

NO: **R067**

COUNCIL DATE: **April 20, 2020**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **April 13, 2020**

FROM: **City Manager**

FILE:

SUBJECT: **COVID-19: Emergency Operations Centre Level of Service and Staffing Update**

RECOMMENDATION

The City Manager recommends that Council receive this report for information.

INTENT

The purpose of this report is to provide Council a status update of various actions taken in response to COVID-19.

BACKGROUND

The City's Emergency Operations Centre ("EOC") is the command and communications hub for any large emergency or disaster including the current global COVID-19 pandemic. The EOC was activated by the City on February 17, 2020 prior to the World Health Organization ("WHO") declaring a global pandemic.

In February and March 2020, the EOC has completed the following actions:

- Established Section Chiefs under the Director (Vincent Lalonde) and Deputy Director (Larry Thomas) to manage Operations, Planning, Logistics, Finance and Administration;
- Finalized the Corporate Pandemic Business Continuity Plan to guide EOC operations;
- Closed the City's public facilities in line with Provincial public health requirements;
- Published information and updates to citizens on City operations, and ways citizens can help reduce the infection rate, on website and social media channels (e.g., Twitter);
- Established a Workforce Adjustment Agreement with CUPE Local 402 that provides flexibility for the City and fairness for City employees;
- Introduced an Interim flexible Work Program to allow employees to work remotely from their home;

- Instituted daily meetings of EOC staff to ensure information sharing and the twice daily tracking of staff (i.e., numbers of staff working remotely, under quarantine or in self isolation for medical reasons) to allow for timely observations of any changes in attendance/trends;
- Coordinated with partners and stakeholders (e.g., Fraser Health Authority, different ministries) to ensure up to date information is available to citizens and planning is coordinated;
- Completed assessment of staff required at Level 1 (Modified Business Services), Level 2 (Critical Business) and Level 3 (Essential Services) to enable planning for business continuity at each level;
- Initiated financial modelling to estimate the financial impact to the City from COVID-19;
- Established the COVID-19 Compliance and Enforcement Team;
- Established a coordinated site for information sharing and management of EOC activities;
- Created intranet sites for staff and for supervisors and managers to ensure accurate and regular updates are received by employees; and
- Prepared user guides and resources for staff to assist with managing risk of infection and transmission and to help staff work remotely where this is possible and necessary; and
- Established redundancy/alternates for each position in the EOC.

In April 2020, the EOC has completed the following actions:

- Prepared and issued to Council, staff and the public Surrey's Proactive 10-Point Action Plan to mitigate impacts of the COVID-19 pandemic that moves the EOC beyond immediate response to consider the medium and longer terms impacts of the pandemic on City operations, and enables tracking of key data indicators that will assist with forecasting and preparing for recovery and return to business as usual operations over time;
- Added a representative from the Fraser Health Authority to the City's EOC in order to improve coordination, support and response;
- Worked with BC Housing and the Fraser Health Authority to open the North Surrey Recreation Centre as an Emergency Response Centre for City's homeless or those that at-risk of homelessness should they have symptoms of or have been diagnosed with COVID-19;
- Launched a social media campaign under the banner #SurreyFlattensTheCurve;
- Closed the 1001 Steps and Christopherson Steps pursuant to the COVID-19 Criteria for Park or Facility Closure guidelines;
- Introduced Park Ambassadors at various locations throughout the City to assist park visitors in their social distancing practices;
- Increased public advisories and traffic management at frequently visited locations across the City including Crescent Beach and Mud Bay Park;
- Issued physical and mental health videos of exercises that residents can complete at home; and
- Launched Surrey Store to Door (<https://investsurrey.ca/storeto-door>) as a hub for all things local, connecting local merchants to new customers in Surrey.

DISCUSSION

The EOC has clear responsibilities outlined and actions underway to respond to the immediate impacts of the COVID-19 pandemic. The EOC is utilizing *Surrey's Proactive 10-Point Action Plan* (the "Plan") to mitigate impacts of the COVID-19 pandemic that moves the EOC beyond immediate response to consider the medium and longer terms impacts of the pandemic on City operations, and enables tracking of key data indicators that will assist with forecasting and preparing for recovery and return to business as usual operations over time.

The Plan is updated weekly to assist with and document decision making by the EOC and will use data to forecast possible scenarios that will impact Surrey in the medium and longer term. A copy of the updated *Surrey's Proactive 10-Point Action Plan* is attached as Appendix "1".

Key insights over the previous week include:

- Global COVID-19 cases continue to rise, with 2 million infections as of April 15, 2020;
- Social distancing measures in Canada are showing initial signs of success, as the growth rate in new infections has dropped over the past two weeks even in the hardest hit provinces of Ontario and Quebec;
- British Columbia has shown early indications of being able to 'flatten the curve' and now has one of the lowest infection growth rates of any jurisdiction being monitored globally;
- Despite British Columbia's overall success, the ratio of cases in Fraser Health as a proportion of the total number of infections in BC has increased since March 31 and now represents 39% of BC's total number of infections; and
- Hospital use for non-COVID patients has dropped significantly; coupled with decreased infection growth rates it is likely that regional health authorities will have adequate critical and non-critical capacity in the short term.

Level of Service Provision

The City is continuing to offer a majority of services at Level 1- Modified Business Service. There are a limited number of services, such pools, recreation centres and arenas that closed due to health concerns and requirements such as they are at a Level 3 - Essential Services.

The level of service currently being provided by each of the City's functional business area is regularly reviewed by the EOC. When the EOC has determined that a change in level of service is warranted, a change will be made for the specific functional business area and not for the City as a whole. This will be communicated to Council, staff and the public.

The change from Level 1 to a Level 2 and/or Level 3 is informed by the needs of the community, the recommendations from the local and Provincial Medical Health Office, the amount of staff available at the City to provide service, or the ability for the City to safely to provide service.

Surrey Fire Service Responses

The Surrey Fire Services (“SFS”) since April 2, 2020 has responded to an average of 37 incidents per day, as illustrated in Appendix “II”. The SFS responded to an average of 82 incidents per day over the same period in April 2019, a reduction of 54%.

The overall reduction of 54% is comprised of two components:

- SFS attendance at medical incidents have decreased by 90% as compared to the same period last year as a result of the changes in first responder attendance at medical incidents as recommended by BC Emergency Health Services in an effort to reduce the exposure risk for fire fighters; and
- SFS attendance at non-medical incidents have decreased by 20% as compared the same period last year as a result of the stay at home recommendations and less people movement.

Surrey RCMP Response

Between April 2 and April 14, 2020, the Surrey RCMP received an average of 532 calls for service per day and dispatched members to an average of 400 incidents per day, as illustrated in Appendix “III”.

While the SFS experienced a significant reduction (54%) in their calls for service during this period (compared to the same period the year previous), Surrey RCMP calls for service appear fairly consistent (0% change in average daily calls). However, the number of calls the police dispatched members to increased slightly (7%). In terms of a dispatch rate, last year during this study period (April 2-14) police dispatched members to 70% of total calls; this year members were dispatched to 75% of the total calls received.

Staffing

To ensure that the City, including the SFS, has adequate cleaning equipment and personal protective equipment (“PPE”) for staff, the City has centralized its inventory of these supplies and is monitoring daily consumption rates. A copy of the City’s inventory of critical supplies as of April 15, 2020, and how this inventory has changed since April 2, 2020 is attached as Appendix “IV”.

At present the City has a sufficient supply of most critical supplies to last for the next 30-days.

The EOC is continuing to increase its inventory of its supplies and has recently retained a local manufacturer to produce 3,000 cloth masks for use when N-95 or surgical masks are not necessary.

Current Staffing Levels

In an effort to maintain staff and customer safety while still maintaining the current level of service, providing flexibility and to prepare in the event of a mandated shut down, the EOC has continued to work with each Department to facilitate opportunities for staff to work at home.

As of Wednesday April 15, 2020, approximately 33.6% of all staff are working from home which equates to approximately 54.1% of staff that may eligible to work at home (of course this excludes field staff from Engineering – Operations, Fire, Planning & Development – Facilities and Parks, Recreation & Culture – Operations).

Department	For April 15, 2020			
	% of staff working at their respective facility	% of staff working from home	% of staff who are sick or in quarantine and unable to work	% of staff who are on vacation
Corporate Services	37.7%	58.5%	1.9%	1.9%
Engineering (Operations)	90.5%	1.6%	4.4%	3.5%
Engineering (all others)	44.2%	53.6%	1.1%	1.1%
Finance	41.4%	55.2%	0.0%	3.4%
Fire	87.5%	0.0%	5.6%	6.9%
Investment & Intergovernmental Relations	55.6%	44.4%	0.0%	0.0%
Library	4.0%	94.0%	2.0%	0.0%
P&D (Facilities)	87.2%	12.8%	0.0%	0.0%
P&D (all others)	30.5%	63.8%	3.4%	2.3%
PRC (Operations)	81.7%	16.8%	0.8%	0.8%
PRC (all others)	43.3%	48.7%	4.0%	4.0%
Public Safety	62.6%	27.1%	6.5%	3.8%
TOTAL	59.4%	33.6%	3.6%	3.3%

The level of staffing available fluctuates on a daily basis as the number of staff who are in quarantine due to isolation resulting from travel is decreasing daily. A summary of the level of staffing available from April 6 to April 15, 2020 (excluding holidays and weekends) is attached as Appendix “V”.

Information Technology (“IT”) Support

IT system overall performance is stable with no disruptions in service. Bandwidth capacity has been increased which has given the City’s network the ability to handle increased usage. Use of the Microsoft Teams meeting environment by staff has increased significantly from 113 online meetings in February 2020, to 2,392 in March 2020. A new remote connection capability has been introduced to improve performance and has made possible 675,000+ remote sign-ins to the City network in the last 30 days.

Cyber security continues to be one of IT’s top priorities as the number of staff working from home has increased use of remote connections. To provide enhanced protection, IT has implemented new capabilities and is current with industry best practices.

Workforce Adjustments

As the COVID-19 pandemic evolves, each Department is continuously assessing its operations and determining appropriate staffing levels for each level of service. Aside from the facility closures that have impacted the Parks, Recreation and Culture Department, the City, as noted above, continues to provide residents with its normal range of services at Level 1 – Modified Business Service.

The City’s approach and experience is in contrast to many other municipalities that have reduced their scope of services to residents. In determining appropriate staffing levels and prior to considering layoffs, Departments are providing employees with all meaningful work that is available. If work volumes are low in an employee’s own role, they are being redeployed into other areas across the City where there is a need. To date this model has been effective in keeping staff working and providing services to our residents. As the COVID-19 pandemic deepens, abilities for redeployment become more challenging and as such more layoffs are likely to occur. Council will be advised in advance of any future layoffs.

Staff Survey

The EOC has completed a survey of staff to establish how effective working at home efforts have been and what additional resources or support staff need to allow them to continue working from home while keeping a high level of productivity for the next 60-days. The survey results are as follows:

- 93% of staff indicated that they are able to perform their regular work duties at home.
- 98% of staff have access to a remote workspace, computer, and internet access;
- 98% have access to documents and information systems to do their work;
- 98% are able to continue service delivery to citizens; and
- 99% can collaborate with other staff on shared tasks.

Overall, the survey indicates most staff are able to effectively perform their regular work duties from home, with some staff needing to attend work periodically to access files and documents not available digitally. The EOC is working to identify opportunities to further improve the work from home experience.

One of the challenges that staff have identified through the survey is that staff are missing opportunities to stay connected with their colleagues. To help alleviate this concern, the City has launched a contest for staff asking them to provide a short write up how they are staying connected with colleagues while practicing social distancing. The results from this contest will be shared with all City staff.

Managers are also proceeding with a productivity assessment to ensure that staff are equally as productive while they work at home. The intent of this assessment is to ensure that we implement best practices that enhance City services to customers while paying attention and making adjustments where the normal level of service has been negatively impacted.

Similar to the survey staff completed, a customer survey is underway to better understand if the City is meeting the needs of our customers and to identify opportunities for improvements. The results of this survey will be shared in the next COVID-19 Corporate Report update.

Support for Essential Service Staff

The EOC has worked with the Fraser Health Authority to identify a local hotel as a site to host City essential service staff and essential service staff employed by the Surrey RCMP, BC Ambulance Service and the Fraser Health Authority in the event that any one of these employees tests positive for COVID-19. At present, infection rates amongst essential workers remains low. A total of ten essential service staff have tested positive, eight of whom have since recovered and two have elected to recover at home.

The EOC is continuing to work with the Fraser Health Authority to identify a local hotel for City essential service staff and essential service staff employed by the Surrey RCMP, BC Ambulance Service and the Fraser Health Authority that are unable to stay in their home due to having a COVID-19 symptomatic or positive person in their home.

Support for the Homeless

The EOC has worked with BC Housing and the Fraser Health Authority to open the North Surrey Recreation Centre (“NSRC”) as Emergency Response Centre (“ERC”) to enable isolation of the City’s homeless should they have symptoms of or have been diagnosed with COVID-19.

The NSRC ERC has the capacity to host approximately 100-persons. Currently there are 6-people staying in the NSRC ERC. No one at the NSRC ERC centre has been diagnosed with COVID-19.

This ERC is the first in the Fraser Health area and the Fraser Health Authority has advised that they are now working with other municipalities to introduce similar centres following our model.

In an effort to reduce the number of people in existing BC Housing funded shelters in Surrey, BC Housing has moved approximately 20 vulnerable individuals from shelters to individual motel rooms at The Linda Vista Motel at 6498 King George Boulevard.

Given that many of the washrooms in businesses and service providers that the homeless used in North Surrey have closed, the City has continued to keep its public washrooms in parks open and have advised local homeless support agencies of their locations. The City, on Friday April 10, 2020 also opened a washroom off the plaza at City Hall, but has only had one person visit the washroom in 4-days, the washroom has since been closed given the security and janitorial costs associated with its continued operation.

Support for Truck Drivers

As access to restaurants, hotels and rest stops that were normally available to truck drivers has reduced, the City has made available a list of public restrooms that remain open. This information is available on the City website and has been provided to trucking associations and local media.

COVID-19 Compliance and Enforcement Team

On March 26, 2020 the Surrey RCMP established a joint COVID-19 Compliance & Enforcement Team (CCET) Team, in partnership with the City Bylaws Division. The Team's primary mandate is proactive education and gaining voluntary compliance with the directions of the Provincial Medical Health Officer. The Team conducts proactive checks to ensure local residents and businesses understand their personal obligations regarding social distancing and self-isolation requirements to stop the spread of COVID-19, but also assists the Surrey RCMP Frontline with responding to calls for service related to non-compliance of public health orders.

The CCET has been proactively reaching out to Surrey businesses, faith-based locations, banquet halls and recovery homes to inform, educate and prevent contraventions of the public health safety orders. They have also conducted patrols in areas where people continue to congregate, such as parks and playgrounds in Surrey, including Mud Bay, Crescent Beach and Newton Athletic Park. In addition to the proactive activities carried out by CCET, the Surrey RCMP Frontline (E Watch) has been conducting proactive patrols in key business complex locations to mitigate any potential criminal activity associated to the pandemic (e.g., due to business closures, reduced hours, etc). Between March 26 and April 14, 2020, CCET partners and E Watch members have completed 4,280 proactive visits and patrols.

Location	Number of Checks	Number of Non-Compliance
Banquet Halls	339	1
Faith Based Institutions	691	5
Supportive Recovery Homes	74	0
Food Service (restaurants/bars, etc)	577	3
Essential Business Services (grocery stores, banks, etc)	585	7
Commercial Businesses (retail, personal services, etc)	636	5
Industrial	65	0
Construction Sites	51	0
Private Residences	17	2
School Grounds	444	0
Parks	801	13
TOTAL	4,280	36

The COVID-19 Compliance and Enforcement Team has found that there is strong compliance with the directions of the Provincial Medical Health Officer (99.2% compliance rate). The few (0.8%) that were not in compliance voluntarily elected to do so after a short conversation by team members on the importance of complying with these directions.

In addition to the proactive measures, the Surrey RCMP received 331 calls/complaints from residents regarding non-compliance with COVID-19 related public health orders between March 26-April 14, 2020. Police officers were dispatched to 310 of these calls.

To further assist the public in complying with social distancing efforts, Park Ambassadors are at various locations throughout the City to assist park visitors and traffic control personnel are in place at City parking lots at high demand locations such as Crescent Beach/Blackie Spit to manage parking supply and to ensure that only an appropriate amount of visitors are accessing parking areas at any given time.

To further support residents, the City has established a centralized email address, COVID-19@surrey.ca, in which residents and businesses can submit comments, questions and concerns. The City has received approximately 1,250 emails, of which approximately 1,000 or 80% required and have received a response.

Intergovernmental Support and Cooperation

The EOC has been successful in working with the Provincial government to help reduce the over-crowding in existing BC Housing funded shelters, the opening of the NSRC isolation centre and the requirement for travellers on repatriation flights from India and other countries to have a self-isolation plan established upon arrival.

The EOC also confirmed that Surrey-based substance users will have access to a safe drug supply as part of the new provincial clinical guidance that incorporates the federal government's recent exemptions to the Controlled Drugs and Substances Act in response to the COVID-19 pandemic.

The EOC is continuing to seek the support and cooperation of the Provincial and/or Federal government on many issues related to the COVID-19 crisis. Ongoing issues include:

Provincial & Federal (both)

- Support for citizens financially impacted by COVID-19
- Support for vulnerable populations
 - Rent relief
- Acquiring PPE for first responders and front-line staff
- Support to businesses suffering financially due to impact of COVID-19
- Financial support to Cities – Cities are under financial pressure due to the impact of COVID-19.
 - Expand Federal Gas Tax rebate model
 - Flow funds directly to cities – not through Province

Provincial

- Requesting that the Province allow electronic signatures on Land Titles and Survey Authority (“LTSA”) documents including subdivision plans, strata plans and restrictive covenants. LTSA offices. Access to LTSA offices is currently restricted due to COVID-19.
- Protecting the health & safety of Surrey’s citizens
 - Provincial Health Officer’s directives - enforcement
 - Supporting Fraser Health’s response to the crisis
- Support for Property Tax Deferment Expansion, OTA Alignment, consistent due dates for all municipalities

Federal

- Creation of a Federal economic stimulus package
 - The City has created a list of shovel ready, Surrey-based infrastructure projects for Federal funding consideration

Advocacy efforts related to these projects have been underway for just over one month. They include the Mayor and staff participating in conference calls with Provincial and Federal elected officials, as well Big City Mayors’ Caucus (“BCMC”) and Federation of Canadian Municipalities (“FCM”) conference calls with the Premier’s Office and the Deputy Prime Minister. City staff that are part of the EOC structure have also been connecting directly with appropriate Ministry staff in order to ensure Surrey’s needs are fully understood and amplified.

Financial Impact of COVID-19

Staff are continuously monitoring and analyzing financial information to determine the impact of COVID-19, and at this point are still forecasting a budget shortfall of \$37-\$42M. This shortfall includes \$24-\$25M in revenue reductions from City facility closures, \$4-\$4.5M in BC Gaming revenue reduction due to closure of casinos within the City, \$4.5M in investment income reductions and \$27.5-\$31M in revenue reductions from other non-taxation revenues such as leases,

bylaws, permits, licenses and other departmental fees. These revenue reductions of \$60-\$65M are abated by \$23M in avoided costs, primarily related to the closure of City facilities and reductions in departmental operating costs. The forecasted average budgeted shortfall of approximately \$4.0M per month for the rest of the year is predicated on public restrictions being lifted by early summer and incorporates the strong likelihood that revenues will not normalize at the same time public restrictions are lifted. The financial model is also being updated in the event that the public restrictions are not lifted by early summer, and will provide an update to Council.

It is imperative to note that Property Taxes are by far the most crucial revenue stream for the City, making up 72% of our general revenue budget for 2020. Staff at this point are financially modelling based on the assumption that there will be no significant increase in the delinquency rate of Property Taxes paid, if this variable changes based on new information, then staff will need to update the forecast and will report back to Council.

Financial Relief for Residences and Businesses

A number of actions are underway to support residents and businesses. The actions include:

- Recently an extension of 90 days for the payment due date for the annual utility rate was endorsed by Council, this step was designed to provide financial relief to residents. It is noted that approximately 80% of individuals that provided pre-authorized payments via cheque for the annual utility payment, upon contact by staff provided direction to cash the cheques prior to the new deadline of July 2, 2020;
- As an additional mechanism to directly assist our taxpayers financially during this challenging time, staff have been working with Metro Vancouver cities to advocate the Province to standardize due dates for property taxes from July 2, 2020 to September 2, 2020, thus providing taxpayers with an additional 60 days to pay their taxes;
- Staff are also working with Metro Vancouver cities in advocating the Province to expand its current Provincial Property Tax Deferral Program such that more residential and potentially business taxpayers could be eligible for the program;
- Similar to the Surrey Store to Door initiative, the EOC is preparing to launch a sister campaign, Surrey Makes PPE, that is focused on retooling local manufacturers to create PPE. Staff have contacted over 150 businesses and they have identified 20 companies ready to produce PPE and another 25 that are looking to enter consortiums to build high value medical equipment (ventilators). An overview of this initiative is attached as Appendix "VI".

The EOC will be sharing this initiative with the Provinces and health authorities across the country as a joint opportunity to help our local companies secure Federal capital grants and national procurement opportunities; and

- Business licence renewals account for approximately \$8.5M in revenue per year. The City is projecting a budgetary shortfall of \$37 to \$42M and this shortfall assumes that we are receiving all expected business licence renewal revenue. Deferring business licence renewals will increase our projected budgetary shortfall.

No other community at this time has elected to defer business licence renewals.

The City is continuing to issue renewal notices and request that businesses pay their renewal, but Bylaws staff will not take any action against businesses that are impacted by Provincial orders (such as food & drink establishments and personal service establishments such as salons, spas, tattoo shops and massage places) at this time. Staff will be relying on businesses that are impacted by Provincial orders to take timely action to renew their licence once the Provincial orders are rescinded. Bylaws staff will enforce business licence requirements for businesses two weeks following the rescinding of Provincial orders.

Staff are continuing to monitor the actions of other member municipalities to learn of what actions they are taking to provide financial relief to residents and businesses, and analyzing the impacts that these actions would have on the City's revenues if the City were to implement them.

Observations on the Effectiveness of Social Isolation and Distancing Measures

The City is continuing to actively monitor traffic volumes and traffic speed through its inventory of 350 signalized intersections equipped with vehicle counting technology, 6 MioVision cameras and 50 Bluetooth sensors as well as through additional data sources on the Port Mann and Pattullo Bridges and at each border crossing.

Using this data, staff have determined that the travel restrictions, school closures, businesses closures and the rise in telecommuting has resulted in continued reductions in traffic volumes by approximately 40% since the March and these reductions have resulted in a reduction in commuting times to the City Centre along King George Boulevard by as much as 45%.

As noted above, the COVID-19 Compliance and Enforcement Team has found that the vast majority of places checked, and complaints responded found that people are complying with the directions of the Provincial Medical Health Officer and the few that were not in compliance voluntarily elected to do so after a short conversation by team members on the importance in needing to comply with these directions.

SUSTAINABILITY CONSIDERATIONS

The City of Surrey Emergency Program, the EOC and the level of service provisions supports the objectives of the City's Sustainability Charter 2.0. This work relates to Sustainability Charter 2.0 themes of Public Safety. Specifically, the following Desired Outcome ("DO"):

- Emergency Preparedness and Prevention DO6: Surrey has proactive and coordinated emergency prevention measures in place and can effectively deal with emergencies that arise.

CONCLUSION

Surrey's Proactive 10-Point Action Plan has been developed to help mitigate impacts of the COVID-19 pandemic. This Plan is updated weekly to assist with, and document decision making by the EOC and uses data to forecast possible scenarios that will impact Surrey in the medium and longer term. This data forecasting is helping the City to anticipate changing conditions and assist the City in evolving its EOC responses under the 10-Point Action Plan, enabling the return to normal operations as quickly as possible.

Vincent Lalonde, P.Eng.
City Manager

Appendix "I" – Surrey's Proactive 10-Point Action Plan – Version 2 (April 15, 2020)
Appendix "II" – Surrey Fire Service – Incident Responses – April 2 to 14, 2020
Appendix "III" – Surrey RCMP – Calls for Service Received and Dispatched – April 2 to 14, 2020
Appendix "IV" – EOC Critical Supplies Inventory as of April 15, 2020
Appendix "V" – Staff Count Summary – April 6 to 15, 2020
Appendix "VI" – Surrey Manufacturers Mobilize to Combat COVID-19

JA/ki

CITY OF SURREY
PROACTIVE 10 POINT ACTION PLAN | COVID-19 PANDEMIC



Table of Contents

- 3 Message from Mayor & Council
- 4 EOC Director Update
- 5 Global Mitigation and Suppression
- 6 Proactive Responses to Challenges
- 7 About the 10-Point Action Plan
- 8 Emergency Plan Framework
- 9 Update of Key Actions
- 13 Future Forecasting
- 14 Key Indicators
- 15 Partner Agencies & Authorities

Message from Mayor & Council



Mayor Doug McCallum

In response to the ongoing and rapidly evolving Coronavirus (COVID-19) situation, the City's Emergency Operations Centre (EOC) is in constant dialogue with public health authorities, including Fraser Health and the BC Centre for Disease Control.

The Emergency Operations Centre has been activated since mid-February to ensure essential City services, such as water, sewers, police, and fire are maintained for the well-being and safety of our community, with measures put in place to keep our staff and front-line responders safe. The EOC plan in place is a proactive and measured response and will be regularly updated as needed.

With the uncertainties of COVID-19, the City of Surrey is also doing its part to stimulate the local economy and create local jobs. Recently new measures were introduced to help provide opportunities for new work including advancing essential engineering projects across the City.

Along the way, I am heartened that our residents have not let down their guard and maintained the practice of physical distancing to fight the spread of COVID-19. The message is clear: stay the course as we battle to flatten the curve.

On behalf of Mayor and Council, I want to thank and commend Surrey residents for doing their part to curb the spread of the virus. We also ask that people stay home and avoid gatherings whenever possible and frequently wash their hands.

Over time, I know that we come out of this pandemic stronger and more resilient as a community. We will keep you informed as our plan is updated in the weeks ahead.

Sincerely, Mayor Doug McCallum



Councillor Annis



Councillor Elford



Councillor Guerra



Councillor Hundial



Councillor Locke



Councillor Patton



Councillor Pettigrew



Councillor Nagra



EOC Director Update

OUR EMERGENCY OPERATIONS CENTRE (EOC) IS THE COMMAND AND COMMUNICATIONS HUB FOR ANY LARGE EMERGENCY OR DISASTER THAT IMPACTS THE CITY, INCLUDING THE CURRENT COVID-19 PANDEMIC.

The City of Surrey first commenced planning work on the pandemic in late January in response to the first reported US case and initiation of the quarantine in Wuhan, China. The City's EOC was activated February 17, 2020 prior to the World Health Organization declaring a worldwide pandemic. This was done to ensure essential City services, such as water and other utilities, police, and fire, were maintained and to work toward phased planning and concise actions. The City's leadership team is following the BC Emergency Management System model and Incident Command Structure (ICS); the latter is considered the gold standard of emergency response. It defines clear roles and actions and has proven effective during our emergency response.

Protecting our citizens' and employees' health during the COVID-19 pandemic is our first priority. As such we have been following the advice of both the Federal and Provincial Medical Health Officers and monitoring the global response. We have taken swift and effective measures to slow the spread of COVID-19 in Surrey and we're playing our part within Metro Vancouver at large.

The ramifications of the pandemic are far-reaching and as we work to protect the health of our citizens and employees, we must also protect the City's

economic interests and operations. This will require leadership and innovative thinking now and into the future. Forecasting various scenarios our City may face is essential. We are already working on this.

Last but not least, we are carefully documenting our actions and outcomes to help us learn during these unprecedented times. This medical crisis will pass, but regrettably, not without more heartache and loss. But we will recover, and we will ensure that we use this experience to bolster our capacity to manage future challenges.

This report provides the public with an overview of our status, concerns, mitigations and our intent is to update the report weekly as new information arises.

I wish to thank you for your support, community contributions and perseverance especially for those who are working on the frontlines. The City of Surrey and its people are strong and resilient. Together we will get through these trying times.

Vincent Lalonde | EOC Director



Global Mitigation & Suppression

The worldwide outbreak of coronavirus COVID-19 is a medical crisis unmatched in modern times.

There is broad recognition that a coordinated response at the global, national, provincial and municipal level is required and like so many parts of the world, a state of emergency has been declared in British Columbia.

As of April 14, 2020, there are approximately 1,980,003 confirmed cases of COVID-19 and more than 126,557 people have perished worldwide. There are approximately 25,580 cases in Canada (779 deaths) and 1,490 confirmed cases in BC, the vast majority of which are in the Vancouver Coastal and Fraser Valley Health regions. 72 British Columbians have died.

The global impact of COVID-19 has been profound, and the public health threat it represents is the most serious seen in a respiratory virus since the 1918 influenza pandemic. According to the World Health Organization, over 5% of COVID-19 infected patients die, a significantly higher mortality rate than influenza at 0.1%. As such, countries are increasingly implementing a broad range of responses to buy time for scientists to hopefully deliver a new vaccine within 18 months. It is important to note that COVID-19 is in the same family of coronaviruses as the 2001 SARS and 2012 MERS, no vaccines suitable for humans have been successfully developed to date.

In the absence of a COVID-19 vaccine, a recent article by the Imperial College COVID-19 Response Team in London assessed the potential role of several public health measures aimed at reducing contact rates in the population and reducing transmission of the virus. Public health officials currently predict that these measures will be in place for a long time in order to prevent future waves of infection. At the broadest level, two measures are possible:

1. Mitigation, which focuses on slowing but not necessarily stopping epidemic spread – reducing peak healthcare demand while protecting those most at risk of severe disease from infection. However, mitigation is unlikely to be feasible without emergency surge capacity limits of the healthcare systems being exceeded many times over and has not been widely adopted by any country.

2. Suppression, which aims to reverse epidemic growth, reducing case numbers to low levels and maintaining that situation indefinitely and is the current dominant public health strategy in BC and across Canada.

- a. Suppression activities such as population-wide physical distancing applied to the population as a whole is likely to have the largest impact; and in combination with other interventions – notably home isolation of cases and school and university closure – has the potential to suppress transmission below the threshold required to rapidly reduce case incidence.

- b. If intensive suppression activities are not maintained transmission will rapidly rebound, potentially producing an epidemic comparable in scale to what would have been seen had no interventions been adopted.

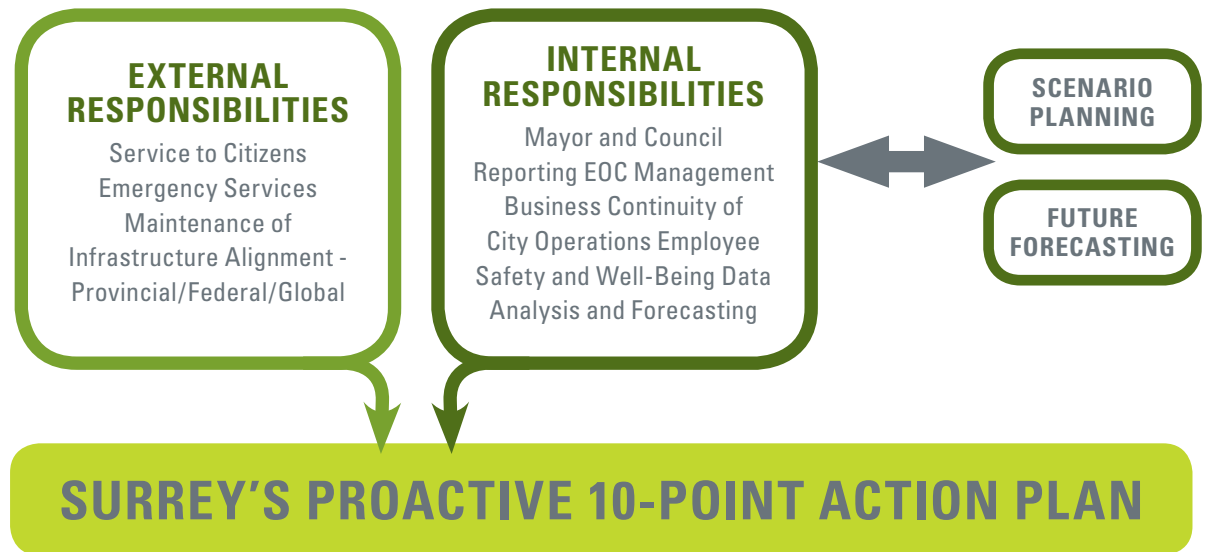
Proactive Responses to Challenges | This table itemizes noted challenges associated with pandemics in urban settings, along with suggested proactive responses to those challenges.

CHALLENGE	PROACTIVE RESPONSE
High population density and high volume of public transportation can accelerate spread of disease through casual contact in public areas and a lack of contact tracing.	Proactively consider epidemic preparedness in planning and development; support enhanced ability for effective contact tracing.
Governance by local authorities means cities have great responsibility but have finite budgets and limited options for enhanced resources.	Advocate provincially and federally for local resourcing and localized solutions and collaborative approaches with local agencies and government including consolidated local surveillance data to aid policy decisions at all levels of government.
Diverse and heterogeneous communities make contact with some vulnerable groups difficult.	Mobilize community leaders to develop targeted approaches to preparedness and response.
High connectivity to other urban centres (domestic and international) means high likelihood of importation and spread of viruses.	Evidence-based points of entry measures and exit screening measures can be implemented; trust can be built through strong diplomatic relations to ensure strong collaboration.
Unconventional communications and interactions lead to misinformation spreading quickly.	Determine and utilize unconventional but reliable information channels and social media for risk communication.
Unprecedented economic challenges for businesses and residents due to public health restrictions across BC and Canada.	Proactively reach out to local businesses to understand their needs and continually connect with them to improve access to available government support programs.



About the 10-Point Action Plan

The city has adopted a 10-Point Action Plan toward proactively mitigating and suppressing the impacts of the COVID-19 pandemic and guide the day-to-day emergency response during the pandemic. The planning model uses data from multiple sources to aid future forecasting. The 10-Point Action Plan addresses both internal responsibilities and external responsibilities both short and long term to guide its day-to-day actions.



The plan will be responsive to changing conditions and enable the city to continue to monitor the situation in real time and adapt to government and health organization recommendations. This plan will be updated on a weekly basis and key actions adjusted as new information arises and forecasts are revised. Ultimately the goal is to ensure the greatest possible protection for citizens' and employees' individual health and the stability and economic well-being of businesses and the community during and after the COVID-19 pandemic.

Emergency Plan Framework

The main objective of the City’s pandemic emergency response Plan is to ensure the safety and well-being of our citizens and employees. The City will focus on its responsibilities, responses and recovery, and relationships with the public and other agencies will be particularly important.

OUR
COMMITMENT

WHAT WE
WILL DO

HOW WILL
WE DO IT



SURREY’S PROACTIVE 10-POINT ACTION PLAN

- | | | | |
|---|---|--|--|
| 1 Commit to Local Government Leadership | 4 Implement/monitor guidelines on non-essential gatherings & facility access | 7 Implement a 3-level plan for critical & essential services | 9 Coordinate with other public agency partners across the City |
| 2 Activate Emergency Operations Centre | 5 Ready our local economy for recovery | 8 Communicate clearly & often to our employees, citizens & partners | 10 Forecast future Scenarios to determine how to minimize impact and aid recovery |
| 3 Ensure safety & well-being of our employees and citizens | 6 Support regional and provincial public health needs | | |

Update of Key Actions (April 14)

The below table shows a high-level overview of key actions that relate to each aspect of the City's Ten Point plan response to the COVID-19 global pandemic as of the April 14th update period.

POINT	ACTION ITEM	KEY ACTION AS OF 2020-04-14
1	Commit to Local Government Leadership	<p>In January, Surrey Emergency Program planning coordinators reviewed and updated the Corporate Pandemic Business Continuity plan.</p> <p>A Pandemic Planning Leadership group with five department heads was formed for twice weekly meetings to review the COVID-19 situation and start aligning communications and prevention strategies.</p> <p>Inter-Office Memorandum (IOM) were used to inform Mayor and Council on the COVID-19 pandemic status.</p> <p>Pandemic Response Committee was formed with a larger senior management group. Daily meetings were scheduled to align and prepare all departments of the pending pandemic.</p> <p>Provided the Elected Officials COVID Pandemic Emergency Management Guide to Mayor and Council.</p> <p>Presented regular Update IOM's to Mayor and Council on the Pandemic.</p> <p>To mitigate the anticipated negative impact by COVID-19 ongoing financial analysis and modelling to understand and consider methods for lessening the potential impact to the City have been undertaken.</p>
2	Activate Emergency Operations Centre (EOC)	<p>The EOC was activated on February 17, 2020. It supports a prescribed set of response goals set out in priority as follows:</p> <ul style="list-style-type: none"> • Provide for the safety and health of all responders • Save lives • Reduce suffering • Protect public health • Protect government infrastructure • Protect property • Protect the environment • Reduce economic and social losses.

		<p>The EOC has daily virtual meetings to share information and ensure management have updates on new issues or actions taken.</p> <p>Established a document sharing site to enable consistent and thorough documentation of the responses to the pandemic and future planning.</p> <p>The EOC developed a model for three levels of City operations to aid with resource management:</p> <ul style="list-style-type: none"> • Level 1 – Modified Business Services • Level 2 – Critical Business Services • Level 3 – Essential Services <p>Division Managers started a process to validate their essential lines of business and identify staffing needs at each level. The City is currently at level 1 – Modified Business Services.</p> <p>Prepared Surrey’s Proactive 10-Point Action Plan as a mechanism for the coordination and documentation of the totality of the City’s response to the pandemic.</p> <p>A Fraser Health representative has joined the Surrey EOC organization and participates in the daily updates as a Fraser Health Liaison.</p>
3	Ensure safety & well-being of our employees and citizens	<p>Activated the Emergency Preparedness Program, including the Pandemic Leadership Committee.</p> <p>Implemented communication measures for hazard awareness and control to staff, residents, and patrons of facilities.</p> <p>To prevent the spread of COVID-19 throughout civic facilities, implemented a Hazard Management program, which included physical distancing measures, providing mobile and stationary hand sanitizing stations throughout City facilities and worksites and frequent disinfecting of areas and other preventative measures.</p> <p>Developed COVID-19 protocols for: managing workplace exposures; cleaning and disinfection; and travel.</p> <p>Deployment of the COVID-19 Compliance & Enforcement Team to respond to complaints related to public health order violations and to actively provide education to residents and businesses regarding their responsibilities.</p>
4	Implement/monitor guidelines on non-essential gatherings & facility access	<p>As per the guidelines of the Provincial Medical Officer, the City has modified business practices to ensure that most business units within the City can function in a remote or socially distanced fashion.</p> <p>Facilities that have limited access to the public have greeters screening clients and will turn away clients that meet COVID-19 criteria of isolation. In addition, clients are being asked to set up appointments that can be run remotely so they are not required to come to City Facility.</p> <p>Health and Safety staff have developed procedures of disinfection along with sanitizers for city vehicles and staff that don’t have access to water to wash their hands (outside workers).</p> <p>City Hall open to the public by appointment only - access points into City Hall have been restricted and are monitored throughout the business day and staff is required to greet scheduled visitors in the atrium.</p>

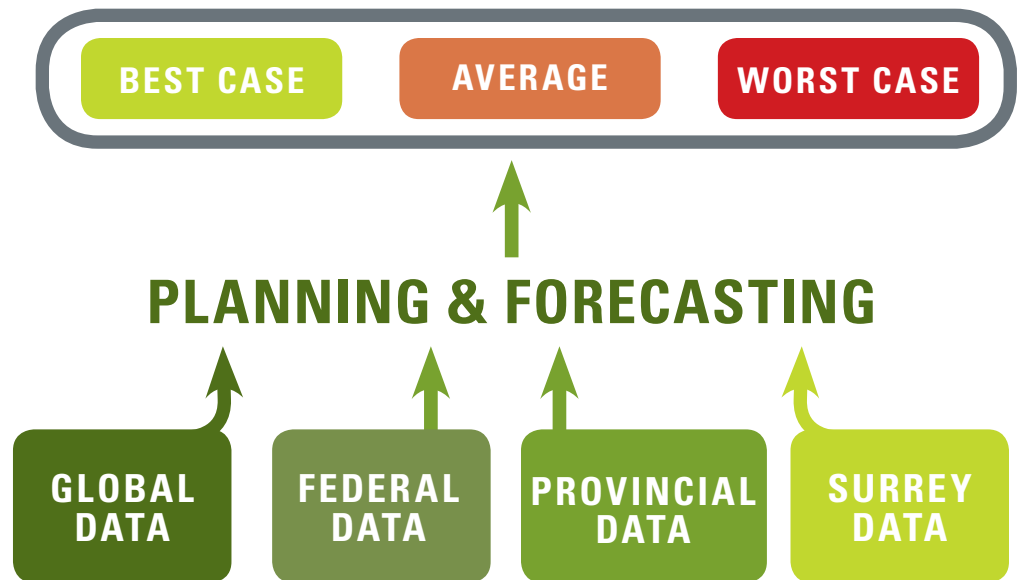
5	Ready our local economy for recovery	<p>Conduct a Business Impact Survey, direct outreach with local businesses to understand the magnitude of impact on them from COVID-19.</p> <p>Initiate Surrey Store to Door campaign by promoting opportunities for Surrey residents to buy locally sold goods online – include expediting restaurants to register on UberEats and DoorDash online food delivery platforms.</p> <p>Establish and curate a COVID-19 business resource page to allow businesses to easily gain access to federal and provincial business support programs.</p> <p>Identify emergency government procurement opportunities for local manufacturers and suppliers.</p> <p>Initiate Surrey Makes PPE initiative to jointly promote over 20 local manufacturers that are retooling to produce essential health equipment for first responders and health workers.</p>
6	Support regional and provincial public health needs	<p>Closed City facilities (recreation centres, civic ice arenas, culture facilities, museums, public pools, and libraries) as per direction of Public Health Officer and executed deep cleaning of closed facilities.</p> <p>Developed clear guidelines for staff as they deal with colleagues and members of the public to ensure social distancing.</p> <p>Rolled out remote work opportunities where possible with full or almost full access to required applications to continue provide services.</p> <p>Implemented call centres and digital portals allowing clients access to staff and city services remotely, including credit card payments over the phone.</p> <p>Developed guidelines to mitigate water shut offs to ensure no disruption of water to residents and businesses.</p> <p>Fraser Health EOC is now working with other Cities to develop Emergency Response Centres to help their vulnerable populations, this based on Surrey’s model that was done in collaboration with Fraser Health and BC Housing</p>
7	Implement a 3-level plan for critical & essential services	<p>Established three levels of service for activities in the City:</p> <ul style="list-style-type: none"> • Level One – Modified Business Services are taking place. • Level Two – Critical Business Services in place, such as issuance and processing of permits, infrastructure operations, continuing with active capital projects, supporting the efforts of essential service provision. • Level Three – Essential Services in place only, including: Police, Fire, Bylaws, waste collection, traffic management, water and sewer operations, etc. <p>Created comprehensive departmental plans for the implementation of the three levels of service.</p>

<p>8</p>	<p>Communicate clearly & often to our employees, citizens & partners</p>	<p>For employees, implemented a dedicate Intranet site along with daily updates through bulletins, team sites and satellite employee and manager websites devoted to COVID-19 and communicated a clear and concise workforce adjustment planning agreement to staff.</p> <p>Established a prominent devoted web presence and City information hub for COVID-19 that includes the latest news and updates, important health and travel info, and notices on event cancellations and facility closures.</p> <p>A digital first approach channelling customers to the City website and social channels for the latest City related information on COVID-19. Our online platforms are updated multiple times daily as new info arises. Digital billboards and transit shelter ads are used to display important COVID-19 related information and messaging info at street level. An information email is available for inquiries with most inquiries responded to within the same day.</p> <p>Established phone lines for appointment only at city hall, elevated online services and implemented signage, posters and flyers at sites and facilities impacted by closures or in need of public safety messaging.</p> <p>Launched social media campaign under the banner #SurreyFlattensTheCurve.</p> <p>Surrey Libraries regularly update their Covid-19 Information and Programs on their website to ensure timely and accurate information for their patrons.</p>
<p>9</p>	<p>Coordinate with other public agency partners across the City</p>	<p>The EOC has clear roles for section chiefs to ensure communications with partners and the public are in place and coordinated.</p> <p>Close collaboration with FHA and BC Housing and their service providers on ensuring proper process to deal with homeless population.</p> <p>Direct contact with the Provincial Regional Emergency Operations Centre (PREOC) and sharing of information between PREOC and City's EOC.</p> <p>Connection with Surrey business community and non - profit service providers through web and phone communications.</p>
<p>10</p>	<p>Forecast Future Scenarios to determine how to minimize impact and aid recovery</p>	<p>Conduct research and analysis to establish a working model to understand the impact of COVID-19 on City operations and our society including infection rate forecasts.</p> <p>Collaborate with Fraser Health Authority, and senior levels of government to coordinate and share data to allow for accurate representation of the current state.</p> <p>Use data collected from reliable sources to inform future forecasting and scenario planning during the pandemic and into the recovery and stabilization phases.</p> <p>Complete rigorous financial analysis and modelling based on current understanding, assumptions and actions of other municipalities in order to mitigate impacts.</p>



Future Forecasting

As part of the 10 Point Planning model, data from global, federal, provincial and local sources is continually gathered and analyzed to inform the action plan. Key indicators are assessed continually both within the City's operations and public health authorities to support decisions and planning. This insight supports modeling and future forecasting for the periods during and after crisis as well into the recovery and stabilization phases. Emergency planning includes scenario forecasting (best case, average, and worst case) to understand the range of impacts and responses that are likely required. Plans are adapted continually as new data emerges.



Key Indicators

The City has determined key indicators to help guide key decisions and aid the EOC in identifying when additional actions or responses are needed. Data is drawn from WHO and Canadian public health and government sources as well as the City’s own tracking regarding its operations.

CITY OPERATIONS INDICATORS
Direct costs to city operations related to COVID-19 (e.g., purchase of new personal protective equipment, staff overtime for EOC duties etc.)
Percentage of employees on sick leave or in quarantine and unable to work due to COVID-19 exposure
Percentage of Critical Infrastructure (Engineering Facilities) open
Percentage of Fire Halls operating with limited public access
City facilities with no public access (by type)

PUBLIC HEALTH INDICATORS
New Cases in Previous Day
New Cases in Previous Week
Percentage of New Cases in Previous Day
Percentage of New Cases in Previous Week
Percentage Hospitalized
Percentage ICU
Percentage Mortality

Partner Agencies & Authorities

THE GLOBAL RESPONSE – THE WORLD HEALTH ORGANIZATION

The World Health Organization (WHO), is an agency of the United Nations. Its mission is to promote health and control communicable diseases. Its primary role is to direct international health and to lead partners in global health responses.

On March 11, 2020 the WHO declared COVID-19 a pandemic given the number of cases reported at that point and the sustained risk of further global spread. A pandemic is defined as a global spread of a new disease. The term is most often applied to new influenza strains, it's used when viruses are able to infect people easily and spread from person to person in an efficient and sustained way in multiple regions, according to the US Centre for Disease Control. The declaration of a pandemic refers to the spread of a disease, rather than the severity of the illness it causes.

The WHO does not dictate responses in each country. All countries are responsible to have their own plans in place at all levels of the government.



THE CANADIAN FEDERAL RESPONSE

About COVID-19

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Outbreak Update

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Canada's response

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/canadas-reponse.html>

Economic response

<https://www.canada.ca/en/department-finance/economic-response-plan.html>

BC PROVINCIAL RESPONSE

BC Centre for Disease Control

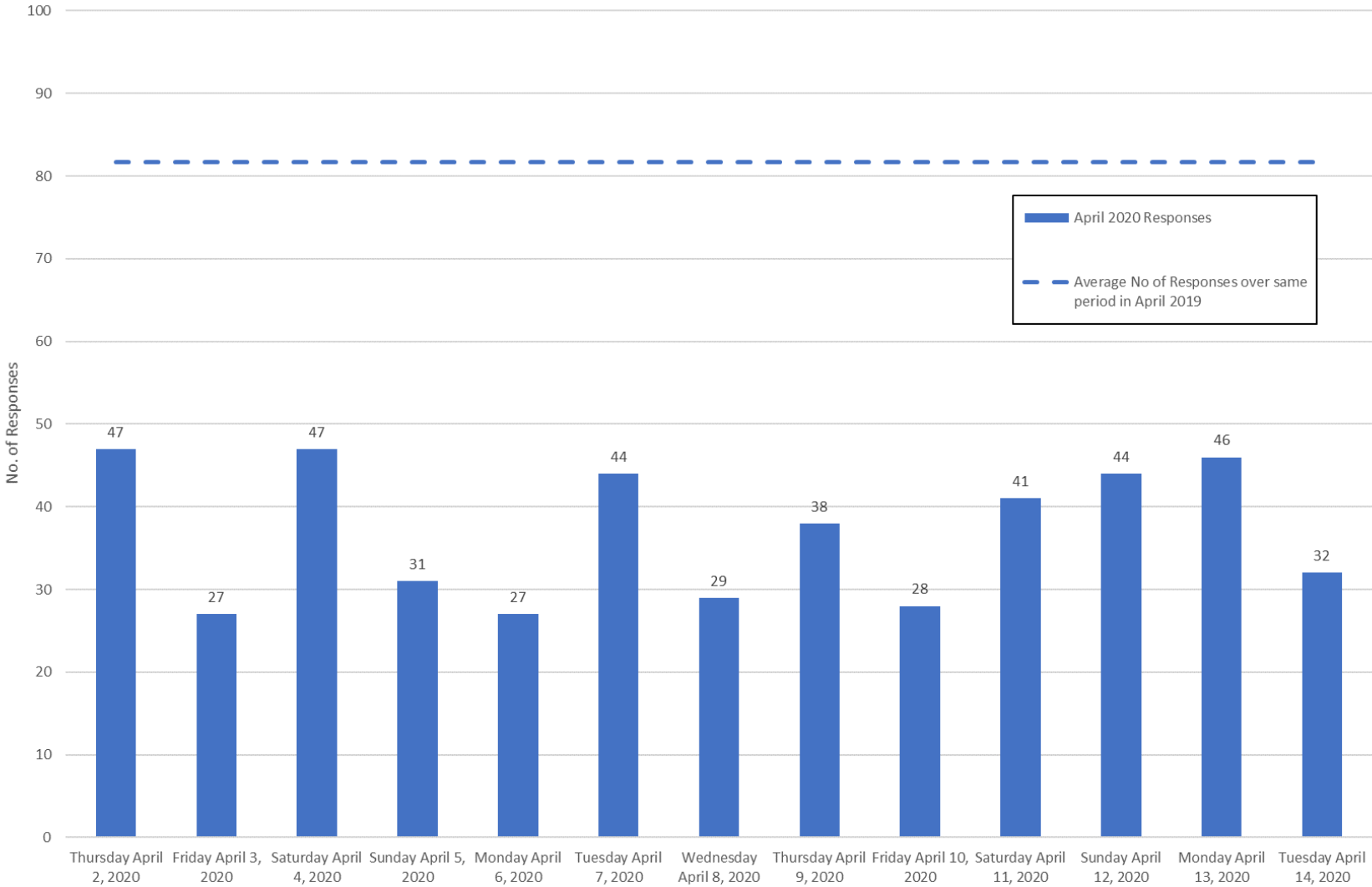
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

Provincial support and information

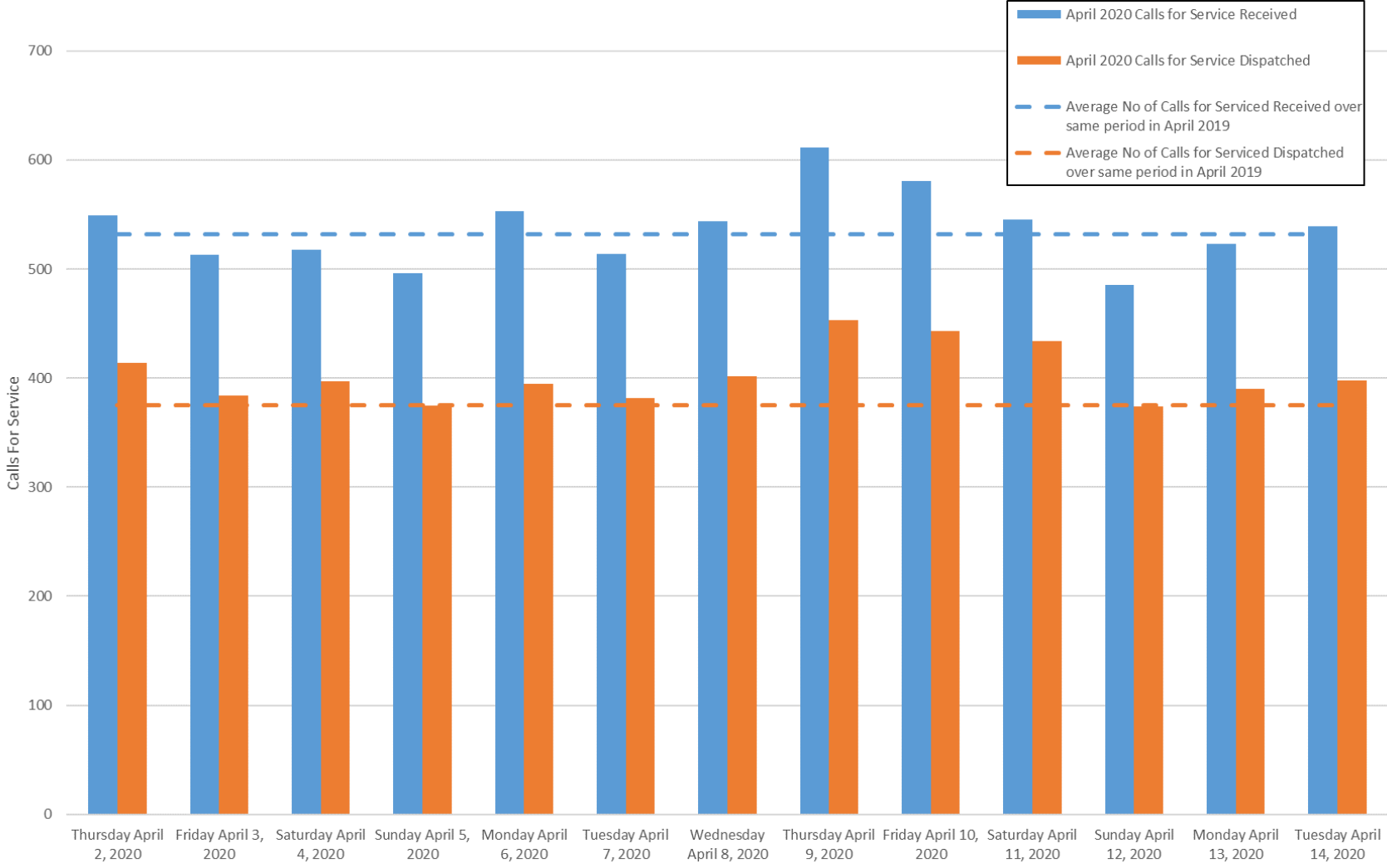
<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

To stay informed on the City's Emergency
Response on the COVID-19 Pandemic,
please visit surrey.ca/covid19

Appendix "II"
Surrey Fire Service – Incident Responses – April 2 to 14, 2020



Appendix "III"
Surrey RCMP – Calls for Service Received and Dispatched – April 2 to 14, 2020



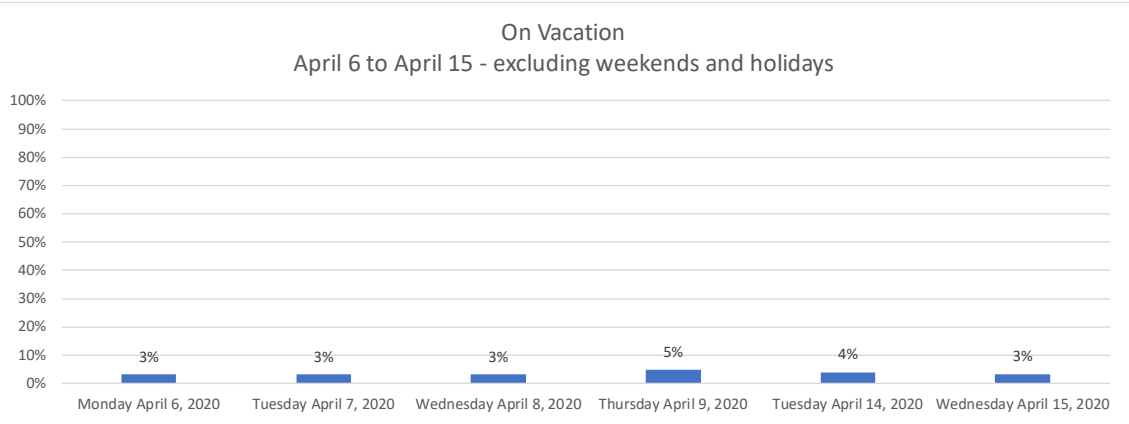
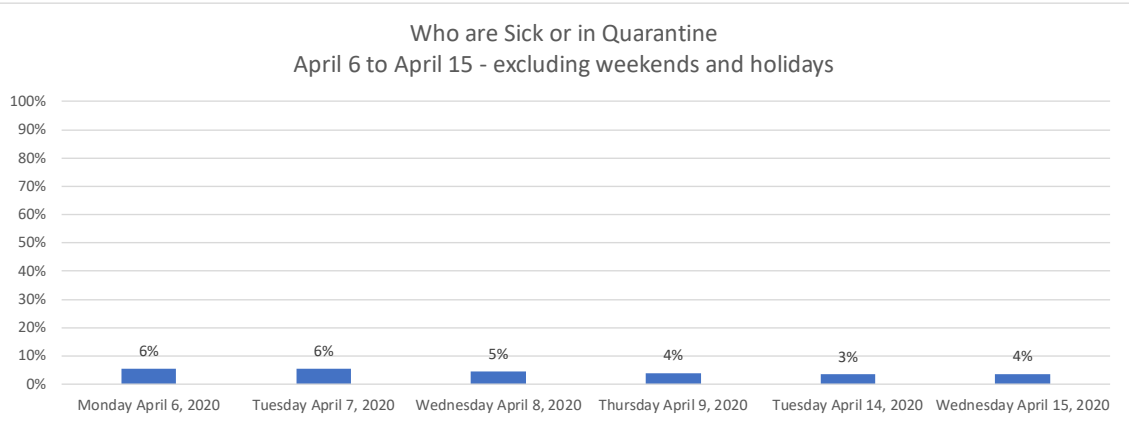
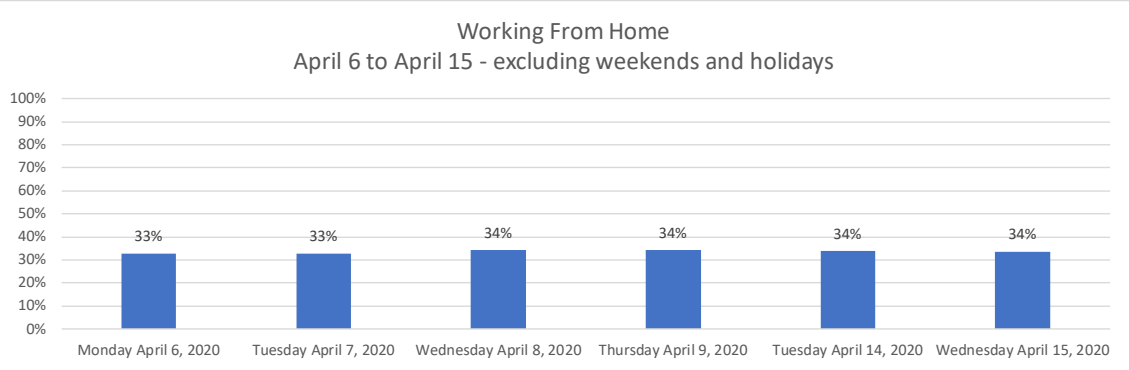
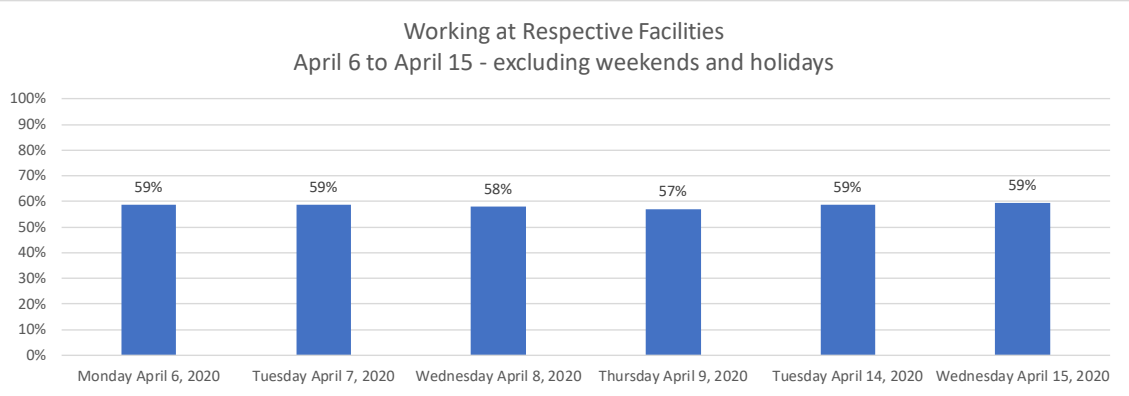
Appendix “IV”
EOC Critical Supplies Inventory as of April 15, 2020

EOC Supplies

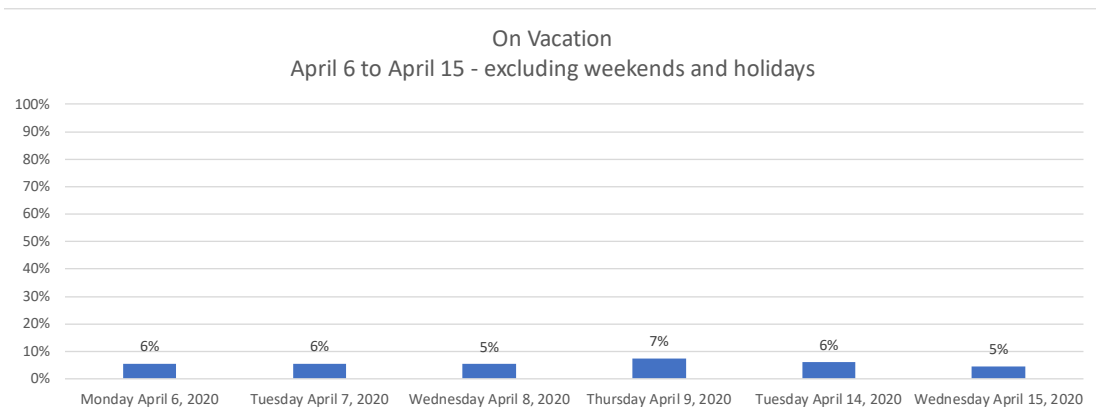
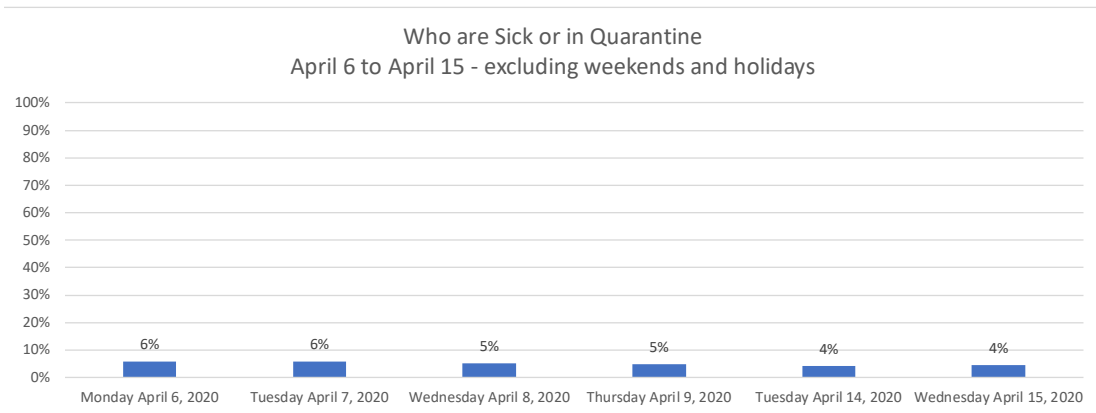
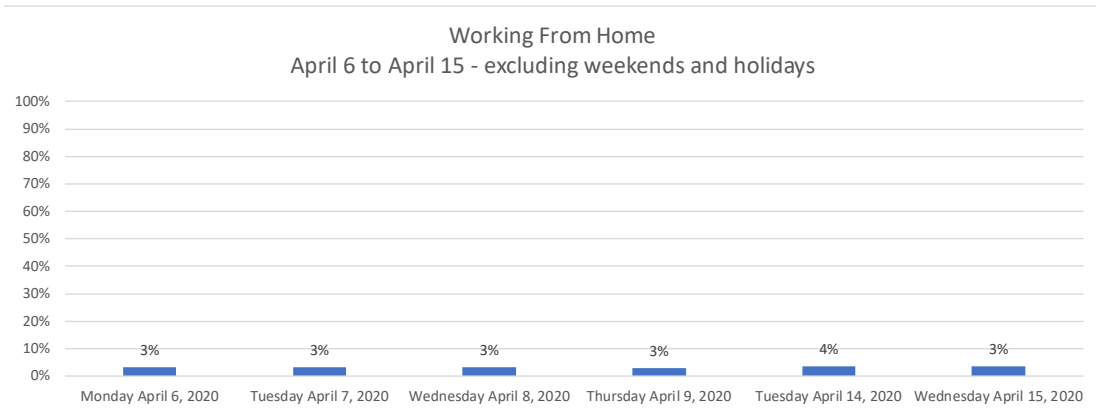
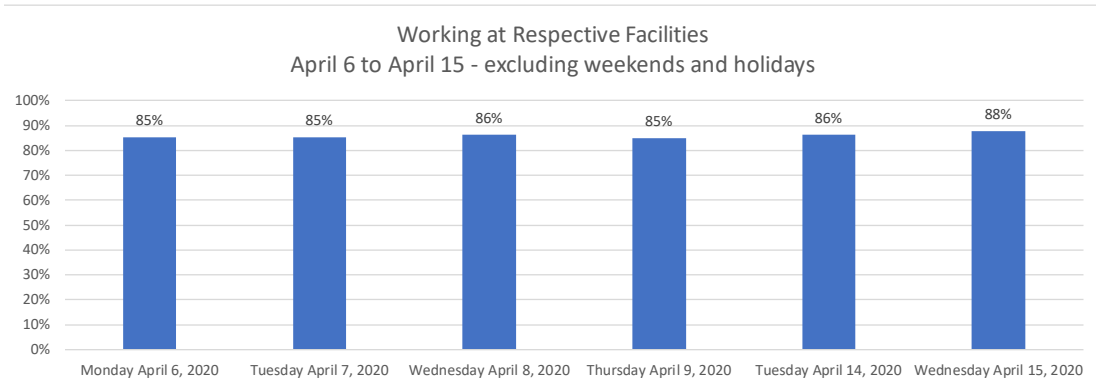
Product	Current Inventory April 15, 2020	Inventory as of April 2, 2020	Change in Inventory over past 2-weeks	Average Usage per day	Supplies based on Current Inventory			
					30 Day Deficit/Surplus	60 Day Deficit/Surplus	90 Day Deficit/Surplus	120 Day Deficit/Surplus
Cleaning Products								
Bleach 6%	105.00	36.00	69.00	0.00	105	105	105	105
Disinfectant	1,321.33	1,071.00	250.33	5.65	1,152	982	813	643
Disinfectant Spray Bottles	43.00	28.00	15.00	0.50	28	13	-2	-17
Disinfectant Wipes	115,715.00	15,188.00	100,527.00	640.00	96,515	77,315	58,115	38,915
Hand Sanitizer	3,083.00	2,880.50	202.50	19.25	2,506	1,928	1,351	773
Industrial Cleaner	2.00	2.00	0.00	0.00	2	2	2	2
Spray Nine	100.17	48.00	52.17	0.00	100	100	100	100
PPE								
Booties	358.00	458.00	-100.00	10.00	58	-242	-542	-842
Disposable Coveralls	1,646.00	1,696.00	-50.00	3.00	1,556	1,466	1,376	1,286
Face Shields	2,150.00	14.00	2,136.00	2.00	2,090	2,030	1,970	1,910
Gloves (single)	253,950.00	237,000.00	16,950.00	1,429.00	211,080	168,210	125,340	82,470
Gowns	57.00	50.00	7.00	4.00	-63	-183	-303	-423
N95 Masks	9,810.00	8,996.00	814.00	118.50	6,255	2,700	-855	-4,410
Procedure Masks	2,700.00	3,500.00	-800.00	30.00	1,800	900	0	-900

Appendix "V"
Staff Count Summary – April 6 to 15, 2020

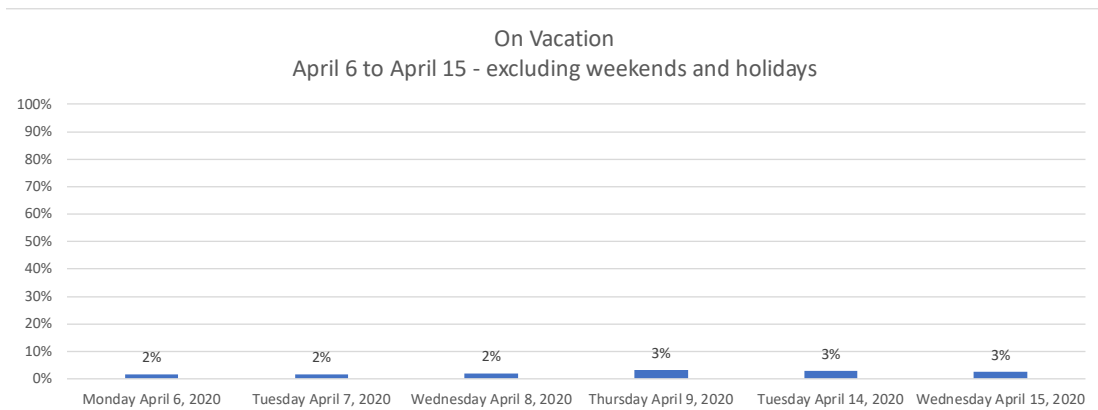
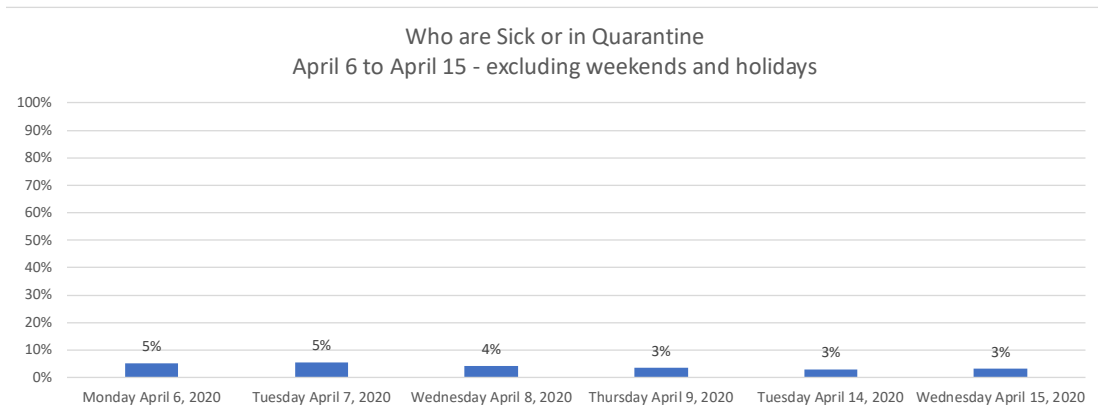
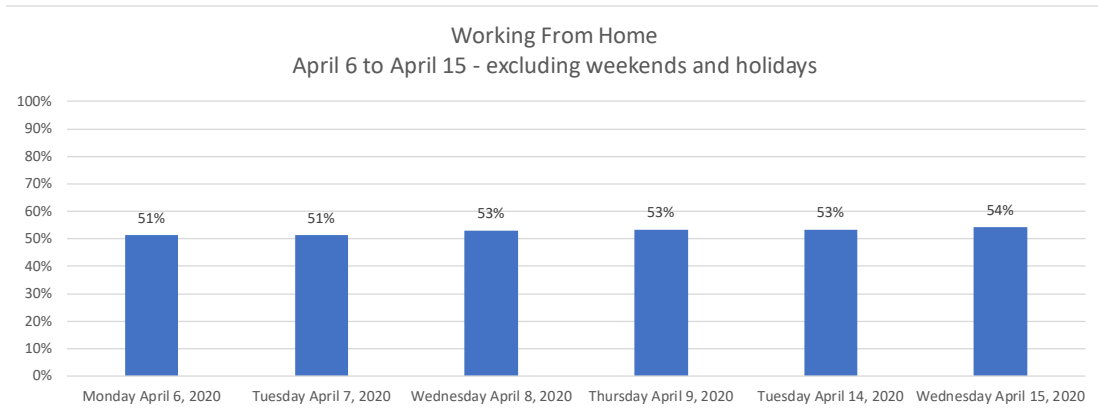
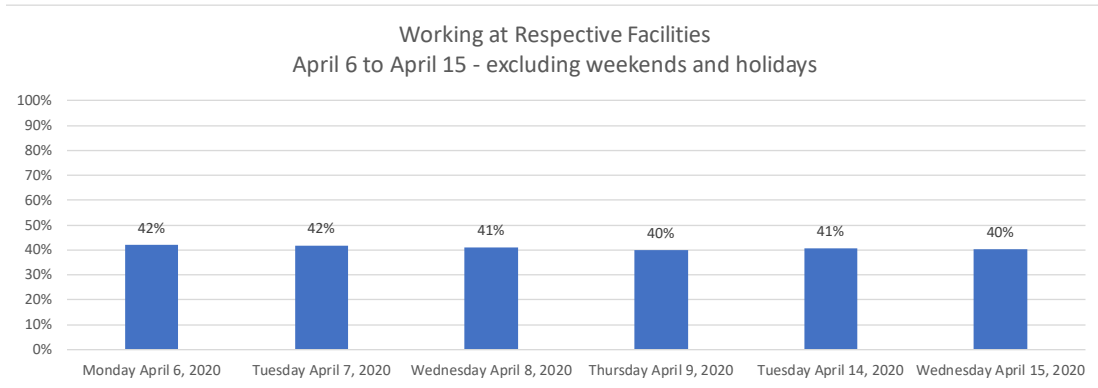
All Staff



Field Staff



Inside Staff





Surrey Manufacturers Mobilize to Combat COVID-19

The COVID-19 pandemic is increasing the global demand for medical and personal protective equipment (PPE), and therefore destabilizing the reliability of importing large amounts of these critical supplies. This has brought about an increase in need for Canadians to be able to source these supplies locally.

Since mid-March, Surrey’s Economic Development Division has engaged with over 160 Surrey-based manufacturers in conversations about scaling up existing PPE production or retooling their manufacturing lines to develop PPE and other essential medical supplies. Over 20 manufacturers have now begun this process, producing essential supplies like face masks, face shields and hand sanitizers. These products are either available immediately or will be deliverable within weeks.

As these manufacturers start scaling up and selling these critical supplies, the City of Surrey is launching our **Surrey Makes PPE** initiative to support the rapid growth of the PPE sector in our city. This brand will unify our manufacturers’ collective efforts as we market Surrey-made PPE to Canada and the rest of the world.

PROJECTIONS FOR PPE DEMAND IN CANADA

Based on our analysis of the published utilization rates in the United States during COVID-19, we have extrapolated this data for the Canadian context and have projected the following demand between April 2020 and March 2021 provided there is a resurgence in COVID-19 infection across the country. Significant opportunities exist for Surrey-based manufacturers to help supply essential goods and services in these areas and others.

PPE/Medical Supply	Low Scenario	High Scenario
Medical Gowns	34,500,000	54,000,000
Face Shields	18,000,000	38,000,000
Face Masks (Only Healthcare)	108,000,000	150,000,000

SOLVING THE CHALLENGE OF MADE-IN-CANADA

As part of a global community, Canada has led the world in being part of a highly integrated global supply chain. However, with the focus shifting towards local production security, manufacturing hubs across the country need to be activated to ensure the security of domestic Canadian interests.

However, while there is an immediate crisis that is generating unprecedented demand for PPEs, we cannot just think about retooling companies to meet these short-term demands.



To ensure that Canada has a secure supply of essential PPE for the future, we need to explore how we can develop a sustainable medical equipment industry in Canada. With over 70% of businesses being classified as a small and medium enterprises (SMEs), involving them in this pan-Canadian strategy is paramount. However, supporting SMEs to join this industry is not without its challenges including:

- Assessing the opportunity cost of capital investments related to retooling and understanding the market opportunity beyond government-led procurement.
- Accessing government procurement opportunities to build provincial and national medical supply stockpiles.
- Ensuring raw materials can be imported or produced in Canada.
- Scaling-up and drive domestic production costs down in order to be competitive with mass producers like China.

SURREY MAKES PPE COORDINATED ACTION PLAN

Surrey Makes PPE represents a collaboration of local Surrey companies dedicating production capacity to produce medical and PPE during the COVID-19 pandemic. The City of Surrey will support local businesses through this initiative by:

- Raising awareness of Surrey manufacturers’ ability to produce medical equipment and PPE to combat COVID-19.
- Providing unified branding that builds credibility for Surrey-made PPEs.
- Facilitating national joint procurement of Surrey-made PPEs with health authorities and provincial & municipal government procurement teams across Canada.
- Providing a central network for collaboration manufacturers and researchers of certain PPEs and essential medical supplies.
- Connecting local PPE manufacturers with post-secondary experts in manufacturing and materials engineering.
- Supporting local manufacturers in accessing federal and provincial funding sources.

PROGRAM CONTACT

Stephen Wu
Manager, Economic Development | EOC Advanced Planning Unit Lead
City of Surrey
swu@surrey.ca



SURREY PPE MANUFACTURERS

Company	PPE and Medical Supplies Produced	Producing, or Retooling
JN Alvit	Face Masks (N95)	Retooling
Canada Private Pocket	Face Masks (moisture-resistant reusable), Gowns	Producing & Retooling
Surrey Upholstery	Face Masks	Retooling
Turnkey Solutions	Face Shields	Retooling
Firetech Manufacturing	Face Shields	Producing
Royal Plastics	Face Shields	Retooling
Robertson Plastics	Face Shields	Retooling
Columbia Plastics	Face Shields, Ear-savers	Retooling
Central City Brewers & Distillers	Hand Sanitizers	Producing
Mainland Whisky Distillery	Hand Sanitizers	Producing
Dragon Mist Distillery	Hand Sanitizer	Retooling
Cosmaceutical Research Lab Inc.	Disinfectant, Hand Sanitizers	Producing
Velocity Chemicals	Hard Surface Cleaners	Producing
TBF Environmental Technology Inc.	Hard Surface Cleaners	Producing
Ocion Water Science	Hard Surface Cleaners	Producing
MG Chemicals Ltd.	Hard Surface Cleaners	Producing
Laird Plastics	Protective Barriers and Medical intubation chambers	Producing
Unitran Manufacturers Ltd.	IV Stands	Producing
Accurpress	Ventilator Components	Retooling