

INTER-OFFICE MEMO

**Regular Council - Public Hearing
Item R165
Monday, November 9, 2020
Supplemental Information**

TO: Mayor & Council

FROM: City Manager

DATE: November 9, 2020

FILE: 7130-16

RE: Update to information to provided in Corporate Report No. R165; 2020

COVID-19: Emergency Operations Centre Update Corporate Report No. R165; 2020, indicates that as of November 4, 2020 there were no exposure at any of the City’s Civic Facilities. Since this report was prepared and published, the City has been advised of four exposure events:

Facility	Exposure Event	Date(s)
Surrey Sport & Leisure Complex	Exposure	October 29-31, 2020
South Surrey Arena	Exposure	October 30, 2020
North Surrey Sport & Ice Complex	Exposure	October 31 – November 1, 2020
Guildford Recreation Centre	Exposure	November 5, 2020

The exposure event at the Surrey Sport & Leisure Complex was related to an employee testing positive. The employee reported no close contacts with staff or the general public.

The exposure events at the South Surrey Arena and North Surrey Sport & Ice Complex were related to a member of the public, who played at both facilities, testing positive.

The exposure event at the Guildford Recreation Centre was related to an employee testing positive. The employee reported no close contacts with staff and was physically distanced from class participants.

All of these exposures have been posted on the City’s website at <https://www.surrey.ca/about-surrey/coronavirus-covid-19-information/covid-19-exposures-civic-facilities>. In all of these cases, Fraser Health will investigate, interview and conduct contact tracing

Also in the report please note Corporate Report R158; 2020 was provided to Council at the October 19, 2020 Regular Council Public Hearing meeting not October 9, 2020.



Vincent Lalonde, P.Eng.
City Manager

JA/VL

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NO: R165

COUNCIL DATE: November 9, 2020

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **November 5, 2020**

FROM: **City Manager**

FILE: **7130-16**

SUBJECT: **COVID-19: Emergency Operations Centre 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 since the last Corporate Report which was provided to Council at the October 9, 2020 Regular Council Public Hearing meeting (a copy of Corporate Report No. R158; 2020 is attached as Appendix "I").

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.

Since the last update provided to Council as part of Corporate Report R151; 2020 the EOC has completed the following actions:

- Continued advance planning scenarios to increase preparedness, and understand risks and impacts to the City during the second wave of COVID-19 (that regresses British Columbia back to Phase II or Phase I) through trends and experiences in Ontario and Quebec;
- Continued monitoring of usage at all facilities to determine if current programming should be scaled up or down;
- Continued effort by the COVID Compliance & Enforcement Team to ensure that businesses across the City have the required operational safety measures in place that meet the directions of the Provincial Medical Health Officer;
- Prepared a new social media campaign to remind residents and business for the need adhere to public health measures and good practices in light of the resurgence and second wave;

- Continued the second phase of the EOC After Action Review focusing on the establishment of essential and critical services (March 17, 2020 to mid-May 2020); and
- Began planning for a potential reduction in the proportion of staff working from the office if required due to increased cases, either among City employees or in the general population.

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 term 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 (as outlined in Appendix "II").

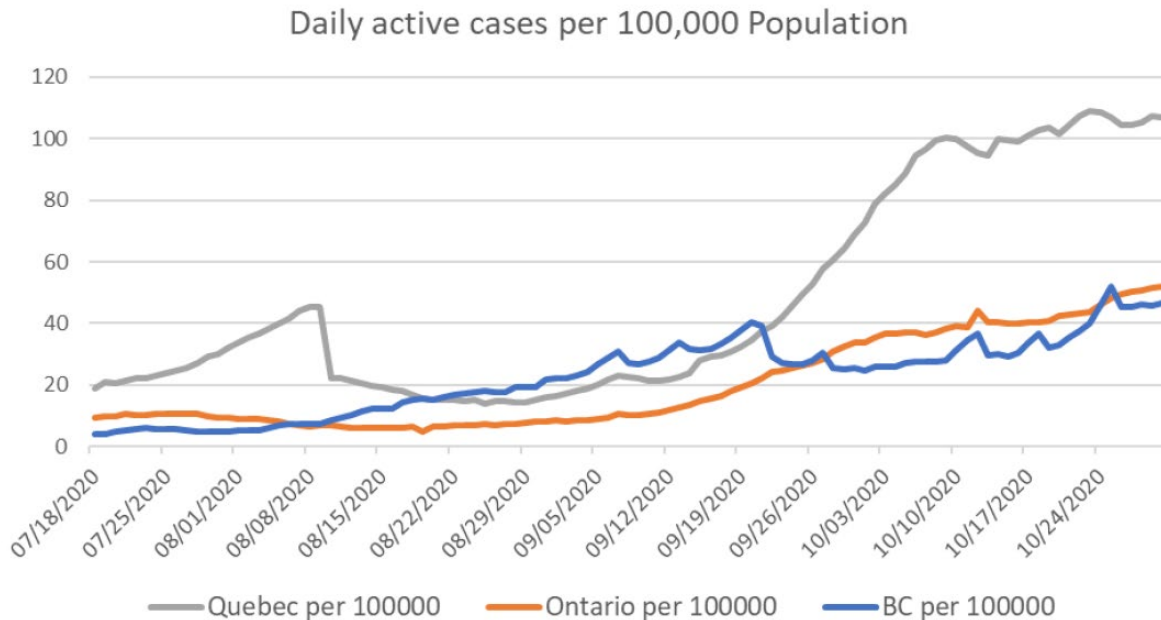
Key insights since the last update to the Plan include:

- Global COVID-19 cases continue to rise, with 47.5 million cases as of November 3, 2020. This represents a somber 25% increase (9.5 million cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;
- The United States, India and Brazil continue to remain as the global epicentres, accounting for almost 50% of total infections reported;
- There are nine countries with over 1 million infections reported (United States, India, Brazil, Russia, France, Spain, Argentina, Colombia and the United Kingdom);
- As of November 3, 2020, Canada has had approximately 248,000 cases. This represents a 31% increase (59,000 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;
- As of November 3, 2020, BC has had 15,800 confirmed cases. This represents a 47% increase (5,066 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update. On October 31, 2020 was the highest daily number of confirmed cases reported since the start of the pandemic (389 cases); and
- Of the 15,800 confirmed cases, the Fraser Health Authority continues to account for the majority of confirmed cases (9,234 or 58%) and disproportionate amount of new cases being reported. Of the cases in the Fraser Health region, 50 are hospitalized, 6,798 have recovered and 123 have died.

The EOC's COVID-19 Global Monitor Report (Appendix "III") highlights global, national, provincial and City-level monitoring results as well as recent trend analyses for COVID-19 epidemiology scans, BC resident sentiment and behavioural analysis, and physical distancing efforts.

Second Wave

A second wave of COVID-19 cases is currently being experienced British Columbia, across Canada and in many countries in the world. Possible reasons for this second wave are COVID-19 “fatigue” (i.e., individuals not consistently following physical and social distancing measures, washing hands, et cetera due to the prolonged duration of the pandemic), increasing ones social interactions with others (i.e., increasing their “bubble”), more discretionary trips (e.g., to bars and restaurants) and expanding tourism opportunities.



The EOC continues to monitor and respond to the second wave as part of the City’s advanced scenario planning. The following tactics are being employed as part of that effort:

- Tactic 1 – Monitor triggers for COVID-19 resurgence in other areas.
- Tactic 2 – Develop forecast scenarios to aid planning.
- Tactic 3 – Aid local businesses to be prepared (e.g., Surrey Makes PPE).
- Tactic 4 – Monitor/encourage compliance on local level.
- Tactic 5 – Revise public messaging to reflect situational need.

The City will continue to seek guidance and follow the direction of the Provincial Health Officer and adapt plans as needed to suit the situation.

Level of Service Provisions / Reopening Plans

The City is continuing to offer a majority of services at Level 1 - Modified Business Services, and the number of services and facilities operating at this level continues to increase. The EOC’s opening decision matrix, which is used to determine when each of the City’s functional business areas are able to adjust their level of service and resume some form of operation, is based on the premise that all of the following four criteria are met:

1. Ability to comply with new Provincial Health Order(s);

2. Reasonable public demand for services;
3. Financial viability; and
4. Public and employee safety measures are in place.

Based on the EOC’s opening decision matrix, facilities and services are continuing to reopen. It is important to note that the status of facilities and programming summarized below are subject to change in response to the dynamic COVID-19 pandemic situation (i.e., continued resurgence and / or second wave occurs). User groups will be proactively informed of the potential to re-close facilities should a resurgence in COVID-19 transmission meet the facility closure criteria.

Community & Recreation Facilities

The City initiated a phased reopening of multi-purpose recreation centres across the City for preregistered programs. The utilization for the period of October 25 until October 31 is summarized below:

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Programs offered at Opened Facilities</i>	<i>Fill Rate</i>	<i>Usage as a Percentage of Normal Service</i>
<i>Recreation Facilities</i> <ul style="list-style-type: none"> • <i>fitness centres,</i> • <i>weight rooms, and</i> • <i>gymnasiums</i> 	10	3	20%	68%	14%
<i>City Run Preschool Programs</i>	20	6	20%	88%	18%
<i>Before & After School Care</i>	6	5	20%	42%	8%

Program spaces and capacities are based on the required two-metre physical distancing for static activities and five- to 10-metre distancing for more active programming. Schedules also consider new cleaning and disinfecting requirements that ensure adequate cleaning between each program.

Since opening overall demand for programming has been increasing and is currently at approximately 68% of the modified capacity (20% of normal capacity), which equates to a usage of approximately 14% of normal capacity. As the weather changes, public demand for indoor recreation services has been increasing slowly. Staff will continue to monitor usage and programming can be scaled up or down to respond to changes in demand or to align with any changes to the Province’s reopening plans. This continues the well-founded nature of the City’s reopening strategy and highlights the need to closely monitor actual demand once facilities reopen.

Arena Facilities

The City currently has six sheets of available ice. Two additional sheets of ice are planned to be activated on November 9, 2020. At that time, only one sheet of ice will remain inactivated at the Newton Arena. All other arena facilities will be open and eight of the City's nine sheets of ice will be utilized. At that time, the City will be meeting most of the needs of the minor sport user groups. The utilization for the period of October 25 until October 31 is summarized below:

<i>Service</i>	<i>Hours Available</i>	<i>Hours Booked</i>	<i>% of Normal Allocation Available</i>
<i>Arenas (Minor Sport User Groups)</i>	334	317	95%*
<i>Arenas (Public Programming)</i>	Starting November 9		5-10%

* *Minor sport user groups have a similar number of bookings from 2019 although the durations of the booking times have been reduced to accommodate additional COVID-19 cleaning requirements.*

Starting on November 9, the City will re-introduce some of its arena programs and services such as recreational hockey, modified drop-in programs and some private rentals at 5-10% of regular offerings and on November 14, learn to skate lessons will start. This number is lower than the standard 20% in other recreation facilities as the City was initially focused on providing access to minor sport user groups through allocating preferred ice times to meet demand. The City plans to offer 20-30% of its regular program offerings starting January 2021.

User groups continue to develop their own safety plans and all required procedures, policies, and documentation practices to be in place prior to ice use.

Aquatic Facilities

The City initiated a phased reopening of the indoor aquatic facilities starting with the Surrey Sport & Leisure Complex on October 13, 2020. The utilization for the period of October 25 until October 31 is summarized below:

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Hours/ Programs offered at Opened Facilities</i>	<i>Fill Rate</i>	<i>Usage as a Percentage of Normal Service</i>
<i>Aquatics (Aquatic Sports Groups)</i>	1	4	65% (% of lane hours allocated)	93.5%	61%
<i>Aquatics (Public Programming)</i>	1	4	20% (% of programs offered)	71%	14%

Staff have worked with the local aquatic sports groups to allocate times for use.

Surrey Sport & Leisure Complex is centrally located in Surrey and has an eight-lane, 50-metre swimming tank which is well suited to meet the needs of both swim clubs and the public. Surrey Sport & Leisure Complex also has a three-metre and one-metre diving board that can meet some of the demands of the diving club needs. Plans are underway to reopen the Grandview Heights Aquatic Centre (“GHAC”) on November 24, 2020.

The re-opening of GHAC will allow for the City to meet in excess of 90% of the pre-COVID-19 lane demand for aquatic sport. The facility features a 10-lane 50m main pool with full FINA-standard diving facilities (1 and 3 metre boards and 5, 7.5 and 10 metre platforms), a large family-friendly leisure pool and a large family hot tub. Easily accessible secondary entrances on to the pool deck will support aquatic sport teams using the facility safely and distinct from the general public.

Reopening plans will follow for the remaining aquatic centres being considered in 2021; these plans will be informed by the safe and successful operation of the Surrey Sport & Leisure Complex, Grandview Heights Aquatic Centre, and the evolving COVID-19 resurgence. Four aquatic facilities remain closed at this time.

Culture Facilities

The City initiated a phased reopening of civic culture venues for preregistered tours and classes. The utilization for the period of October 25 until October 31 is summarized below:

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Programs offered at Opened Facilities</i>	<i>Usage as a Percentage of Reduced Service</i>	<i>Usage as a Percentage of Normal Service</i>
<i>Culture Facilities</i>	3	2	50%	80%	40%

The Museum of Surrey, Surrey Arts Centre (Surrey Art Gallery) and Historic Stewart Farm House are open to the public and offering modified services including pre-registered tours. Two culture facilities remain closed at this time.

Surrey Civic Theatres remain closed, however is transitioning into serving as a venue that supports video recording and livestreaming in November 2020. No audiences will be admitted to the Theatre for this purpose. This service will be limited to community arts organizations and artists. Surrey Civic Theatres will also be recording artists for performances as part of their Digital Stage online series and is also supporting recording of performances for the City’s special events, including components for the Tree Lighting Festival and Civic Distinction Awards events.

Surrey Archives remains closed to the public, but staff are available to support research questions remotely. The Archives’ online heritage tools continue to have high public demand and usage.

Program spaces and capacities comply with the required two-metre physical distancing for static activities such as art making and five to ten-metre distancing for more active programming such as dance. Schedules for programs provide time for cleaning and disinfecting requirements

between each program. Overall, civic culture venues are providing approximately 50% of regular art programming.

Since opening venues for exhibition tours and registered classes, more than 80% of the tour times offered have been booked and classes consistently meet registration targets. As the weather changes, public demand for indoor cultural experiences is expected to increase. The plan is flexible, and programming at both civic cultural facilities and independent cultural venues can scale up or down to respond to changes in demand or to align with any changes to the Province’s reopening plans.

Independent culture venues have also been supported to reopen for preregistered tours and classes. These include:

- BC Vintage Truck Museum operated by the Surrey Heritage Society;
- Newton Cultural Centre operated by the Arts Council of Surrey; and
- South Surrey Recreation and Arts Centre arts spaces operated by the Semiahmoo Arts Council.

Surrey Libraries

Surrey Libraries has commenced the phased reopening of its libraries as summarized below:

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Service offered at Opened Facilities</i>	<i>Daily Checkouts with Reduced Service Hours</i>	<i>Daily Checkouts as a Percentage of Pre-pandemic checkouts</i>
Libraries	8	1 ¹	60%	6,506	68%

1. *The Port Kells branch is not open for public access but offers holds-pick and takeout service.*

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Service offered at Opened Facilities</i>	<i>Daily Visits with Reduced Service Hours</i>	<i>Daily Visits as a Percentage of Pre-pandemic visits</i>
Libraries	8	1 ¹	60%	2,486	34%

1. *The Port Kells branch is not open for public access but offers holds-pick and takeout service.*

City Centre, Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Semiahmoo, and Strawberry Hill branches are operating at 60% of the pre-pandemic service hours. Services available include limited browsing of shelves, computer and Wi-Fi access, holds pick-up, takeout service and technology/information assistance. Branches are reopened with safety measures including reduced occupancy limits to aid physical distancing, hand sanitizer for the public, directional arrows, plexiglass barriers on service desks, and increased cleaning of high-touch areas. Visitors are encouraged to keep visits short and wear masks.

Since opening, in person visits are 34% as compared to the same period last year and checkout of physical materials is approximately 68% as compared to the same period last year. Weekly activity levels are slightly increased in October 2020 over September 2020.

78% of library employees have been recalled (199 out of 254 staff). 55 staff, primarily auxiliaries, remain on temporary lay-off and will be rehired as services are increased.

The Library continues to offer digital services such as eBook lending and virtual programs which are being well used by residents. From September 9, 2020 to October 31, 2020 Surrey Libraries has offered 80 programs with 892 attendees.

Special Events

Presented by Coast Capital Savings, the City will host the tenth annual Surrey Tree Lighting Festival virtually on Saturday, November 21 from 5:00 p.m. to 7:30 p.m. on Facebook and YouTube Live. Residents and visitors are invited to watch from home as Mayor and Council flip the switch to light Surrey's 60-ft Christmas tree, which marks the start of the holiday season. Following the livestream, a series of holiday contests will be held on the Surrey Tree Lighting Facebook page leading up to Christmas Day.

The Downtown Surrey BIA will be handing out free holiday craft kits at Central City Shopping Centre on Friday, November 13 from 1 – 8 p.m. Instructions on how to make these crafts will be aired within the livestream. As part of the City's Light Where You Live campaign, Surrey Tree Lighting Festival will also be installing a light tunnel on Surrey Civic Plaza from November 21, 2020 – January 3, 2021 for residents to enjoy throughout the holiday season.

Surrey Fire Service Responses

From October 4 to November 2, 2020, SFS responded to an average of 84 incidents per day, as illustrated in Appendix "IV". Since September 15, 2020 BC Emergency Health Services have returned some additional medical incident types to pre-COVID dispatch protocols. As a result, SFS attendance at medical incidents has increased to 96% compared to the same period last year.

SFS attendance at non-medical incidents for this period has now returned to near pre-COVID levels at 96%, as people movement returns to normal during Phase 3 of BC's Restart Plan.

Surrey RCMP Response

As of November 2, 2020, the Surrey RCMP received an average of 558 calls for service per day and dispatched members to an average of 407 incidents per day over the past 30-days, as illustrated in Appendix "V". Surrey RCMP calls for service remains fairly consistent (3.3% decrease in average daily calls) as compared to the same period last year as does the number of calls the police dispatched members to (0.5% increase in average number of dispatched members). In terms of a dispatch rate, last year during this study period (October 13 to November 2) police dispatched members to 70% of total calls; this year members were dispatched to 73% of the total calls received.

Logistics

From the start, to ensure that the City, including the SFS, has adequate cleaning equipment and personal protective equipment (“PPE”) for staff, the EOC 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 November 3, 2020, and how this inventory has changed since October 13, 2020, is attached as Appendix “VI”.

At present, the City has a sufficient supply of most critical supplies to last for the next 180 days. The EOC is continuing to increase its inventory of supplies as use is forecasted to increase as the City continues to reopen.

Return to Office Plan

To support BC’s Restart Plan and the reopening of City facilities and resumption of services, the EOC has enacted a Return of Office (“RTO”) plan that ensures the City can continue the process of reintegrating staff back into the workplace in a safe and responsible manner. The goal is to have approximately of 60% staff working on a rotating basis in their respective facility at any given time. To achieve this goal, each Department has enacted their RTO plans that were developed based on the following key principles:

- Compliance with all Provincial Health Orders;
- Health and Safety;
- Work efficiency;
- Promoting a gradual return to normal business operations; and
- Flexibility to make alternate work arrangements, as needed.

The RTO plan is aligned with Phase III of BC's Restart Plan, which has allowed many businesses to reopen with enhanced safety measures and enabled us to gradually increase our social interactions, while limiting the spread of COVID-19.

Current Staffing Levels

A summary of the level of staffing available from October 13 through November 2, 2020 (excluding holidays and weekends) is attached as Appendix “VII” and as illustrated in this summary, the activation of the RTO plan has resulted in average of 66% of inside staff working in their respective facility at any given time. Adjustments are continuing to be made to achieve the RTO plan goal of 60% of inside staff working in their respective facility at any given time.

Given the recent resurgence in cases, the EOC is monitoring the situation and prepared to reduce staffing levels if required. Plans are in place to respond to increased positive cases in any City workplace. Responses will be determined on a case by case basis, depending on the circumstances and the extent of the exposure in the specific workplace. In addition, the EOC will continue to monitor the increase in community cases to determine if a generalized reduction in staffing levels is required.

The EOC continues to monitor staffing levels at all civic facilities and is prepared to adjust staffing levels (i.e. the number of staff working at facility) if the need arises due to a COVID-19 outbreak in a facility or in the event of a public health order impacting civic facility operation. As of

November 4, 2020, there have been 14 confirmed cases amongst the approximately 2,200 active City staff (an infection rate of 0.67% which is slightly higher than the infection rate of 0.54% in the Fraser Health Authority as of November 2, 2020). The RTO plan and safe work protocols in place have been effective to date in preventing transmission between staff.

Support for Priority Populations (experiencing housing instability)

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 vulnerable population should they have symptoms of or have been diagnosed with COVID 19 and are in need of self isolation.

The ERC is operated by the Surrey Urban Mission in collaboration with the Fraser Health Authority and is supported by Fraser Health nursing staff with BC Housing funding the operation of the Centre. Residents of the ERC have access to COVID-19 testing and wrap-around health care services including opioid agonist treatment and a managed alcohol program. In addition to the health services being offered at the ERC, showers in an isolated portion of the facility have been made available to the City’s priority population. The ERC is generally considered as the role model for other ERCs established in the region.

Over the past week, the ERC has hosted 35 to 40-persons on a daily basis and upwards of 10-individuals per day at the shower facility.

The former site of the Surrey Food Bank located at 10732 – 135A Street has been leased to provide a 24/7 shelter (the “Olive Branch Shelter”) for which the operation costs are funded by BC Housing and Surrey Urban Mission will be the operator. The Olive Branch Shelter, which will be ready to open the week of November 9, 2020, will provide an additional 46 shelter beds.

In an effort to reduce the number of people in some existing BC Housing funded shelters in Surrey, BC Housing has moved people from shelters to individual motel rooms at The Linda Vista Motel at 6498 King George Boulevard and the Canadian Inn at 6528 King George Boulevard. Over the past week, approximately 45 individuals were being accommodated in the two motels.

COVID-19 Compliance and Enforcement Team

On March 26, 2020 the Surrey RCMP established a joint COVID-19 Compliance & Enforcement Team (“CCET”), in partnership with the City Bylaws Division, to conduct 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. The Team's primary mandate is proactive education and gaining voluntary compliance with the directions of the Provincial Medical Health Officer.

CCET continues to proactively reach 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. To complement 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, et cetera).

Over the past few weeks, the CCET has determined that compliance appears to be waning amongst businesses in terms of meeting the directions of the Provincial Medical Health Officer. To this end, it was previously reported that 92% of food establishment and 70% of personal services businesses across the City have the required operational safety measures in place that meet the directions of the Provincial Medical Health Officer. Over the past few weeks, food service businesses have slipped to 75% compliance while compliance for personal services businesses has dropped significantly to 43%. The top three reasons for non-compliance amongst all category of businesses consistently includes the following:

- No occupancy limits posted
- No safety plan in place
- No floor markings

When a business is found to be non-compliant, CCET members discuss the educational information and requirements (previously provided to these businesses) directly with the establishment owners and/or management to ensure the information is well understood. The approach that the CCET has typically taken was to provide a business up to two warnings (on separate visits). Upon a third warning, Repeat offenders have been referred to Fraser Health Authority (“FHA”) for further action, including issuance of tickets in the amount of \$2,300 for contravention of the Public Health Office Gathering and Events Order. In addition, locations which are consistently non-compliant receive notice from the City that their business license may be suspended / revoked if they continue to be non-compliant. Given the decrease in compliance, the CCET are providing businesses only one warning before being referred to FHA for further action including the possibility of being ticketed. It was deemed by the EOC that this more aggressive approach is required to invoke a higher level of compliance amongst business owners across the City.

The CCET is consistently finding COVID-19 compliance to be very high within the City’s parks. Compliance within parks is expected to remain high as the weather continues to cool and the sun sets earlier.

Supporting and Informing Residents

The City’s COVID-19 webpage, www.surrey.ca/COVID-19, has been a valued source of information for residents and businesses with over 165,500 pageviews since it was launched, with approximately 10,000 pageviews occurring over the last three weeks. The number of total page views being reported is slightly less than the number reported in the since the last update provided to Council due to a data error related to a change in software platforms.

The information on these webpages is updated frequently, and shares information on News & Updates, Affected Services, Facility Closures, Online Services promotion, Business Content (e.g., Surrey Makes PPE, Surrey Store to Door, Business Resources), Community Resources and as of October 6, 2020 the City is also utilizing its website (<https://www.surrey.ca/about-surrey/coronavirus-covid-19-information/covid-19-exposures-civic-facilities>) to advise the community of potential exposures to COVID-19 within Surrey’s civic facilities which includes City Hall, arenas, recreation facilities, cultural facilities, aquatic centres and libraries. This information is being provided to ensure transparency and so that residents may take appropriate and timely action if necessary.

While this information is being provided, Fraser Health will continue to contact residents that have tested positive or have been in close contact with a confirmed case. Residents are not required to take any action unless they have been contacted by Fraser Health or have developed symptoms of COVID-19.

Since starting this feature on October 6, 2020, there have been no potential exposures to COVID-19 identified within Surrey's civic facilities as of November 4, 2020.

Given increase in confirmed cases in the region, the reduced compliance in businesses meeting the directions of the Provincial Medical Health Officer and the perceived COVID-19 "fatigue", the City has updated its on street messaging and billboards and is using its social media platforms for promoting a new awareness campaign to remind residents and business for the need adhere to public health measures and good practices. A sample of some of the messaging and materials included in this latest campaign are included in Appendix "VIII".

Supporting and Informing Businesses

In addition to the information provided on the City's COVID-19 webpage, staff have been participating in regular calls with the various business associations in Surrey to provide them updates and answer any questions that they may have. To date, 12 calls have taken place. The next scheduled call is Friday November 27, 2020. The associations in this call have included staff representatives from the Surrey Board of Trade, the South Asian Business Association of BC, the Downtown Surrey Business Improvement Association, the Cloverdale Chamber of Commerce, the Cloverdale Business Improvement Association, the Fleetwood Business Improvement Association, the Newton Business Improvement Association, the South Surrey and White Rock Chamber of Commerce, the New Westminster & District Labour Council, and the White Rock Business Improvement Association.

Intergovernmental Support and Cooperation

On July 16, the Prime Minister announced that the First Ministers had agreed to a Federal, Provincial and Territorial **Safe Restart Agreement** supported by \$19 Billion in Federal funding to help Provinces and Territories restart the economy and increase Canada's resilience in the event of future waves of COVID-19. Priority areas identified were testing and tracing, health care including mental health and addictions, supporting vulnerable people, procurement of PPE, early education and daycare, paid sick leave, municipal operations costs and public transit.

On September 17, the Province announced Stronger BC – BC's Economic Recovery Plan. Included in this plan is a commitment by the Province to allocate \$425 million for a program called "Safe Restart Funding for Local Governments" to support local governments with reopening of facilities and to cover operating costs, emergency response costs, lost revenues and other COVID-19-related impacts. On November 4, 2020 the City was advised that it will be receiving \$14,769,000 from this program.

The EOC continues to seek the support and cooperation of the Provincial and Federal government on issues related to the COVID-19 pandemic, including:

- Support for citizens and businesses financially impacted;
- Support for vulnerable populations;

- Acquiring PPE for first responders and front-line staff; and
- Financial support to cities to offset impact of COVID-19

Financial Update on the Impact of COVID-19

Staff are continuing to monitor the forecasted financial performance of the City. Based on Council direction resulting in a timely fiscal management to mitigate COVID-19 related budget shortfall, the City is forecasted to end the year with a modest favorable position relative to the adopted 2020 budget. This favourable financial forecast is in part due to economic stimulus initiatives, supported by Mayor and Council, for Surrey residents and businesses; cautious reopening of major civic facilities; vacancy gapping; and an increase in confidence in residential and commercial construction sectors, evidenced by council approval for some significant development projects that will expand the City's industrial, residential and rental housing stock in the City.

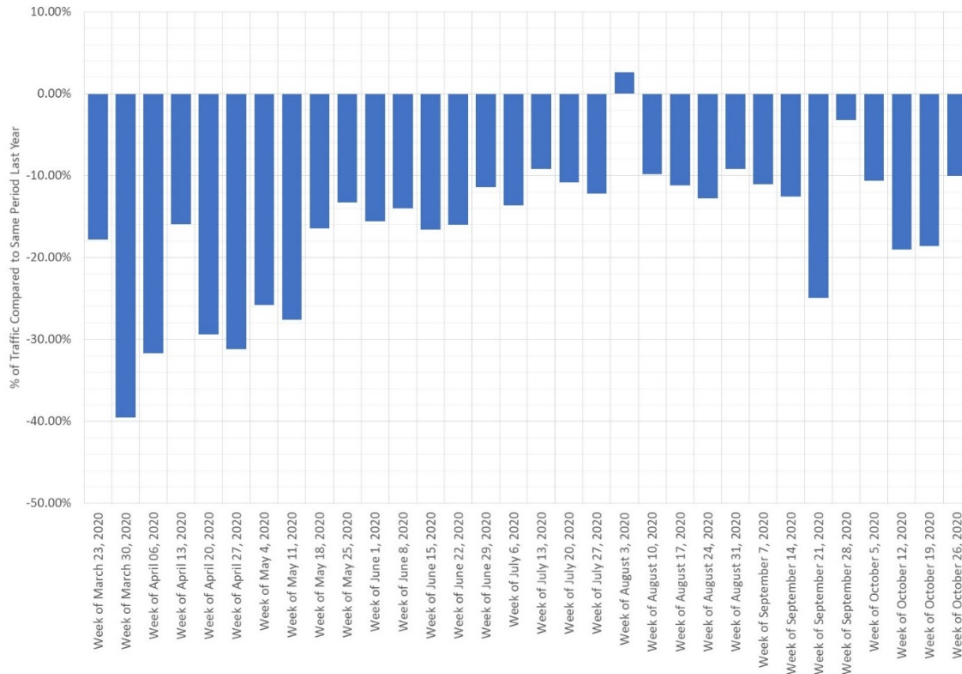
As noted above, the City has received \$14,769,000 in funding from the Provincial "Safe Restart Funding for Local Governments" program. Staff are currently reviewing the program's funding eligibility requirements to determine how this funding is best utilized.

COVID-19 is expected to continue to increase financial pressure on the 2021 and future budget years and staff are preparing their proposed 2021- 2025 Financial Plan that will be reflective of this new fiscal reality.

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, six mobile traffic data collection sensors, 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 an average weekday reduction in traffic volumes on Surrey's major roads (King George Boulevard, 120 Street, 128 Street, 168 Street, 152 Street, 32 Avenue, 64 Avenue, 72 Avenue, 88 Avenue, and 104 Avenue) as compared to traffic volumes over the same period last year, as illustrated in Appendix "IX". As illustrated below, the average traffic volumes since mid-May is approximately 12.5% below traffic volumes over the same period last year.



Monitoring of pedestrian and cycling use in City Centre reveals that from October 10 to October 30, 2020, pedestrian activity travelling by foot was 41% below 2019 volumes, and the number of cyclists was 143% above 2019 volumes.

Staff will continue to monitor traffic to observe changes in traffic volumes.

EOC Activity Plan

Throughout the month of October, Surrey’s EOC engaged in mitigating the impacts of COVID-19 in alignment with the City’s 10-Point Action Plan. As a result of the second wave of COVID-19 the EOC is continuing to meet two times weekly, and/or more frequently if needed.

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

The COVID-19 pandemic is experiencing a global resurgence and British Columbia is now experiencing a second wave. The EOC is applying and continuously updating Surrey’s Proactive 10-Point Action Plan to mitigate impacts of the COVID-19 pandemic and its resurgence.

The Plan is ensuring that the City that the City stays as safe as possible from COVID-19 while minimizing its financial impacts, ensuring that businesses across the City have the required operational safety measures in place that meet the directions of the Provincial Medical Health Officer, that a decision matrix is utilized to inform the reopening and operation of civic facilities and services, and that key data indicators help inform forecasting and the scaling up or down of services and programming to respond to changes in demand, changes to the COVID-19 pandemic, its resurgence and the Province's reopening plans.

While British Columbia is now experiencing a second wave of COVID-19, there have been no potential exposures to COVID-19 identified within Surrey's civic facilities as of October 15, 2020.

Vincent Lalonde, P.Eng.
City Manager

JA/

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Appendix "I" – Corporate Report R158; 2020 – COVID-19: Emergency Operations Centre Update

Appendix "II" – Surrey's Proactive 10-Point Action Plan – Version 11 – November 9, 2020

Appendix "III" – COVID-19 Global Monitor Report – Week of November 2, 2020

Appendix "IV" – Surrey Fire Service – Incident Responses –October 4 to November 2, 2020

Appendix "V" – Surrey RCMP – Calls for Service Received and Dispatched –
October 4 to November 2, 2020

Appendix "VI" – EOC Critical Supplies Inventory – November 3, 2020

Appendix "VII" – Staff Count Summary – October 13 to November 2, 2020

Appendix "VIII" –Social Media Messaging

Appendix "IX" – Traffic volumes along major corridors – March 23 to October 30, 2020



CORPORATE REPORT

NO: R158

COUNCIL DATE: Oct 19, 2020

REGULAR COUNCIL

TO: Mayor & Council

DATE: October 15, 2020

FROM: City Manager

FILE: 7130-16

SUBJECT: COVID-19: Emergency Operations Centre 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 since the last Corporate Report which was provided to Council at the October 5, 2020 Regular Council Public Hearing meeting (a copy of Corporate Report No. R151; 2020 is attached as Appendix "I").

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.

Since the last update provided to Council as part of Corporate Report R151; 2020 the EOC has completed the following actions:

- Continued advance planning scenarios to increase preparedness, and understand risks and impacts to the City during a resurgence of the first wave or a second wave of COVID-19 (that regresses British Columbia back to Phase II or Phase I) through trends and experiences in Ontario and Quebec;
- Initiated phased a reopening of aquatic centres starting with the Surrey Sport & Complex on October 13, 2020;
- Continued monitoring of usage at all facilities to determine if current program should be scaled up or down;
- Continued implementation of the Return of Office plan for City including how the Return to Office plan can be adjusted due to a COVID-19 outbreak in a facility or continued resurgence;

- Started the second phase of the EOC After Action Review focusing on the establishment of essential and critical services (March 17, 2020 to mid-May 2020);
- Mailed each business in the personal service sector pertinent COVID-19 related information explaining guidelines and protocols with regards to signage, directing foot traffic to avoid two-metre distancing concerns, providing sanitation stations for patrons, and posting COVID-19 occupancy limits and safety plans on the wall for employees in an effort to increase compliance in this sector;
- Continued acquisition of personal protective equipment including the acquisition of 4,000 gowns which has been one of the most difficult products to secure; and
- Launched and maintained a new page on the City's website that advises the community about potential exposures to COVID-19 within Surrey's facilities.

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 term 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 (as outlined in Appendix "II").

Key insights since the last update to the Plan include:

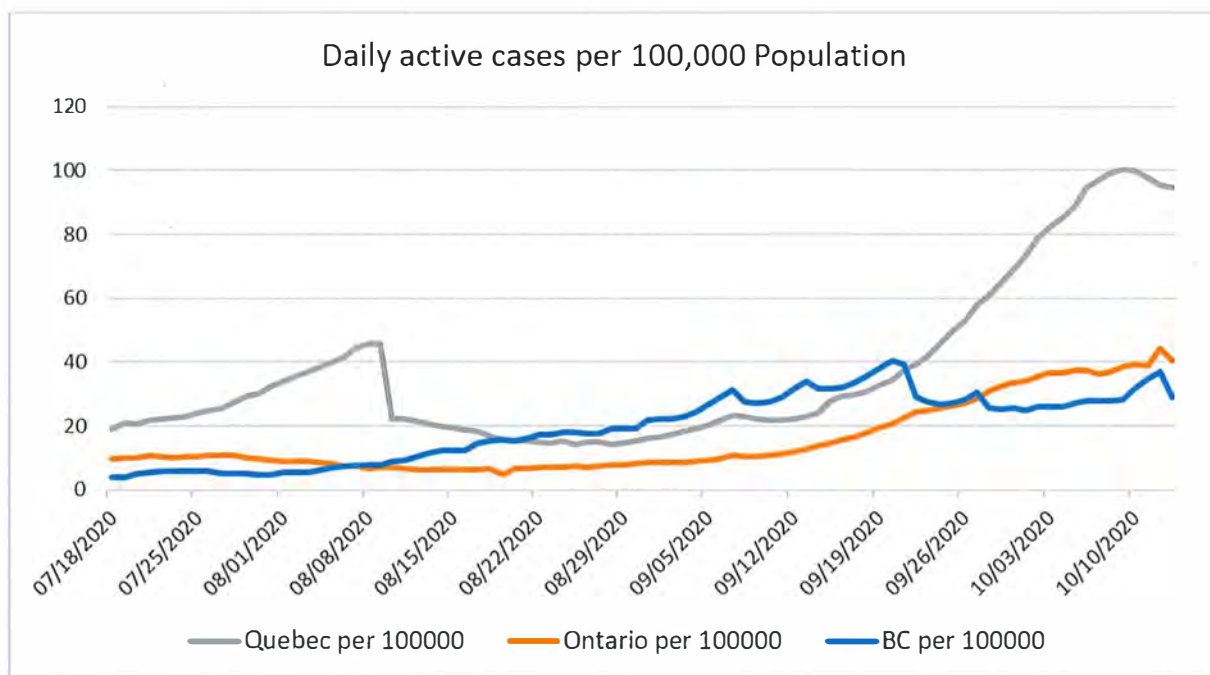
- Global COVID-19 cases continue to rise, with 38.0 million cases as of October 13, 2020. This represents a somber 13% increase (4.5 million cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;
- The United States, India, Brazil and Russia continue to remain as the global epicentres, accounting for approximately 56% of total infections reported;
- As of October 13, 2020, Canada has had approximately 189,000 cases. This represents an 19% increase (30,000 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;
- As of October 13, 2020, BC has had 10,734 confirmed cases. This represents a 19% increase (1,721 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update; and
- Of the 10,734 confirmed cases, the Fraser Health region accounts for the majority of confirmed cases (5,595 or 52%). Of the cases in the Fraser Health region, 43 are hospitalized, 4,466 have recovered and 115 have died.

The EOC's COVID-19 Global Monitor Report (Appendix "III") highlights global, national, provincial and City-level monitoring results as well as recent trend analyses for COVID-19 epidemiology scans, BC resident sentiment and behavioural analysis, and physical distancing efforts.

Resurgence and Second Wave Potential

A resurgence of COVID-19 cases is currently being experienced British Columbia, across Canada and in many countries in the world. Possible reasons for this resurgence are COVID-19 “fatigue” (i.e., individuals not consistently following physical and social distancing measures, washing hands, et cetera due to the prolonged duration of the pandemic), increasing ones social interactions with others (i.e., increasing their “bubble”), more discretionary trips (e.g., to bars and restaurants), expanding tourism opportunities, and easing border restrictions.

There is a difference between the resurgence of COVID-19 and a forecasted second wave of infection estimated to hit in Fall 2020. Currently, BC is still in the first wave of infection and any new infections are seen as a resurgence within this initial phase.



At this time, it is not known with certainty if, or when, a second wave may occur; and if it occurs what the magnitude of the impact may be.

The EOC continues to monitor and plan for a resurgence and/or second wave as part of the City’s advanced scenario planning. The following tactics are being employed as part of that effort:

- Tactic 1 – Monitor triggers for COVID-19 resurgence in other areas.
- Tactic 2 – Develop forecast scenarios to aid planning.
- Tactic 3 – Aid local businesses to be prepared (e.g., Surrey Makes PPE).
- Tactic 4 – Monitor/encourage compliance on local level.
- Tactic 5 – Revise public messaging to reflect situational need.

The City will continue to seek guidance and follow the direction of the Provincial Health Officer and adapt plans as needed to suit the situation.

Level of Service Provisions / Reopening Plans

The City is continuing to offer a majority of services at Level 1 - Modified Business Services, and the number of services and facilities operating at this level continues to increase. The EOC's opening decision matrix, which is used to determine when each of the City's functional business areas are able to adjust their level of service and resume some form of operation, is based on the premise that all of the following four criteria are met:

1. Ability to comply with new Provincial Health Order(s);
2. Reasonable public demand for services;
3. Financial viability; and
4. Public and employee safety measures are in place.

Based on the EOC's opening decision matrix, facilities and services are continuing to reopen. It is important to note that the status of facilities and programming summarized below are subject to change in response to the dynamic COVID-19 pandemic situation (i.e., continued resurgence and / or second wave occurs). User groups will be proactively informed of the potential to re-close facilities should a resurgence in COVID-19 transmission meet the facility closure criteria.

Recreation Facilities

The City has completed a phased reopening of multi-purpose recreation centres in each of the six town centres for preregistered programming as summarized below:

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Programs offered at Opened Facilities</i>	<i>Usage as a Percentage of Reduced Service</i>	<i>Usage as a Percentage of Normal Service</i>
<i>Recreation Facilities</i> <ul style="list-style-type: none"> • Fitness Centres, including weight rooms and group fitness classes; • Gymnasium sports including badminton, pickleball, tennis, table tennis and more; and • A variety of visual and performing arts programs for adults, children and youth. 	19	2	20%	44%	9%
<i>Preschool in Recreation Facilities</i> <ul style="list-style-type: none"> • Licensed preschool (21 classes) and Before and After Care School (22 classes) in 13 schools across the City; and 	17	8	20%	93%	19%

Program spaces and capacities are based on the required two-metre physical distancing for static activities and five- to 10-metre distancing for more active programming. Schedules also consider new cleaning and disinfecting requirements that ensure adequate cleaning between each program.

Since opening overall demand for programming has been increasing and is currently at approximately 44% of the modified capacity (20% of normal capacity), which equates to a usage of approximately 9% of normal capacity. Low turnout was anticipated as customers were expected to take some time to adjust to returning to programming in indoor spaces. As the weather changes, public demand for indoor recreation services has been increasing slowly. Staff will continue to monitor usage and programming can be scaled up or down to respond to changes in demand or to align with any changes to the Province’s reopening plans. This continues the well-founded nature of the City’s reopening strategy and highlights the need to closely monitor actual demand once facilities reopen.

Arena Operations

The City has commenced the phased reopening of its arenas as summarized below:

<i>Service</i>	<i>Number of Ice Sheets Opened</i>	<i>Number of Ice Sheets Closed</i>	<i>Usage as a Percentage of Reduced Service</i>	<i>Usage as a Percentage of Normal Service</i>
Arenas	6	3	100%	60%

At this time, the City is meeting most of the needs of the ice user groups. Two additional sheets of ice are planned to be activated in mid-November. At that time the City will be able to meet all of the needs of the ice user groups. The City will re-introduce its arena programs and services such as recreational hockey, learn to skate lessons, modified drop-in programs and some private rentals by early December.

User groups continue to develop their own safety plans and all required procedures, policies, and documentation practices will be in place prior to ice use. A monitoring period will occur prior to scaling up additional sheets of ice to ensure all safety protocols are being satisfied.

Culture Facilities

The City has completed a phased reopening of civic culture venues for preregistered tours and classes as summarized below.

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Programs offered at Opened Facilities</i>	<i>Usage as a Percentage of Reduced Service</i>	<i>Usage as a Percentage of Normal Service</i>
Cultural Facilities <ul style="list-style-type: none"> • Museum of Surrey; • Surrey Art Gallery / Surrey Arts Centre; and • Historic Stewart Farm 	3	2	50%	80%	40%

Surrey Civic Theatres remain closed, however is transitioning into serving as a venue that supports video recording and livestreaming this fall.

Surrey Archives remains closed to the public, but staff are available to support research questions remotely, while the Archives' online heritage tools continue to have high public demand and usage.

Program spaces and capacities comply with the required two-metre physical distancing for static activities such as art making and five to ten-metre distancing for more active programming such as dance. Schedules for programs provide time for cleaning and disinfecting requirements between each program. Overall, civic culture venues are providing approximately 50% of regular art programming.

Since opening venues for exhibition tours and registered classes, more than 80% of the tour times offered have been booked and classes consistently meet registration targets. As the weather changes, public demand for indoor cultural experiences is expected to increase. The plan is flexible, and programming at both civic cultural facilities and independent cultural venues can scale up or down to respond to changes in demand or to align with any changes to the Province's reopening plans.

Independent culture venues have also been supported to reopen for preregistered tours and classes. These include:

- BC Vintage Truck Museum operated by the Surrey Heritage Society;
- Newton Cultural Centre operated by the Arts Council of Surrey; and
- South Surrey Recreation and Arts Centre arts spaces operated by the Semiahmoo Arts Council.

Aquatic Centres

The City initiated a phased reopening of the indoor aquatic facilities starting with the Surrey Sport & Leisure Complex on October 13, 2020 as summarized below.

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Programs offered at Opened Facilities</i>	<i>Usage as a Percentage of Reduced Service</i>	<i>Usage as a Percentage of Normal Service</i>
Aquatic Centres <ul style="list-style-type: none"> • Surrey Sport & Leisure Complex 	1	4	20%	TBD ¹	TBD ¹

1. *Usage at the Sport & Leisure Complex has yet to be quantified as the facility only opened on October 13, 2020.*

Staff have worked with the local aquatic sports groups to allocate times for use and coordinate scheduled start dates.

Surrey Sport & Leisure Complex is in central proximity to all six town centres in Surrey and has an eight-lane, 50-metre swimming tank which is well suited to meet the needs of both swim clubs and the public. Surrey Sport & Leisure Complex also has a three-metre and one-metre diving board that can meet some of the demands of the diving club needs. Plans are underway to reopen the remaining aquatic centres; these plans will be informed by the safe and successful operation of the Surrey Sport & Leisure Complex, and the evolving COVID-19 resurgence.

Surrey Libraries

Surrey Libraries has commenced the phased reopening of its libraries as summarized below:

Service	Number of Facilities Opened	Number of Facilities Closed	% of Service offered at Opened Facilities	Usage (visits) as a Percentage of Reduced Service	Usage (visits) as a Percentage of Normal Service
Libraries	8	1 ¹	60%	30%	18%

1. *The Port Kells branch is not open for public access but offers holds-pick and takeout service.*

City Centre, Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Semiahmoo, and Strawberry Hill branches are operating at 60% of the pre-pandemic service hours. Services available include limited browsing of shelves, computer access, holds-pick and takeout service and technology assistance. Branches have reopened with safety measures including reduced occupancy limits to aid physical distancing, hand sanitizer for the public, directional arrows, plexiglass barriers on service desks, and increased cleaning of high-touch areas. Visitors are encouraged to keep visits short and wear masks.

Since opening, in person visits are 30% as compared to the same period last year and checkout of materials is approximately 65% as compared to the same period last year. Ongoing usage monitoring is indicating that activity levels are slowly increasing with each week the libraries are open

The Library continues to offer digital services such as eBook lending and virtual programs which are being well used by residents.

Surrey Fire Service Responses

On September 13 and September 14, 2020, the Surrey Fire Services (“SFS”) responded to an average of 54 incidents per day. On September 15, 2020, the Provincial Health Officer directed dispatch protocols for First Responders to be partially returned to pre-COVID levels. From September 15 to October 12, 2020, SFS responded to an average of 80 incidents per day, as illustrated in Appendix “IV”.

SFS attendance at medical incidents post COVID changes from March 31st to September 14 were decreased by 75% compared to the same period last year as a result of the dispatch protocol changes that were recommended by the BC Emergency Health Services on March 25. Calls

involving confirmed overdoses were added back in April 21, following further instructions by the BC Emergency Health Services, as SFS staff are trained in delivering Naloxone, which clinically supports improved patient outcomes. Since the September 15, BC Emergency Health Services have returned some additional medical incident types to pre-COVID dispatch protocols. As a result, SFS attendance at medical incidents has increased to 98% compared to the same period last year.

SFS attendance at non-medical incidents for this period has now returned to near pre-COVID levels at 95%, as people movement returns to normal during Phase 3 of BC's Restart Plan.

Surrey RCMP Response

As of October 12, 2020, the Surrey RCMP received an average of 555 calls for service per day and dispatched members to an average of 399 incidents per day over the past 30-days, as illustrated in Appendix "V". Surrey RCMP calls for service remains fairly consistent (2.9% decrease in average daily calls) as compared to the same period last year as does the number of calls the police dispatched members to (1.6% increase in average number of dispatched members). In terms of a dispatch rate, last year during this study period (September 13 to October 12) police dispatched members to 69% of total calls; this year members were dispatched to 72% of the total calls received.

Logistics

From the start, to ensure that the City, including the SFS, has adequate cleaning equipment and personal protective equipment ("PPE") for staff, the EOC 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 October 13, 2020, and how this inventory has changed since September 29, 2020, is attached as Appendix "VI".

Since September 29, 2020, the City has been able to increase its supply of many of its most critical supplies including gowns which has been one of the most difficult products to secure. At present, the City has a sufficient supply of most critical supplies to last for the next 180 days. The EOC is continuing to increase its inventory of supplies as use is forecasted to increase as the City continues to reopen.

Return to Office Plan

To support BC's Restart Plan and the reopening of City facilities and resumption of services, the EOC has enacted a Return of Office ("RTO") plan that ensures the City can continue the process of reintegrating staff back into the workplace in a safe and responsible manner. The goal is to have approximately of 60% staff working on a rotating basis in their respective facility at any given time. To achieve this goal, each Department has enacted their RTO plans that were developed based on the following key principles:

- Compliance with all Provincial Health Orders - The health, safety and well-being of staff remains the City's top priority. All office spaces were assessed to determine how many staff can work in the office at any given time, based on physical distancing requirements as set out by the Provincial Health Officer;

- Health and Safety – Many additional safety measures have also been implemented in the City’s facilities to ensure the safety of staff. The number of staff returning to the office will not be beyond a level that is safe. Equal opportunity to work in the office and remotely; for some areas, this has resulted in a rotation schedule where staff are taking turns to come into the office to work;
- Work efficiency - Remote work arrangements must support efficient / effective work delivery;
- Promoting a gradual return to normal business operations - As the situation continues to stabilize and improve, our goal is to return a greater number of staff to the office; and
- Flexibility to make alternate work arrangements, as needed - It is recognized that there are staff who are facing circumstances that would make it difficult to return to the office. Every effort is considered to making alternate arrangements to ensure staff have the support they may require during this time.

The RTO plan is aligned with Phase III of BC's Restart Plan, which has allowed many businesses to reopen with enhanced safety measures and enabled us to gradually increase our social interactions, while limiting the spread of COVID-19.

Current Staffing Levels

A summary of the level of staffing available from September 29 through October 9, 2020 (excluding holidays and weekends) is attached as Appendix “VII” and as illustrated in this summary, the activation of the RTO plan has resulted in average of 64% of inside staff working in their respective facility at any given time. Adjustments are continuing to be made to achieve the RTO plan goal of 60% of inside staff working in their respective facility at any given time.

The EOC is actively monitoring staffing levels at all civic facilities and is prepared to adjust staffing levels (i.e. the number of staff working at facility) if the need arises due to a COVID-19 outbreak in a facility.

Support for Priority Populations

In past reports, the term vulnerable populations was utilized. City staff met with representatives from BC Housing, Simon Fraser University, the Fraser Health Authority and the BC Centre for Disease Control in an effort to standardize terminology. From these discussions staff have learned that the terminology has evolved and now priority populations is the preferred terminology noting that in this application priority population refers to persons experiencing housing instability.

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 vulnerable population should they have symptoms of or have been diagnosed with COVID-19 and are in need of self isolation.

The ERC is operated by the Surrey Urban Mission on behalf of the Fraser Health Authority and is supported by Fraser Health nursing staff. Residents of the ERC have access to COVID-19 testing and wrap-around health care services including opioid agonist treatment and a managed alcohol program. In addition to the health services being offered at the ERC, showers in an isolated

portion of the facility have been made available to the City's vulnerable population. The ERC is generally considered as the role model for other ERCs established in the region.

Over the past week, the ERC has hosted approximately 40-persons on a daily basis and upwards of 10-individuals per day at the shower facility.

In an effort to reduce the number of people in some existing BC Housing funded shelters in Surrey, BC Housing has moved people from shelters to individual motel rooms at The Linda Vista Motel at 6498 King George Boulevard and the Canadian Inn at 6528 King George Boulevard. Over the past week, approximately 47 vulnerable individuals were being accommodated in the two motels.

COVID-19 Compliance and Enforcement Team

On March 26, 2020 the Surrey RCMP established a joint COVID-19 Compliance & Enforcement Team ("CCET"), in partnership with the City Bylaws Division, to conduct 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. The Team's primary mandate is proactive education and gaining voluntary compliance with the directions of the Provincial Medical Health Officer.

CCET continues to proactively reach 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. To complement 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, et cetera).

When the BC government advanced to Phase III in June 2020, the CCET initially focused its efforts on the approximate 1,200 food establishment businesses throughout the City. Initially, it was determined that only 70% of these businesses were following COVID-19 compliance requirements. However, the situation significantly improved over the course of several weeks across all food establishment businesses in Surrey through education provided by the City, combined with ongoing visits by the CCET, to this sector. At this time, approximately 92% of food establishment businesses across the City have the required operational safety measures in place that meet the directions of the Provincial Medical Health Officer.

While the CCET continue to work with the food establishment sector to further increase compliance, its primary focus at this time has shifted toward the personal services sector that includes barbershops and hair salons. At present, the CCET is finding that only 70% of businesses in this sector are meeting the directions of the Provincial Medical Health Officer. It is expected that compliance will increase through education, similar to what was previously experienced with the food establishment sector. To help educate businesses in the personal services sector, staff have mailed each business pertinent COVID-19 related information explaining guidelines and protocols with regards to signage, directing foot traffic to avoid two-metre distancing concerns, providing sanitation stations for patrons, and posting COVID-19 occupancy limits and safety plans on the wall for employees. When a business is found to be non-compliant, CCET members discuss the educational information and requirements (previously provided to these businesses)

directly with the establishment owners and/or management to ensure the information is well understood. Repeat offenders are referred to Fraser Health Authority (“FHA”) for further action, including issuance of tickets in the amount of \$2,300 for contravention of the Public Health Office Gathering and Events Order. In addition, locations which are consistently non-compliant receive notice from the City that their business license may be suspended / revoked if they continue to be non-compliant.

As we are well into the fall season and into cooler weather, the CCET is consistently finding COVID-19 compliance to be high (over 90%) within the City’s parks. Compliance within parks is expected to further increase as the weather continues to cool.

Supporting and Informing Residents

The City’s COVID-19 webpage, www.surrey.ca/COVID-19, has been a valued source of information for residents and businesses with over 169,500 pageviews since it was launched, with approximately 7,500 pageviews occurring over the last two weeks. Additionally, residents have followed the status of facility closures and openings, through the Closures & Openings page (<https://www.surrey.ca/city-government/30914.aspx>).

The information on these webpages is updated frequently, and shares information on News & Updates, Affected Services, Facility Closures, Online Services promotion, Business Content (e.g., Surrey Makes PPE, Surrey Store to Door, Business Resources), and Community Resources. The City is continuing to use its social media platforms and key News & Updates e-mail newsletters to share information. Within the last two weeks, the City has also updated its messaging to reinforce COVID-19 messaging, encouraging residents with the messaging “Keep Your Guard Up”, in addition to sharing information on the reopening of the Surrey Sport & Leisure Complex.

In addition to the information in these webpages currently being provided, beginning on October 6, 2020 the City has been utilizing its website (<https://www.surrey.ca/about-surrey/coronavirus-covid-19-information/covid-19-exposures-civic-facilities>) to advise the community of potential exposures to COVID-19 within Surrey’s civic facilities which includes City Hall, arenas, recreation facilities, cultural facilities, aquatic centres and libraries. This information is being provided to ensure transparency and so that residents may take appropriate and timely action if necessary.

While this information is being provided, Fraser Health will continue to contact residents that have tested positive or have been in close contact with a confirmed case. Residents are not required to take any action unless they have been contacted by Fraser Health or have developed symptoms of COVID-19.

Since starting this feature on October 6, 2020, there have been no potential exposures to COVID-19 identified within Surrey’s civic facilities as of October 15, 2020.

Supporting and Informing Businesses

In addition to the information provided on the City's COVID-19 webpage, staff have been participating in regular calls with the various business associations in Surrey to provide them updates and answer any questions that they may have. To date, 11 calls have taken place. The next scheduled call is Friday October 30, 2020. The associations in this call have included staff representatives from the Surrey Board of Trade, the South Asian Business Association of BC, the Downtown Surrey Business Improvement Association, the Cloverdale Chamber of Commerce, the Cloverdale Business Improvement Association, the Fleetwood Business Improvement Association, the Newton Business Improvement Association, the South Surrey and White Rock Chamber of Commerce, the New Westminster & District Labour Council, and the White Rock Business Improvement Association.

Intergovernmental Support and Cooperation

On July 16, the Prime Minister announced that the First Ministers had agreed to a Federal, Provincial and Territorial *Safe Restart Agreement* supported by \$19 Billion in Federal funding to help Provinces and Territories restart the economy and increase Canada's resilience in the event of future waves of COVID-19. Priority areas identified were testing and tracing, health care including mental health and addictions, supporting vulnerable people, procurement of PPE, early education and daycare, paid sick leave, municipal operations costs and public transit. On September 16, the Prime Minister announced that Provinces and Territories had provided him with letters outlining how funds would best be allocated within their jurisdictions.

On September 17, the Province announced *Stronger BC – BC's Economic Recovery Plan*. Included in this plan is a commitment by the Province to allocate \$425 million to local governments to support reopening of facilities and to cover operating costs, emergency response costs, lost revenues and other COVID-19-related impacts. Funding will be directly allocated to municipalities by the Province and will likely be based on an adjusted per-capital formula. We are awaiting confirmation from the Province on when the funds will be distributed to municipalities, and on the exact funding formula the Province will use to determine the allocation amount for each municipality.

The EOC continues to seek the support and cooperation of the Provincial and Federal government on issues related to the COVID-19 pandemic, including:

- Support for citizens and businesses financially impacted;
- Support for vulnerable populations;
- Acquiring PPE for first responders and front-line staff; and
- Financial support to cities to offset impact of COVID-19

Financial Update on the Impact of COVID-19

Staff are continuing to monitor the forecasted financial performance of the City. Due to favourable variances in forecasted revenues, departmental savings, cautious reopening of major civic facilities, vacancy gapping, and the elimination / deferral of a part of the 2020 Capital Program, any potential COVID-19 related budgetary impact will be managed by continuing to stay the course for the remainder of the year.

On September 17, 2020, the Province announced \$270M in matching funding towards a total \$540M Federal – Provincial funding program. This program, called Safe Restart Funding for Local Governments, is designed to support local governments to address revenue losses and additional expenditures due to COVID-19 (\$425M); address the needs of vulnerable populations, primarily homelessness and safety (\$100M); and support innovative efforts to improve efficiency of development approval process (\$15M). Funding to address the impacts of COVID-19 will be based on an adjusted per-capital formula and doesn't need applying for. Funding to address the needs of vulnerable populations and to improve development application process will be application based. To date, the City has not received any funding through this program. Further details will be available in fall 2020.

The City has received \$226,646 from the Federal Government to support the Surrey Museum, Historic Stewart Farm, Surrey Archives, Surrey Civic Theatre and the Surrey International Children's Festival with their transition to online programming and the safe and gradual reopening of some of the cultural facilities.

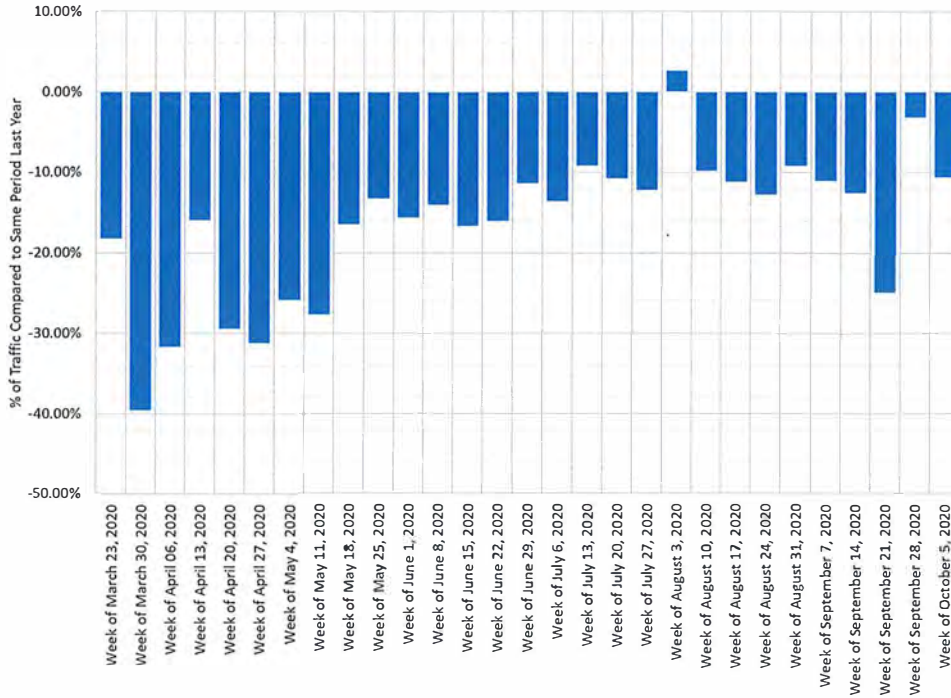
Staff are continuing seek reimbursement for COVID-19 related response expenses from Emergency Management BC.

After taking into consideration the unprecedented financial pressures that COVID-19 is expected to continue to have on the 2021 and future budget years, staff are preparing their proposed 2021-2025 Financial Plan for Council consideration later this year.

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, six mobile traffic data collection sensors, 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 an average weekday reduction in traffic volumes on Surrey's major roads (King George Boulevard, 120 Street, 128 Street, 168 Street, 152 Street, 32 Avenue, 64 Avenue, 72 Avenue, 88 Avenue, and 104 Avenue) as compared to traffic volumes over the same period last year, as illustrated in Appendix "VIII". As illustrated below, the average traffic volumes since mid-May are generally around 10-15% below traffic volumes over the same period last year.



Monitoring of pedestrian and cycling use in City Centre reveals that from September 28 to October 9, 2020, pedestrian activity travelling by foot was 49% below 2019 volumes, and the number of cyclists was 157% above 2019 volumes.

Staff will continue to monitor traffic to observe changes in traffic volumes.

EOC Activity Plan

Throughout the month of October, Surrey’s EOC engaged in mitigating the impacts of COVID-19 in alignment with the City’s 10-Point Action Plan. As a result of the ongoing resurgence and the potential for a second wave of COVID-19 in the coming months, the EOC is continuing to meet two times weekly, and/or more frequently if needed.

The EOC is also continuing its after-action review in an to identify, consider, assess, and document the effectiveness of the actions that the City has taken in response to the COVID-19 pandemic. The next phase of this review focuses on the City’s establishment of essential and critical services.

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

The COVID-19 pandemic is experiencing a global resurgence. The EOC is applying and continuously updating Surrey's Proactive 10-Point Action Plan to mitigate impacts of the COVID-19 pandemic and its resurgence.

The Plan is ensuring that the City stays as safe as possible from COVID-19 while minimizing its financial impacts, ensuring that businesses across the City have the required operational safety measures in place that meet the directions of the Provincial Medical Health Officer, that a decision matrix is utilized to inform the reopening and operation of civic facilities and services, and that key data indicators help inform forecasting and the scaling up or down of services and programming to respond to changes in demand, changes to the COVID-19 pandemic, its resurgence and the Province's reopening plans.

While COVID-19 is experiencing a resurgence, there have been no potential exposures to COVID-19 identified within Surrey's civic facilities as of October 15, 2020.



Vincent Lalonde, P.Eng.
City Manager

JA/ld

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Appendix "I" – Corporate Report R151; 2020 – COVID-19: Emergency Operations Centre Update
Appendix "II" – Surrey's Proactive 10-Point Action Plan – Version 10 – October 19, 2020
Appendix "III" – COVID-19 Global Monitor Report – Week of October 12, 2020
Appendix "IV" – Surrey Fire Service – Incident Responses –September 13 to October 12, 2020
Appendix "V" – Surrey RCMP – Calls for Service Received and Dispatched –
September 13 to October 12, 2020
Appendix "VI" – EOC Critical Supplies Inventory – October 13, 2020
Appendix "VII" – Staff Count Summary – September 29 to October 9, 2020
Appendix "VIII" – Traffic volumes along major corridors – March 23 to October 9, 2020

****Appendices Available Upon Request****

CITY OF SURREY
PROACTIVE 10 POINT ACTION PLAN | COVID-19 PANDEMIC
VERSION 11 – NOVEMBER 9, 2020



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
17	Future Forecasting
18	Key Indicators
19	Planning For Reopening
21	Facility Reopening
25	Preparing for COVID-19 Resurgence and Second Wave
26	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 October 30, 2020, there are approximately 45,192,450 confirmed cases of COVID-19 and more than 1,180,000 people have perished worldwide. There are approximately 231,535 cases in Canada (10,132 deaths) and 14,109 confirmed cases in BC, the vast majority of which are in the Vancouver Coastal and Fraser Valley health regions. 262 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 3% 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.

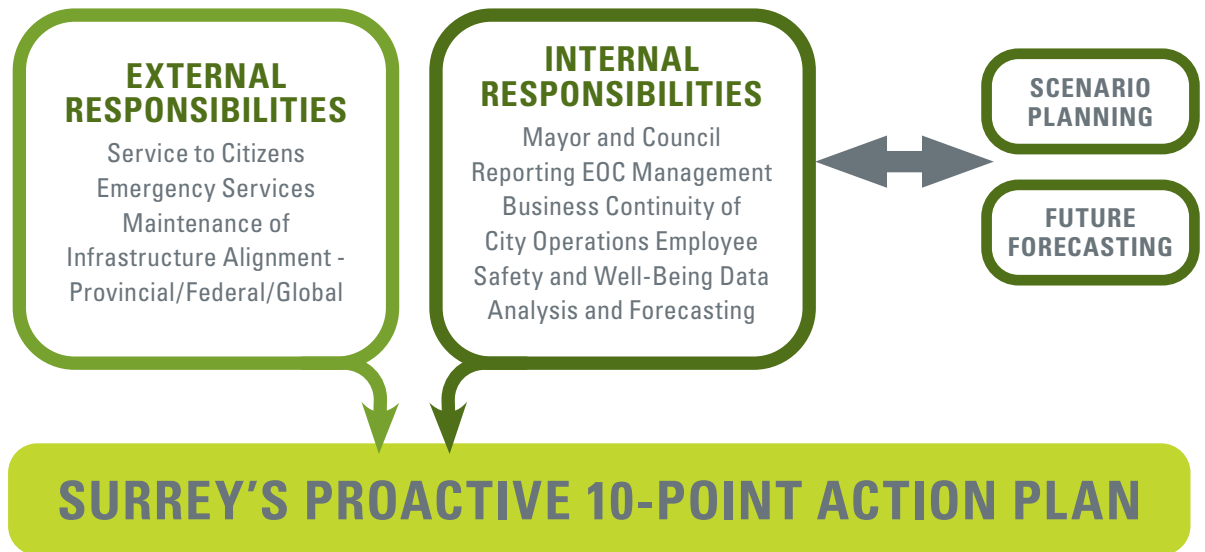
Proactive Responses to Challenges | This table itemizes noted challenges associated with pandemics in urban settings, along with suggested proactive responses to those challenges.

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 (October 30)

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 October 30th update period.

POINT	ACTION ITEM	KEY ACTION AS OF OCTOBER 30, 2020
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> <p>Developed a decision-making matrix for reviewing City facility re-opening plans aligned to BC restart phases.</p> <ul style="list-style-type: none"> • Ability to comply with new Provincial Health Order; • Reasonable public demand for services; • Financial viability; and • Public and employee safety measures are in place.

<p>2</p>	<p>Activate Emergency Operations Centre (EOC)</p>	<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>The City is currently at level 1 – Modified Business Services.</p> <p>A Fraser Health representative has joined the Surrey EOC organization and participates in scheduled EOC meetings as a Fraser Health Liaison.</p> <p>Provide ongoing situational reporting on the pandemic through key information indicators, to enable recovery planning based on potential changes by the Provincial Health Officer or Federal government.</p> <p>A decision-making matrix has been developed for safely re-opening services which were closed. A measured approach following WorkSafe BC guidance and industry best practice will be adhered to as facilities start to operate once again.</p> <p>Re-opening plans are being reviewed and recommended to the EOC for approval. COVID resurgence planning is being incorporated into the re-opening plans. Monitoring of demand at re-opened facilities.</p> <p>Modification of messaging to target behaviours which do not reduce personal risk reduction practices. This is to maintain lessened restriction activities while not letting our collective guard down. The COVID risk is still present and the re-opening bounce in new cases must still be managed to prevent unchecked community transmission.</p> <p>Oversee the process for developing an ongoing After Action Report (AAR) for the different timings of the pandemic and City actions related to managing it.</p>
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<p>3</p>	<p>Ensure safety & well-being of our employees and citizens</p>	<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>Prepared <i>Surrey's Proactive 10-Point Action Plan</i> as a mechanism for the coordination and documentation of the totality of the City's response to the pandemic.</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>
<p>4</p>	<p>Implement/monitor guidelines on non-essential gatherings & facility access</p>	<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 signage posted asking clients that have symptoms associated with COVID-19 or have travelled not to enter.</p> <p>Prepared <i>Surrey's Proactive 10-Point Action Plan</i> as a mechanism for the coordination and documentation of the totality of the City's response to the pandemic.</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 do not 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 and at P1 entrance. Drop off boxes have been installed on P1 level to allow customers that need to provide documents related to City business are able to do so without coming in the building. Staff are in the process of finalizing a solution for customer that need to pick up documents from City Hall.</p> <p>Health and Safety staff have developed safe work procedures and training for outside workers and are working with Fraser Health staff in preparing safe work guidelines for building maintenance staff performing tasks within the Emergency Response Centre.</p> <p>Additional training and guides have been prepared for outside staff to remind them about safe working procedures.</p> <p>An orientation and training manual has been developed for contractor orientation before they can enter a City worksite to ensure safe work procedures that include physical distancing and hand washing.</p> <p>Health and Safety staff have prepared a checklist for managers in preparation to bring part of the staff that are currently working remotely where possible.</p> <p>Developing scenario models to assist in the planning of second wave of infection City response.</p>

<p>5</p>	<p>Ready our local economy for recovery</p>	<p>Conduct a Business Impact Survey, direct outreach with local businesses to understand the magnitude of impact on them from COVID-19.</p> <p>Relaunch <i>Surrey Store to Door</i> campaign mid-October 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. Over 400 businesses are now featured on surreystoretodoor.ca.</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 25 local manufacturers that are retooling to produce essential health equipment for first responders and health workers. N95 masks will begin production in early October and will be made for sale shortly.</p> <p>Develop economic impact and recovery modelling in partnership with Simon Fraser University researchers and experts.</p> <p>Conduct further business impact survey of Surrey businesses and incorporate information as part of the on-going recovery planning exercise.</p> <p>Prepare our businesses for a potential second wave of COVID-19 infection through capacity building programming.</p> <p>Hosted an industry roundtable with local N95 respirator manufacturers alongside representatives of Emergency Management BC as well as Provincial Health Services Authority procurement officials to accelerate the manufacturing of these critical PPE items.</p> <p>Prepare a Weekly Monitor for the EOC Directors to assist with measures and metrics related to the pandemic situation in BC and abroad.</p> <p>Working with Montreal-based Research in Investment (ROI) consultants to explore emerging economic opportunities for Surrey post-COVID-19.</p>
<p>6</p>	<p>Support regional and provincial public health needs</p>	<p>Closed City facilities (libraries, recreation and cultural centres) 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 physical 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> <p>Fraser Health nurses that are currently working at the Emergency Response Centre have proceeded with testing of a large number of Surrey’s vulnerable population at shelter locations in the City.</p>

		<p>Fraser Health nurses working at the Emergency Response Centre have continued to test Surrey’s vulnerable population with no positive results for virus infection to date.</p> <p>A shower program for the vulnerable population has been put in place at the Emergency Response Centre at the request of Fraser Health Public Health Officer to help minimize the risk of COVID-19 through proper hygiene.</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>
8	Communicate clearly & often to our employees, citizens & partners	<p>For employees, implemented a dedicated Intranet site along with weekly and as needed 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>On September 2, a new and redesigned surrey.ca website was launched which features a site-wide alert, linking residents to COVID-19 related information from every page of surrey.ca. It also features a redesigned Online Services area, which is also linked on every page of surrey.ca through the website header, improving usability with online services that are emphasized during COVID-19. Direct links included for staff contacts and in-person Services. As of October 14, there have been over 170,000 pageviews to the City’s COVID-19 Information webpage.</p> <p>Implemented a new COVID Exposures web page on surrey.ca on October 8th to openly report exposures, risks and required actions and support transparency and reporting of COVID exposures within civic facilities.</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. As of October 26, 1,513 emails have been responded to. Key COVID-19 related items communicated to the public through news releases and social media:</p> <ul style="list-style-type: none"> • October 26 – Surrey Celebrates Multiculturalism with Virtual Surrey Fusion Festival and Cultural Video Series • October 16 – Semiahmoo First Nation Exhibit Comes to Museum of Surrey • October 13 – City Seeks Public Feedback to Help Form New Surrey Transportation Plan • October 14 – Museum of Surrey Wins Two Awards for Punjabi Exhibition • October 13 – City Seeks Public Feedback to Help Form New Surrey Transportation Plan • October 7 – Council greenlights Cloverdale production set for new Superman TV series • October 6 – 96.5% collection rate for City of Surrey property taxes • October 2 – Surrey Sport & Leisure Complex Indoor Pool opens October 13

- September 30 – [City of Surrey Marks National Seniors Day with Free Online Webinar](#)
- September 23 – Modernization of permit process realizing dividends
- September 15 – Continued confidence in Surrey’s residential building sector
- September 14 – \$10M mark surpassed by Surrey Makes PEE manufacturers
- September 3 – City launches new website at surrey.ca
- September 2 – Surrey Libraries re-opening all branches with limited services
- September 1 – Surrey re-opens select Recreation and Cultural Centres this fall with new safety measures
- August 27 – Museum of Surrey to re-open September 9
- August 12 – City of Surrey to host virtual Surrey Festival livestream and interactive cultural video series
- August 1 – Get fit with outdoor fitness equipment in Surrey Parks
- July 31 – Seeds of Change partnership addresses COVID-19 food security challenges
- July 29 – Surrey Homelessness and Housing Society launching second round of COVID-19 grant funding
- July 20 – Enjoy Summer in Surrey campaign launched
- July 13 – Culture takeout registered courses launches at Surrey Art Gallery
- July 10 – Safe re-openings of recreational facilities during COVID-19
- July 6 – Stewart Farm to offer guided outdoor tours
- July 6 – Outdoor Summer preschool and children camps
- July 6 – Outdoor fitness options available in Surrey this summer
- July 2 – Surrey celebrates first ever Virtual Canada Day
- June 23 – Surrey Libraries launches takeout service
- June 17 – City resumes issuing of permits for Outdoor Sport Facilities
- June 11 – Limited selection of Summer Day Camps starting July 6
- June 10 – Outdoor pools, spray parks and beach services opening dates
- June 2 – Darts Hill Garden Park re-opens
- May 28 – Surrey public and school playgrounds re-opens June 1
- May 26 – New initiatives to help local restauranteurs and retailers
- May 12 – Thank you Healthcare worker street banners installed around Surrey Memorial and Peace Arch hospitals
- May 5 – COVID-19 Surrey Economic Action and Recovery Plan – includes 90-day extension for residential and commercial property tax payments
- April 30 – City annual road work and repairs fast tracked during COVID-19 to take advantage of decreased traffic
- April 16 – 10 Point Action Plan
- April 15 – City of Surrey weathering financial impact of COVID-19
- April 14 – City recreational, cultural, and library activities and classes go virtual
- April 7 – Emergency response centre opens at former North Surrey Rec Centre to support those experiencing homelessness

- April 7 – Helping truck drivers – complete list of City of Surrey public washrooms available for use
- April 2 – #SurreyFlattensTheCurve social media campaign launched
- March 30 – COVID-19 Compliance and Enforcement Team
- March 25 – 90-day extension for annual water and sewer payment
- March 15 – City of Surrey Recreational Facilities closed due to COVID-19
- March 12 – City of Surrey public events cancelled due to COVID-19

Other COVID-19 communications highlights between July and October 2020 include:

- Implemented an online tool to provide dynamic reporting of COVID-19 exposures on surrey.ca within civic facilities to ensure transparency and timely communication of safety actions
- Regular Updates of the Proactive 10pt Action Plan on surrey.ca
- Mayor videos reminding residents to keep their guard up and to stay strong
- Regular weekly sharing of social media content including Keep Your Guard Up and Stay Strong messages
- Rollout of the Enjoy Summer in Surrey campaign including a total of 14 video, five community influencer posts on Instagram and a 604 now article. The goal of the campaign was to encourage residents to stay close to home.
- Recreation and cultural facility opening updates
- Promotion of stewardship teacher resources to promote outdoor learning on website, social media and e-news
- PPE campaign from Invest Surrey across all digital channels
- Park Ambassador video creation and posting on social channels

New online events and virtual programming was implemented including a series of online fitness videos, yoga classes and other recreation from the home as well as outdoor and online library programming and new online cultural activities (for detailed information see the news releases listed above).

Clearer social distancing and regulatory signage was implemented across parks and digital billboards, traffic signage and other on-street messaging was maintained to support health messaging and services updates.

Human Resources has launched a series of web based apps to help staff stay healthy including a fitness equipment loan program where they have made bar bells and yoga mats available to staff working from home.

In addition regular communication is being provided to staff including a reminder on actions to take at a personal level to remain healthy and stay safe.

A communication plan is being developed to allow direct communication with employee that are temporary laid off as part of the workforce adjustments process. This will ensure they have access to the health and wellness programs currently offered on-line and get up to date information on their employment status.

Surveys have been rolled out and currently a series of information bulletins are being rolled to all City Staff, to ensure that everyone is well informed on ways to prevent the spread of COVID-19, in preparation for the return of staff that are currently working remotely. Information includes ways to protect themselves and others from the virus.

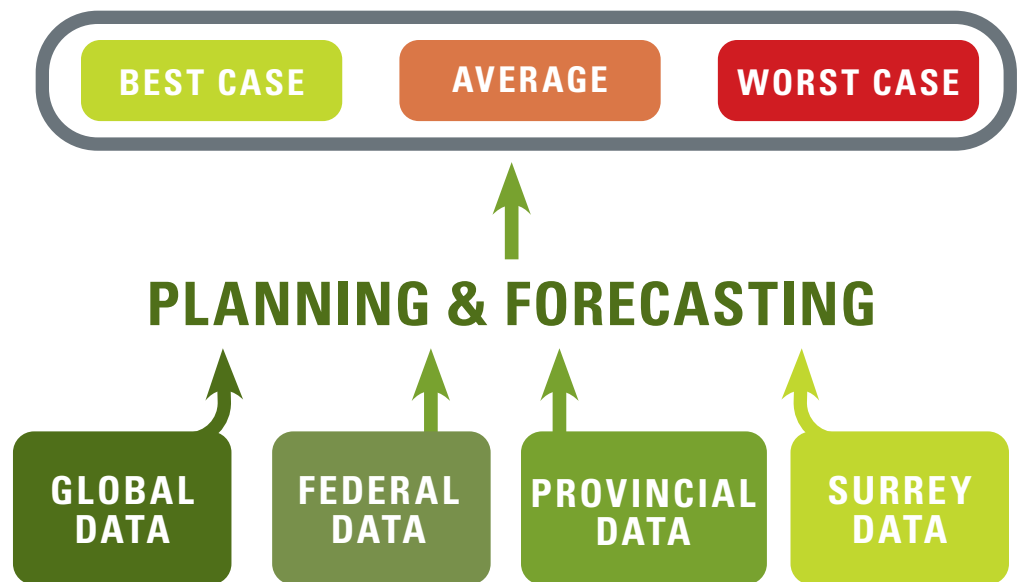
Weekly communication on the situation continues to be provided to all staff. In addition, most if not all City staff have participated in an online COVID-19 awareness training. This is done in preparation to start rotating office staff that are currently working remotely.

<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. 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. In collaboration with Fraser Health Authority and BC Housing, the Emergency Response Centre opened in City Centre (Former North Surrey Recreation Centre) to help quarantine vulnerable population in Surrey. Admissions are managed by Fraser Health Staff and the facility is run by Surrey Urban Mission staff. As of October 8, 2020, there were 40 guests in the facility.</p> <p>BC Housing has booked 56 rooms in two motels in Newton to help relocate patrons currently housed in Surrey shelters. This helps shelter operators in providing safer spaces to their clients with better social distancing within those facilities. As of October 8, 2020, 47 clients had been moved from Surrey shelters to these motels.</p> <p>Staff launched a survey of more than 6,500 clients with whom Engineering and Planning have done business with over the past two years to gauge the level of service they are currently receiving along with suggestions and comments on potential improvements following the different way development related business is currently being conducted by City staff.</p> <p>Staff continue to work with partners in ensuring City services continue being provided to clients as well as supporting partners that are supporting members of the public, workers and businesses.</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 Week
Percentage of New Cases in Previous Week
Percentage Currently Hospitalized
Percentage Currently in ICU
Percentage Mortality

Planning For Reopening

The City has begun planning for the reopening of businesses, facilities, and operational centers. On May 6, 2020, the Province announced its restart plan (“BC’s Restart Plan”) in order to support a step by step reopening of services and activities in the Province following BC’s Go Forward Strategy.

THIS PLAN IS COMPRISED OF 4 PHASES:





To support BC's Restart Plan, and the reopening of City facilities and resumption of services, the EOC has prepared an opening decision matrix to determine when each of City's functional business areas are able to adjust their level of service and resume some form of operation provided that all of the following four criteria are met:

- 1 → ABILITY TO COMPLY WITH NEW PROVINCIAL HEALTH ORDER;
- 2 → REASONABLE PUBLIC DEMAND FOR SERVICES;
- 3 → FINANCIAL VIABILITY; AND
- 4 → PUBLIC AND EMPLOYEE SAFETY MEASURES ARE IN PLACE.



Facility Reopening

The EOC is actively applying this decision matrix to each of the City’s functional business areas in order to resume operations. All facilities and activities will meet strict health and safety guidelines as set out by the Provincial Health Officer, Worksafe BC, Fraser Health and appropriate industry associations. Many additional safety measures have also been implemented in our facilities to ensure user safety. Following an evaluation of each facilities ability to comply with provincial health orders and meet the targets that have been put in place to ensure safety, public demand and financial viability, the City will move towards reopening other facilities and amenities. Reopening activities to date include:

FACILITY TYPE	REOPENING DATE	NO. OF FACILITIES	ADDITIONAL INFORMATION
Skate Parks	May 30	8	<ul style="list-style-type: none"> • Signage was posted at each skate park to remind the public of gathering size and physical distancing requirements. • Requirements enforced by the COVID-19 Compliance and Enforcement Team. • Regular/repeated non-compliance may force re-closing of skate parks in violation of COVID-19 guidelines.
Playgrounds	June 1	125	<ul style="list-style-type: none"> • Signage was posted to remind visitors of health requirements. • COVID-19 Compliance and Enforcement Team will respond to reported concerns.

Darts Hill Garden Park	June 4	1	<ul style="list-style-type: none"> • Open for limited-entry, pre-registered public visits weekly on Thursdays, Fridays and Saturdays. • The number of visitors in the garden will be limited to 45 people at any one time through pre-registration. • Signage, including a one-way walking route, will guide people to ensure that physical distancing requirements are maintained, and on-site staff will provide monitoring and education to visitors.
Sport Courts	June 8	63	<ul style="list-style-type: none"> • Signage posted to remind visitors of health requirements. • COVID-19 Compliance and Enforcement Team (CCET) will respond to reported concerns.
Spray Parks	June 15	11	<ul style="list-style-type: none"> • Signage posted to remind visitors of health requirements. • The COVID-19 Compliance and Enforcement Team will respond to reported concerns and provide education to visitors to seek voluntary compliance. • Should non-compliance become problematic, a specific spray park may be temporarily closed.
Outdoor Sport Facilities	June 17	225	<ul style="list-style-type: none"> • Resumed issuing permits for outdoor sport facility bookings at 15 artificial turf fields, 101 sports fields, 95 ball diamonds, 3 running tracks, 6 volleyball courts and 5 lacrosse boxes. • Sport organizations must have COVID-19 safety plans in place that have been approved by their applicable governing body. • Signage was posted to remind visitors of health requirements. • COVID-19 Compliance and Enforcement Team (CCET) will respond to reported concerns.
Crescent Beach Operations	June 27	1	<ul style="list-style-type: none"> • Resumed lifeguard services for two swimming areas at Sullivan Point. • Hours of operation from 11:00 am to 7:00 pm.
Outdoor Aquatics	June 27 and July 4; continuing to keep Bear Creek and Hjorth Road Outdoor Pool open until October 9	2	<ul style="list-style-type: none"> • Public Swims at 20% Capacity. • Free family group swim instruction. • Morning swim club practice may resume if Via Sport permit guidelines are met. • Kwantlen Pool, Hjorth Road Pool, Bear Creek Pool, Greenaway Pool – June 27. • Unwin Pool, Holly Pool, Sunnyside Pool, Port Kells Pool – July 4.
Outdoor Fitness Classes	July 6	5	<ul style="list-style-type: none"> • Outdoor Fitness classes in Newton, Whalley, Cloverdale, South Surrey and Fraser Heights open for registration.

Summer Camps	July 6	9-10/ week	<ul style="list-style-type: none"> • Registration began on June 14 with camps starting on July 6 and July 13 until August 28, 2020. • Camps offered include, licensed preschool camps (ages 3-5) and children's camps (school aged children 6-12). • Camps operate with smaller ratios between children and staff to ensure the proposed camp offerings/model allow for high quality and safe environments that can be responsive to evolving health orders. • Camps operating at 100% capacity week one/ 96% capacity in week two/ 97% capacity for week three.
Contactless Pick-Up for Registered Culture Programs	July 13	3	<ul style="list-style-type: none"> • Residents can pick up materials needed for registered art programs without entering City facilities.
Historic Stewart Farm	July 14	1	<ul style="list-style-type: none"> • Reopened for registered guided tours of the outside Farm campus.
BC Vintage Truck Museum	July 18	1	<ul style="list-style-type: none"> • Reopened for registered guided tours with signage, sanitization and social distancing protocols and procedures in place for volunteers and public. • Third Party Operation.
Recreation Facilities	September 8	14	<ul style="list-style-type: none"> • The recreation centres plan to offer 20% of regular programming including, fitness classes, weight room times, pre-registered gym sports such as pickleball and badminton along with some of the regular activities for children, youth and seniors. • Facilities include: Cloverdale Recreation Centre, Don Christian, Clayton Hall, Guildford Recreation Centre, Fraser Heights Recreation Centre, Newton Recreation Centre, South Surrey Recreation and Arts Centre, Elgin Centre, Kensington Prairie, Chuck Bailey, Surrey Sport & Leisure Complex (fitness), and North Surrey Sport & Ice Complex (fitness).
Museum of Surrey	September 9	1	<ul style="list-style-type: none"> • Reopened for registered exhibition tours and some registered programs. • COVID-19 signage, sanitization and social distancing protocols and procedures in place for staff and public.
Surrey Libraries	September 9	9	<ul style="list-style-type: none"> • Surrey Libraries reopened with enhanced safety protocols, limited services, and reduced hours. City Centre, Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Semiahmoo and Strawberry Hill branches opened at 60% of the pre-pandemic service hours. Port Kells branch is not open for public access but offers holds-pick and take-out book program.

Tree Plantings	September 19	2/week	<ul style="list-style-type: none"> Surrey's Releaf volunteer tree planting program launched on September 19 with our Arbor Day planting at Surrey Centre Cemetery. These pre-registered volunteer plantings occur each weekend through October 31 at different locations each week: Hazelnut Meadows Community Park, Port Kells Park, Katzie Park, Royal Kwantlen Park, Maple Green Park, Sullivan Park, Hillcrest Park, and Orchard Grove Park.
Surrey Arts Centre / Surrey Art Gallery	September 19	1	<ul style="list-style-type: none"> Reopened for registered exhibition tours and some registered visual arts and performing arts classes. COVID-19 signage, sanitization and social distancing protocols and procedures in place for staff and public.
Indoor Aquatic Centres	October 13	1	<ul style="list-style-type: none"> The City has started the phased reopening of indoor aquatic facilities starting with the Surrey Sport & Leisure Complex. Plans include modified services offered at 20% of regular levels for public and swim club users. Plans are underway to reopen the remaining aquatic centres sequentially. Grandview Aquatics will be the next indoor aquatic facility that we will look to reopen.
Fall Tree Sale	October 25	1	<ul style="list-style-type: none"> On Sunday, October 25 the City hosted its first fall tree sale at the Operations Centre staff parking lot. Residents were able to pre-order their trees and select a pick-up time through PRCMS prior to October 25th. Residents were able to select from a variety of shade and fruit trees. A total of 737 trees were sold at this event.
Arenas	August 17, September 8, & November 9	4	<ul style="list-style-type: none"> On August 17, two sheets of ice were activated at the North Surrey Sport & Ice Complex. On September 8, one additional sheet of ice was activated at the North Surrey Sport & Ice Complex and one sheet at each of the following facilities: Surrey Sport & Leisure Complex, Cloverdale Arena and South Surrey Arena, for a total of six sheets of available ice. On November 9, two additional sheets of ice will be activated at the Surrey Sport & Leisure Complex, for a total of eight sheets of available ice. One additional sheet of ice remains available, for a total of nine sheets of ice (i.e. all of the City's ice sheets). Available ice sheets will be activated as needed in response to changes in demand and to satisfy the ice requirements of the ice user groups based on the previous year's allocation.

Preparing for COVID-19 Resurgence and Second Wave

In April 2020, jurisdictions around the world including British Columbia began evaluating how to safely reopen the economy, assuming that COVID-19 would follow the path of other respiratory illnesses such as influenza and would have a regression in the warmer months. COVID-19 has proven to be more resilient than other respiratory illnesses with its ability to spread even during summer, sparking concerns of a resurgence of infections around the world and here in BC.

There is a difference between the initial wave of COVID-19 and the second wave of infection that we are currently experiencing. The second wave of infection has already surpassed numbers seen in the first and continues to grow daily. Compared to the first wave when the majority of outbreaks in BC were in long-term care homes, the second wave has seen a majority of new cases in people under 40 years old. As a result, the number of hospitalizations resulting from COVID-19 remains low.

However, the recent growth in cases is still cause for concern. As more people test positive for COVID-19 in Surrey and the wider BC population, the risk of rapid spread among vulnerable populations is increased.

As a municipality, we need to be prepared for both the immediate resurgence and the future waves of infection. To address the risk of the second and subsequent waves, the EOC will continue monitoring the global and local situation and will continue to plan for three situations:

- COVID-19 resurgence in phase 3 of BC's Restart Plan (Current)
- Anticipated Regress to Phase 2 of BC's Restart Plan
- Anticipated Regress to Phase 1 of BC's Restart Plan

Accordingly, the following five tactics will be employed as part of our resurgence planning:

TACTIC 1



MONITOR TRIGGERS FOR COVID-19 RESURGENCE IN OTHER AREAS

TACTIC 2



DEVELOP FORECAST SCENARIOS TO AID PLANNING

TACTIC 3



AID LOCAL BUSINESSES TO BE PREPARED – SURREY MAKES PPE

TACTIC 4



MONITOR COMPLIANCE ON LOCAL LEVEL

TACTIC 5



REVISE PUBLIC MESSAGING TO REFLECT SITUATIONAL NEED

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



COVID-19 GLOBAL MONITOR

WEEK OF NOVEMBER 2, 2020

CITY OF SURREY | EOC ADVANCED PLANNING

PHASE 2 REGRESSION RISK

MODERATE

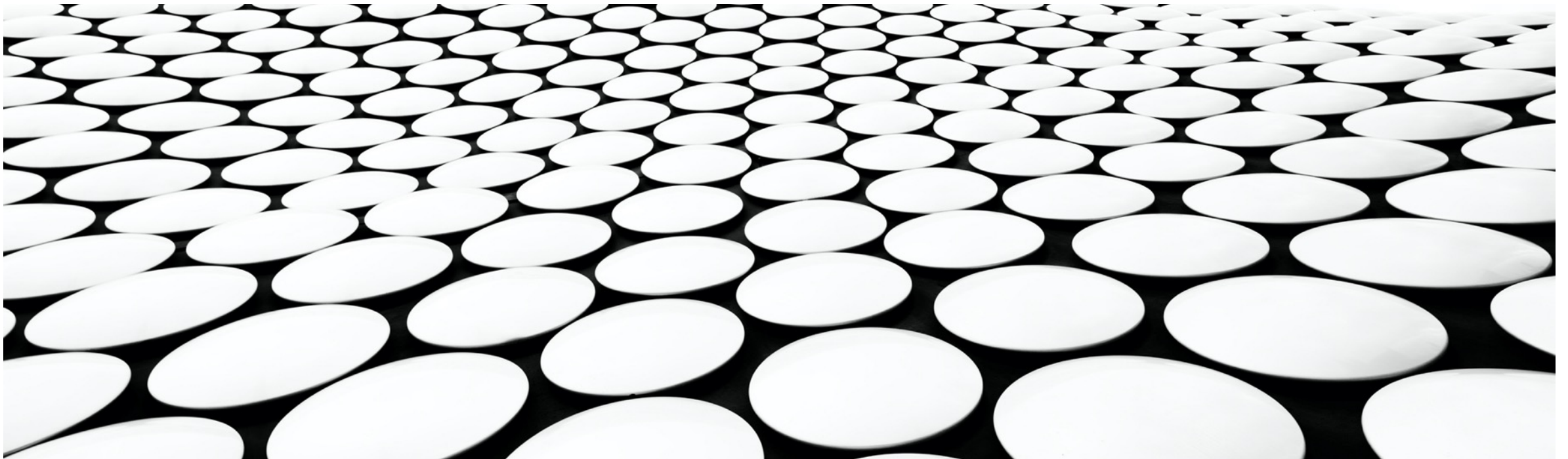


TABLE OF CONTENT

- Monitor Summaries
 - Global
 - Canada
 - British Columbia
 - Surrey
- Trend Analysis
 - COVID-19 Epidemiology Scan
 - External Travel Risk Exposure
 - BC & Surrey Physical Distancing





MONITORING RESURGENCE

- This report analyzes available data in an attempt to monitor factors impacting BC PHO's decisions to increase or ease restrictions.
- BC PHO has indicated a desire to prevent phase 1 -type restrictions as long as possible.

Four Triggers for Resurgence (BC Restart Plan)



14 Day Incubation Period	Total COVID-19 Cases	New Outbreaks	What's Happening Elsewhere
Heightened exposure in previous 14 days, physical distancing	New weekly cases, Growth Rate (GR)	Number of outbreaks	Number of New Global Cases in previous week
HIGH	HIGH	MODERATE	MODERATE

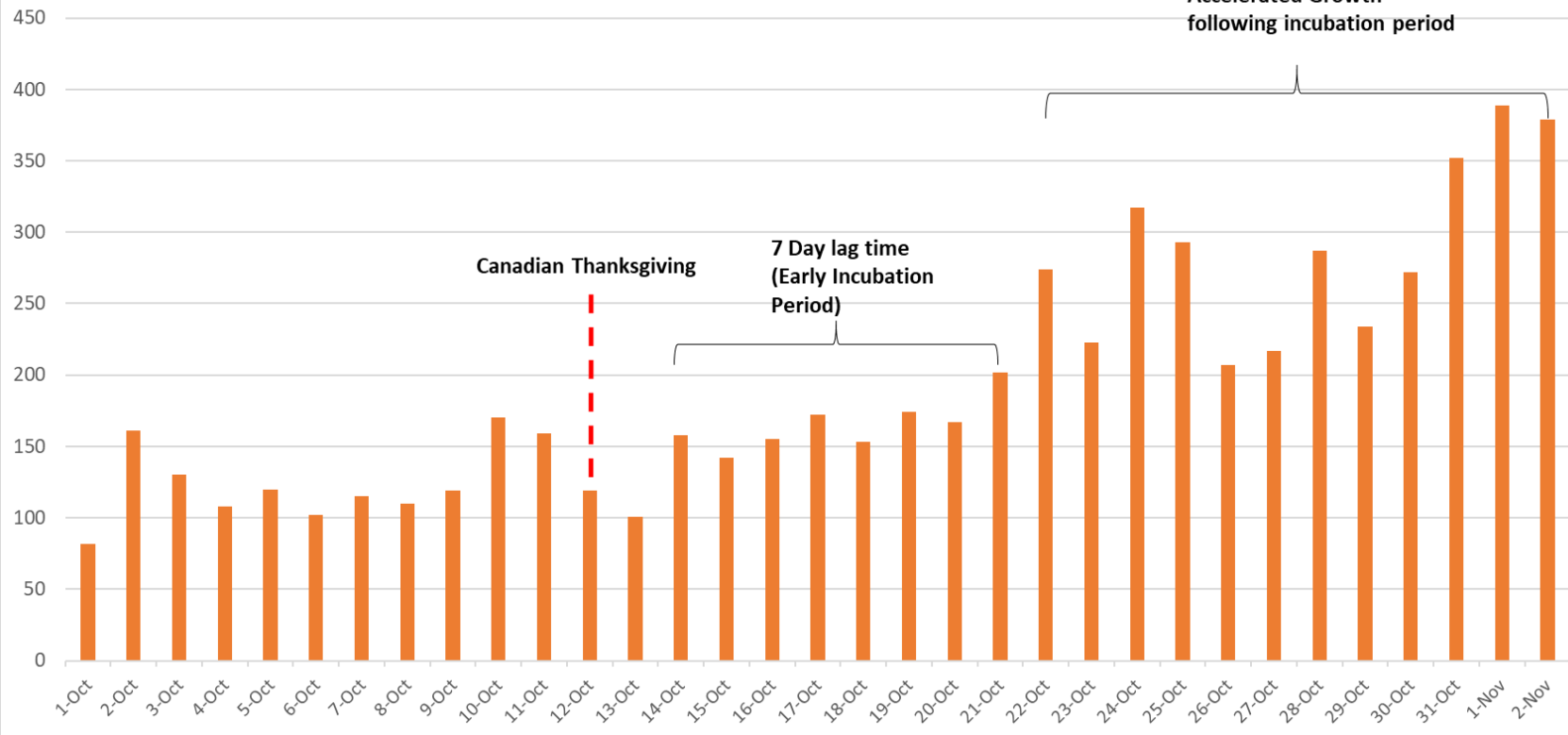
PHASE 2 REGRESSION RISK

MODERATE

14 – DAY INCUBATION PERIOD

- Case growth in BC typically lags 7 – 14 days behind likely exposure dates
- Growth has greatly accelerated following the 7 day lag period after Thanksgiving
- Known exposure events on Halloween will likely lead to further increases in cases

Daily New COVID-19 Cases in BC, October - November

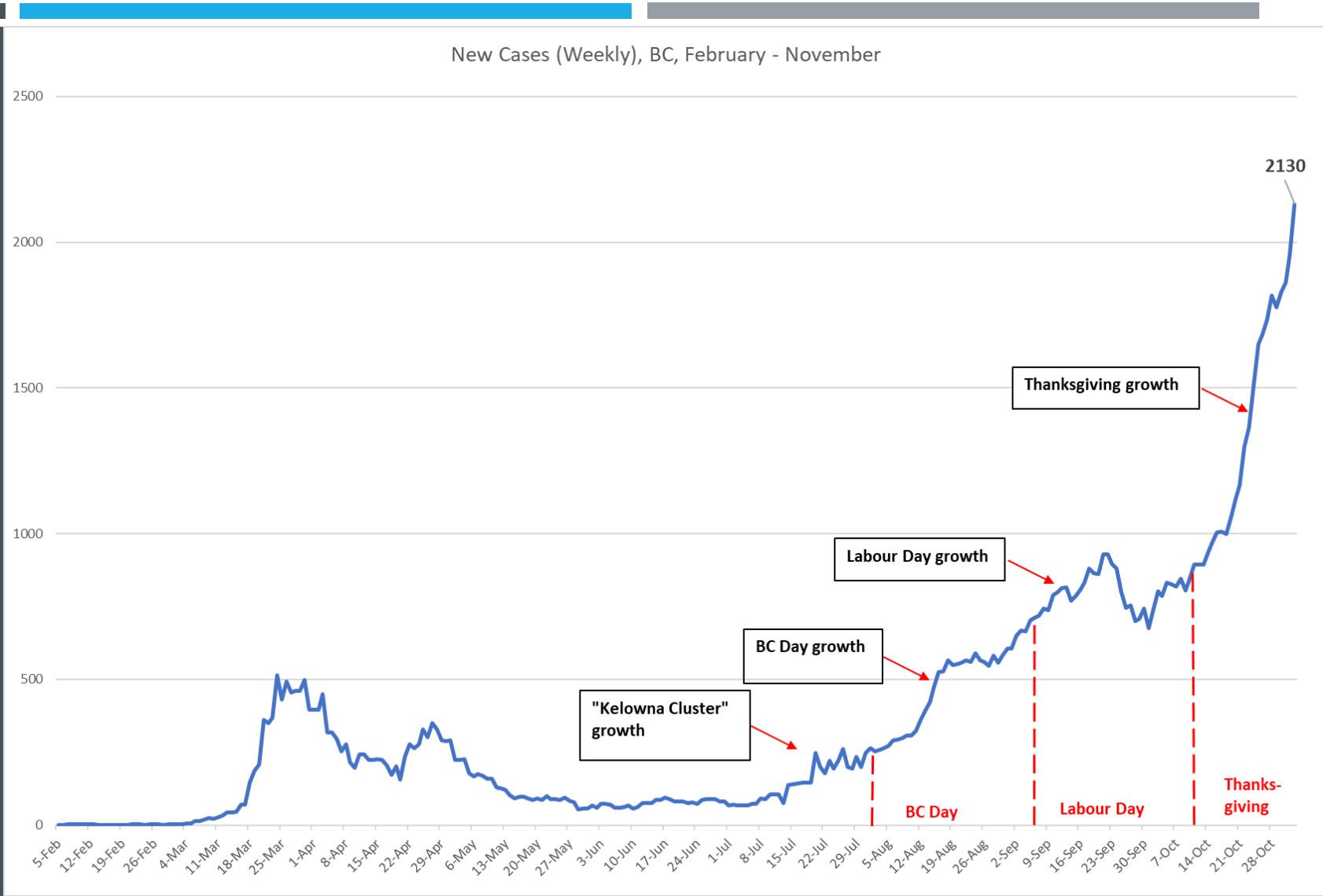


Source: BCCBC, City of Surrey



NEW CASES

- Cases in BC are rising at more than 4x the rate seen in late march (peak 1st wave), and nearly triple the rate seen in mid-September
- From October 27 – November 2, BC reported 1,683 new cases
- BC's weekly growth rate in total cases is rising rapidly and is now 2.13% (an increase of 0.19% from the previous week)



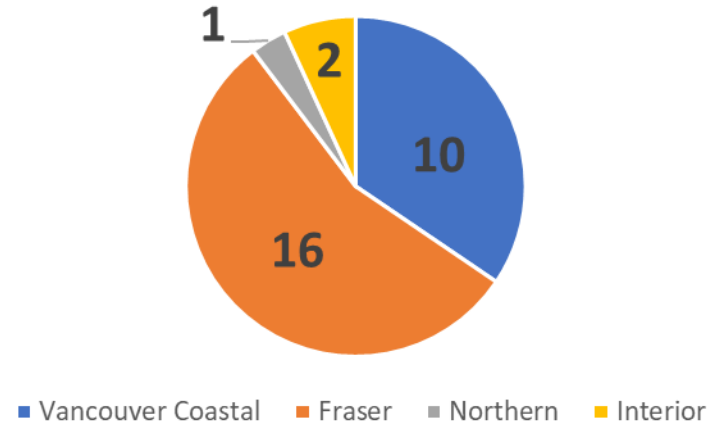
Source: BCCBC, City of Surrey



NEW OUTBREAKS

- There are currently 29 active outbreaks in the province
- Of the 29 active outbreaks in the province, 22 were declared in the previous two weeks
- ~1/2 of active outbreaks and new outbreaks are in the Fraser Health Region
- 150 total outbreaks have been declared since January 15th, of which 19.3% are currently active

Number of Active Outbreaks in BC Health Regions

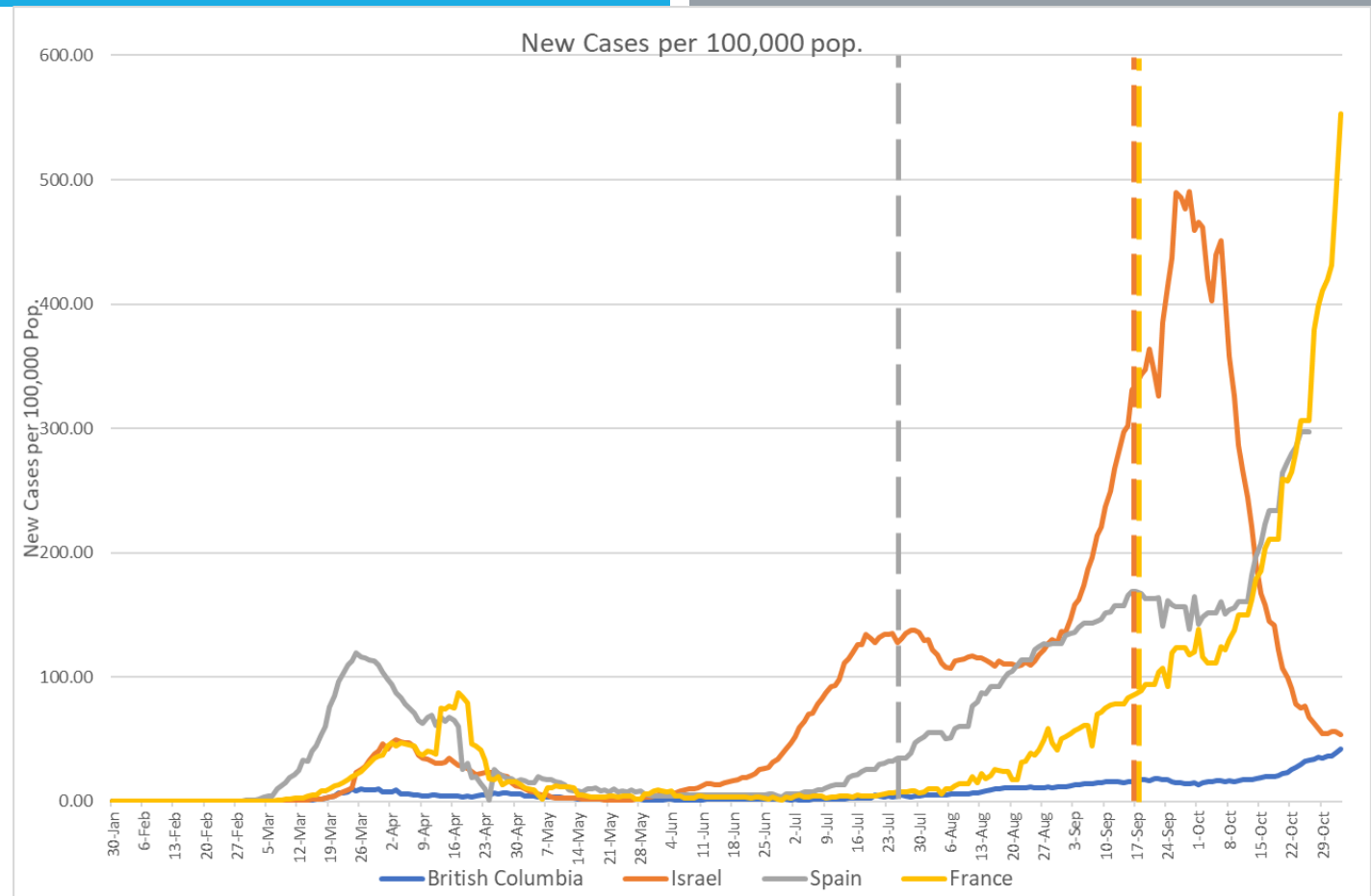


Source: BCCBC, City of Surrey

Health Authority	Location/ Facility	Outbreak Declared
NH	Rotary Manor	11/2/2020
IH	Hillside Village	11/2/2020
FH	Good Samaritan Delta View Care Centre	11/1/2020
FH	Hawthorne Seniors Care Community	10/30/2020
FH	CareLife Fleetwood	10/30/2020
VCH	Hamilton Village Care Centre, 1st Floor	10/29/2020
VCH	Yaletown House	10/28/2020
FH	PICS Assisted Living	10/28/2020
FH	Mayfair Terrace Retirement Residence	10/28/2020
FH	Gateway Assisted Living for Seniors	10/28/2020
VCH	Louis Brier Home & Hospital	10/27/2020
VCH	Lakeview Care Centre	10/27/2020
FH	Fellburn Care Centre	10/26/2020
FH	St. Michael's Centre	10/26/2020
IH	Village at Smith Creek	10/25/2020
FH	Queen's Park Care Centre	10/24/2020
FH	Agassiz Seniors Community	10/24/2020
FH	Amenida Seniors Community	10/24/2020
VCH	Banfield Pavilion, 4 West	10/23/2020
FH	Dr. Al Hogg Pavilion	10/22/2020
FH	Laurel Place	10/22/2020
FH	Fair Haven Homes Burnaby Lodge	10/22/2020
VCH	Three Links Care Centre	10/19/2020
VCH	Royal Arch Masonic Home	10/18/2020
FH	Rosemary Heights Seniors Village	10/17/2020
VCH	Weinberg Residence Multi-level Care	10/9/2020
VCH	Haro Park, Entire Facility	10/4/2020
VCH	Haro Park Centre, Special Care Unit	9/29/2020
FH	Peace Portal Seniors Village	9/24/2020

WHAT'S HAPPENING ELSEWHERE

- The infection threshold for government restrictions being re-introduced has increased since March 2020.
- BC has not approached the levels requiring re-introduction of restrictions compared to our benchmarked jurisdictions.
- Population density is also another factor that is considered beyond infection growth.
- Israel entered a 2nd lockdown on September 14th and on October 29, France announced a national lockdown.



Jurisdiction	Date of Restriction Reimplementation (DRR)	Infection growth on DRR (new cases/100K pop.)	Current infection growth (new cases/100K pop.)
Israel	September 14	280.95	62.61
France	September 14	78.45	553.04
Spain	July 18	13.52	303.32
British Columbia	N/a	N/a	53.86

GLOBAL MONITOR

JURISDICTIONAL
SCAN SUMMARY

GLOBAL MONITOR – WEEK OF NOVEMBER 2, 2020

Active Monitored	Passive Monitored	Emerging Global Threats
United States China United Kingdom European Union (France, Spain, Italy, Germany) Mexico	Australia Japan South Korea Taiwan Singapore India Hong Kong	Israel -(removed) Russia Brazil

EOC Advanced Planning uses three classification to monitor global COVID-19 trends. Jurisdictions are added or removed based on perceived threats.

Active Monitored- Countries with flights, and direct transportation linkages with YVR.

Passive Monitored- Countries with strategic interest to the City's response to COVID-19.

Emerging Global Threats- Countries with rising number of cases that potentially could have an impact on Canada.

GLOBAL MONITOR HIGHLIGHTS – WEEK OF NOVEMBER 2, 2020

- Cases in the United States are now growing more rapidly than at any point in the pandemic. From October 27 – November 2, the US reported an additional 600K+ cases. Growth is expected to accelerate further following US Thanksgiving. **Closing of border crossings for non-essential travelers will likely be extended to January 2021.**
- Large surges in France (370K new cases in previous week), the UK (161K), Germany (119K), Italy (188K) and Russia (121K) continue to drive of global case growth
- Many other European countries, notably France, Belgium, and Austria, join Germany in reimplementing a lockdown or a second set of strict restrictions.
- The massive case growth seen in India and Brazil continues to decelerate. However, **global new cases surpassed 3.7 million this week**, a new record.



CANADIAN MONITOR HIGHLIGHTS – WEEK OF NOVEMBER 2, 2020

- Canadian case growth is being primarily driven by BC, Manitoba, Alberta, Quebec and Ontario
- Provincial governments are increasingly implementing new restrictions, with Manitoba, Quebec, Ontario, and Alberta all implementing new restrictions in the previous week
- Manitoba becomes the first province to reimplement strict restrictions, with Winnipeg being placed in a second lockdown
- On November 3, Trudeau announced additional financial support for SMEs in Canada
- **All provinces outside of the Maritimes are seeing growth in new cases**





BRITISH COLUMBIA MONITOR HIGHLIGHTS – WEEK OF NOVEMBER 2, 2020

- Case growth has more than tripled since the start of October
- BC reported over 1,000 cases over the Halloween weekend, far exceeding the previous weekend record of 701
- The BC PHO officially declared the province to be in the 2nd wave of COVID-19 on October 19, 2020
- BC PHO has announced new restrictions on private gatherings which are now limited to households + 6 additional people

SURREY MONITOR HIGHLIGHTS - WEEK OF NOVEMBER 2, 2020

- Exposure events continue to occur in Surrey, and numerous additional facility outbreaks have been reported in the previous week
- From October 20 - 26, 17 exposure events were reported in Surrey School District #36
- The 2nd outbreak at Surrey Memorial Hospital has continued into its 4th week

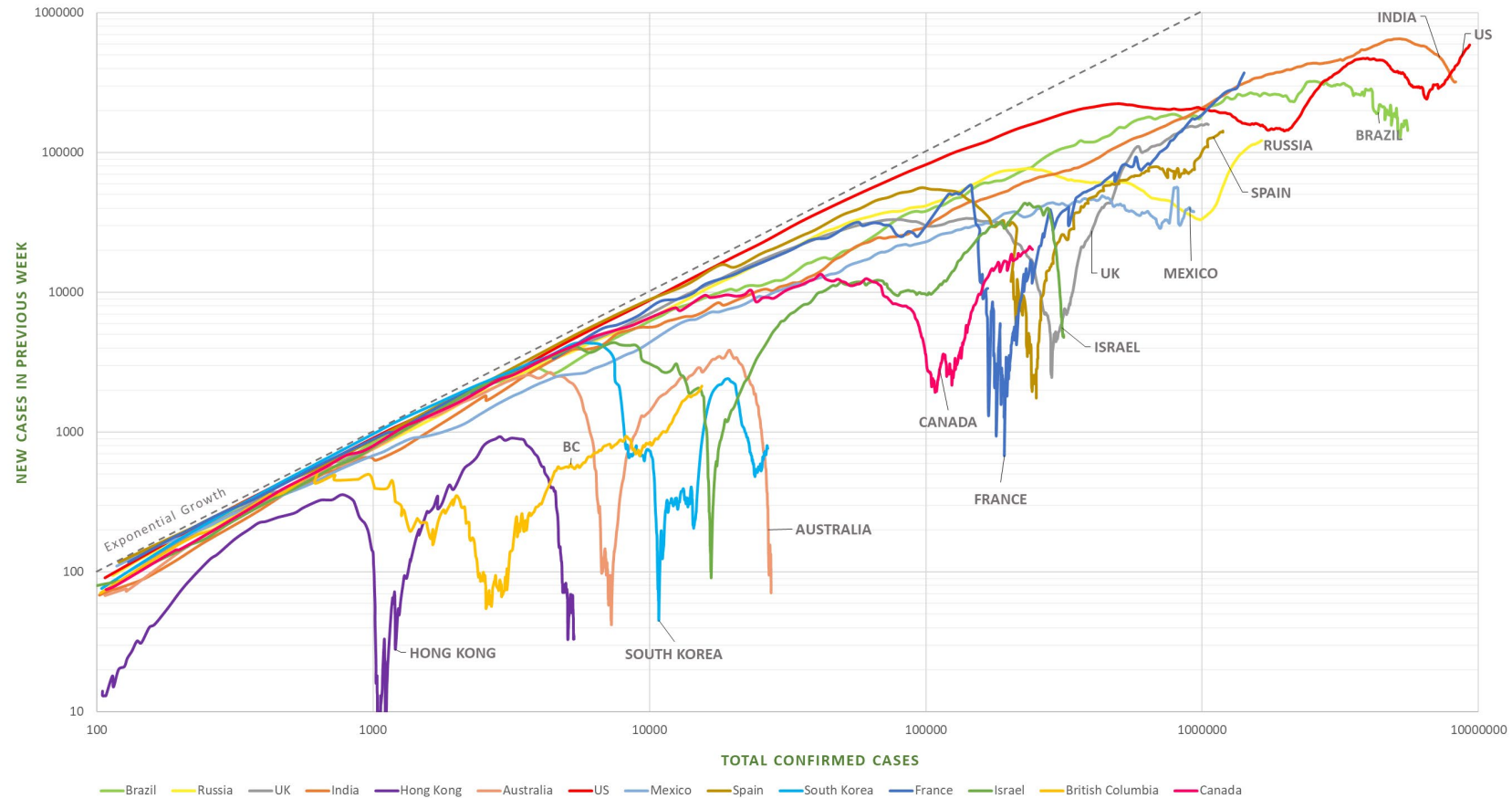


PART I: TREND ANALYSIS

COVID-19
EPIDEMIOLOGY SCAN

GLOBAL TRENDS- NEW CASES

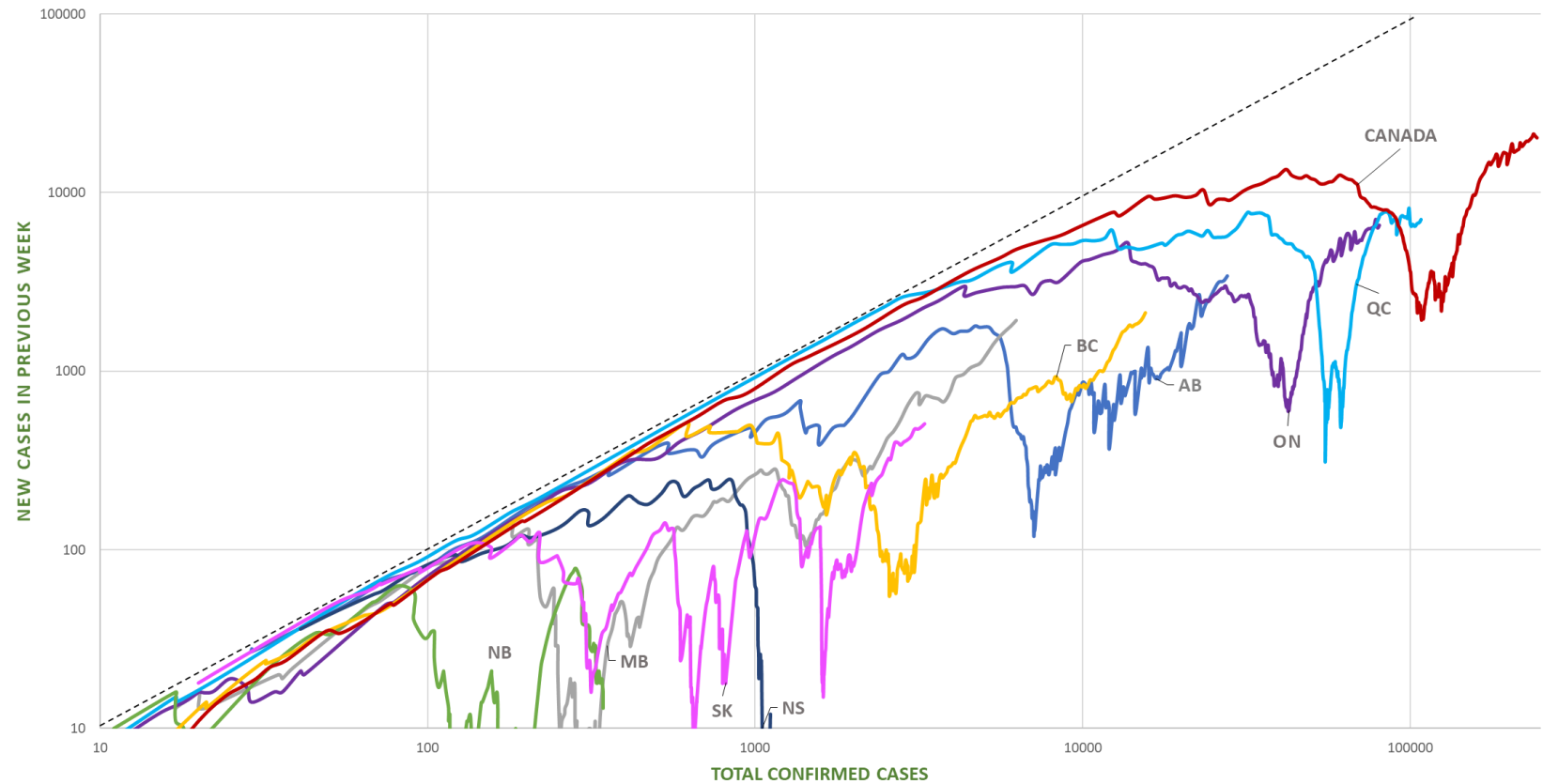
- Tracked major jurisdictions around the world outside of North America and Europe are seeing declines in cases
- The 2nd lockdown in Israel has proven effective, as the country has seen an 90.4% decrease in new cases over the previous 4 weeks
- Cases in the United States continue to rise, with a record number of new cases reported in the previous week
- Every major European country is seeing massive case growth



Source: City of Surrey and John Hopkins University, 2020

CANADA TRENDS- NEW CASES

- Canada is now seeing case growth not seen at any point during the first wave (March-May)
- Case growth in BC, AB, MB, SK, ON, and QC has exceeded levels reached in the first wave
- Canada reported 21,262 new weekly cases, a new record high and an increase of 1,900+ compared to the previous week

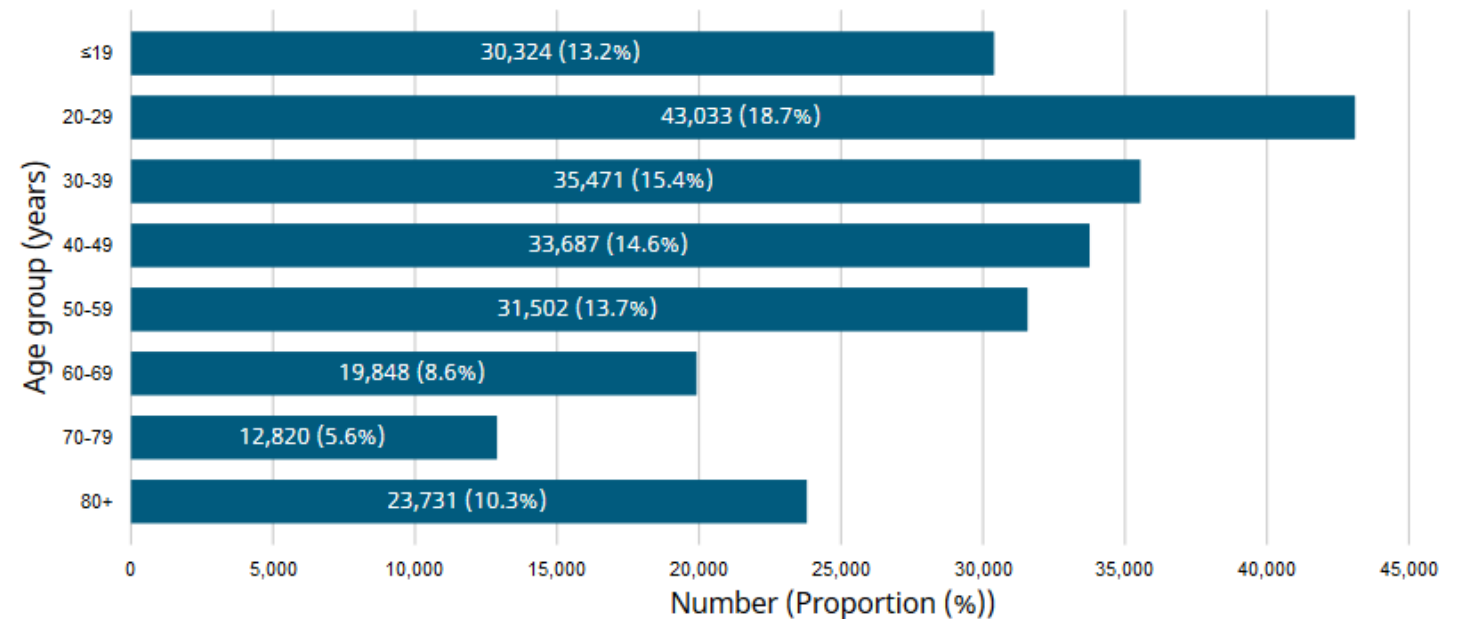


Source: City of Surrey and John Hopkins University, 2020

CANADA TRENDS- AGE GROUPS

- All age groups are affected by COVID-19.
- 20 to 29 age group has now surpassed 80+ as the age group with the greatest proportion of COVID-19 cases
- <19 age group has seen the largest growth in proportion of total cases for the 2nd straight week, suggesting that transmission in schools may be increasing in prevalence

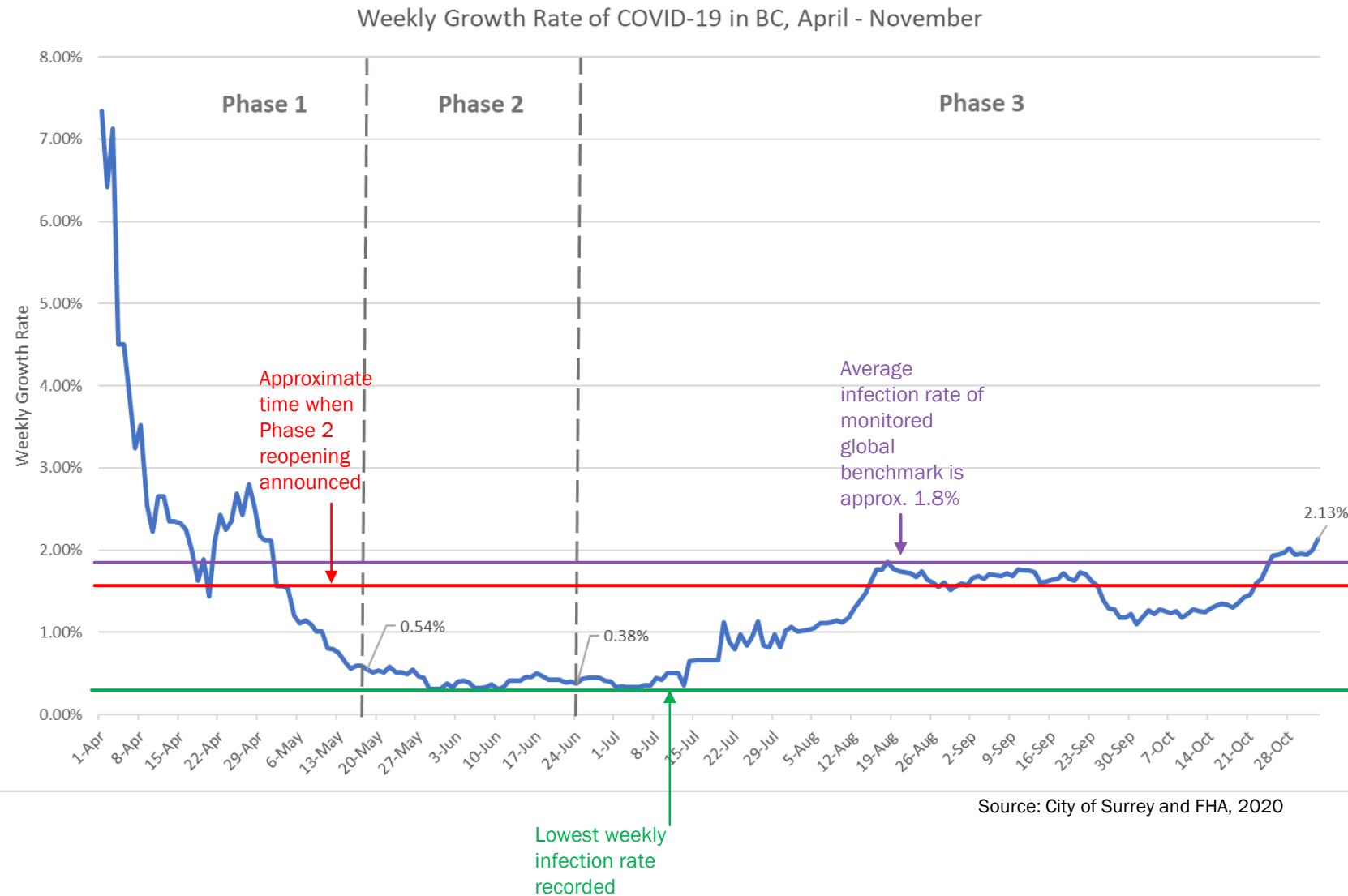
Figure 3. distribution of COVID-19 cases (n=230,416 ¹) in Canada as of November 2, 2020, 7 pm EDT ³



Source: City of Surrey and PHAC, 2020

BC TRENDS - INFECTION RATES

- Growth in weekly infections are increasing at rates not seen since Phase 1.
- BC's weekly growth rate has increased greatly to 2.13%
- A 1.25% weekly infection growth rate, monitored as a possible trigger for BC PHO phased regression order, has been exceeded

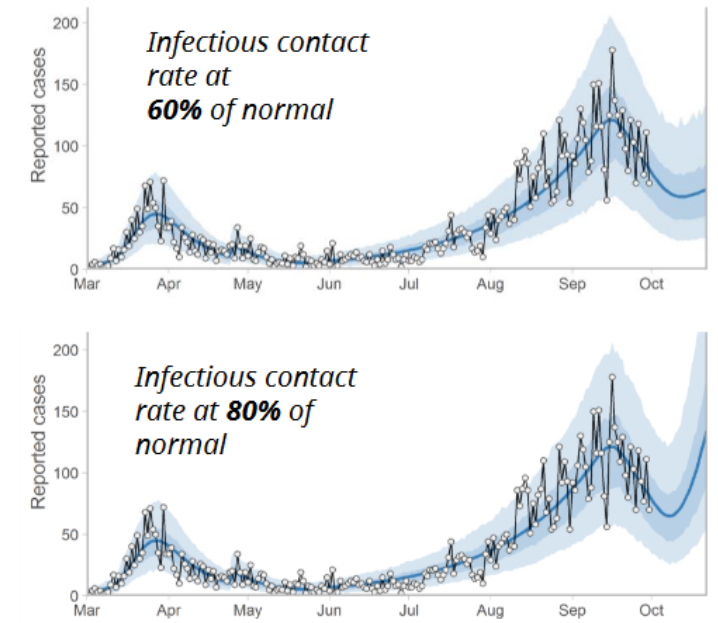
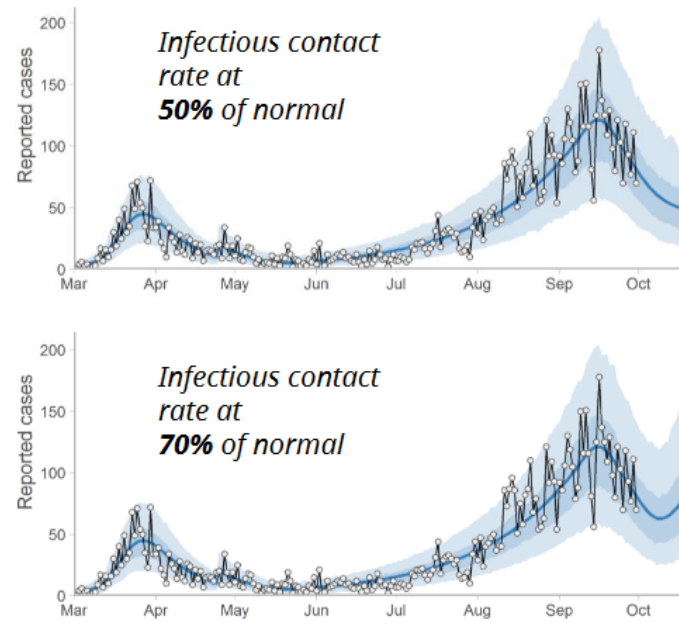


BC TRENDS - INFECTION SCENARIOS

- There were 5,595 new cases of COVID-19 in the month of October (36.1% of total)
- The province estimated on October 5th that the average rate of infections contacts is 45% of normal
- At this rate, cases are expected to decelerate
- This is primarily due to contact tracing and few new cases from unknown sources
- Recent case growth suggests that contacts have exceeded 45%

Dynamic Compartmental Modelling: Scenarios

Currently, the average rate of infectious contacts is estimated to be roughly 45% of normal.

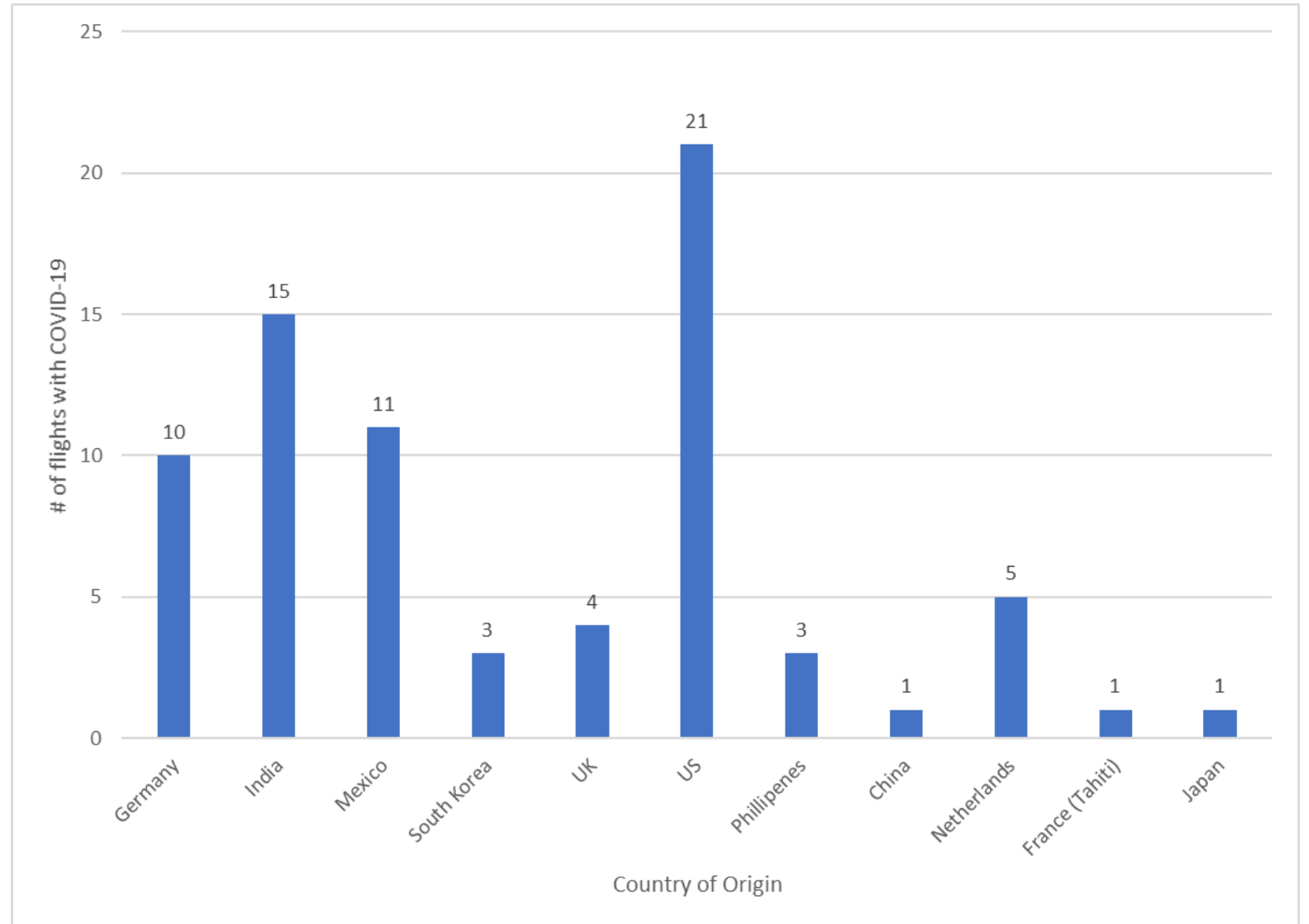


PART II: TREND ANALYSIS

EXTERNAL TRAVEL
RISK EXPOSURE

BRITISH COLUMBIA INT'L TRAVEL RISK: JULY – OCT 2020

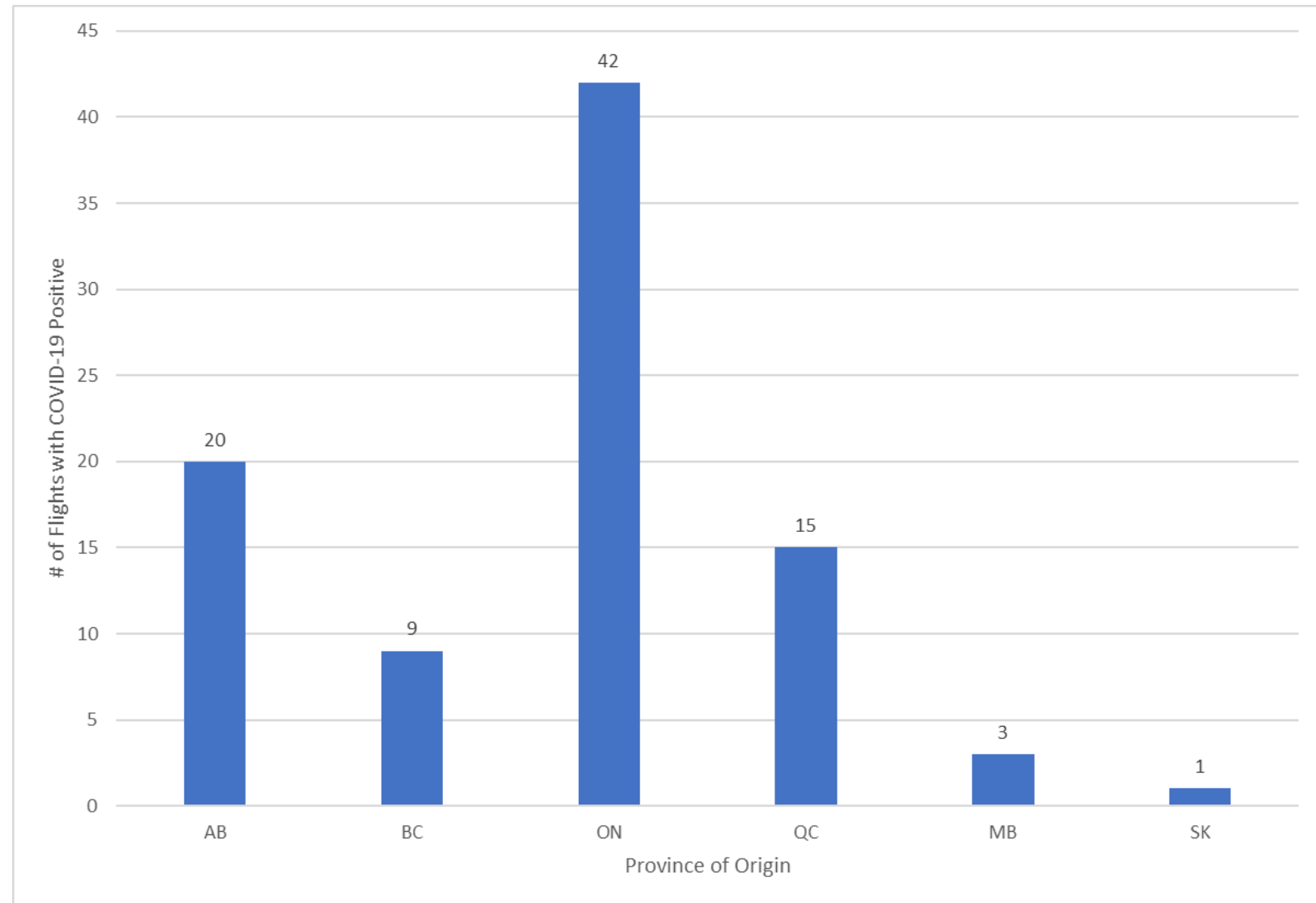
- Flights remain the main route for international passenger travel into Canada.
- COVID-19 positive flights from India are increasing
- India, Mexico and USA continue to have the most flights with infected passengers arriving at YVR Airport, but increasingly COVID-19 positive flights from Europe (esp. Germany) are arriving in BC



Source: City of Surrey and BC CDC, 2020

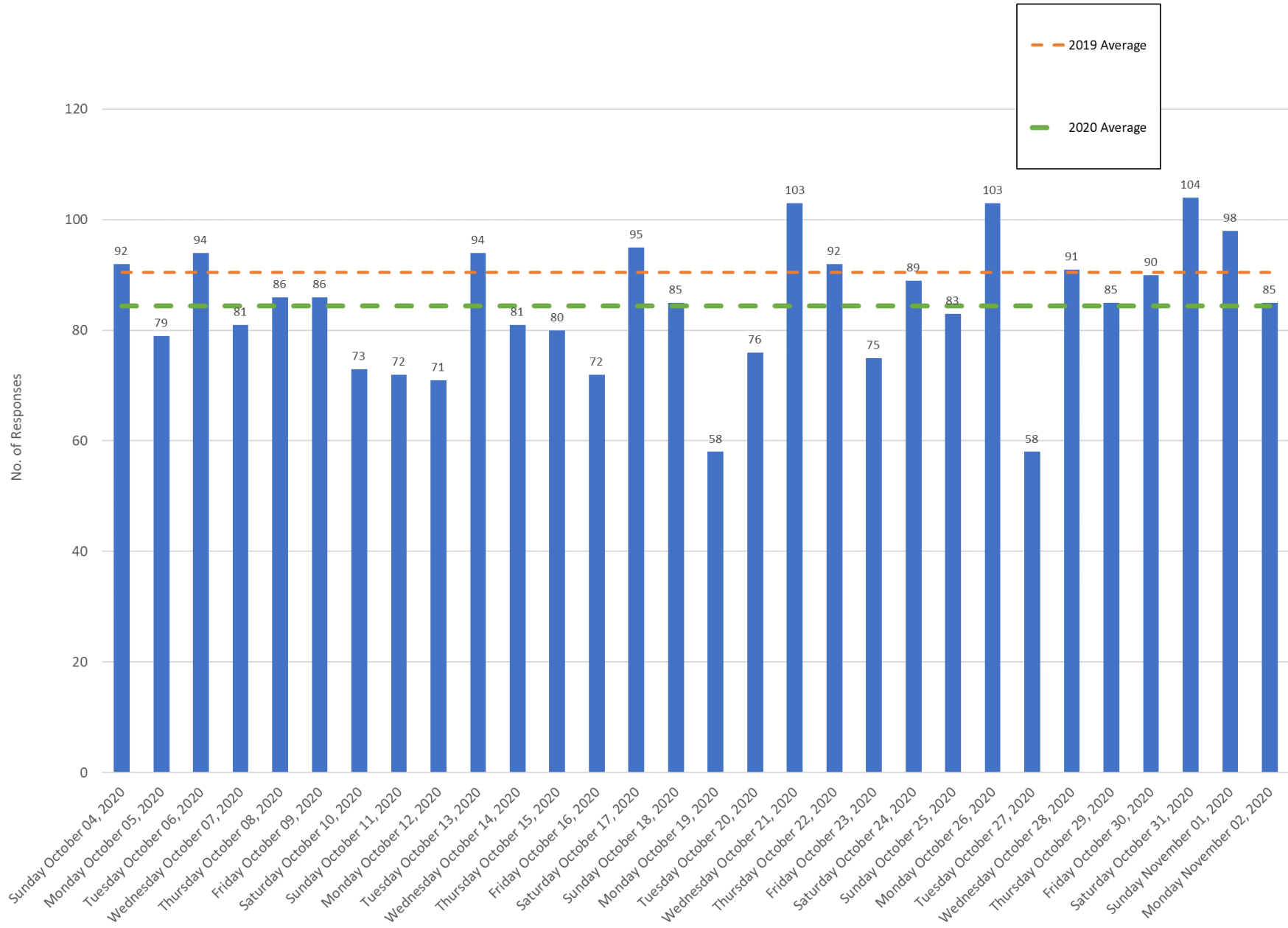
BRITISH COLUMBIA DOMESTIC TRAVEL RISK: JULY– OCT

- Ontario has surpassed Alberta and Quebec as the province exporting the most COVID-19 flights to BC
- Flights originating from BC have more case counts than those arriving from other provinces.
- This suggests BC is a net “exporter” of COVID-19 through commercial flights.
- This does not account for vehicular travel which has increased.

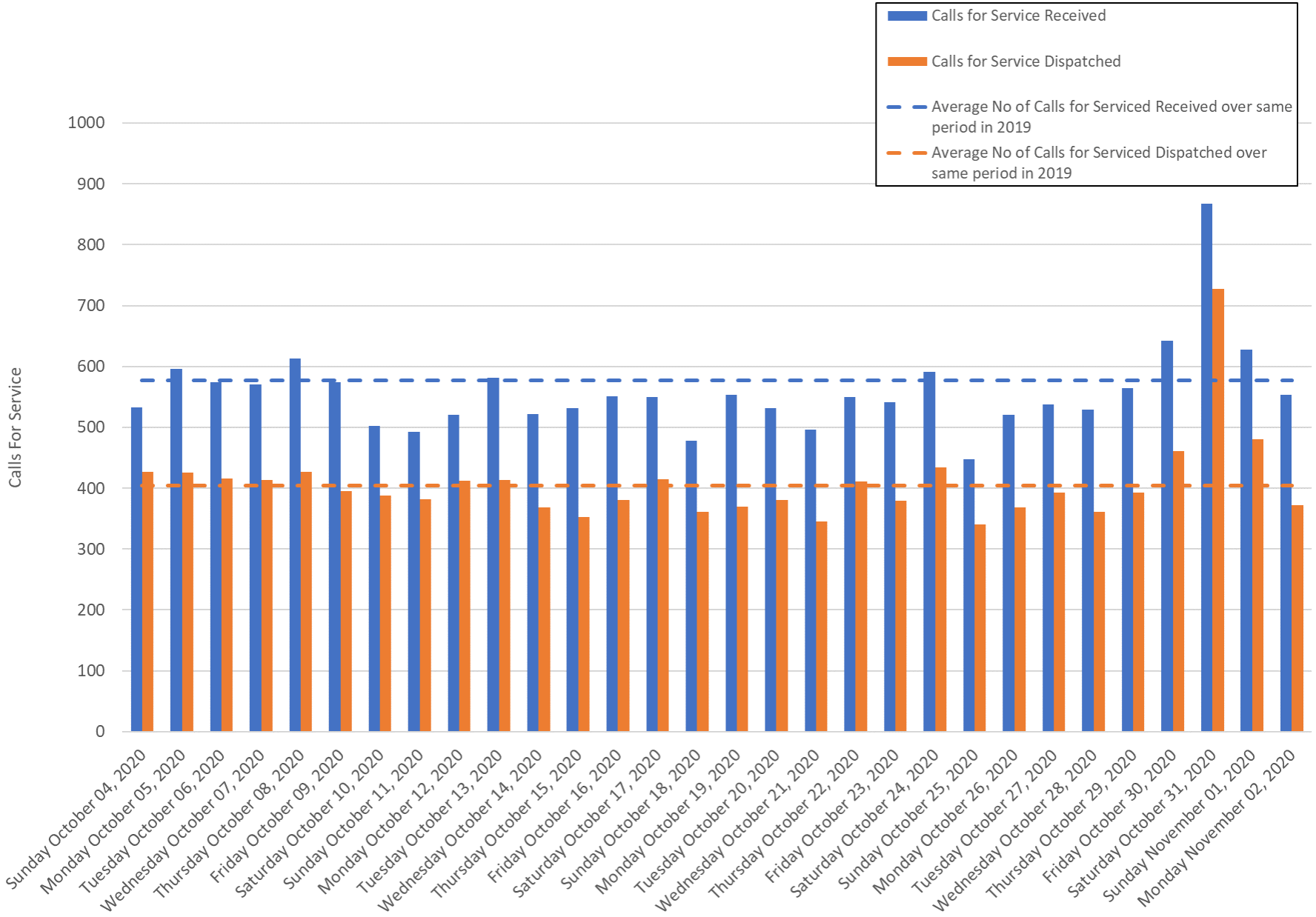


Note: BC represents flights that depart and arrive within the province (ex. Kelowna to Vancouver)

Surrey Fire Service – Incident Responses – October 4 to November 2, 2020



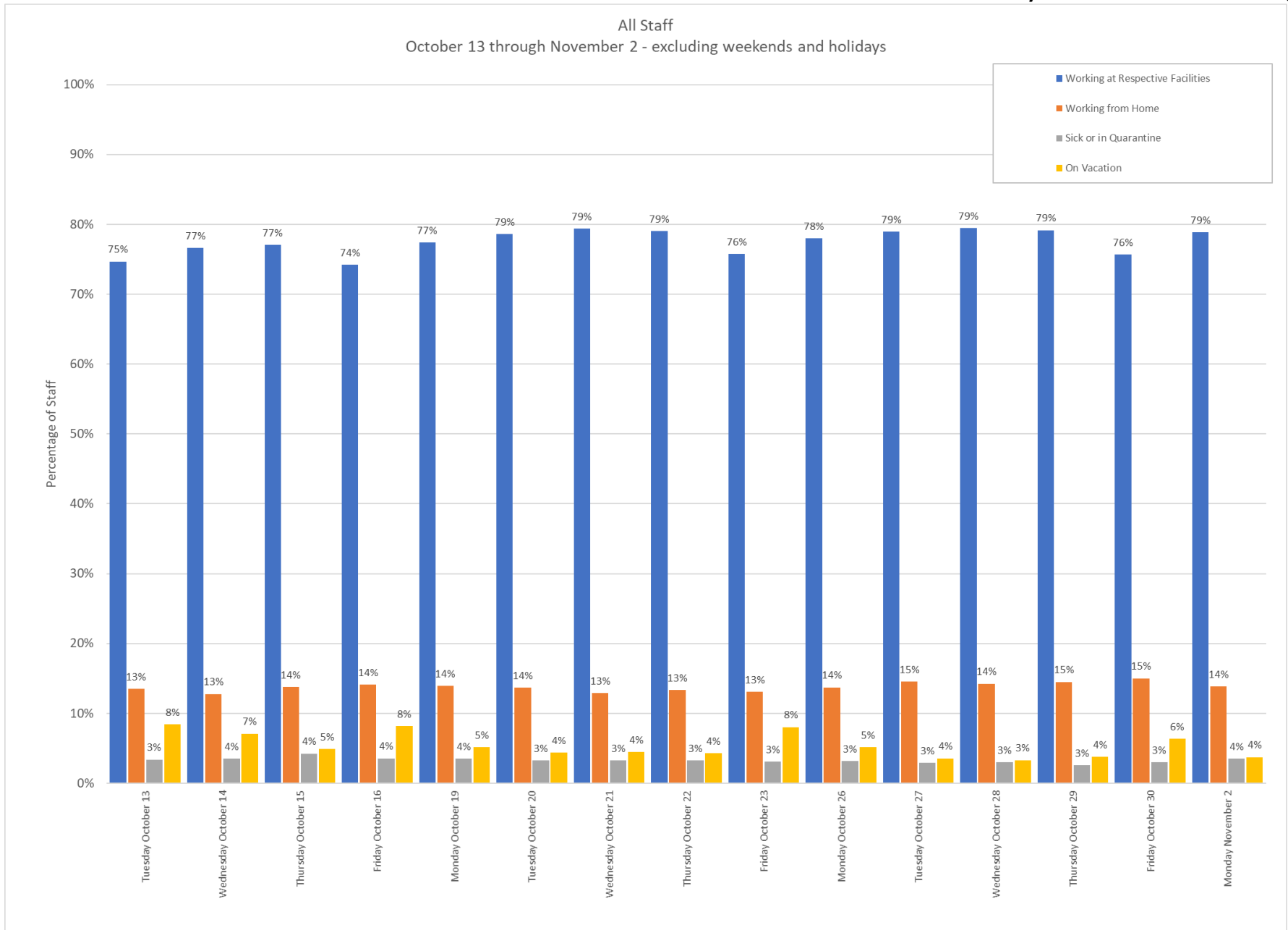
Surrey RCMP – Calls for Service Received and Dispatched – October 4 to November 2, 2020



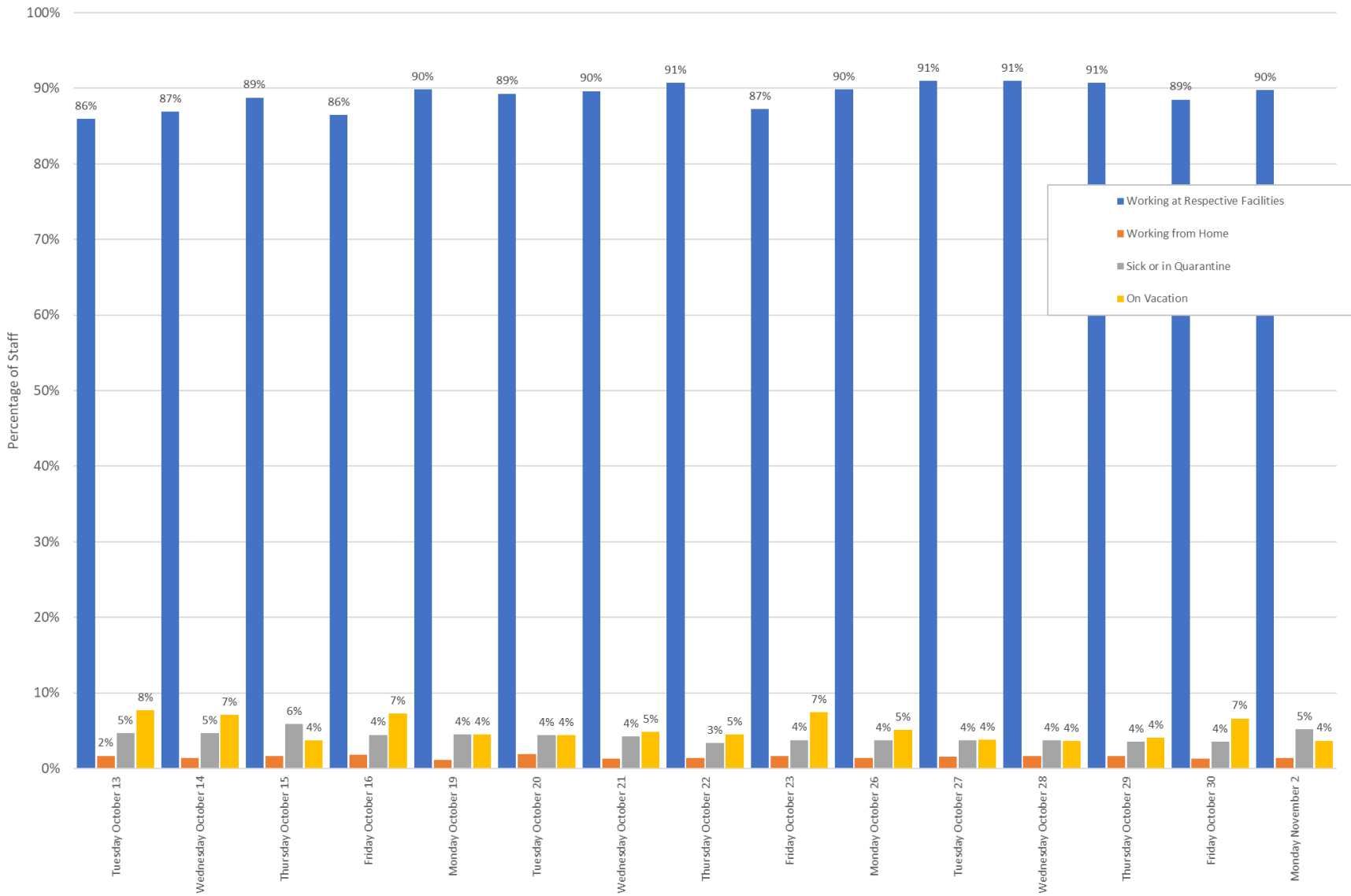
Appendix "VI"
EOC Critical Supplies Inventory as of November 3, 2020

Product	Current Inventory November 3, 2020	Inventory as of October 13, 2020	Change in Inventory over 21 past days	Average Usage per day	30 Day Deficit/Surplus	60 Day Deficit/Surplus	90 Day Deficit/Surplus	120 Day Deficit/Surplus	120 Day Deficit/Surplus
Cleaning Products									
Bleach 6%	50.00	50.00	0.00	0.00	50	50	50	50	50
Disinfectant	402.00	504.00	-102.00	3.25	305	207	110	12	-183
Disinfectant Wipes	96,300.00	99,420.00	-3,120.00	150.00	91,800	87,300	82,800	78,300	69,300
Hand Sanitizer	1,858.00	4,450.00	-2,592.00	15.00	1,408	958	508	58	-842
Industrial Cleaner	10.00	10.00	0.00	0.00	10	10	10	10	10
PPE									
Booties	2,438.00	3,288.00	-850.00	10.00	2,138	1,838	1,538	1,238	638
Cloth Masks	2,890.00	2,890.00	0.00	0.00	2,890	2,890	2,890	2,890	2,890
Face Shields	67.00	67.00	0.00	0.00	67	67	67	67	67
Gloves (single)	268,400.00	279,700.00	-11,300.00	779.00	245,030	221,660	198,290	174,920	128,180
Gowns	6,654.00	6,618.00	36.00	32.00	5,694	4,734	3,774	2,814	894
N95 Masks	18,322.00	18,322.00	0.00	20.00	17,722	17,122	16,522	15,922	14,722
P100 Cartridges	1,100.00	1,772.00	-672.00	0.00	1,100	1,100	1,100	1,100	1,100
Plexiglass	0.00	0.00	0.00	0.00	0	0	0	0	0
Procedure Masks	47,065.00	49,065.00	-2,000.00	25.00	46,315	45,565	44,815	44,065	42,565

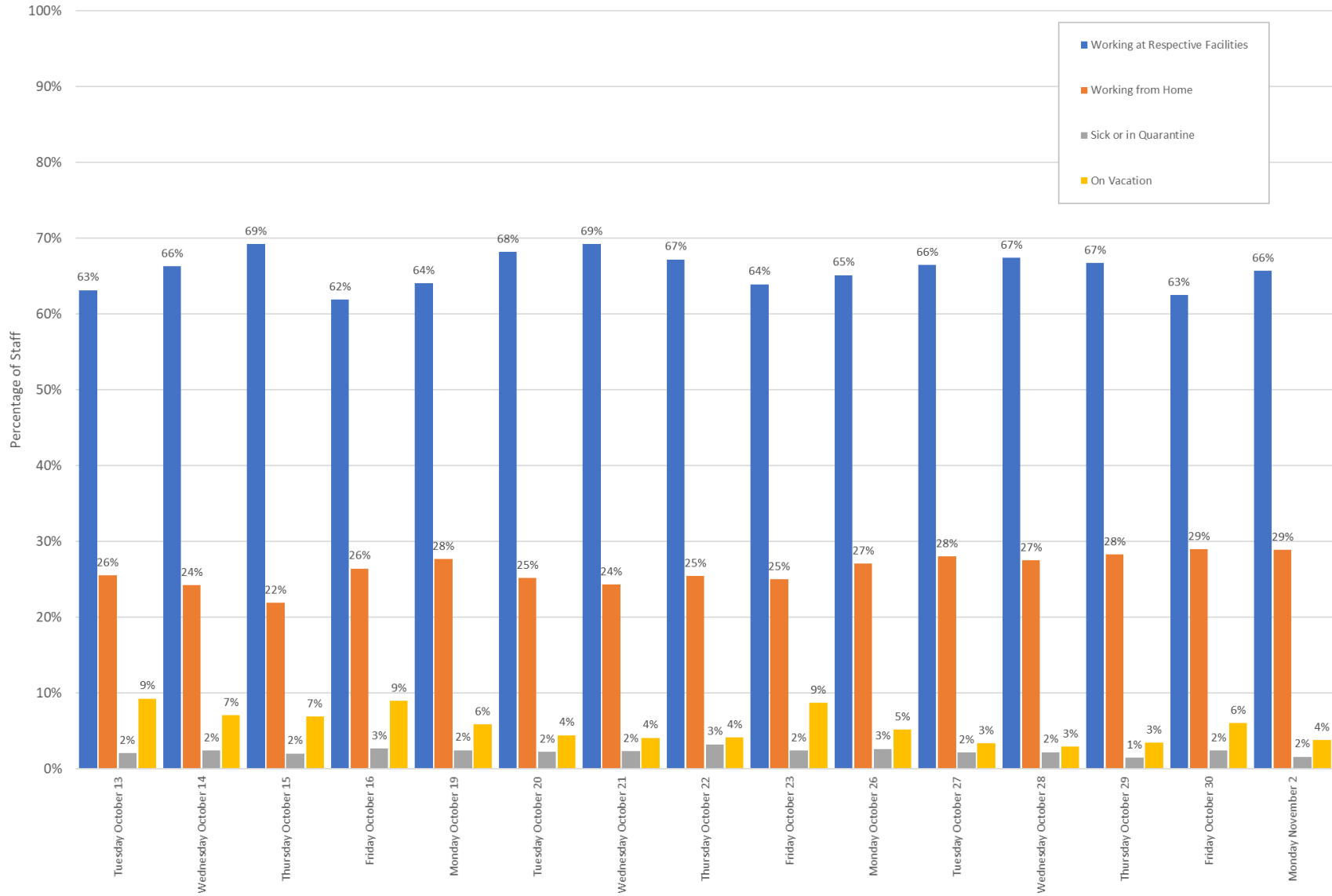
Appendix "VII"
Staff Count Summary –October 13 to November 2, 2020



Field Staff
 October 13 through November 2 - excluding weekends and holidays



Inside Staff
 October 13 through November 2 - excluding weekends and holidays





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Traffic Summary – March 23 to October 30, 2020

