet) from others
- Dog Off-Leash Area at Bendor and Graves Forest Tract has been closed to the public
- Forestry Related Events and Programs are cancelled until at least June 1, 2020



YORK REGIONAL FOREST REMAINS OPEN

PLEASE REMEMBER TO:



Practice social distancing by maintaining six feet between you and others



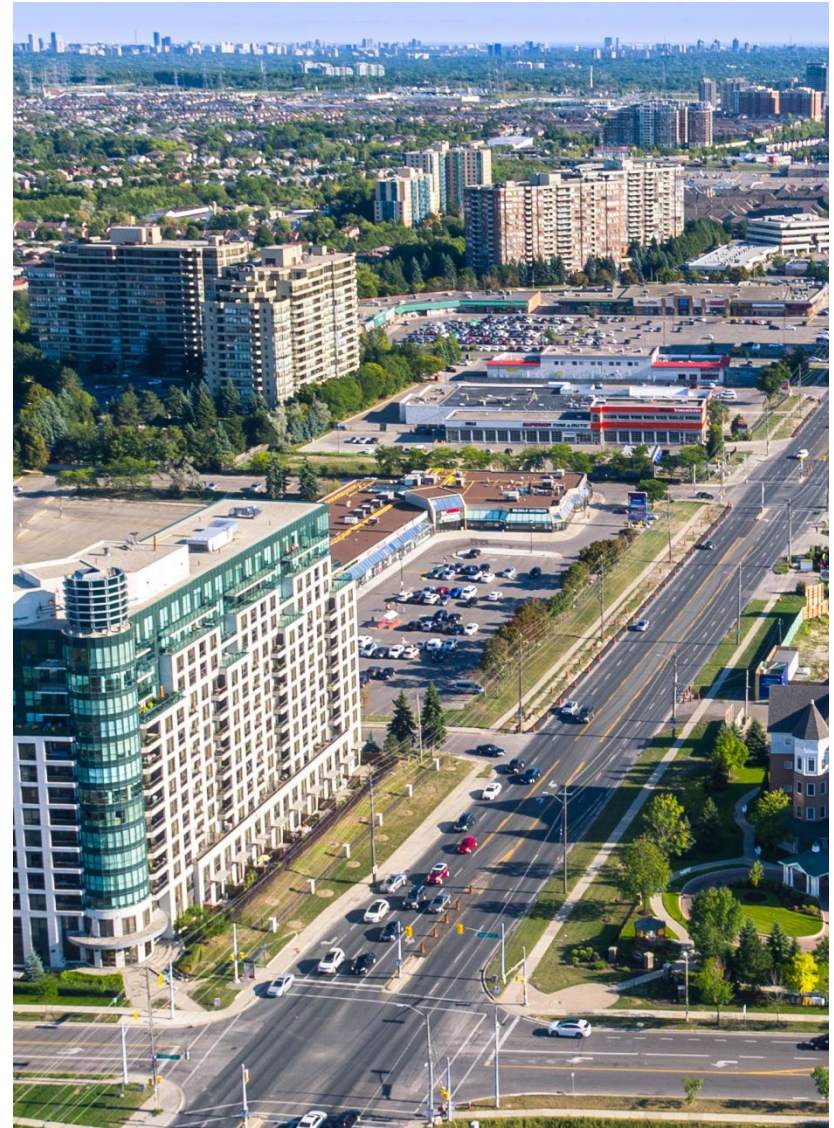
Keep our forests clean – please do not litter

Visit york.ca to learn more



PLANNING

- Municipal Comprehensive Review (MCR) work continuing with background technical work and Regional Official Plan (ROP) policy review and virtual engagement with local municipalities and stakeholders
- Development applications submissions continue to be received electronically through the newly established YorkTrax system
- Site Plan & Engineering approvals work continues as Municipalities continue to receive applications and provide comments on the 500 active applications
- Province has suspended Local Planning Appeal Tribunal (LPAT) Hearings and Mediation until June 30



ECONOMIC DEVELOPMENT

- Continue responding to calls from members of the small business community for COVID-19 related information and advice
- Actively using YorkLink website to provide information and resources to small business community about COVID-19
- Preparing to provide telephone support with the completion of Federal and Provincial funding applications as funding resources become available



COURT SERVICES

- Courts closed by order of the Chief Justice of the Ontario Court of Justice. The order is effective March 16, 2020 through and including May 29, 2020
- All matters scheduled during this time period are being reviewed for rescheduling and potential resolution where appropriate
- Court Operations is temporarily suspending fine collection activity
- Court Services will temporarily only accept filing of charging documents from enforcement agencies with direct access to court offices



Procurement Activities

- Focus on sourcing emergency supplies and critical procurements
- All open bids have been extended by 30 days from the closing date
- All in-person meetings, including interviews and bid reviews, have been cancelled
- Implementation of the new Procurement Bylaw is being deferred from April 1 to a later date

Information Technology Activities

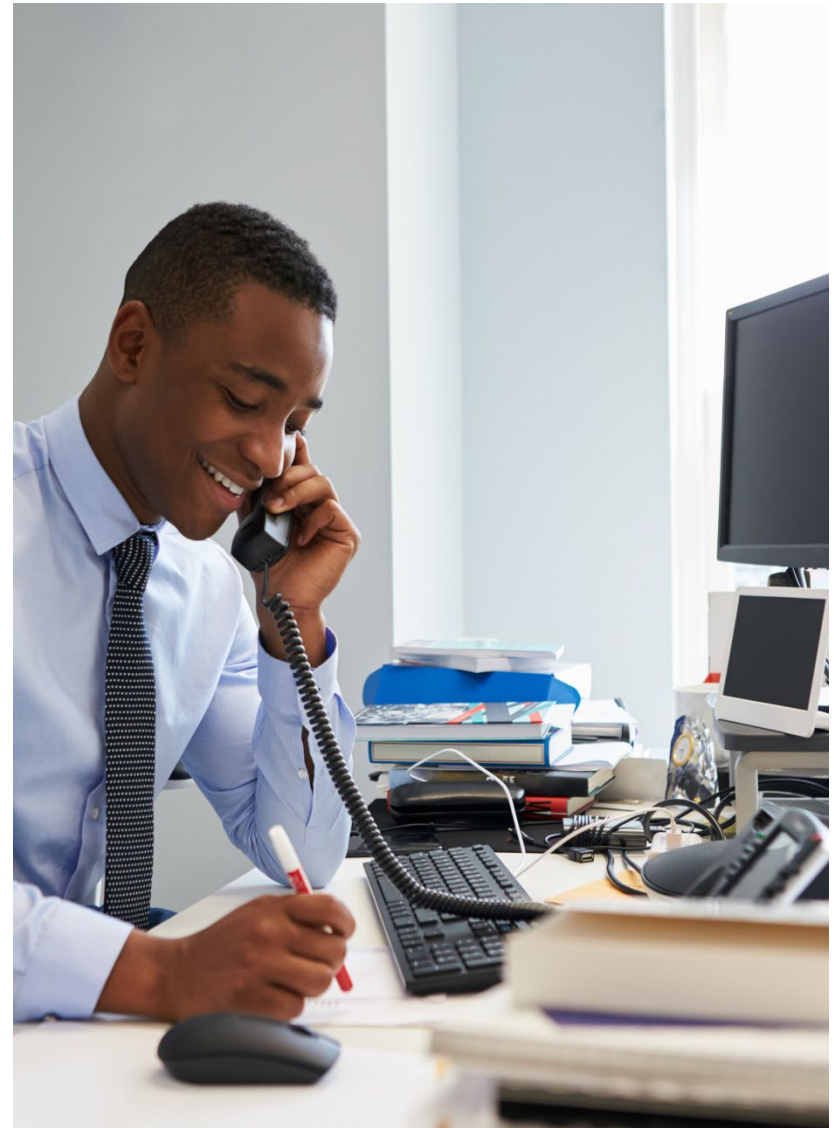
- Purchased and installed 20 new Call Centre licenses to accommodate additional agents
- Purchased tools to provide technical support to computers not directly on York Region's network
- Acquired and installed 2,500 new remote access licenses to accommodate additional staff working from home
- Adjusted internet traffic patterns to make more capacity available for additional staff working from home



York Region Finance will continue to work with local municipalities to respond to late/deferred payments

CORPORATE COMMUNICATIONS

- Team of approximately 50 people are dedicated to ensuring residents, staff and stakeholders have access to the most up-to-date and accurate information
- Activities include:
 - Creating york.ca/COVID19 which has received more than 700,000 views
 - Responding to more than 150 COVID-19 related media requests during the past eight weeks
 - Leveraging more than 45,000 active followers on Facebook and Twitter and pushing out live press conferences with Dr. Kurji
 - Developing a variety of English and multi-lingual communications
 - Providing daily updates to Members of Council and weekly teleconferences with municipal communication leads
 - Ongoing collaboration with local hospitals, the province and other health care and community partners
 - Establishing a dedicated page on York Region's employee intranet for staff; achieving more than 26,000 page views



HUMAN RESOURCES

- Focused effort to redeploy staff to essential service delivery
- Targeted recruitment focused on essential service activities through virtual means to ensure social distancing for candidates and staff
- Start dates for new hires currently deferred to June 1, with the exception of vital front line roles
- Partnering with York Regional Police to conducting vulnerable sector screening virtually
- Partnering with Workplace Medical Corp to provide Long Term Care and Paramedic Service candidates an alternative to complete mandatory medical assessments when unable to see their family physicians
- Using creative approaches to student hiring as one way of responding to recent Ontario Government Order restricting staff to commit to working in only one location, such as:
 - Registered Nurses Assoc. of Ontario (RNAO) supporting LTC homes by facilitating the hiring of nursing students to work as Personal Support Workers (PSWs)
 - Past practicum students who have completed terms at our LTC facilities being offered opportunity to be considered for PSW positions
- Contractor safety requirements for York Region construction projects remain in place; on-site visits by the Contractor Safety Specialist will be reduced to critical functions only



LEGAL SERVICES / PROPERTY SERVICES / CLERK'S OFFICE

Legal Services

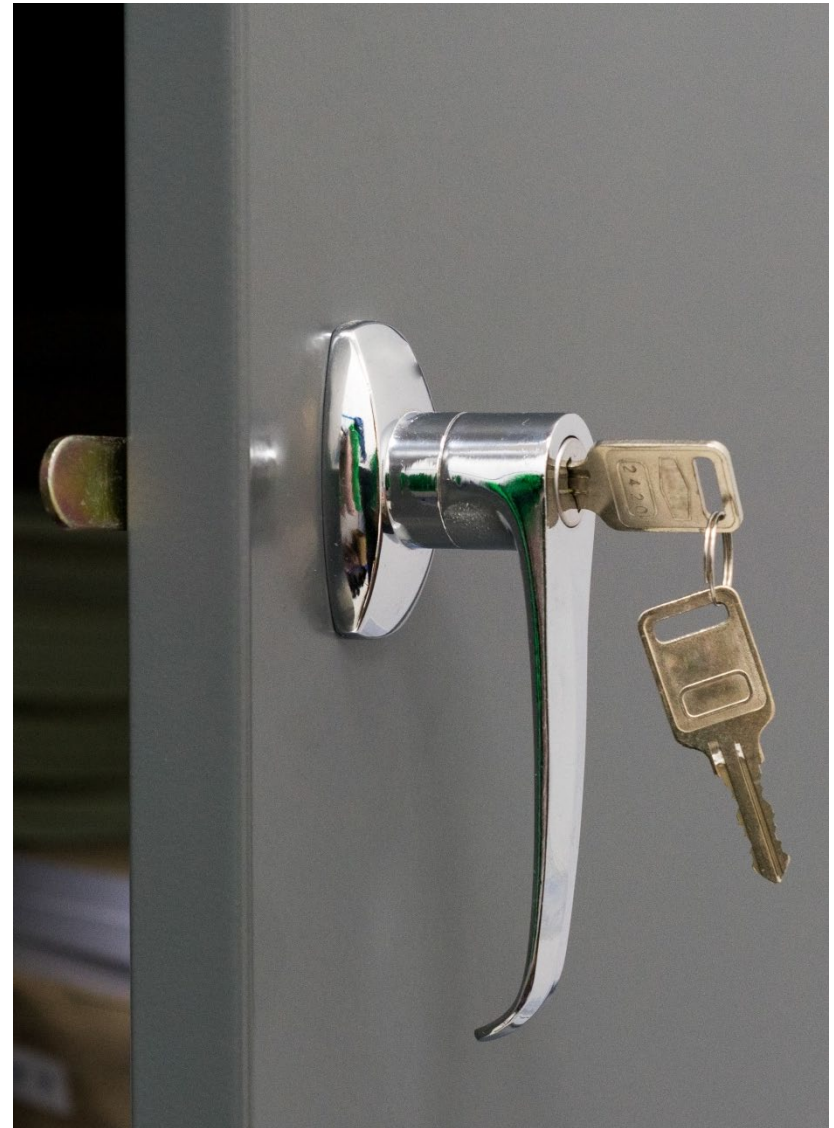
- Rapidly evolving COVID-19-related issues require legal advice that is trusted, pragmatic, timely, consistent and can be relied upon; activities include supporting:
 - Regional staff response to COVID-19-related legislation
 - COVID-19-related emergency programs and procurement,
 - Community and Health Services and Public Health in responding to COVID-19 issues
 - Human Resources response to COVID-19-related labour and employment issues
 - COVID-19-related contract management impacts

Property Services

- Construction of 17150 Yonge Street remains on track and on budget
- Start date for moving into 17150 Yonge Street has moved from May to June and the moves will be completed in 12 phases

Clerk's Office

- Implementing technology and processes to support virtual Council meetings
- Supporting upcoming agendas and continuation of Council business



MONITORING SENIOR GOVERNMENT ANNOUNCEMENTS

- York Region Finance continues to monitor COVID-19 related announcements from federal and provincial governments to determine impacts on the Region
- The Province has made several announcements that may impact the Region, including additional funding for:
 - The long-term care sector
 - The public health sector
 - Ambulance and paramedic services
 - Additional social services and programs, with funding to be administered by Municipal Service Managers
 - Personal protective equipment and front-line workers
- The province announced the deferral of the next two installments of the Education Property Tax payment from municipalities
- The provincial and federal governments have announced significant new funding programs or enhancements designed to provide immediate financial support to people and businesses
- The federal and provincial governments have announced additional funding for people experiencing homelessness

Canada 

Ontario 

York Region Finance will track COVID-19 related costs for potential recovery and monitor Fed / Prov funding opportunities

WE CONTINUE OUR EFFORTS TOGETHER

Connecting and ongoing communication with:



Town of
East Gwillimbury



GEORGINA



Ontario  Canada 

Through a coordinated and supportive approach, York Region strives to minimize COVID-19 impacts on our residents and communities

We envision **strong, caring, safe communities** through our mission of **working together to serve our thriving communities – today and tomorrow** by demonstrating **integrity, commitment, accountability, respect and excellence.**



THANK YOU TO OUR FRONTLINE WORKERS

