



CORPORATE UPDATE #2 YORK REGION RESPONSE TO COVID-19

June 25, 2020

Presented to York Regional Council

Presented by Bruce Macgregor



YORK REGIONS CONTINUED RESPONSE AND PLANNING FOR RECOVERY

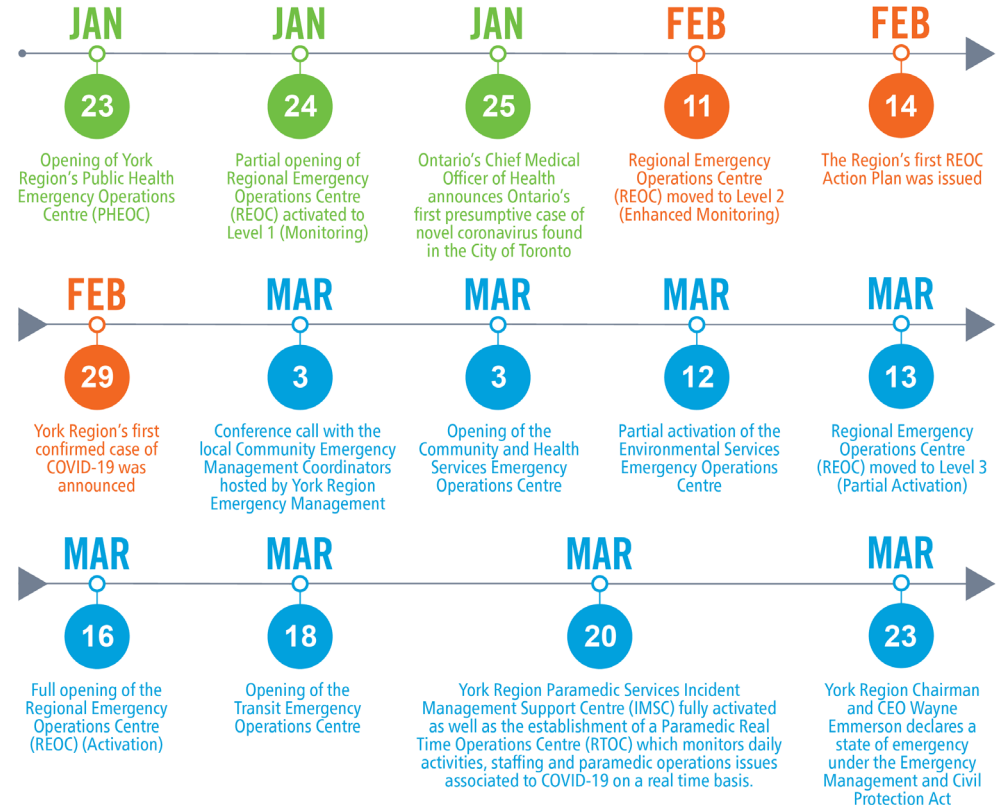
- Corporate Update #1 - York Region Response to COVID-19, on [April 2, 2020](#), provided Council with a summary of response activities from January 23 until March 23
- Updates on York Region's response have been provided regularly:
 - Dr. Kurji information and Q/A sessions – April, May and June Committee and Council
 - Social Service Response - [April 16, 2020](#), [May 14, 2020](#), [June 11, 2020](#)
 - Financial Impacts – [April 16, 2020](#), [May 14, 2020](#), [June 11, 2020](#)
- This presentation will outline York Region's response activities since March and provide an outlook for recovery with respect to service delivery and operation

TIMELINE OF YORK REGION'S EARLY RESPONSE

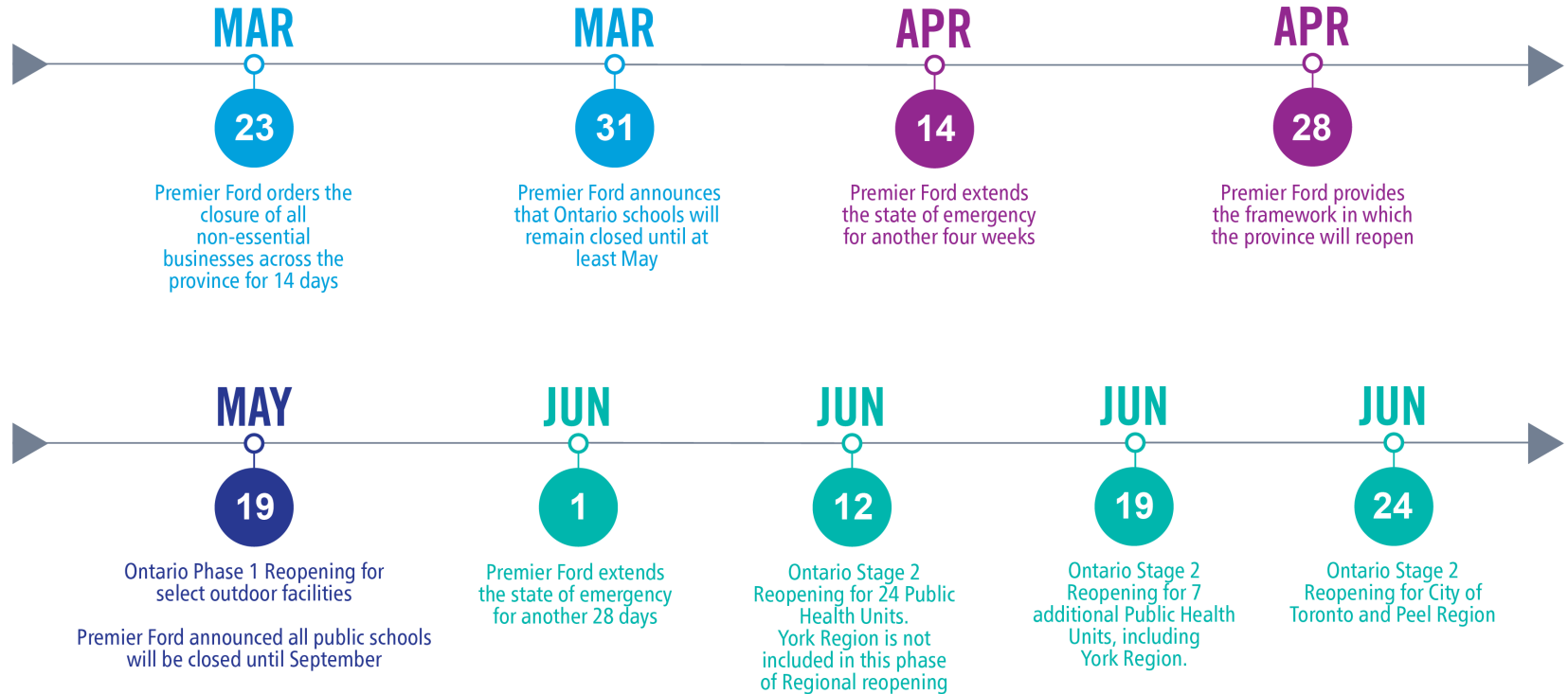
STANDARD RESPONSE GOALS

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



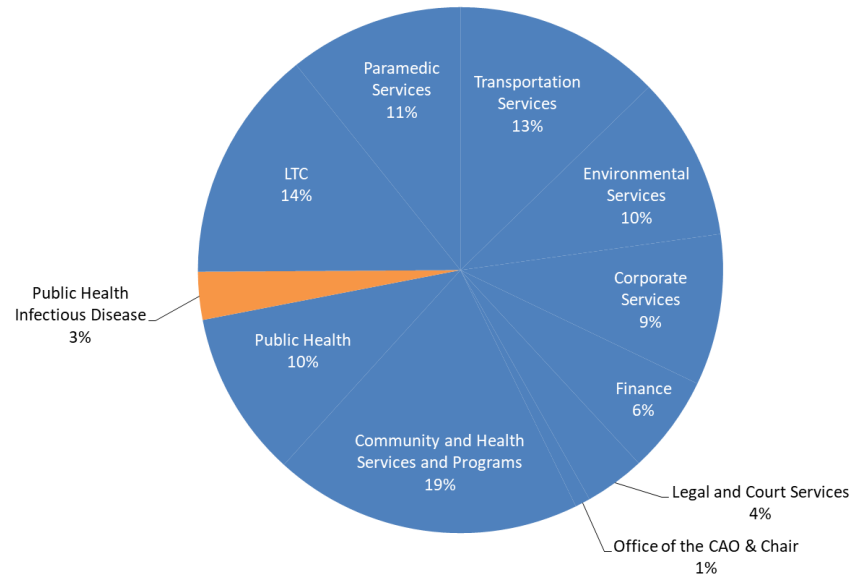
TIMELINE OF YORK REGION'S CONTINUED RESPONSE & RECOVERY



OUR WORKFORCE REMAINS ENGAGED AND PRODUCTIVE

- Approximately 70% of staff working remotely
- Approximately 30% of staff working onsite
- Regional responsibilities for provincially legislated, mandated and funded services include Public Health, Long Term Care, Paramedic Services, Transit, Water, Wastewater and Waste Management
- Legislated service delivery requires a nimble approach and cautious staff redeployment

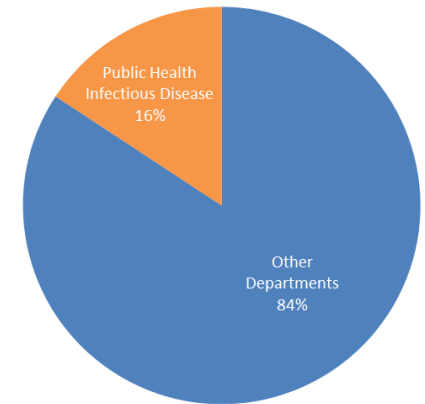
York Region Staff Distribution under Normal Operations



As of June 22, 2020

YORK REGION'S WORKFORCE CONTINUES TO RESPOND

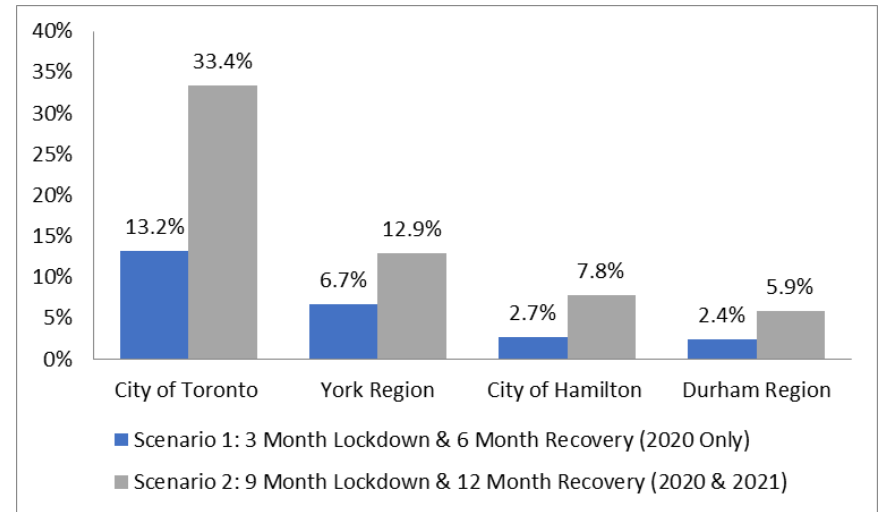
- Approximately 800 employees from across the organization have been redeployed to support the Region in responding to the pandemic
- 65% of redeployed employees are supporting the Public Health Infectious Disease Control division
- 35% have been redeployed to other key areas such as:
 - Access York
 - Paramedic and Seniors Services (including Long Term Care)
 - Housing Services
 - Social Services
 - Corporate Communications, Procurement
 - Departmental / Regional Emergency Operations Centres



GTHA COMPARISON – PROJECTED BUDGET SHORTFALLS

- Municipalities that deliver Public Health and Transit services are most highly impacted
 - York Region, City of Toronto, City of Hamilton and Durham Region provide both of these services
- York Region’s contracted transit service delivery model has allowed for a quick response
- GTHA municipalities are working together to identify supports required from higher levels of government related to legislative change and financial tools

Total Estimated Shortfall as percentage of 2020 Operating Budget



PROVINCIAL FRAMEWORK FOR REOPENING ONTARIO

Stage 1

Opening businesses that can immediately meet or modify operations to meet public health advice and workplace safety measures.

Stage 2

Taking a regional approach to opening more businesses and services, as well as community, recreational and outdoor spaces, while emphasizing public health advice and personal responsibility.

Stage 3

Reopening most remaining workplaces and community spaces, while carefully and gradually lifting restrictions. Public health advice and workplace safety guidance will remain in place and available. Large public gatherings will continue to be restricted.

York Region was approved for Stage 2 reopening on June 19, 2020

PROVINCIAL STAGE 2 SERVICES REOPENING

- Child Care facilities
- Personal Care Services
 - hair salon
 - nail salons
 - tattoo studios
- Restaurants and Bars
- Shopping Malls and Centres
 - food services & restaurants
- Weddings, funerals and gatherings
 - dine-in and bar services
- Community Centres
 - indoor pools
- Water recreational facilities
 - public pools
- Beaches

Public Health inspections required for most Stage 2 services and businesses

WE CONTINUE OUR EFFORTS TOGETHER

Connecting and ongoing communication with:



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

SERVICE DELIVERY UPDATES

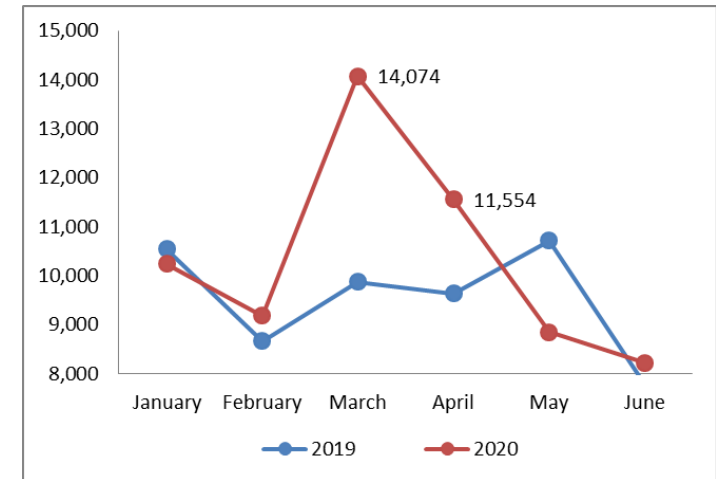
- Public Health is continuing to operate with full activation of the Health Emergency Operation Centre and support from the Regional Emergency Operation Centre
- Anticipated approach for next **12 to 18 months**, with enhanced resources to respond to the pandemic
- Continued focus on COVID-19 related 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, data scientists and IT



Delivery options for other Public Health programs being considered

- Access York continues to work remotely, providing a seamless customer experience
- Access York continues 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
 - 43% increase in call volume in March 2020 compared to 2019
- Resumed intake of Social Housing applications and Community Paramedicine referrals

Number of Calls by Month



As of June 23, 2020

LONG TERM CARE AND SENIOR SERVICES

- The Region's two Long-Term Care Homes will proceed with Phase 1 of the Ministry requirements to allow outdoor visits with one visitor per resident for a 30 minute visit
- Newmarket Health Centre and Maple Health Centre have prepared strict health and safety protocols for visits to best meet the health and safety needs of residents, staff, and visitors and ensure all risks are mitigated
- Active screening remains in place for everyone accessing York Region's Long Term Care Homes
- A mandatory 14 day self-isolation period for all new admissions and readmissions will continue
- Adult day programs and recreation activities continue to be suspended for the remainder of 2020
- Volunteer work remains suspended



PARAMEDIC SERVICES

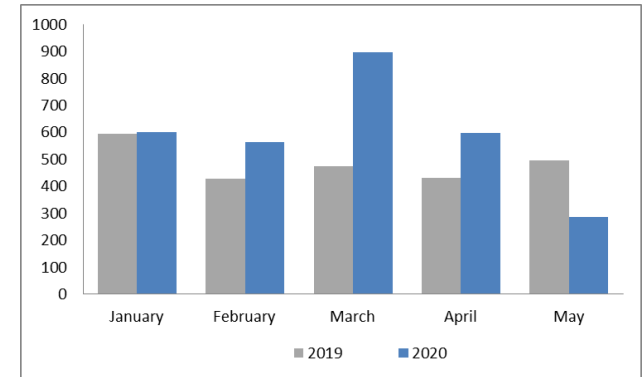
- Access to all Paramedic Services stations are restricted to paramedics and essential staff only
- Paramedics are conducting active screening for potential risks of COVID-19 prior to responding to any 911 calls to ensure the safety and well-being of residents and paramedics
- Paramedic Referral Program, services for Frequent Callers and participation in the Rapid Response Table continue to operate
- Paramedic Services operates the COVID-19 testing site for first responders and health-care workers at 80 Bales and offers mobile testing services for congregate care settings, long-term care homes, and emergency housing



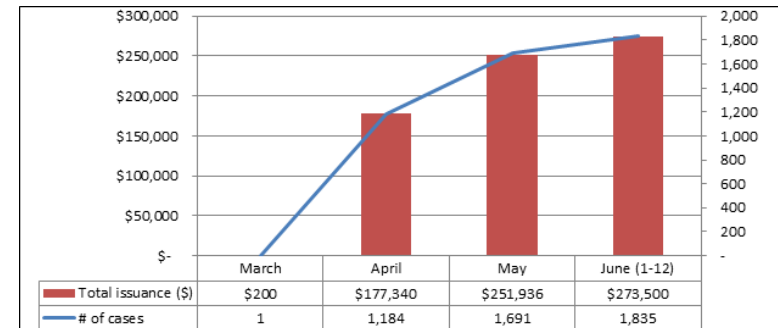
Social Assistance

- 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](http://ontario.ca/social%20assistance)
- Ontario Works customers continue to receive social assistance payments uninterrupted and support via phone
 - 89% increase in Ontario Works applications in March 2020
 - 121 applications for Emergency Assistance received between April and May (up from 2 per month)
- Discretionary Emergency Benefit is 100% funded by the Province and issued to eligible Ontario Works customers not receiving the Canadian Emergency Response Benefit (CERB)
- CERB has been extended to October 3, 2020

Completed Applications for Ontario Works



Ontario Works Discretionary Emergency Benefit



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)
- Outreach supports for vulnerable clients conducted in person
- An up to 50 room Transitional Shelter was opened on May 13 at Kingbridge Conference Centre and Hotel in King City
 - Social Services and Strategies and Partnerships partnered with King Township, Public Health, Paramedic Services, Kingbridge Conference Centre and Hotel, The Salvation Army and United Way Greater Toronto to establish this facility

Community Development

- Continue to support agencies virtually
- Working with 3C Coordination tables to identify opportunities to direct funding and other resources towards current and emerging needs



SOCIAL SERVICES CON'T

Children's Services

- Licensed Child Care Centres may reopen providing they meet strict health and safety requirements and have Provincial approval to open
- Emergency child care centres will close on June 26, 2020
- Virtual services are being provided to families, children and partners – including Neo-Natal Clinics
- Neonatal Follow Up Clinics with all three local hospitals have restarted
- All other programming continues to be supported virtually and via phone



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
- HYI continues to update subsidized residents' rents, incorporating reductions for COVID-19 related income losses where applicable.

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
- Partnering with community agencies to provide virtual group programs

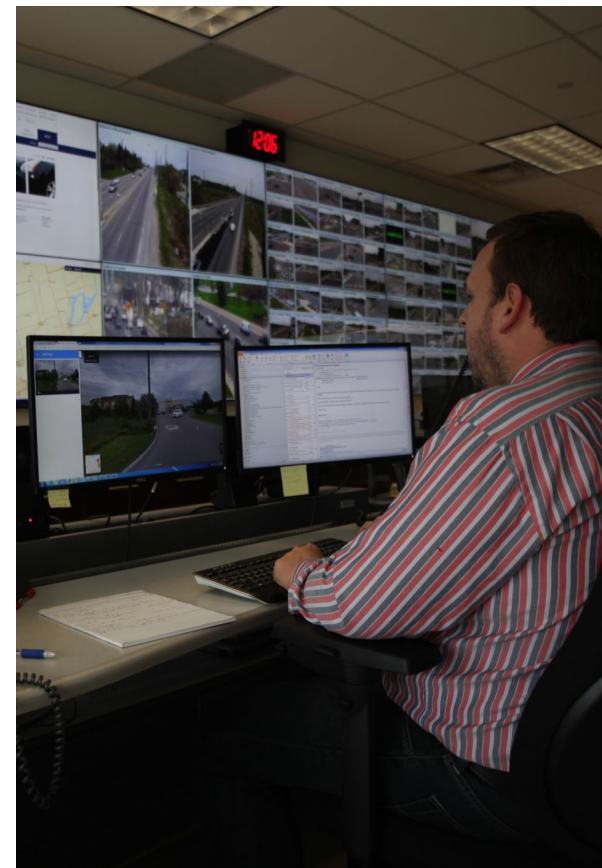
TRANSIT SERVICES

- As of June 7th, ridership is approximately 35% of normal volume compared to 2019
- Starting July 2, 2020, YRT will require travellers to resume front-door boarding of buses and to wear non-medical face masks or coverings while on the system
- Health and safety measures will continue until such time the Region's Medical Officer of Health determines they are no longer required
- Staff continue to monitor transit ridership and adjust services based on ridership



REGIONAL ROADS

- Vast majority of roads operations continue
- Minor delays have been experienced in:
 - Permit issuance and Municipal consent approvals due to increased demand for utility upgrades to support higher internet usage by people working from home
 - Environmental assessments, detailed design and utility relocation work due to staff working remotely
 - New consultant and construction tenders due to lower priority of procurement during COVID-19 response. Procurement is now issuing transportation related tenders.
 - Road construction projects due to service provider impacts (including utility companies and contracted services)
- Levels of service for Debris Pick-up, Roadway Sweeping and Grass-cutting may decline due to physical distancing requirements on staff and due to staff shortage, no seasonal staff students or casual staff
- Red Light Camera operation is continuing as usual



WATER AND WASTEWATER

- Drinking water remains safe – York Region continues to meet or exceed all regulatory requirements
- All active construction projects are underway including the tunnelling work on the Forcemain Twinning project in Newmarket
- Environmental Services continues to deliver the water and wastewater capital program in alignment with the 2020 capital budget with only minor impacts related to COVID-19
- Sewer use enforcement continues
- Impact on 2020 revenue from rate deferral is approximately \$25M. Impacts to 2021 rates to be reported to Council Fall 2020



WASTE MANAGEMENT

- Effective May 8, 2020 the Region's Community Environmental Centers and the Georgina Transfer Station are accepting garbage, household hazardous waste (HHW), blue box (including cardboard), e-waste, scrap metal, shredded paper and tires
- Both Household Hazardous Waste depots have fully reinstated their services
- York Region and local municipalities continue to collaborate on messaging to the public regarding safe practices for setting out curbside waste collection bins and handling of COVID-19 related waste
- Local and Regional staff continue to meet virtually to move Blue Box Transition forward



- York Regional Forest remains open
- Monitoring increased forest use including capacity at parking lots, and compliance with Forest rules and Public Health guidelines
- Rules of forest currently adjusted to require dogs to be on leash at all times
- Issuance of User Permits for York Regional Forest remains suspended, except for permits related to research activities
- All Forestry related events and education programs cancelled until July 31, 2020

YORK REGIONAL FOREST REMAINS OPEN

PLEASE REMEMBER TO:



Practice social distancing by maintaining six feet between you and others



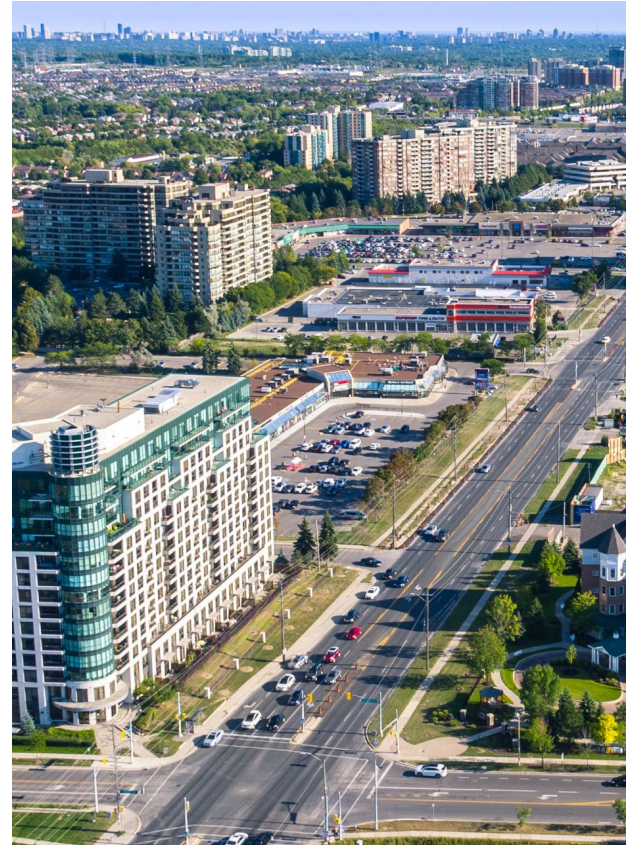
Keep our forests clean – please do not litter

Visit york.ca to learn more



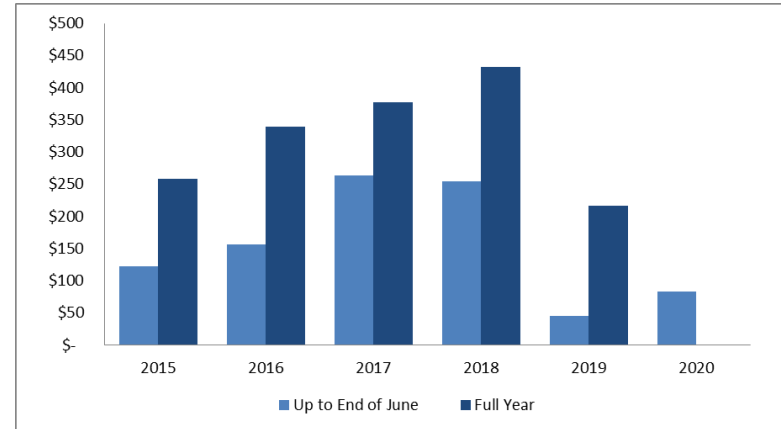
PLANNING

- Municipal Comprehensive Review (MCR) work continuing with technical background work and stakeholder engagement through on-line platforms
- Province has resumed some Local Planning Appeal Tribunal (LPAT) hearings and mediation and reinstated statutory planning time frames as of June 22nd
- Development applications submissions continue to be received electronically through the newly established YorkTrax system
- Region staff continue to improve YorkTrax and work toward the integration of local municipal electronic processes and systems
- Provincial restrictions lifted allowing construction to fully resume on May 19th
- Construction sites have implemented COVID protocols to ensure worker safety



- [May 29, 2020](#) memo to Council compared 2019 and 2020 development application volumes
 - 2020 first quarter new application volumes 2% lower than 2019
 - 35% reduction of new applications between March 1- May 25
 - 7% reduction in Regional development application fees collected between January 1 – May 25, 2020 compared to 2019
- Development Charge collection 84% higher in 2020 compared to same period in 2019

Development Charge Collections History (\$millions)



Planning and Development activity continues through COVID-19

ECONOMIC DEVELOPMENT

- On [April 14, 2020](#), York Region created the Business Recovery Support Partnership with economic development stakeholders and industry leaders from across York Region to support local businesses
- Secured the services of The Conference Board of Canada (CBOC) to undertake a 2-phase economic impact study of COVID-19 on the economy of York Region and its local municipalities (Phase 1 study report to be provided to Council late September)
- Finalized plans for local-municipal and tech business community participation in Collision From Home virtual tech conference
- Launched
 - Business Impact and Recovery Survey to gather input from York Region business community
 - Communications campaign to support Temporary Foreign Workers (TFWs) integration into the community
 - COVID-19 Small Business support – leveraging the YSBEC across the Region

COURT SERVICES

- Continuing to address backlog and rescheduling
- Currently planning for a phased re-opening, tentatively scheduled for July 6, 2020
- Courts Services is focusing on the following as part of re-opening plan and to support transformation of service delivery:
 - Increase remote hearing capabilities
 - Digitalize front counter services
 - Enable the electronic management of court files
 - Automation of workflow processes
 - Make changes to the physical space
- On-going work to determine technology needs for re-opening Courts while meeting Public Health Safe Spaces and Provincial Guidelines



Procurement Activities

- Processing emergency contracts and critical procurements related to COVID-19, including PPE, janitorial and security services
- Preparing for return to work in terms of procedures and physical environment
- Continued focus on automation workflows
- New Procurement Bylaw is targeted to be tabled at Council by December 2020

Information Technology Activities

- Transitioned 2,700+ staff to work from home effectively and efficiently with necessary tools for connectivity and security
- Rolled out Microsoft Teams to much of the organization in support of Video Conferencing and Collaboration
- Increased security and storage requirements to protect against data loss

CORPORATE COMMUNICATIONS

- 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 1.7 million views
 - Responding to more than 500 COVID-19 related media requests during the past eight weeks
 - Leveraging more than 54,000 active followers on Facebook and Twitter and pushing out live press conferences with Dr. Kurji
 - Publishing more than 1,200 social media messages, with continued monitoring and responding
 - Developing a variety of English and multi-lingual communications
 - Providing daily updates to Members of Council and weekly teleconferences with municipal communication leads
 - Establishing a dedicated page on York Region's employee intranet for staff; achieving more than 43,000 page views
 - Continued work on the #SpiritofYR campaign to inspire hope internally and externally



HUMAN RESOURCES

- Continuing efforts to redeploy available staff to essential service delivery (over 800 people assigned to new roles)
- Assisting with the return of redeployed staff back to home positions to support gradual resumption of core business
- Actively recruiting numerous temporary Registered Nurses and Public Health Inspectors in support of increased recruitment focus on essential services and Public Health
- Cancelled summer student positions with exception of those supporting essential areas such as Public Health, Long-term and Paramedic Services
- Continue to generate and implement Safe Space Plans throughout Regional work locations for COVID-19 prevention



Legal Services

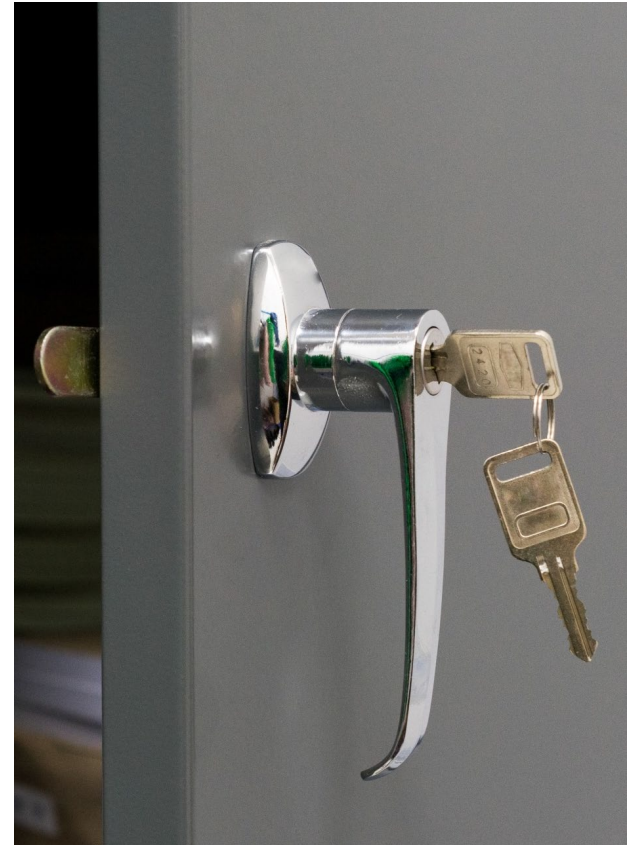
- Significant increase in workload to support departments during COVID-19 response

Property Services

- Advancing the construction and occupancy of 17150 Yonge Street
- Delivering essential capital projects such as construction of two Paramedic Response Stations (Markham and Stouffville) and the expansion of bus garage at 55 Orlando

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 Region has participated in various platforms to express concerns and needs including financial assistance from senior levels of government. Examples of joint efforts with other municipalities include:
 - Chair meeting with mayors of Toronto and other municipalities
 - GTHA survey on COVID-19 financial impacts
 - MFOA position paper
- Region was allocated one-time provincial funding of \$4.98 million through the Community Homelessness Prevention Initiative under the Social Services Relief Fund



Canada 

Ontario 

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

