

NO: R076

COUNCIL DATE: April 12, 2021

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **April 7, 2021**

FROM: **City Manager**

FILE: **7130-16**

SUBJECT: **COVID-19: Emergency Operations Centre Update**

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## 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 March 8, 2021 Regular Council Public Hearing meeting (a copy of Corporate Report No. R055; 2021 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 just over one year ago, on February 17, 2020, prior to the World Health Organization ("WHO") declaring a global pandemic.

Since the last update provided to Council the EOC has completed the following actions:

- Completed work with the Fraser Health Authority to prepare the Clayton Recreation Centre, Cloverdale Recreation Centre, Guildford Recreation and the South Surrey Recreation and Arts Centre as mass vaccination centres and a Pop-Up Indigenous Immunization Clinic at the Chuck Bailey Recreation Centre;
- Continued outreach 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 Health Officer;
- Continued the suspension of some programming at some facilities following the orders announced by the Provincial Health Officer;
- Continued screening of staff entering the workplace with a daily health check that they must complete remotely before arriving at the workplace, following the directions announced by the Provincial Health Officer on November 7, 2020 that requires all businesses and worksites to conduct active daily in-person screening of all onsite workers using a COVID-19 symptom check list; and

- Continued our social media efforts to remind residents and business for the need adhere to public health measures and good practices in light of the recent resurgence.

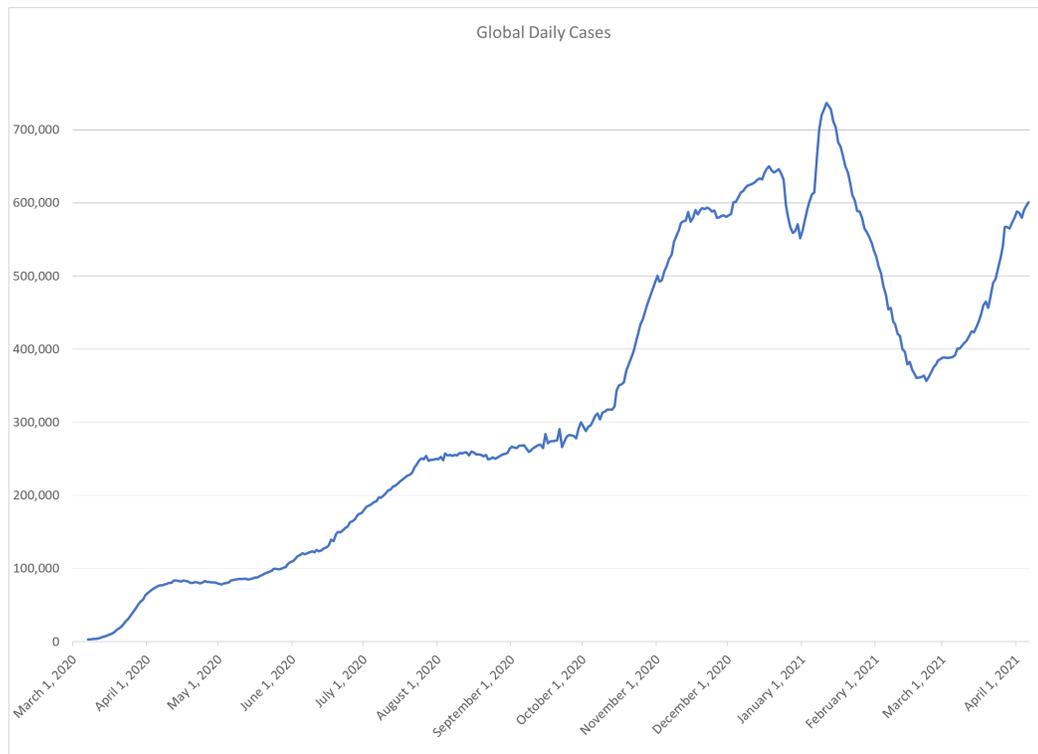
## DISCUSSION

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

- Global COVID-19 cases continue to rise, with 132.6 million cases as of April 7, 2021. This represents a somber 15.4% increase (17.7 million cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update. After a brief period of decline, the total number of cases is once again increasing as illustrated below;



- There is one country with over 30 million infections reported (United States), two countries with over 10 million infections reported (Brazil and India), and 20 countries with over 1 million infections reported (France, Russia, United Kingdom, Italy, Turkey, Spain,

Germany, Poland, Columbia, Argentina, Mexico, Iran, Ukraine, Peru, Czechia, South Africa, Indonesia, Netherlands, Chile and Canada). The infections in these 23 countries account for 80.8% of total infections reported;

### United States

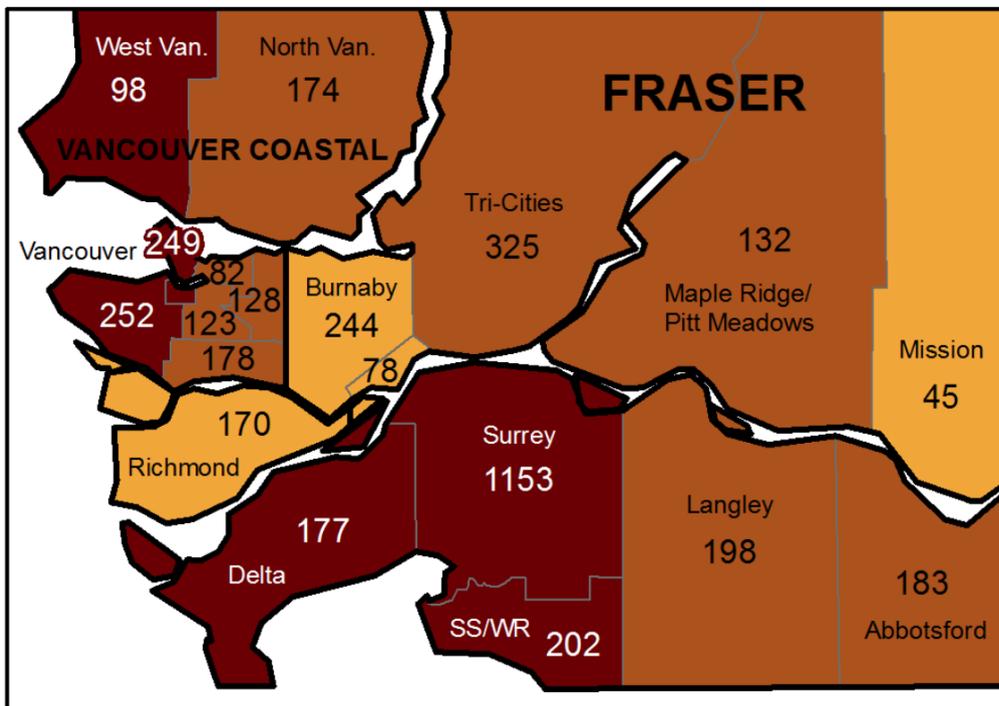
- Since the last COVID-19: Emergency Operations Centre Update, the United States has reported 33,000 to 86,000 infections each day. One state (California) is reporting over 3 million infections, two states (Texas and Florida) are reporting over 2 million infections, and five states (New York, Illinois, Georgia, Pennsylvania and Ohio) are reporting over 1 million infections. Washington state has reported over 370,000 infections;

### Canada

- As of April 7, 2021, Canada has had approximately 1,027,000 cases. This represents a 16.9% increase (149,000 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;

### British Columbia, Fraser Health Authority and Surrey

- From March 21 to March 27, 2021, the latest date of infection information by community, there were 1,355 new confirmed cases in Surrey and White Rock. During this period, there were 4,191 confirmed cases in the lower mainland, meaning that Surrey and White Rock accounted for a disproportionate number of cases being reported (32.3%);



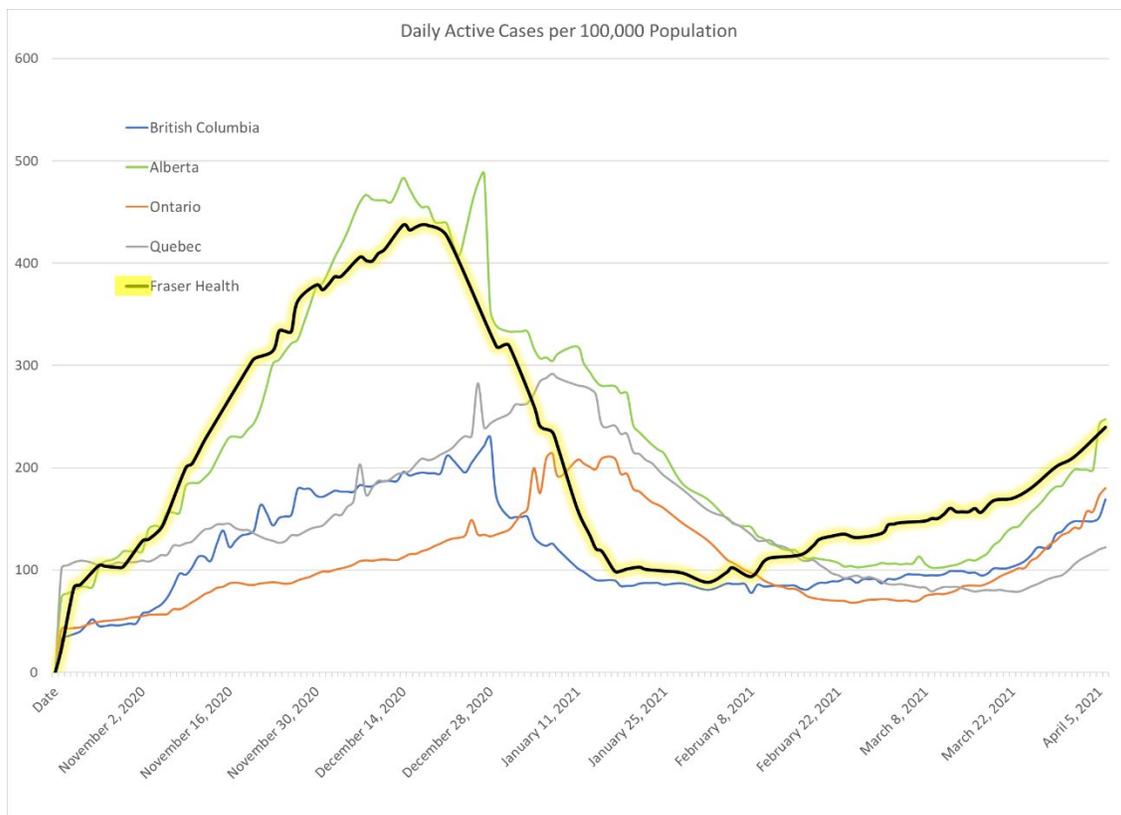
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- As of April 7, 2021, 41 schools in the Surrey School District and 5 independent schools in Surrey are reporting a recent COVID-19 exposure event;

- As of April 6, 2021, BC has had 105,988 confirmed cases. This represents an 30.3% increase (24,621 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;
- Of the 105,988 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (60,699 or 57.2%). Of the cases in the Fraser Health region 55,674 have recovered and 796 have died; and
- The Province started vaccinations on December 15, 2020. As of April 6, 2021, 824,582 first doses have been administered, which is an increase of 627,937 doses being administered since the last COVID-19: Emergency Operations Centre Update. With 824,582 does being administered, approximately 16.2% of British Columbian's have received a vaccine dosage. 87,474 second doses have also been administered, meaning that approximately 1.7% of British Columbian's have received their complete vaccination.

## Resurgence

A resurgence of COVID-19 cases is currently being experienced in the Fraser Health Authority, throughout British Columbia, across Canada and in many countries in the world. Possible reasons for this resurgence are more infectious COVID-19 variants, 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 one’s social interactions with others (i.e., increasing their “bubble”), more discretionary trips (e.g., to bars and restaurants) and expanding tourism opportunities.



In response to the increasing number of cases, the Provincial Health Officer on November 7, 2020 issued an order that:

- Limits social interact actions to those only within the immediate household;
- Suspends various indoor activities including spin classes, yoga, group fitness, dance classes and any other indoor activity that increases respiratory rate;
- Suspends all indoor sports where physical distancing cannot be maintained such as boxing, martial arts, hockey and volleyball;
- Requires that all workplaces must ensure that all workers and customers maintain appropriate physical distance and wear masks when appropriate;
- Requires that all businesses and worksites must conduct active daily in-person screening of all onsite workers using the COVID-19 symptom check list; and
- Suspends the operation of Party-buses and group limousines.

The initial order encompassed the Fraser Health Authority and Vancouver Coastal Health Authority regions. On December 15, 2020 the Provincial Health Officer extended the order through to January 8, 2021. On January 7, 2021 the Provincial Health Officer extended the order through to February 5, 2021. On February 5, 2021 the Provincial Health Officer has further extended the order for a then unspecified period of time. On March 29, 2021, the Provincial Health Officer released updates for the Gatherings and Events Order, being referred to as a “circuit breaker” in response to increasing COVID numbers across the Province. These new restrictions include the suspension of indoor dining, the pausing of indoor, adult group fitness activities, the closing of the Whistler-Blackcomb ski resort and the suspension of planned limited indoor worship services. These new restrictions will be in place until at least April 19, 2021.

The Provincial Health Officer also issued a specific order for the Surrey School District to mandate face coverings for all Grade 4-12 students while indoors and with their learning groups.

The EOC continues to monitor and respond to the resurgence 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.

### **Future Forecast**

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.

## 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) ("PHOs");
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 remain open, but following the latest order by the Provincial Health Officer, some services have been temporarily postponed.

### *Parks, Recreation & Culture Facilities*

The City initiated a phased reopening of Parks, Recreation and Culture facilities across the City for pre-registered programs starting in May of 2020. The following chart reflects the status of facilities reopened to date:

<b>Facility Type</b>	<b>Number of Facilities Opened</b>	<b>Number of Facilities Closed</b>	<b>% of Regular Program Offering at Opened Facilities</b>
<i>Recreation Centre</i>	11	2	20%
<i>Preschool</i>	20	6	20%
<i>Before &amp; After School Care</i>	6	5	20%
<i>Arena (sheets of ice)</i>	8	1	20%
<i>Pools</i>	2	3	20%
<i>Culture</i>	3	2	50%

Program spaces and capacities are based on the required two-metre physical distancing for static activities and three to four metre distancing for more active programming. Schedules also consider enhanced cleaning and disinfecting requirements to ensure adequate cleaning between each session. Staff are working closely with Fraser Health and other authorities on additional approval processes to continue to resume services and reopen facilities in a safe manner. At this time, masks are expected to be worn in all Civic facilities, except when exercising.

The City continues to monitor changes in demand and facility usage to inform its decision on how to adjust level and type of services offered and to align with PHOs. This continues the well-founded nature of the City's reopening strategy and highlights the need to closely monitor actual demand once facilities reopen.

### **Public Health Order Updates**

On March 29, 2021, the Provincial Health Officer released updates for the Gatherings and Events Order in response to increasing COVID numbers across the province. The restrictions will be in place until at least April 19, 2021. The restrictions include the suspension of all indoor adult group fitness programs. Under the current Order, the City will continue to provide individual weight room reservations, adult sports for singles play and will introduce outdoor program opportunities for adults beginning April 12, 2021 in compliance with the new Order.

The Provincial Health Officer also issued a specific order for the Surrey School District to mandate face coverings for all Grade 4-12 students while indoors and with their learning groups. The City currently operates licensed before and after school programs at five school locations. City staff have adjusted operating protocols to align with the mandatory face coverings for these school-based programs.

Public Health updated the Guidelines for Group Low Intensity Exercise on March 31, 2021. The updated guidelines now require mask use during individual exercise. People who are unable to wear a mask due to a health condition or a physical or mental impairment are exempt from mask requirements. People who are unable to wear a mask must maintain at least 3m distance at all times when in the facility. Notifications to patrons have been posted and this requirement has been implemented for all indoor individual exercise activities at recreation facilities.

### **Recreation Programs & Services**

The program utilization for the period of March 21, 2021 to April 3, 2021 is summarized below:

	<b>Registered Drop-In Fitness (single event bookings)</b>								
	<b>Aquatics</b>			<b>Arenas</b>			<b>Indoor Fitness</b>		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
March 28 - April 3, 2021	2,175	2,474	88%	462	511	90%	6,305	8,774	72%
March 21 - March 28, 2021	2,072	2,246	92%	453	482	94%	6,910	9,604	72%
Since Reopening	28,313	32,650	87%	3460	3887	88%	140,029	216,285	65%

	<b>Program Series (lessons and multiple occurrences)</b>								
	<b>Aquatics</b>			<b>Arenas</b>			<b>Indoor Fitness</b>		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
March 28 - April 3, 2021	102	128	80%	107	113	95%	N/A	N/A	Programs suspended
March 21 - March 28, 2021	102	128	80%	102	114	89%	N/A	N/A	Programs suspended
Since Reopening	548	646	85%	735	872	84%	48	90	53%

\*Indoor Fitness was suspended due to new COVID restrictions and all low intensity group fitness classes were cancelled.

	Preschool			Before & After Care		
	Total Reg	Max Reg	Fill %	Total Reg Spaces	Max Spaces Reg	Fill %
March 28 – April 3, 2021	616	646	94%	927	1536	60%
March 21 – March 28, 2021	617	650	95%	0	0	No programs held due to Spring Break

### ***Arena Sport User Groups***

The City currently has eight of its nine sheets of ice activated at the following facilities: North Surrey Sport & Ice Complex, South Surrey Arena, Cloverdale Arena and Surrey Sport & Ice Complex. Arena Sport User Group utilization for the period of March 21 to April 3, 2021 is summarized below.

Period	Total Booked Hours	Total Hours Available	Fill %
March 28, 2021 to April 3, 2021	75	167	45%
March 21, 2021 to March 27, 2021	48	156	31%
Since Reopening	5,865.0	6,544.60	89.5%

### ***Aquatic Sport User Groups***

Two of the City’s aquatic facilities are open, the Surrey Sport and Leisure Complex and the Grandview Heights Aquatic Centre. Both facilities are operating with COVID-19 safety protocols in place to protect staff and users. Safety planning has been completed with guidance from the BC & Yukon Lifesaving Society, Fraser Health and the British Columbia Recreation and Parks Association. The facilities are serving a broad range of users including lane swimming, public swimming, learn to swim lessons and aquatic sport rentals. Since opening, the facilities have safely served more than 28,000 public users and provide homes for the City’s aquatic sport teams to continue with athlete development. Sport User Group utilization for the period of March 21 – April 3, 2021 is summarized below:

<b>Surrey Sport &amp; Leisure Complex</b>			
Period	Hours Booked	Total Hours Available	Fill %
March 28, 2021 to April 3, 2021	396.5	695.75	57.0%
March 21, 2021 to March 27, 2021	424.50	596.75	71.1%
Since Reopening	14,200.25	18,482.00	76.8%

<b>Grandview Heights Aquatic Centre</b>
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<b>Period</b>	<b>Hours Booked</b>	<b>Total Hours Available</b>	<b>Fill %</b>
March 28, 2021 to April 3, 2021	384.0	602.5	64%
March 21, 2021 to March 27, 2021	305.0	602.5	50%
Since Reopening	2,763.0	4,541.5	61%

### ***Outdoor Pool Operations***

The City plans to reopen its eight outdoor pools starting on May 17, 2021. The reopening is planned to occur earlier than in past years with three pools (Bear Creek, Sunnyside and Greenaway Pools) opening on May 17, 2021 and the remaining six pools (Hjorth Road, Kwantlen, Unwin, Port Kells and Holly Pools) opening on June 26, 2021. Opening the pools early will support children and youth out of school and allow for pools to be open before Canada Day.

The outdoor pools will continue to operate with COVID-19 modifications and safety protocols in place as in 2020, to provide safe and enjoyable swim opportunities for all.

### ***Vaccination Clinics***

Fraser Health has begun to distribute vaccinations at both the Cloverdale Recreation Centre and the South Surrey Recreation and Arts Centre. Fraser Health is preparing to distribute vaccinations next at the Guildford Recreation Centre as the Province’s immunization program expands.

Fraser Health in Partnership with First Nations Health Authority, Métis Nation British Columbia, Friendship Centres and other community organizations, will host a Pop-Up Indigenous Immunization Clinic at the Chuck Bailey Recreation Centre. The clinic will operate three days a week from April 10, 2021 until May 1, 2021.

The City continues to work with Fraser Health to support the ongoing effort to distribute vaccinations to residents of Surrey. More information on vaccination clinics in Surrey is available at <https://www.fraserhealth.ca>.

### ***Spring Break Camps***

Spring Break hosted 39 preschool, Fun Zone and Art Camps between March 15 and March 26, 2021. The camps were held primarily outdoors, with indoor space allocated for inclement weather. The camps accommodated 409 children with a 93.5% fill rate overall. One on one support was provided to children where required.

### ***Summer Camps***

Planning is underway for summer preschool and fun zone camps for children in all town centres. In following the success of last years camps, staff plan to offer 1-2 camps per Town Centre with a maximum of 20 children (1:10 ratio). Limited one on one support will be available for those children requiring support, and space will be allocated for Essential Service Workers.

### ***Virtual and Outdoor Fitness Opportunities***

New virtual online fitness classes launched online March 2, 2021 with three classes per week, increasing to five classes per week later this month. Feedback received thus far has been very positive, and it is anticipated this will be highly utilized service.

Outdoor group fitness classes will begin on April 12, 2021 and continue through Spring and Summer. Classes will offer a maximum of 10 participants and is compliant with recent PHO restrictions. Program locations will include outdoor spaces adjacent to recreation facilities, as well as various parks, plazas and field locations.

**Surrey Libraries**

Surrey Libraries phased reopening of its libraries is summarized below for the period of September 9, 2020 through April 1, 2021:

<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	9	1 <sup>1</sup>	60%	7,461	78.5%

1. *The Port Kells branch is not open for public access but offers holds -pick up 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	9	1 <sup>1</sup>	60%	2,564	35%

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

The Library at the Clayton Community Centre opened on February 10, 2021 and is busier with each week open, with many new residents registering to become library members. Other branches continue to operate at 60% of the pre-pandemic service hours with safety measures in place. Services available include limited browsing of shelves, computer and Wi-Fi access, holds pick-up, takeout service and technology/information assistance. Online resources continue to be well-subscribed as more residents borrow ebooks, emagazines, eaudio and digital learning resources to improve their skills. Surrey residents and any City of Surrey staff member can use these resources at [www.surreylibraries.ca](http://www.surreylibraries.ca) free with a library card.

The Library renewed a Chromebook lending agreement with six community partners [DIVERSEcity, Options, PICS, Umoja, Seniors Come Share Society, SUCCESS]. The Chromebooks are loaned to agency clients to help them find employment, reduce isolation and better connect with community. Virtual programs having been doing well with 408 programs held for 7114 attendees, for the period September 9, 2020 -April 1, 2021.

Recent programs included many spring break programs for children and teens, English Conversation Circles (including one just for teens), New Parents Meetup, Facebook Live Storytime, Authors Among Us, Library Champions, Kids STEM Club, Literature Club for Seniors by phone, Online Book Club, Teen Library Council meetings and programs, UBC's Geering Up (including one just for teens), and virtual outreach to Options, SUCCESS, NewtoBC, and Seniors Come Share Society. In-person outreach continues at the Surrey Food Bank. The library averages about 600 new views per week on its YouTube programs.

### **Surrey Fire Service ("SFS") Response**

From March 7, 2021 to April 5, 2021, SFS responded to an average of 89 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 is comparable to the same period in 2019 (pre-pandemic).

Since the return to additional medical incidents, the SFS response to overdose incidents has increased by 33%. This has equated to a 150% increase in the delivery of life saving Naloxone to overdose patients by fire first responders. This response change is having a positive impact on the priority population who experience opioid use disorder and overdose.

### **Surrey RCMP Response**

As of April 5, 2021, the Surrey RCMP received an average of 602 calls for service per day and dispatched members to an average of 426 incidents per day over the past 30-days, as illustrated in Appendix "V". Surrey RCMP calls for service remains fairly consistent (1.3% increase in average daily calls) as compared to the same period last year as does the number of calls the police dispatched members to (3.2% increase in average number of dispatched members). In terms of a dispatch rate, last year during this study period (March 7, 2021 to April 5, 2021) police dispatched members to 73% of total calls; this year members were dispatched to 74% of the total calls received.

### **Logistics**

From the start, to ensure that the City, including the SFS, has adequate cleaning equipment and 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 April 7, 2021, and how this inventory has changed since March 3, 2021, is attached as Appendix "VI".

### ***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 RTO plan was developed based on the following key principles:

- Compliance with all PHOs;
- Health and Safety;
- Work efficiency;

- Promoting a gradual return to normal business operations; and
- Flexibility to make alternate work arrangements, as needed.

Following the directions announced by the Provincial Health Officer on November 7, 2020 the EOC introduced screening of all staff using a COVID-19 symptom check list. Staff are required to complete a short online self-screening form prior to entering their workplace each day. Staff that answer yes to any of the questions on the self-screening form will be advised that they are not to enter their workplace and that they will be contacted by their Manager with further directions. While the original goal of the RTO Plan was to have approximately of 60% staff working on a rotating basis in their respective facility at any given time, given the increase in cases in the general population in the fall of 2020 the EOC revised the goal to approximately 40% for the period of December 2020 until the end of March 2021, and the EOC has further revised this to goal to approximately 20% given the recent increase in cases and cases involving variants of concern and at the request of the Provincial Health Officer.

### ***Current Staffing Levels***

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 PHO impacting civic facility operation. As of April 7, 2021, there are currently 7 active cases amongst staff. There have been a total 84 confirmed cases amongst the approximately 2,200 active City staff and 900 active Surrey RCMP staff since the start of the pandemic for a total infection rate of 2.7% which is lower than the infection rate of 3.4% in the Fraser Health Authority as of April 6, 2021. The RTO plan and safe work protocols in place have been effective to date in preventing COVID-19 transmission between staff.

### **Support for Priority Populations (experiencing housing instability)**

The EOC has worked with BC Housing and the Fraser Health Authority to open one arena at North Surrey Recreation Centre (“NSRC”) as an Emergency Response Centre (“ERC”) to prevent the spread of COVID-19 among people experiencing housing instability during the pandemic. Currently there are a total of 46 guests in the ERC in the first arena. The EOC has also worked with BC Housing to open the second arena at the NSRC as an emergency winter shelter with COVID-19 prevention services. Currently there are a total of 47 guests in the emergency shelter in the second area.

The services provided by Fraser Health at the ERC including COVID-19 testing and wrap-around health care services, opioid agonist treatment and a managed alcohol program. BC Housing will continue to fund Surrey Urban Mission to ensure the ERC and the emergency shelter can serve Surrey’s priority population.

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, the Canadian Inn at 6528 King George Boulevard. Over the past week, approximately 44 individuals are being accommodated in the two motels.

During the week of March 29, 2021, vaccine clinics were held in shelters across Surrey for people who live in shelters and/or are unsheltered.

## **Intergovernmental Support and Cooperation**

The Government of Canada and the Province of BC are providing a total of \$540 million in shared funding to local governments under the Safe Restart Agreement to manage the impacts of the global COVID-19 pandemic. In November of 2020, the City of Surrey received \$14.7 million from this fund to offset operating costs and losses.

On March 5, 2021 under the Safe Restart Program, the Province released information on the Local Government Development Approvals Program funding initiative, administered by UBCM. Total available funding is \$15 million and Municipalities are eligible to receive up to \$500,000 to support projects that help to improve their development approvals process. The Planning and Development department is preparing to submit funding applications by the May 7 deadline.

On March 25, 2021, in recognition of the extraordinary pressures faced by all orders of government and First Nations communities during the pandemic, the Government of Canada introduced Bill C-25. This legislation would provide an additional \$7.2 billion in support for urgent health care needs across the country, the COVID-19 vaccine roll-out and for local infrastructure projects in cities and communities.

The proposed funding includes:

- \$4 billion through the Canada Health Transfer to help provinces and territories address immediate health care system pressures, including addressing backlogs in access to care as the pandemic continues;
- \$1 billion as a one-time payment to the provinces and territories to ensure the COVID-19 vaccine roll-out continues to accelerate and keeps pace with growing supply, and does not encounter any delays;
- \$2.2 billion to address short-term infrastructure priorities in municipalities and First Nations communities. The funds would flow through the federal Gas Tax Fund; and
- The federal government also proposes to rename the federal Gas Tax Fund as the Canada Community-Building Fund.

## **COVID-19 Compliance and Enforcement Team**

On March 26, 2020 the Surrey RCMP and the City of Surrey Bylaw Services Division established a joint COVID-19 Compliance & Enforcement Team (“CCET”). The CCET’s mandate is 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 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).

While compliance rates were beyond 90% during Phase II, when the BC government advanced to Phase III this past summer, compliance rates initially dropped to 74% in August. Through education and working with the community to gain voluntary compliance, there was a significant increase in compliance in September climbing back to 91%. However, compliance dropped down to 80% in October compared to September. In November compliance increased to 85%. Through the increased safety protocols imposed by the Public Health Officer in November and December and through continuous inspection and education provided by the CCET, compliance rates increased to 90% for the month of December. While compliance remained at 90% in January 2021, it increased to 93% in February and to 94% in March.

It is important to note that compliance inspections as reflected above relate to both the provincial Public Health Order requirements as well as WorkSafeBC and Fraser Health requirements. Only contraventions to the Public Health Order may result in fines and, as per the province, only municipal police officers or health officers are permitted to issue fines. Municipal bylaw enforcement officers across the province are precluded from issuing fines.

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. All businesses, residences and persons not complying to the Public Health Order may be subject to fines. To this end, The CCET has issued 109 fines since late August 2020 including 32 fines issued to businesses, 25 fines issued to private residences; and 52 fines issued to individuals. It should be noted that, in response to the most recent March 29th Public Health Order, which imposed temporary restrictions on in-person dining, the CCET has not encountered and contraventions to this requirement citing 100% compliance amongst the Surrey restaurants it has inspected so far.

### **Supporting and Informing Residents**

The City's COVID-19 webpage, [www.surrey.ca/COVID-19](http://www.surrey.ca/COVID-19), has been a valued source of information for residents and businesses with approximately 223,000 pageviews as of March 1, 2021, with approximately 4,000 pageviews occurring over the last week. The information on these webpages is updated frequently, and includes important news & updates, COVID-19 community safety tips, services status updates, facility closure and opening notices, online service opportunities, business resources and community resources.

The City's social media accounts including Facebook, Twitter and Instagram are also a valued source of information for residents and businesses. Over the past week, the City has used these platforms as part of a renewed effort to encourage residents to follow current regulations and restrictions, celebrate Easter safely, information on vaccination registration information and advise on recreation safety and cleaning protocols. Through these platforms, the City reached approximately 306,000 users over the last week.

As of October 6, 2020 a website page (<https://www.surrey.ca/about-surrey/coronavirus-covid-19-information/covid-19-exposures-civic-facilities>) has been added to advise the community of exposures events within Surrey's civic facilities which includes City Hall, arenas, recreation facilities, cultural facilities, aquatic centres and libraries. This information ensures transparency 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. Notifications are removed after the 14-day incubation period has passed from date of exposure and the risk of transmission has passed.

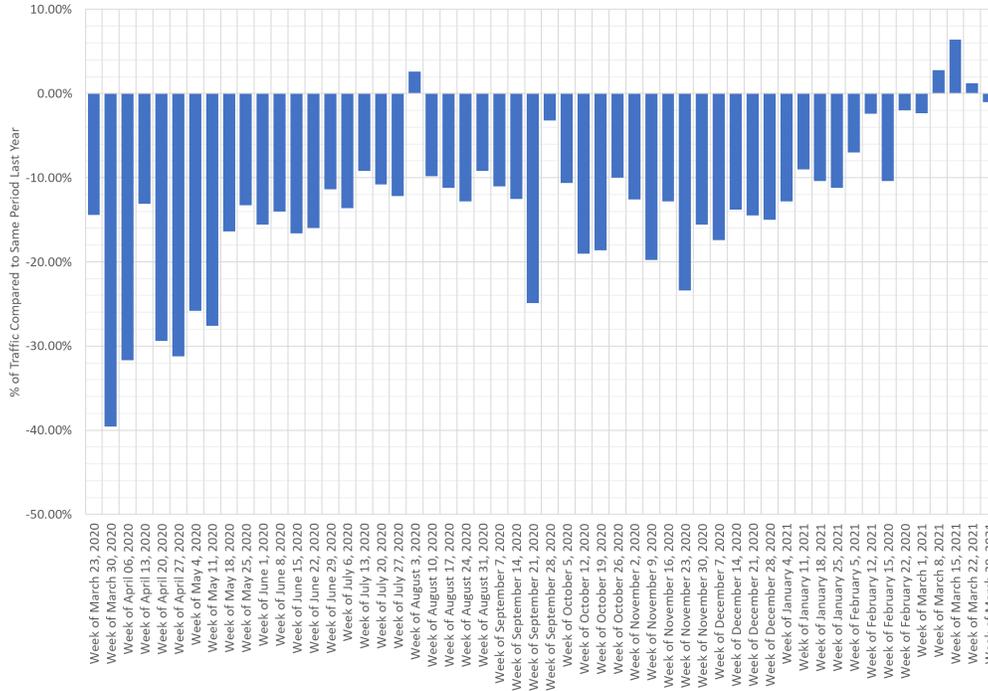
### **Supporting and Informing Businesses**

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, 17 calls have taken place. The next scheduled call is Friday, April 30, 2021. 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.

### **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 in 2019 (pre-pandemic), as illustrated in Appendix "VII". As illustrated below, the average traffic volumes since mid-May 2020 is approximately 11.1% below traffic volumes over the same period in 2019 (pre-pandemic); however, traffic volumes over the past 6-weeks are approaching or slightly greater than pre-pandemic levels



Monitoring of pedestrian and cycling use in City Centre reveals that from February 27, 2021 to April 3, 2021, pedestrian activity travelling was 27% below 2020 volumes, and the number of cyclists was similar to 2020 volumes.

### 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 resurgence in infections. 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 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.

Vincent Lalonde, ICD.D., P.Eng.  
City Manager

JA/

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Appendix "I" – Corporate Report R055; 2021 – COVID-19: Emergency Operations Centre Update

Appendix "II" – Surrey's Proactive 10-Point Action Plan – Version 20 – April 12, 2021

Appendix "III" – COVID-19 Global Monitor Report – Week of April 5, 2021

Appendix "IV" – Surrey Fire Service – Incident Responses – March 7, 2021 to April 5, 2021

Appendix "V" – Surrey RCMP – Calls for Service Received and Dispatched –  
March 7, 2021 to April 5, 2021

Appendix "VI" – EOC Critical Supplies Inventory – April 7, 2021

Appendix "VII" – Traffic volumes along major corridors – March 23, 2020 to April 2, 2021



## CORPORATE REPORT

NO: R055

COUNCIL DATE: MARCH 8, 2021

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REGULAR COUNCIL

TO: Mayor &amp; Council

DATE: March 3, 2021

FROM: City Manager

FILE: 7130-16

SUBJECT: COVID-19: Emergency Operations Centre Update

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## 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 February 22, 2021 Regular Council Public Hearing meeting (a copy of Corporate Report No. R043; 2021 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 just over one year ago, 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 R043; 2021 the EOC has completed the following actions:

- Continued to work with the Fraser Health Authority to prepare the Clayton Recreation Centre, Cloverdale Recreation Centre, Guildford Recreation and the South Surrey Recreation and Arts Centre as mass vaccination centres;
- Continued outreach 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 Health Officer;
- Continued the suspension of some programming at some facilities following the orders announced by the Provincial Health Officer that are currently extended for a yet to be established period of time;
- Continued screening of staff entering the workplace with a daily health check that they must complete remotely before arriving at the workplace, following the directions announced by the Provincial Health Officer on November 7, 2020 that requires all

businesses and worksites to conduct active daily in-person screening of all onsite workers using a COVID-19 symptom check list;

- Continued our social media efforts to remind residents and business for the need adhere to public health measures and good practices in light of the resurgence and second wave; and
- Continued an advanced reviewed of available data in an effort to identify new actions that the City could undertake with the Fraser Health Authority to help reduce the spread of COVID-19 in the City.

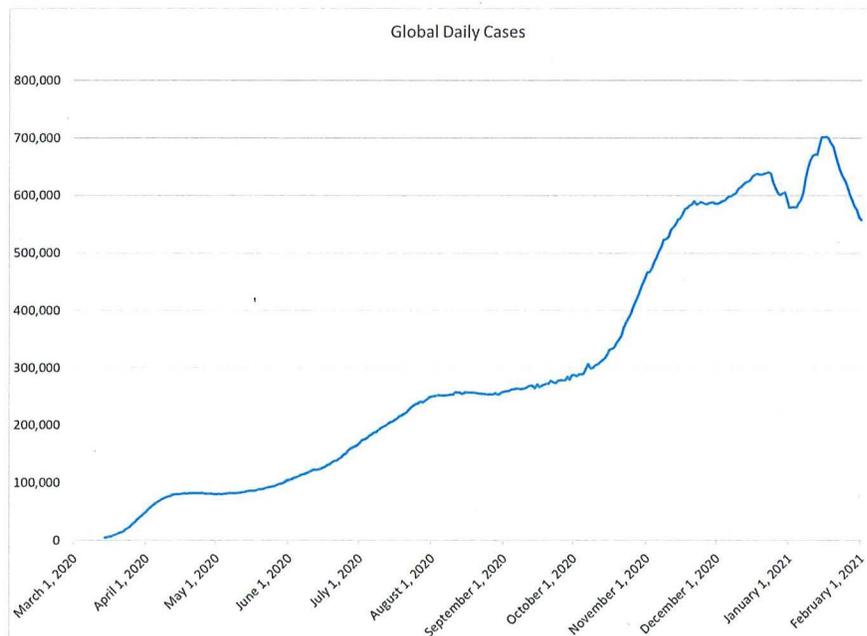
## DISCUSSION

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

- Global COVID-19 cases continue to rise, with 114.9 million cases as of March 2, 2021. This represents a somber 4.8% increase (5.3 million cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update. Although the total number of cases continue to rise, the daily rate of new cases is continuing to fall as illustrated below;



- There is one country with over 20 million infections reported (United States), two countries with over 10 million infections reported (India and Brazil), and 18 countries with over 1 million infections reported (Russia, United Kingdom, France, Spain, Italy, Turkey, Germany, Columbia, Argentina, Mexico, Poland, Iran, South Africa, Ukraine, Indonesia, Peru, Czechia and the Netherlands). The infections in these 21 countries account for 80.0% of total infections reported;

### United States

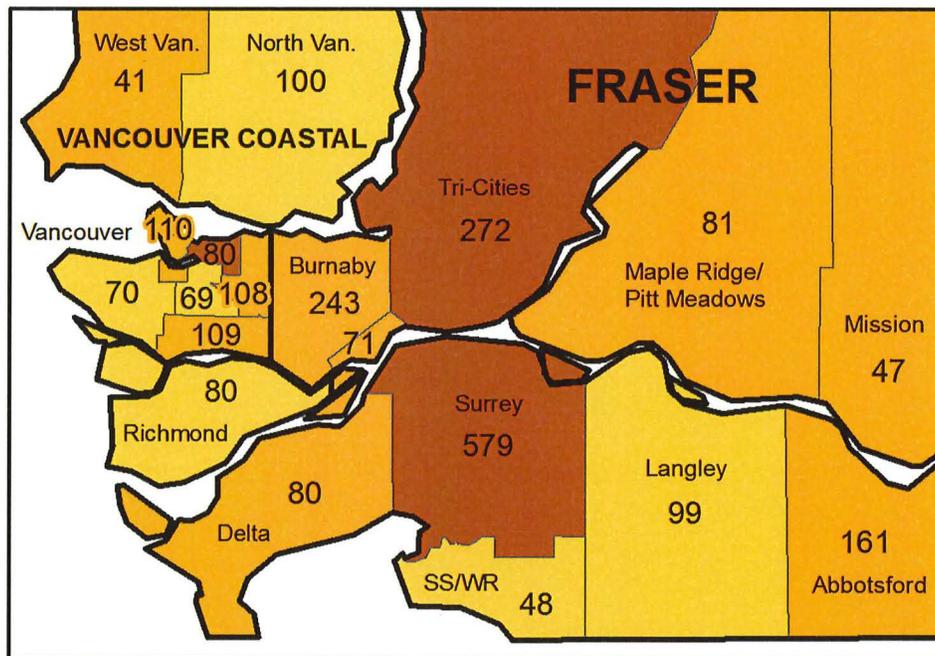
- The United States is continuing to report a continued decline in cases. Since the last COVID-19: Emergency Operations Centre Update, the United States has reported 75,000 down to 51,000 new infections each day. Two states (California and Texas) are reporting over 3 million infections, and four states (Florida, New York, Illinois and Georgia) are reporting over 1 million infections. Washington state has reported over 341,000 infections;

### Canada

- As of February 2, 2021, Canada has had approximately 878,000 cases. This represents a 5.0% increase (42,000 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;

### British Columbia, Fraser Health Authority and Surrey

- From February 14 to February 20, 2021, the latest date of infection information by community, there were 627 new confirmed cases in Surrey and White Rock. During this period, there were 1,808 confirmed cases in the lower mainland, meaning that Surrey and White Rock accounted for a disproportionate number of cases being reported (25.6%);

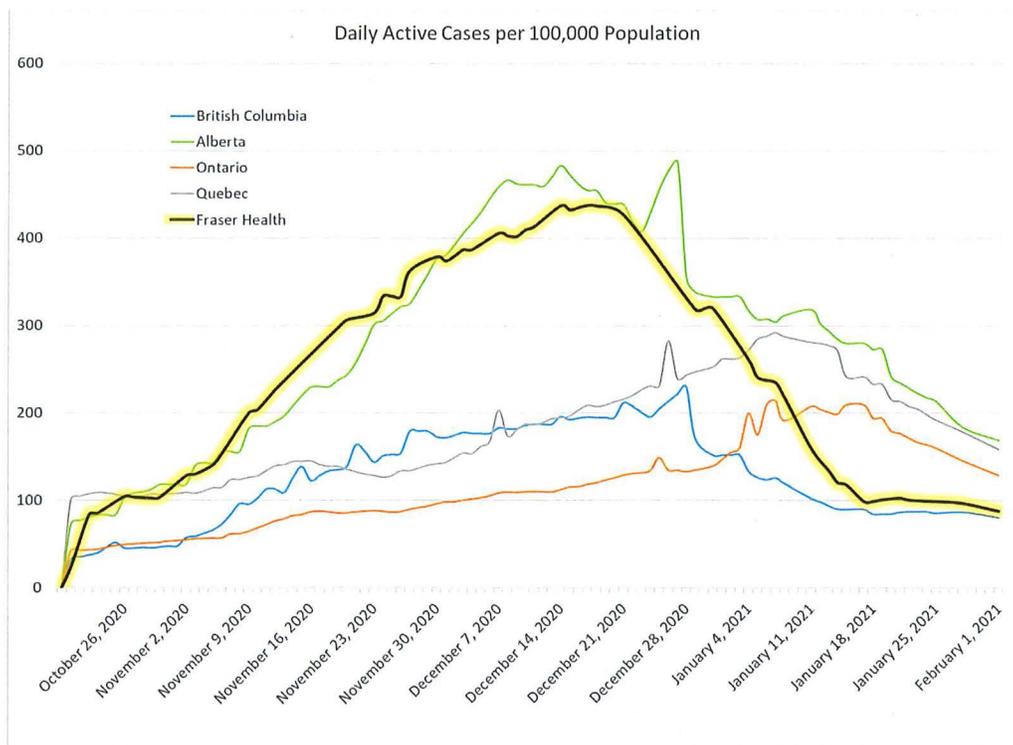


Source: [http://www.bccdc.ca/Health-Info-Site/PublishingImages/health-info/diseases-conditions/covid-19/case-counts-press-statements/covid19\\_lha\\_20210214\\_20210220.png](http://www.bccdc.ca/Health-Info-Site/PublishingImages/health-info/diseases-conditions/covid-19/case-counts-press-statements/covid19_lha_20210214_20210220.png)

- As of March 3, 2021, 37 schools in the Surrey School District and 5 independent schools in Surrey are reporting a recent COVID-19 exposure event;
- As of February 16, 2021, BC has had 81,367 confirmed cases. This represents an 9.5% increase (7,084 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;
- Of the 81,367 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (47,840 or 58.8%). Of the cases in the Fraser Health region, 119 are hospitalized, 44,589 have recovered and 738 have died; and
- The Province started vaccinations on December 15, 2020. As of March 2, 2021, 196,645 first doses have been administered, which is an increase of 47,804 doses being administered since the last COVID-19: Emergency Operations Centre Update. With 196,645 does being administered, approximately 3.9% of British Columbian's have received a vaccine dosage. 86,537 second doses have also been administered, meaning that approximately 1.7% of British Columbian's have received their complete vaccination.

## Second Wave

A second wave of COVID-19 cases is currently being experienced in the Fraser Health Authority, throughout British Columbia, across Canada and in many countries in the world. Possible reasons for this second wave are more infectious COVID-19 variants, 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 one’s social interactions with others (i.e., increasing their “bubble”), more discretionary trips (e.g., to bars and restaurants) and expanding tourism opportunities.



In response to the increasing number of cases, the Provincial Health Officer on November 7, 2020 issued an order that:

- Limits social interactions to those only within the immediate household;
- Suspends various indoor activities including spin classes, yoga, group fitness, dance classes and any other indoor activity that increases respiratory rate;
- Suspends all indoor sports where physical distancing cannot be maintained such as boxing, martial arts, hockey and volleyball;
- Requires that all workplaces must ensure that all workers and customers maintain appropriate physical distance and wear masks when appropriate;
- Requires that all businesses and worksites must conduct active daily in-person screening of all onsite workers using the COVID-19 symptom check list; and
- Suspends the operation of Party-buses and group limousines.

The initial order encompassed the Fraser Health Authority and Vancouver Coastal Health Authority regions. On December 15, 2020 the Provincial Health Officer extended the order through to January 8, 2021. On January 7, 2021 the Provincial Health Officer extended the order through to February 5, 2021. On February 5, 2021 the Provincial Health Officer has further extended the order for a yet to be established period of time.

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.

### **Future Forecast**

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.

### **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) ("PHOs");

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 remain open, but following the latest order by the Provincial Health Officer, some services have been temporarily postponed.

### ***Parks, Recreation & Culture Facilities***

The City initiated a phased reopening of Parks, Recreation and Culture facilities across the City for pre-registered programs starting in May of 2020. The following chart reflects the status of facilities reopened to date:

<b>Facility Type</b>	<b>Number of Facilities Opened</b>	<b>Number of Facilities Closed</b>	<b>% of Regular Program Offering at Opened Facilities</b>
<b><i>Recreation Centre</i></b>	11	2	20%
<b><i>Preschool</i></b>	20	6	20%
<b><i>Before &amp; After School Care</i></b>	6	5	20%
<b><i>Arena (sheets of ice)</i></b>	8	1	20%
<b><i>Pools</i></b>	2	3	20%
<b><i>Culture</i></b>	3	2	50%

Program spaces and capacities are based on the required two-metre physical distancing for static activities and three to four metre distancing for more active programming. Schedules also consider enhanced cleaning and disinfecting requirements to ensure adequate cleaning between each session. Staff are working closely with Fraser Health and other authorities on additional approval processes to continue to resume services and reopen facilities in a safe manner. At this time, masks are expected to be worn in all Civic facilities, except when exercising.

The City continues to monitor changes in demand and facility usage to inform its decision on how to adjust level and type of services offered and to align with PHOs. This continues the well-founded nature of the City's reopening strategy and highlights the need to closely monitor actual demand once facilities reopen.

### ***Public Health Order Updates***

On November 7, 2020, a PHO announced, group indoor physical activities such as spin, yoga aquatic, gymnasium sport play and other fitness classes, remain suspended until further notice to help reduce the spread of COVID-19.

On November 23, 2020, a PHO announced that sport games, competitions and practices can continue with no spectators and no travel for teams outside of their community. Travel to, from and between communities for team athletic activities is prohibited. Sport Associations must

follow viaSport's Return to Sport Phase 3 guidance with the exception of no spectators or travel at this time. Revised guidance is expected to be released soon.

On December 2, 2020, a PHO announced that in addition to the suspensions included in the November 7, 2020 PHO update, all indoor and outdoor sports for people 19 years of age and older be suspended. All organized indoor and outdoor sports for people under 19 years of age must follow viaSport's Return to Sport Phase 2 guidance with respect to maintaining an expanded three metre physical distance for participants. This means games, tournaments and competitions are suspended for teams and no spectators are allowed at any sport activities. The only people allowed to attend sport activities are those that provide care to a participant or player (for example, providing first aid).

On Dec. 14, 2020, the Province released new Public Health Guidelines for Group Low Intensity Exercise. These guidelines have been used to update facility safety plans and ensure that programs can resume safely in January, meeting all PHO requirements.

On December 24, 2020, the Province released updates for the Gatherings and Events Order. These adjustments will inform further updating of facility safety plans and ensure that programs continue to meet all PHO requirements.

On January 7, 2021, the Province announced extension to the current PHO related to Gatherings and Events until at least February 5, 2021. This extension impacted the reintroduction of some programs and services due to event restrictions. This extension also updated the age for which all indoor and outdoor sports are suspended to 22 years and older.

On Friday 5, 2021, the Provincial Health Officer indicated that the measures currently in place are helping to reduce the number of new cases and will therefore remain for a yet to be established period of time. The Provincial Health Officer also indicated that current modelling is forecasting a continued reduction in new cases as long as the current measures in place remain.

### ***Recreation Programs & Services***

The program utilization for the period of February 14, 2021 to February 27, 2021 is summarized below:

<b>Period</b>	<b>Fitness</b>			<b>Aquatics</b>		
	<b>Total Reg</b>	<b>Max Reg</b>	<b>Fill %</b>	<b>Total Reg</b>	<b>Max Reg</b>	<b>Fill %</b>
February 21, 2021 to February 27, 2021	5,956	9,050	66%	1,909	2,084	92%
February 14, 2021 to February 20, 2021	5,318	8,279	64%	1,964	2,148	91%
Since Reopening	107,088	169,825	63%	18,530	21,652	86%

Period	Arenas					
	Skating Lessons			Drop-in Skate		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
February 21, 2021 to February 27, 2021	27	27	100%	222	247	90%
February 14, 2021 to February 20, 2021	36	37	97%	253	271	93%
Since Reopening	676	820	82%	1,529	1,812	84%

Period	Preschool & Before and Afterschool Care					
	Preschool			Before & After Care		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
February 21, 2021 to February 27, 2021	614	650	94%	1,058	1,775	60%
February 14, 2021 to February 20, 2021	614	650	94%	631	1,065	59%

### ***Arena Sport User Groups***

The City currently has eight of its nine sheets of ice activated at the following facilities: North Surrey Sport & Ice Complex, South Surrey Arena, Cloverdale Arena and Surrey Sport & Ice Complex. Arena rentals resumed on November 1, 2020. Sport User Group utilization for the period of February 14 to 27, 2021 is summarized below:

Period	Total Booked Hours	Total Hours Available	Fill %
February 21, 2021 to February 27, 2021	349	360	97%
February 14, 2021 to February 20, 2021	346	365	95%
Since Reopening	5,106.50	5,409.60	94%

### ***Aquatic Sport User Groups***

Two of the City's aquatic facilities are open, the Surrey Sport and Leisure Complex and the Grandview Heights Aquatic Centre. Both facilities are operating with COVID-19 safety protocols in place to protect staff and users. Safety planning has been completed with guidance from the BC & Yukon Lifesaving Society, Fraser Health and the British Columbia Recreation and Parks Association. The facilities are serving a broad range of users including lane swimming, public swimming, learn to swim lessons and aquatic sport rentals. Since opening, the facilities have safely served more than 18,000 public users and provide homes for the City's aquatic sport teams to continue with athlete development. Sport User Group utilization for the period of February 14 to 27, 2021 is summarized below:

<b>Surrey Sport &amp; Leisure Complex</b>
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<b>Period</b>	<b>Hours Booked</b>	<b>Total Hours Available</b>	<b>Fill %</b>
February 21, 2021 to February 27, 2021	488.75	796.75	61.3%
February 14, 2021 to February 20, 2021	510.00	796.75	64%
Since Reopening	12,180.25	15,063.25	80.9%

<b>Surrey Sport &amp; Leisure Complex</b>			
<b>Period</b>	<b>Hours Booked</b>	<b>Total Hours Available</b>	<b>Fill %</b>
February 21, 2021 to February 27, 2021	424.5	602.5	70.40%
February 14, 2021 to February 20, 2021	411.5	602.5	68.2%
Since Reopening	1,072.5	1,529.25	70%

### **Reopening of Grandview Heights Aquatic Centre and Clayton Community Centre Fitness**

Grandview Heights Aquatic Centre and Clayton Community Centre both experienced high participation levels in the first few weeks of opening. Over 3,800 residents have been served through weight room reservations between both sites since opening. Registered adult sport and fitness drop-in and series-based classes resumed on March 1, 2021.

### **Spring Break Camps**

The City plans to offer limited Spring Break Day Camps for preschoolers and children in each of the 6 town centres. Camps will be planned in accordance with City, WorkSafe BC, BC Centre for Disease Control, BCRPA, and Provincial Health regulations. Camp participants will primarily spend their time outdoors but will have an indoor space to utilize in the event of inclement weather or when programming requires an inside environment.

### **Vaccination Clinics**

On February 22, 2021 Council approved the potential use of up to four recreation centres in Surrey as vaccination sites operated by Fraser Health: the Clayton Recreation Centre, the South Surrey Recreation and Arts Centre, the Cloverdale Recreation Centre and the Guildford Recreation Centre. Decisions on final locations are still underway. Exact timelines for vaccination clinic setup and operations for the sites are still being established by Fraser Health and are not confirmed at this time. The City is committed to supporting the Province in vaccination distribution and will making every effort to minimize disruptions. Wherever possible, additional programs will be provided at nearby recreation centres.

## Surrey Libraries

Surrey Libraries phased reopening of its libraries is summarized below for the period of September 9, 2020 through February 26, 2021:

<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	9	1 <sup>1</sup>	60%	7,159	75%

1. *The Port Kells branch is not open for public access but offers holds -pick up 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	9	1 <sup>1</sup>	60%	2,459	34%

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

The Library at the Clayton Community Centre has had over 2,700 visits, with 7366 checkouts since opening on February 10, 2021.

Other library branches continue to operate at 60% of the pre-pandemic service hours following the Surrey Libraries COVID-19 Safety Plan. Services available include limited browsing of shelves, computer and Wi-Fi access, holds pick-up, takeout service and technology/information assistance. Online resources continue to be well-subscribed as more residents borrow ebooks, emagazines, eaudio and digital learning resources to improve their skills.

In response to the demand for more digital formats through the pandemic, the Library acquired 3 new electronic resources in February. Surrey residents and any City of Surrey staff member can use these resources at [www.surreylibraries.ca](http://www.surreylibraries.ca) free with a library card:

- Solaro, a BC curriculum based study support product to help students of all grades;
- Proquest historical archive of Sun, Province and Times Colonist, added to an existing platform; and
- Hindi language learning added to Mango Languages product.

Virtual programs continue to be well attended with 278 programs held for 4,122 attendees, for the period September 9, 2020 -February 28, 2021. Recent programs included virtual outreach with Options and Surrey Schools, English Conversation Circles, New Parents Meetup, Facebook Live Storytime, Literature Club for Seniors by phone, Teen Conversation Circle, UBC's Geering Up, in-person outreach at the Surrey Food Bank, and the continuation of the online Family History series "Unlock Your Family History". The library averages about 750 new views per week on YouTube programs.

## **Surrey Fire Service (“SFS”) Response**

From January 31, 2021 to March 1, 2021, SFS responded to an average of 76 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.

Since the return to additional medical incidents, the SFS response to overdose incidents has increased by 28%. This has equated to a 125% increase in the delivery of life saving Naloxone to overdose patients by fire first responders. This response change is having a positive impact on the priority population who experience opioid use disorder and overdose.

## **Surrey RCMP Response**

As of March 1, 2021, the Surrey RCMP received an average of 506 calls for service per day and dispatched members to an average of 369 incidents per day over the past 30-days, as illustrated in Appendix “V”. Surrey RCMP calls for service remains fairly consistent (5.1% decrease in average daily calls) as compared to the same period last year as does the number of calls the police dispatched members to (0.4% decrease in average number of dispatched members). In terms of a dispatch rate, last year during this study period (January 31 to March 1, 2021) police dispatched members to 69% 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 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 March 3, 2021, and how this inventory has changed since February 17, 2021, is attached as Appendix “VI”.

## ***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 RTO plan was developed based on the following key principles:

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

Following the directions announced by the Provincial Health Officer on November 7, 2020 the EOC introduced screening of all staff using a COVID-19 symptom check list. Staff are required to complete a short online self-screening form prior to entering their workplace each day. Staff that answer yes to any of the questions on the self-screening form will be advised that they are not to enter their workplace and that they will be contacted by their Manager with further directions.

While the original goal of the RTO Plan was to have approximately of 60% staff working on a rotating basis in their respective facility at any given time, given the increase in cases in the general population, the EOC has maintain a goal of approximately 40% since December 2020.

### ***Current Staffing Levels***

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 PHO impacting civic facility operation. As of March 3, 2021, there are currently 4 active cases amongst staff. There have been a total 63 confirmed cases amongst the approximately 2,200 active City staff and 900 active Surrey RCMP staff since the start of the pandemic for a total infection rate of 2.1% which is slightly lower than the infection rate of 2.7% in the Fraser Health Authority as of February 16, 2021. The RTO plan and safe work protocols in place have been effective to date in preventing COVID-19 transmission between staff.

### **Support for Priority Populations (experiencing housing instability)**

The EOC has worked with BC Housing and the Fraser Health Authority to open one arena at North Surrey Recreation Centre ("NSRC") as an Emergency Response Centre ("ERC") to prevent the spread of COVID-19 among people experiencing housing instability during the pandemic. Currently there are a total of 39 guests in the ERC in the first arena. The EOC has also worked with BC Housing to open the second arena at the NSRC as an emergency winter shelter with COVID-19 prevention services. Currently there are a total of 40 guests in the emergency winter shelter in the second area.

The services provided by Fraser Health at the ERC including COVID-19 testing and wrap-around health care services, opioid agonist treatment and a managed alcohol program. BC Housing will continue to fund Surrey Urban Mission to ensure the ERC and the emergency winter shelter can serve Surrey's priority population.

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, the Canadian Inn at 6528 King George Boulevard. Over the past week, 50 individuals are being accommodated in the two motels.

### **Intergovernmental Support and Cooperation**

The Government of Canada and the Province of BC are providing a total of \$540 million in shared funding to local governments under the Safe Restart Agreement to manage the impacts of the global COVID-19 pandemic. In November of 2020, the City of Surrey received \$14.7 million from this fund to offset operating costs and losses.

On February 18, 2021, the Province of BC announced that within the Safe Restart funding, \$100 million is being delivered through the Strengthening Communities' Services Program, which aims to support unsheltered homeless populations and address related community impacts. This new program will provide grants to temporarily support communities to meet emerging health and safety needs on the ground. This can include projects such as:

- Temporary Services (expanding shelter capacity, temporary facilities, fire safety, water access and outreach teams to connect people to resources);
- Work to reduce community concerns about public health and safety and to foster communications and cooperation (neighbourhood liaison programs, peer-base clean up activities, storage for belongings and sport for community safety and bylaw services; and
- Improving service coordination and capacity building (developing peer teams, initiatives to connect people to health services and training to support culturally safe and trauma-informed responses)

City staff are currently assessing application opportunities. Deadline for submission is April 16, 2021 and approvals are expected in Spring 2021.

### **COVID-19 Compliance and Enforcement Team**

On March 26, 2020 the Surrey RCMP and the City of Surrey Bylaw Services Division established a joint COVID-19 Compliance & Enforcement Team ("CCET"). The CCET's mandate is 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 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).

While compliance rates were beyond 90% during Phase II, when the BC government advanced to Phase III this past summer, compliance rates initially dropped to 74% in August. Through education and working with the community to gain voluntary compliance, there was a significant increase in compliance in September climbing back to 91%. However, compliance dropped down to 80% in October compared to September. In November compliance increased to 85%. Through the increased safety protocols imposed by the Public Health Officer in November and December and through continuous inspection and education provided by the CCET, compliance rates increased to 90% for the month of December. Overall compliance remained at 90% in January and increased to 93% over the month of February.

It is important to note that compliance inspections as reflected above relate to both the provincial Public Health Order requirements as well as Worksafe BC and Fraser Health requirements. Only contraventions to the Public Health Order may result in fines and, as per the province, only municipal police officers or health officers are permitted to issue fines. Municipal bylaw enforcement officers across the province are precluded from issuing fines.

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. All businesses, residences and persons not complying to the Public Health Order may be subject to

finer. To this end, The CCET has issued 91 fines since late August including 30 fines issued to businesses, 24 fines issued to private residences; and 37 fines issued to individuals.

### **Supporting and Informing Residents**

The City's COVID-19 webpage, [www.surrey.ca/COVID-19](http://www.surrey.ca/COVID-19), has been a valued source of information for residents and businesses with approximately 212,000 pageviews as of March 1, 2021, with approximately 3,000 pageviews occurring over the last two weeks. The information on these webpages is updated frequently, and includes important news & updates, COVID-19 community safety tips, services status updates, facility closure and opening notices, online service opportunities, business resources and community resources.

The City's social media accounts including Facebook, Twitter and Instagram are also a valued source of information for residents and businesses. Over the past two weeks, the City has used these platforms as part of a renewed effort to encourage residents to follow current regulations and restrictions, report violations and get tested if they are feeling unwell, and advise of recreation safety and cleaning protocols. Through these platforms, the City reached approximately 249,000 users over the last week.

As of October 6, 2020 a website page (<https://www.surrey.ca/about-surrey/coronavirus-covid-19-information/covid-19-exposures-civic-facilities>) has been added to advise the community of exposures events within Surrey's civic facilities which includes City Hall, arenas, recreation facilities, cultural facilities, aquatic centres and libraries. This information ensures transparency 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. Notifications are removed after the 14-day incubation period has passed from date of exposure and the risk of transmission has passed.

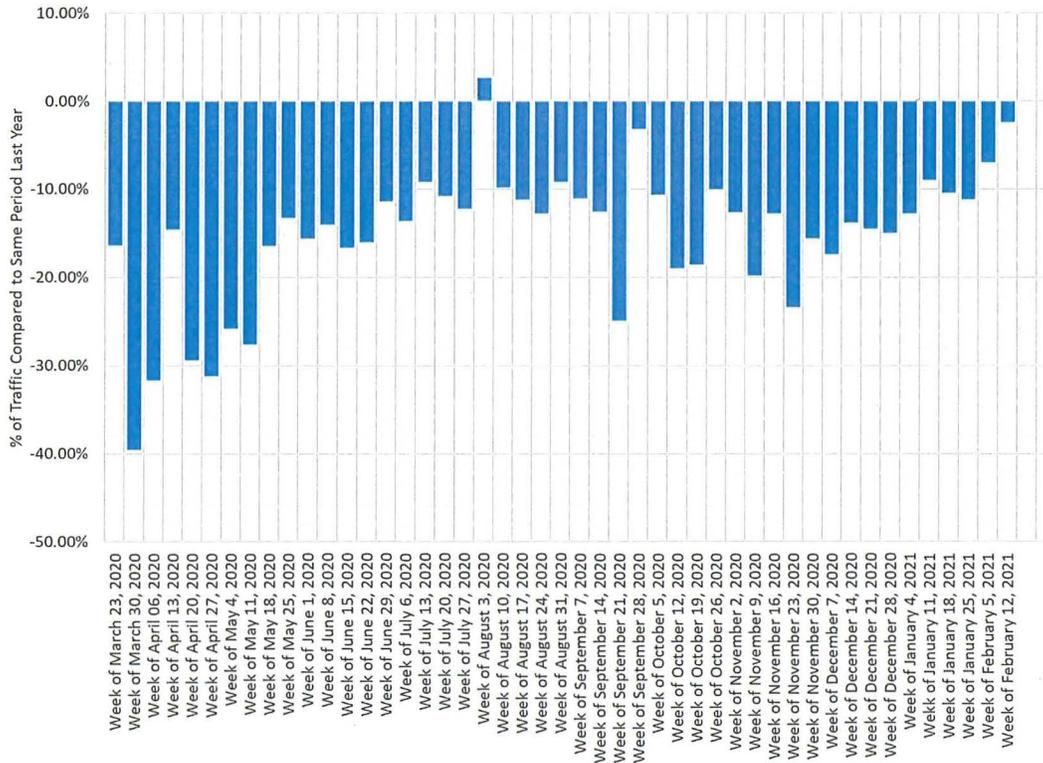
### **Supporting and Informing Businesses**

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, 16 calls have taken place. The next scheduled call is Friday, March 26, 2021. 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.

### **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 “VII”. As illustrated below, the average traffic volumes since mid-May 2020 is approximately 12.4% below traffic volumes over the same period last year.



Monitoring of pedestrian and cycling use in City Centre reveals that from February 13, 2021 to February 26, 2021, pedestrian activity travelling was 41% below 2020 volumes, and the number of cyclists was 6% above 2020 volumes.

### 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 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 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.



Vincent Lalonde, ICD.D., P.Eng.  
City Manager

JA/

[https://surreybc.sharepoint.com/sites/cmcitymanageradmin/council/corporate report no. 21.docx](https://surreybc.sharepoint.com/sites/cmcitymanageradmin/council/corporate%20report%20no.%2021.docx)  
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Appendix "I" – Corporate Report Ro43; 2021 – COVID-19: Emergency Operations Centre Update

Appendix "II" – Surrey's Proactive 10-Point Action Plan – Version 18 – March 8, 2021

Appendix "III" – COVID-19 Global Monitor Report – Week of March 1, 2021

Appendix "IV" – Surrey Fire Service – Incident Responses – January 31, 2021 to March 1, 2021

Appendix "V" – Surrey RCMP – Calls for Service Received and Dispatched –  
January 31, 2021 to March 1, 2021

Appendix "VI" – EOC Critical Supplies Inventory – March 3, 2021

Appendix "VII" – Traffic volumes along major corridors – March 23, 2020 to February 26, 2021

*\* Appendices available upon request*

CITY OF SURREY  
**PROACTIVE 10 POINT ACTION PLAN** | COVID-19 PANDEMIC  
VERSION 20 – APRIL 12, 2021



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# Message from Mayor & Council



**Mayor Doug McCallum**

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

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

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

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

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

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

**Sincerely, Mayor Doug McCallum**



Councillor Annis



Councillor Elford



Councillor Guerra



Councillor Hundial



Councillor Locke



Councillor Patton



Councillor Pettigrew



Councillor Nagra



## EOC Director Update

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

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

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

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

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

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

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

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

**Vincent Lalonde | EOC Director**



## Global Mitigation & Suppression

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

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

As of April 1, 2021, there are approximately 129,456,315 confirmed cases of COVID-19 and more than 2,821,640 people have perished worldwide. There are approximately 993,717 cases in Canada (22,993 deaths) and 100,048 confirmed cases in BC, the vast majority of which are in the Vancouver Coastal and Fraser Valley health regions. 1,463 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.

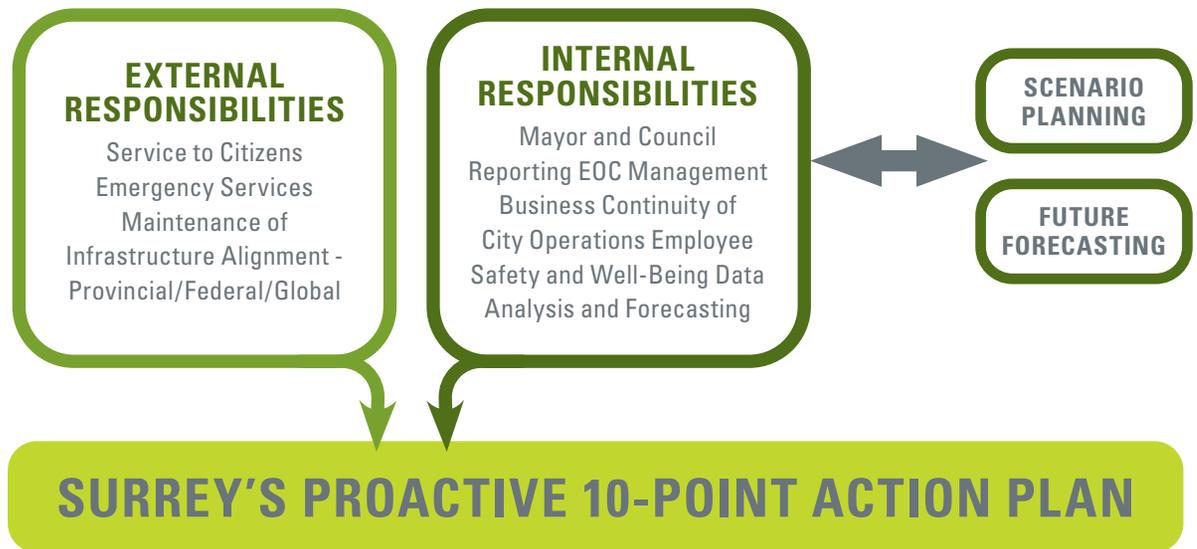
# Proactive Responses to Challenges | This table itemizes noted challenges associated with pandemics in urban settings, along with suggested proactive responses to those challenges.

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

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

# Update of Key Actions (April 6)

The below table shows a high-level overview of key actions that relate to each aspect of the City's Ten Point plan response to the COVID-19 global pandemic as of the April 6 update period.

POINT	ACTION ITEM	KEY ACTION   AS OF APRIL 6, 2021
1	<b>Commit to Local Government Leadership</b>	<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"> <li>• Ability to comply with new Provincial Health Order;</li> <li>• Reasonable public demand for services;</li> <li>• Financial viability; and</li> <li>• Public and employee safety measures are in place.</li> </ul> <p>Monitor the Provincial Health Orders and ensure City compliance. Adjust the density of onsite workers to lower risk of transmission in the workplace.</p> <p>Collaborate with Fraser Health to support additional COVID-19 testing sites in Surrey.</p> <p>Ensure the safety of staff by implementing COVID safety strategies and provide constant monitoring for making adjustments as necessary.</p>
2	<b>Activate Emergency Operations Centre (EOC)</b>	<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"> <li>• Provide for the safety and health of all responders</li> <li>• Save lives</li> <li>• Reduce suffering</li> <li>• Protect public health</li> <li>• Protect government infrastructure</li> <li>• Protect property</li> <li>• Protect the environment</li> <li>• Reduce economic and social losses.</li> </ul>

		<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"> <li>• Level 1 – Modified Business Services</li> <li>• Level 2 – Critical Business Services</li> <li>• Level 3 – Essential Services</li> </ul> <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>Participate in regular weekly calls with Fraser Health leadership to ensure the City efforts are in support of the desired Public Health outcomes.</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> <p>Participate with regional emergency managers to stay coordinated with COVID actions.</p>
3	<p><b>Ensure safety &amp; well-being of our employees and citizens</b></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 &amp; 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><b>4</b></p>	<p><b>Implement/ monitor guidelines on non-essential gatherings &amp; facility access</b></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>Implementation of City strategies to deal with the second wave of COVID-19.</p>
<p><b>5</b></p>	<p><b>Ready our local economy for recovery</b></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>Relaunched <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 <a href="http://surreystoretodoor.ca">surreystoretodoor.ca</a>.</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. As of March 30, Surrey Makes PPE manufacturers have supplied communities across Canada with:</p> <ul style="list-style-type: none"> <li>• 60,000 N95 equivalent face masks</li> <li>• 20,000+ non-medical masks</li> <li>• 320,000+ shields</li> <li>• 1,000,000+ litres of disinfectants and hand sanitizers</li> <li>• 13,000+ medical gowns</li> <li>• 5000+ barriers</li> </ul> <p>The BC Economic Development Association (BCEDA) has awarded the Surrey Makes PPE initiative the Economic Resiliency and Recovery Award. The BCEDA Award is given for a successful recovery initiative from natural and man-made disasters, including COVID-19, and promoting long term resiliency.</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>The City is partnering with SFU Beedie School of Business to host a series of online workshops aimed to help businesses strengthen and pivot their business models.</p>
6	<p><b>Support regional and provincial public health needs</b></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>
<b>7</b>	<b>Implement a 3-level plan for critical &amp; essential services</b>	<p>Established three levels of service for activities in the City:</p> <ul style="list-style-type: none"> <li>• Level One – Modified Business Services are taking place.</li> <li>• 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.</li> <li>• Level Three – Essential Services in place only, including: Police, Fire, Bylaws, waste collection, traffic management, water and sewer operations, etc.</li> </ul> <p>Created comprehensive departmental plans for the implementation of the three levels of service.</p>
<b>8</b>	<b>Communicate clearly &amp; often to our employees, citizens &amp; partners</b>	<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>Established a prominent devoted web presence and City information hub for COVID-19 that includes the latest news and updates, important health and travel info, and notices on event cancellations and facility closures.</p> <p>COVID-19 Information webpage updated</p> <ul style="list-style-type: none"> <li>• March 29, 2021, COVID webpage updated with latest Provincial Health Order with new province wide restrictions until April 19.</li> <li>• January 2021 to include information about vaccines, including the types and roll out dates, with a link to the BC Centre for Disease Control for additional information.</li> </ul> <p>Under the guidance of the EOC, and in response to elevated exposures and safety concerns in Surrey, new messaging and a new communication campaign was launched Dec 23, 2020. The campaign focuses on urging residents to champion the cause of safety, become ambassadors and leaders on COVID-19 safety in their circle or households. A COVID Champion is noted as someone who encourages everyone in their household to follow the rules to help the community avoid a lockdown. Information kits were provided offering the best tips and resources from the provincial and local health authorities along with key actions and principles supporting advocacy to help proactively spread the word daily. The campaign included street transit ad posters, digital billboards, and a series of social, web and video promotions.</p> <p>With the new Provincial Health Order (PHO) issued on November 19 and March 29, the City of Surrey’s COVID public health safety messaging was updated to reflect the new measures on its online, digital signs and social media platforms. Mayor McCallum, further, informed the community about the new PHO measures through video messages distributed online and on social media.</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 March 29, 2021 there have been over 219,000 pageviews to the City's COVID-19 Information webpage.

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.

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 March 29, 2021, 1,742 emails have been responded to. Key COVID-19 related items communicated to the public through news releases and social media:

2021 News Releases:

- March 30 – [Mayor McCallum proposes a motion to help restaurant, pubs and bars during the three-week prohibition of dine-in service](#)
- March 30 – [City of Surrey wins award for its Surrey Makes PPE initiative](#)
- March 30 – [How to safely celebrate Easter and Passover](#)
- March 29 – [Effective tomorrow, all City of Surrey indoor adult group fitness activities are cancelled until April 19](#)
- March 24 – [Mayor Doug McCallum urges everyone to do their part and get vaccinated when turn comes up](#)
- March 23 – [Three Surrey Recreation Centres to serve as mass immunization clinics for Fraser Health](#)
- March 4 – [Collaborative face masks mark a year of pandemic life](#)
- March 2 – [How to keep connected during COVID-19 – Seniors Edition](#)
- February 11 – [Celebrate Family Day safely](#)
- February 9 – [Grandview Aquatic Centre and Clayton Community Centre Limited Opening](#)
- February 4 – [Staying Motivated to Workout During COVID-19](#)
- February 1 – [Top 10 Things to do on Family Day](#)
- January 13 – [Keep your home fitness equipment clean](#)
- January 11 – [Despite pandemic, Surrey's 2020 building permit value exceeds 10-year average](#)

2020 News Releases:

- December 17 – [Celebrating the holidays safely in Surrey](#)
- December 14 – [Fraser Health Nursing Managers Honoured with 2020 Community Leader Awards](#)
- December 11 – [Virtual 2020 Civic Distinction Awards Recognize Outstanding Community Leaders](#)
- December 10 – [Surrey Aims to Bring Joy to Seniors with Mobile Festive Light Display](#)
- December 1 – [Surrey Road Crews are Prepared for Winter Road Conditions \(Essential Services in Surrey Continue Throughout Pandemic\)](#)
- November 24 – [Light Where You Live Campaign Aims to Brighten Spirits this Holiday Season](#)
- November 23 – [Surrey Tree Lighting Festival Kicks off the Holiday Season, Virtually](#)
- November 19 – Bulletins and notices issued in response to public health orders requiring mandatory masks in indoor public spaces and suspension of public gatherings and events
- November 18 – [City Council Meetings to Temporarily Return to Virtual Meetings](#)
- November 16 – [Budget 2021 Pairs Fiscal Responsibility with Strong Community Investment](#)
- November 10 – Mayor’s Statement: Celebrate Diwali Safely This Year
- November 7 – [Group indoor physical activities and sports at City recreational facilities suspended until further notice](#)
- October 29 – [Mayor’s Statement: Do Your Part to Fight the Second Wave](#)
- October 29 – [City of Surrey Skating Programs Resume in November](#)
- October 28 – [City Hall Open By Appointment Only](#)
- October 27 – [Safety Tips for a Fun and Safe Halloween](#)
- 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
- November 4 – [Surrey Holds Virtual Remembrance Day Ceremony to Honour our Veteran Heroes](#)
- November 4 – [Surrey welcomes \\$15 Million in Joint Federal and Provincial COVID-19 Relief Funding](#)
- November 4 – [Tree Lighting Festival Returns Virtually to Kick Off the Holiday Season](#)
- 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
- 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
- May 28 – Surrey public and school playgrounds re-opens June 1
- May 26 – New initiatives to help local restaurateurs 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 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 include:

- In February, with the Family Day Long Weekend coinciding with the Lunar New Year and Valentine’s Day, the City increased its messaging on its online and social media platforms to remind residents to celebrate safely and stay within the parameters of the current PHO.
- In January, the City’s social media platforms and Mayor’s videos featured messaging about the importance of getting tested no matter how mild the symptoms, The City’s COVID-19 webpage also featured information on the landing page how the current Provincial Health Order affects drive-in or drive-through demonstrations and events.
- In January, the city added quick access info to our COVID web pages related to vaccine administering priorities locally and related anticipated start dates and locations for vaccination.
- In December, a new [online contact tracing form](#) was implemented by Fraser Health to provide quick access to information for those who test positive for COVID-19.
- November 20 – City’s COVID-19 Public Health Safety Campaign updated to reflect new PHO
- In November, a new ad campaign emphasizing the Do’s and Don’ts for COVID
- 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.

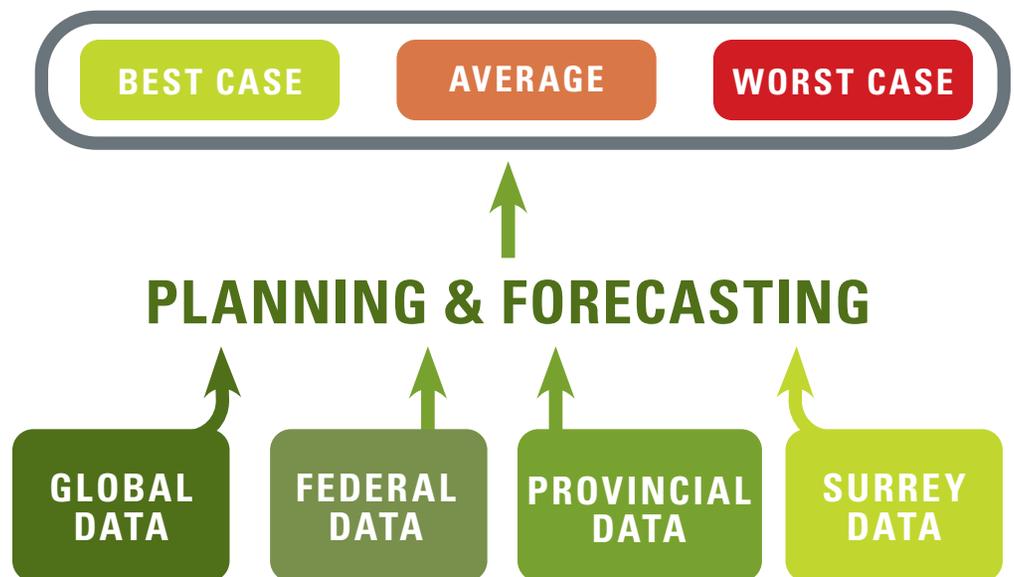
A communication plan was developed to allow direct communication with employee that are temporary laid off as part of the workforce adjustments process. This will ensure they have access to the health and wellness programs currently offered on-line and get up to date information on their employment status.

		<p>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.</p> <p>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	<b>Coordinate with other public agency partners across the City</b>	<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.</p> <p>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>
10	<b>Forecast Future Scenarios to determine how to minimize impact and aid recovery</b>	<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 APPROVAL DATE	NO. OF FACILITIES	ADDITIONAL INFORMATION
<b>Skate Parks</b>	<b>May 30, 2020</b>	<b>8</b>	<ul style="list-style-type: none"> <li>• Signage was posted at each skate park to remind the public of gathering size and physical distancing requirements.</li> <li>• Requirements enforced by the COVID-19 Compliance and Enforcement Team.</li> <li>• Regular/repeated non-compliance may force re-closing of skate parks in violation of COVID-19 guidelines.</li> </ul>
<b>Playgrounds</b>	<b>June 1, 2020</b>	<b>125</b>	<ul style="list-style-type: none"> <li>• Signage was posted to remind visitors of health requirements.</li> <li>• COVID-19 Compliance and Enforcement Team (CCET) will respond to reported concerns.</li> </ul>
<b>Sport Courts</b>	<b>June 8, 2020</b>	<b>63</b>	<ul style="list-style-type: none"> <li>• Signage was posted to remind visitors of health requirements.</li> <li>• COVID-19 Compliance and Enforcement Team (CCET) will respond to reported concerns.</li> </ul>
<b>Spray Parks</b>	<b>June 15, 2020</b>	<b>11</b>	<ul style="list-style-type: none"> <li>• Signage was posted to remind visitors of health requirements.</li> <li>• COVID-19 Compliance and Enforcement Team (CCET) will respond to reported concerns.</li> </ul>
<b>Sports Fields</b>	<b>June 17, 2020</b>	<b>225</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Sport organizations must have COVID-19 safety plans in place that have been approved by their applicable governing body.</li> <li>• Signage was posted to remind visitors of health requirements.</li> <li>• COVID-19 Compliance and Enforcement Team (CCET) will respond to reported concerns.</li> </ul>
<b>Outdoor Pools</b>	<b>Started on June 27, 2020</b>	<b>8</b>	<ul style="list-style-type: none"> <li>• The City's eight outdoor pools were approved to reopen in 2020.</li> <li>• Public Swims operated at 20% Capacity.</li> </ul>
<b>Historic Stewart Farm</b>	<b>July 14, 2020</b>	<b>1</b>	<ul style="list-style-type: none"> <li>• The Historic Stewart Farm reopened for registered guided tours of the outside Farm campus.</li> </ul>
<b>BC Vintage Truck Museum</b>	<b>July, 2020 Closed</b>	<b>1</b>	<ul style="list-style-type: none"> <li>• The BC Vintage Truck Museum operated by the Surrey Heritage Society, initially reopened on July 18, 2020 for registered guided tours.</li> <li>• The BC Vintage Truck Museum made the decision to temporary suspend its operations effective November 18, 2020.</li> </ul>

<b>Recreation Facilities</b>	<b>Started on September 8, 2020</b>	<b>16</b>	<ul style="list-style-type: none"> <li>• The City commenced the phased reopening of recreation centres at 20% of regular programming levels.</li> <li>• 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 &amp; Leisure Complex (fitness), North Surrey Sport &amp; Ice Complex (fitness), Grandview Heights Aquatics Centre (fitness) and Clayton Community Centre.</li> </ul>
<b>Museum of Surrey</b>	<b>September 9, 2020</b>	<b>1</b>	<ul style="list-style-type: none"> <li>• The Museum of Surrey reopened for registered exhibition tours and some registered programs.</li> </ul>
<b>Surrey Libraries</b>	<b>September 9, 2020</b>	<b>10</b>	<ul style="list-style-type: none"> <li>• 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. Clayton branch opened on February 10, 2021.</li> </ul>
<b>Surrey Arts Centre / Surrey Art Gallery</b>	<b>September 19, 2020</b>	<b>1</b>	<ul style="list-style-type: none"> <li>• The Surrey Arts Centre and Surrey Art Gallery reopened for registered exhibition tours, video recording for artists and some registered visual arts and performing arts classes.</li> </ul>
<b>Indoor Pools</b>	<b>Started on October 13, 2020</b>	<b>2</b>	<ul style="list-style-type: none"> <li>• The City commenced the phased reopening of indoor aquatic facilities at 20% of regular levels for public and swim club users. The Surrey Sport &amp; Leisure Complex and the Grandview Heights Aquatic Centre have reopened.</li> <li>• Plans are underway to reopen the remaining aquatic centres sequentially.</li> </ul>
<b>Arenas</b>	<b>Started on August 17, 2020</b>	<b>4</b>	<ul style="list-style-type: none"> <li>• The City commenced the phased reopening of its arenas on August 17, 2020. The North Surrey Sport &amp; Ice Complex, Surrey Sport &amp; Leisure Complex, Cloverdale Arena and South Surrey Arena were activated for the 2020/2021 ice season.</li> <li>• One additional sheet of ice remains inactive at the Newton Arena, for a total of nine sheets of ice (i.e. all of the City's ice sheets)</li> </ul>

# 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>

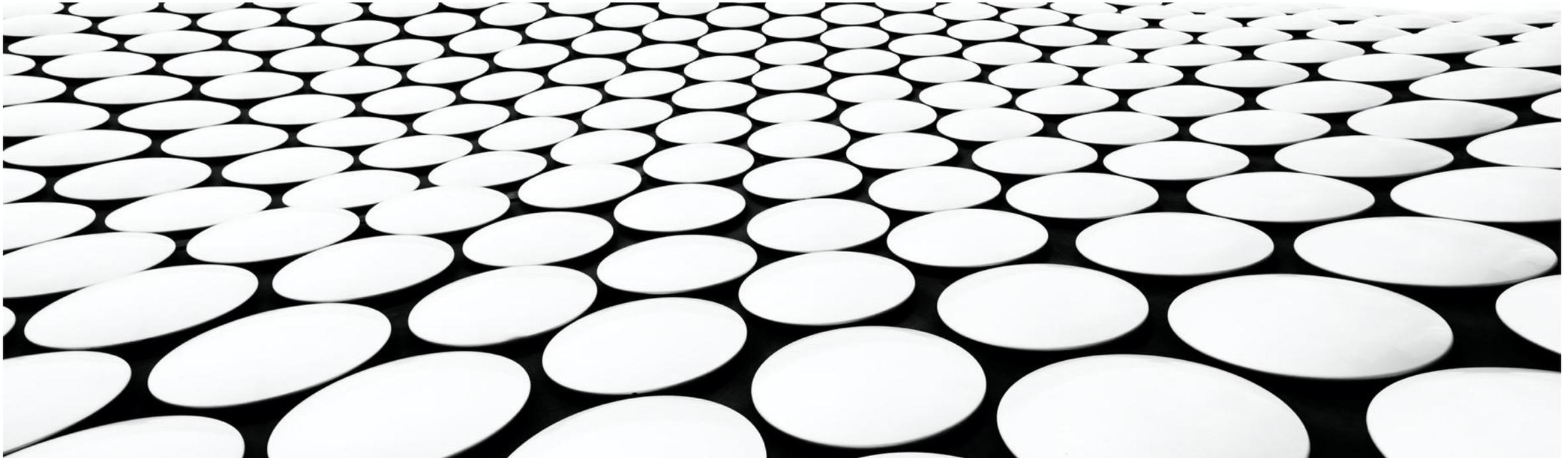
To stay informed on the City's Emergency Response on the COVID-19 Pandemic, please visit [surrey.ca/covid19](https://surrey.ca/covid19)



# COVID-19 GLOBAL MONITOR

WEEK OF APRIL 5, 2021

CITY OF SURREY | EOC ADVANCED PLANNING



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  - Global
  - Canada
  - British Columbia
  - Surrey
- Trend Analysis
  - COVID-19 Epidemiology Scan
  - Vaccine Progress
  - Test Positivity
  - External Travel Risk Exposure



# 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)

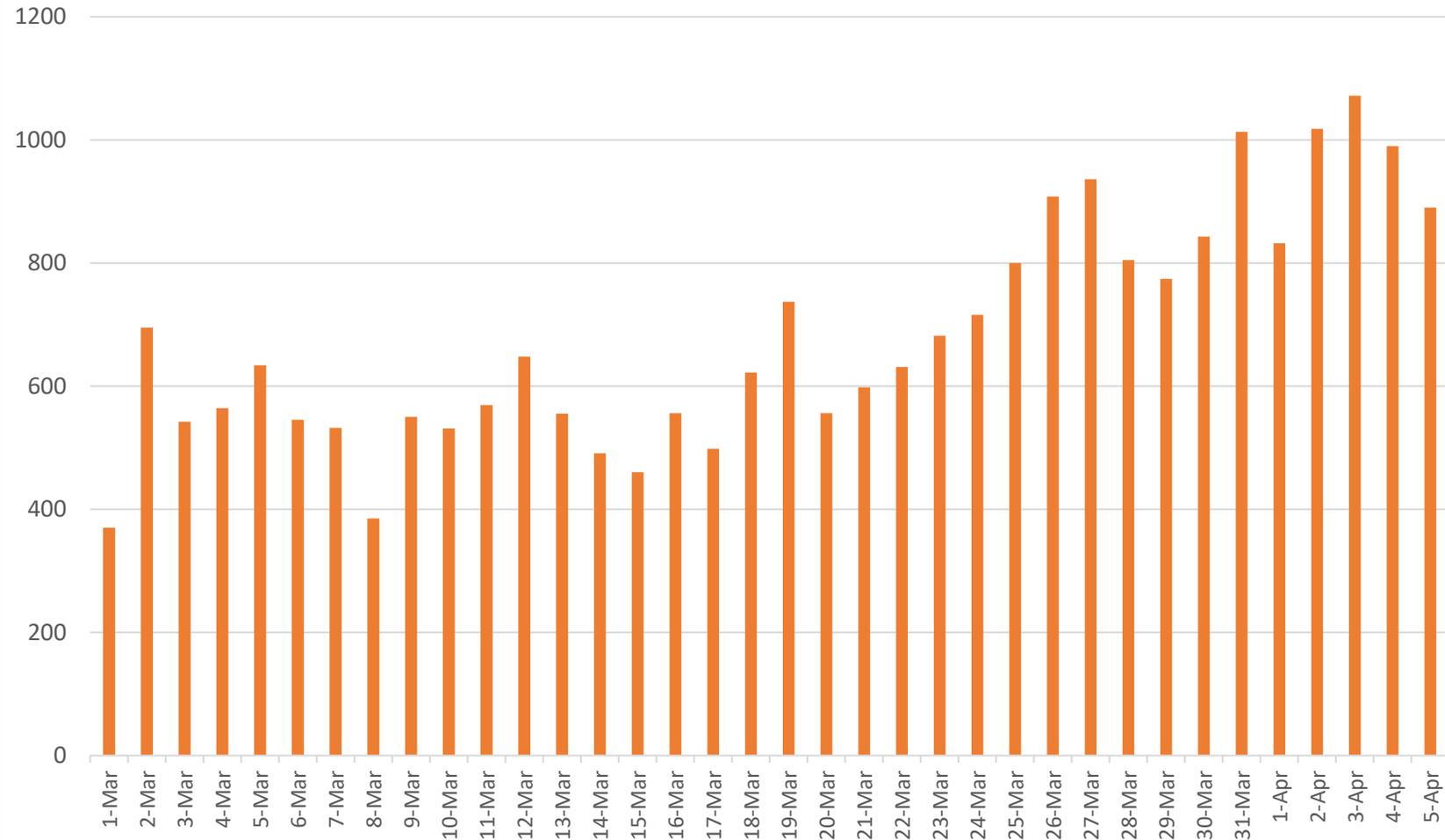


14 Day Incubation Period	Total COVID-19 Cases	New Outbreaks	What's Happening Elsewhere
Heightened exposure in previous 14 days, physical distancing	New weekly cases, Growth Rate (GR)	Number of outbreaks	Number of New Global Cases in previous week
<b>HIGH</b>	<b>HIGH</b>	<b>LOW</b>	<b>HIGH</b>

# 14 – DAY INCUBATION PERIOD

- Case growth in BC typically lags 7 – 14 days behind likely exposure dates
- Case growth has increased following family day long weekend and may increase further following Easter
- Acceleration has continued, suggesting the new restrictions imposed on March 30<sup>th</sup> have not yet had an effect on case growth

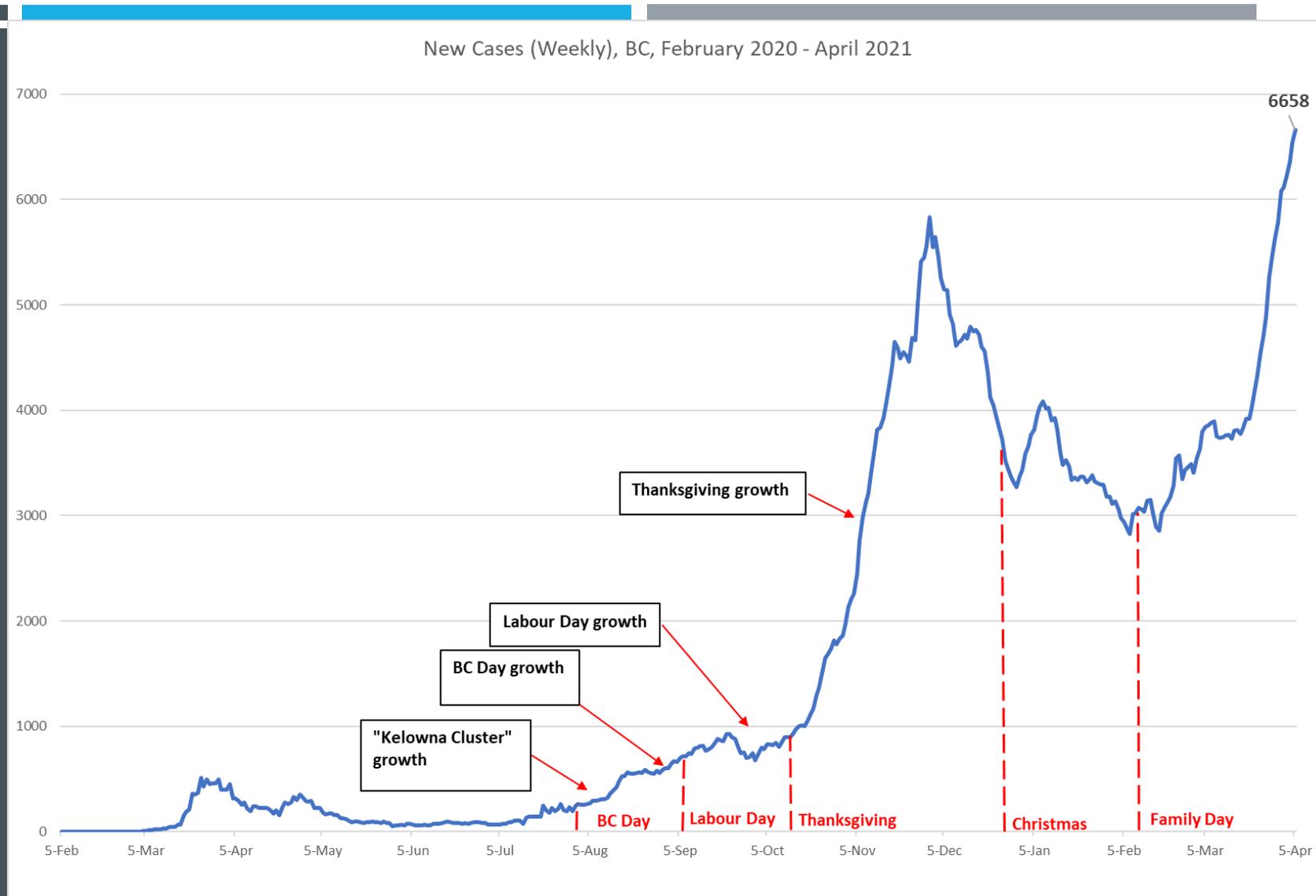
Daily New COVID-19 Cases in BC, March - April



Source: BCCBC, City of Surrey

# NEW CASES

- Case growth has slowed significantly since the start of January
- From Mar 29 – Apr 5, BC reported 6,658 new cases
- BC's weekly growth rate in total cases increased from 0.86% to 0.94% this week

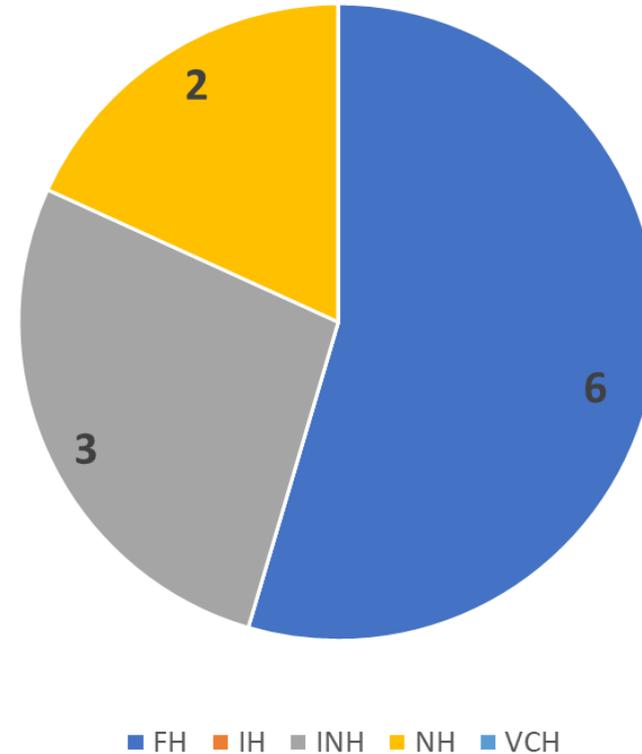


Source: BCCBC, City of Surrey

## NEW OUTBREAKS

- There are currently 11 active outbreaks in the province
- Of the 11 active outbreaks in the province, 2 were declared in the previous week
- 55% of active outbreaks are in the Fraser Health Region

Number of Active Outbreaks in BC Health Regions



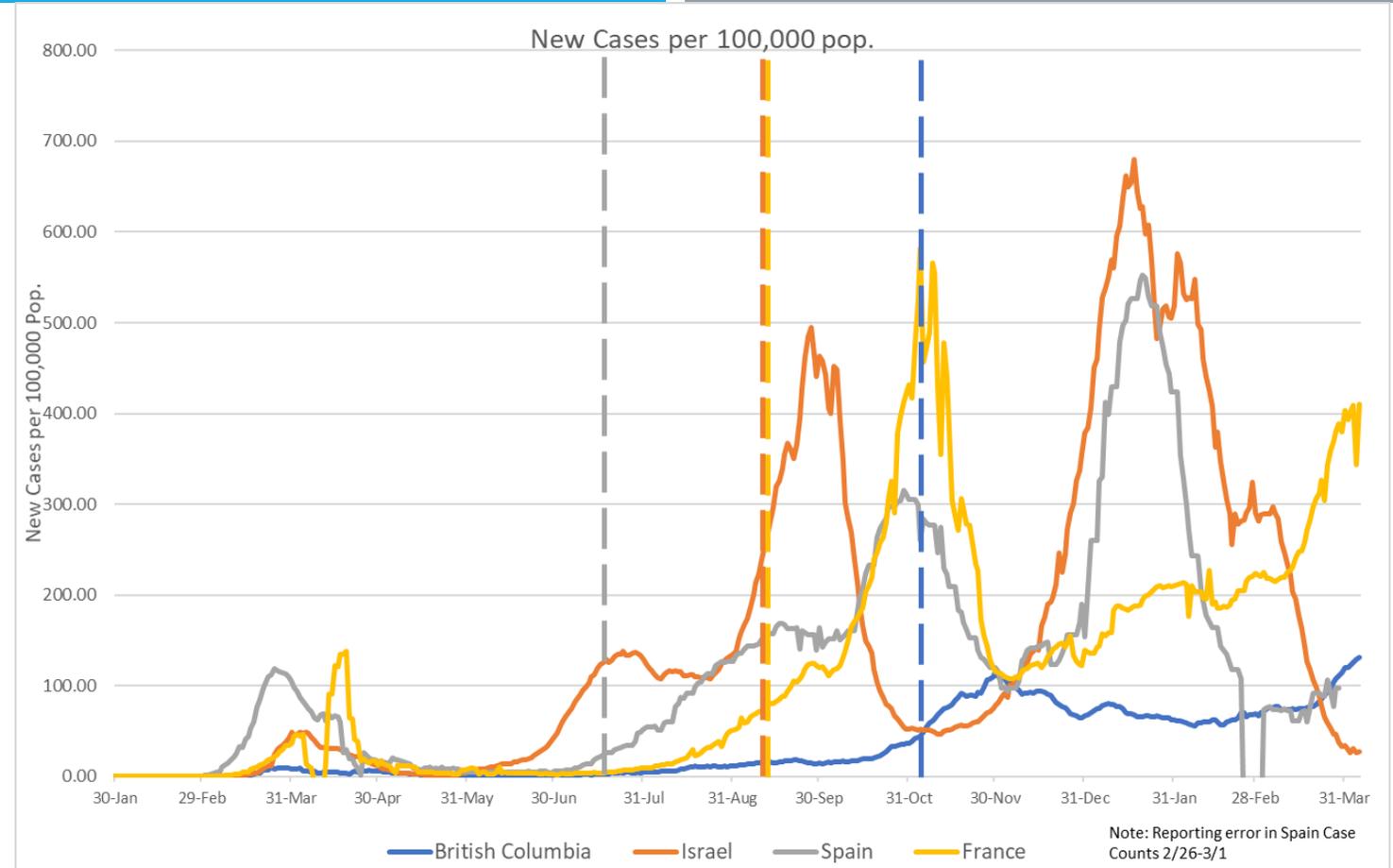
Source: BCCBC, City of Surrey

### New Outbreaks in Previous Week

Health Authority	Number of Outbreaks
Vancouver Coastal	0
Fraser	1
Northern	1
Interior	0
Island	0

## WHAT'S HAPPENING ELSEWHERE

- The infection threshold for government restrictions being re-introduced has increased since March 2020.
- BC has not exceeded 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 2<sup>nd</sup> lockdown on September 14<sup>th</sup> 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	27.89
France	September 14	78.45	409.66
Spain	July 18	13.52	97.23
British Columbia	November 7	58.82	131.30

# GLOBAL MONITOR

JURISDICTIONAL  
SCAN SUMMARY

# GLOBAL MONITOR – WEEK OF APRIL 5, 2021

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 (New)	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.

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## GLOBAL MONITOR HIGHLIGHTS – WEEK OF APRIL 5, 2021

- Case growth is beginning to slow in Europe. Germany, Finland, Spain, and Italy reported lower numbers of new weekly cases while France and Russia reported an increase in new weekly cases. Case growth in the UK, the hardest hit country by Europe's 3<sup>rd</sup> wave, has dropped to its lowest levels since September 2020.
- India leads all countries in new case growth, surpassing Brazil. In the past month, the total new weekly cases in India have increased from 84K to 590K.
- Global new cases increased by over 200K in the previous week (4.2M total), primarily due to increased growth in South America and South Asia. **Global cases surpassed 100M on January 25, 2021.**
- In Israel, where more than 65% of the population has been fully vaccinated, COVID-19 case growth has dropped to 1/20<sup>th</sup> of what it was in early January.



## CANADIAN MONITOR HIGHLIGHTS – WEEK OF APRIL 5, 2021

- Canadian case growth has increased from 32K to 40K. New cases are primarily arising in QC, AB, BC, and ON.
- On 12/9, Health Canada approved the Pfizer-BioNTech COVID-19 vaccine, followed by the Moderna vaccine on 12/23, the AstraZeneca vaccine on 2/26, and the Janssen vaccine on 3/5. Most people who want a vaccine should be vaccinated by October 2021
- Distribution of vaccines has accelerated greatly following brief slow due to low supply. **Canada delivered over 620K doses in the previous week.**





## BRITISH COLUMBIA MONITOR HIGHLIGHTS – WEEK OF APRIL 5, 2021

- Case growth has continued to accelerate following nearly two months of deceleration
- BC reported 2,952 cases over the 4/2 weekend, nearly 400 higher than the previous week
- BC PHO has extended the restrictions implemented 11/7 until at least February 5, 2021. These restrictions were extended indefinitely on February 5, 2021.
- On March 29, BC implemented a “Circuit Breaker” wave of restrictions that limit indoor dining and group fitness until 4/19
- BC has fully immunized 87,472 people, an increase of 68 since the previous week (<400 fully vaccinated in previous 4 weeks)

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## SURREY MONITOR HIGHLIGHTS - WEEK OF APRIL 5, 2021

- The 3rd outbreak at Surrey Memorial Hospital ended on 2/4, but a 3<sup>rd</sup> was declared on February 20. This outbreak was declared over on March 29<sup>th</sup>.

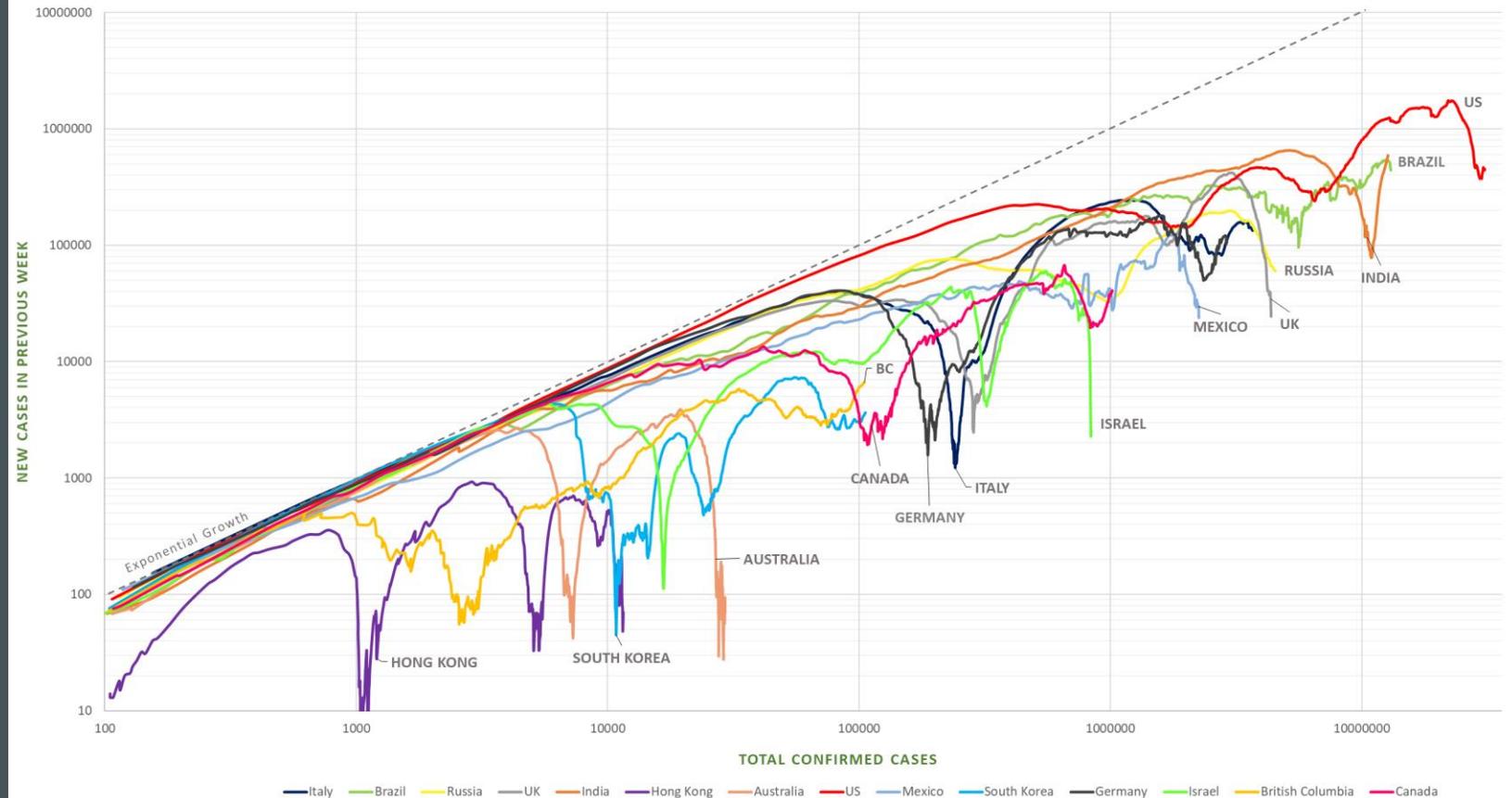


# PART I: TREND ANALYSIS

COVID-19  
EPIDEMIOLOGY SCAN

# GLOBAL TRENDS- NEW CASES

- Case growth is accelerating slightly in North America, Europe, and South America
- Brazil and the rest of South America continue to see growth in cases
- Largest spike in the previous week was in India, where new weekly cases increased substantially for the fourth consecutive week (415K to 590K)
- Cases in North America outside of Canada are decreasing, with Mexico (23K) and the US (450K) reporting low case counts

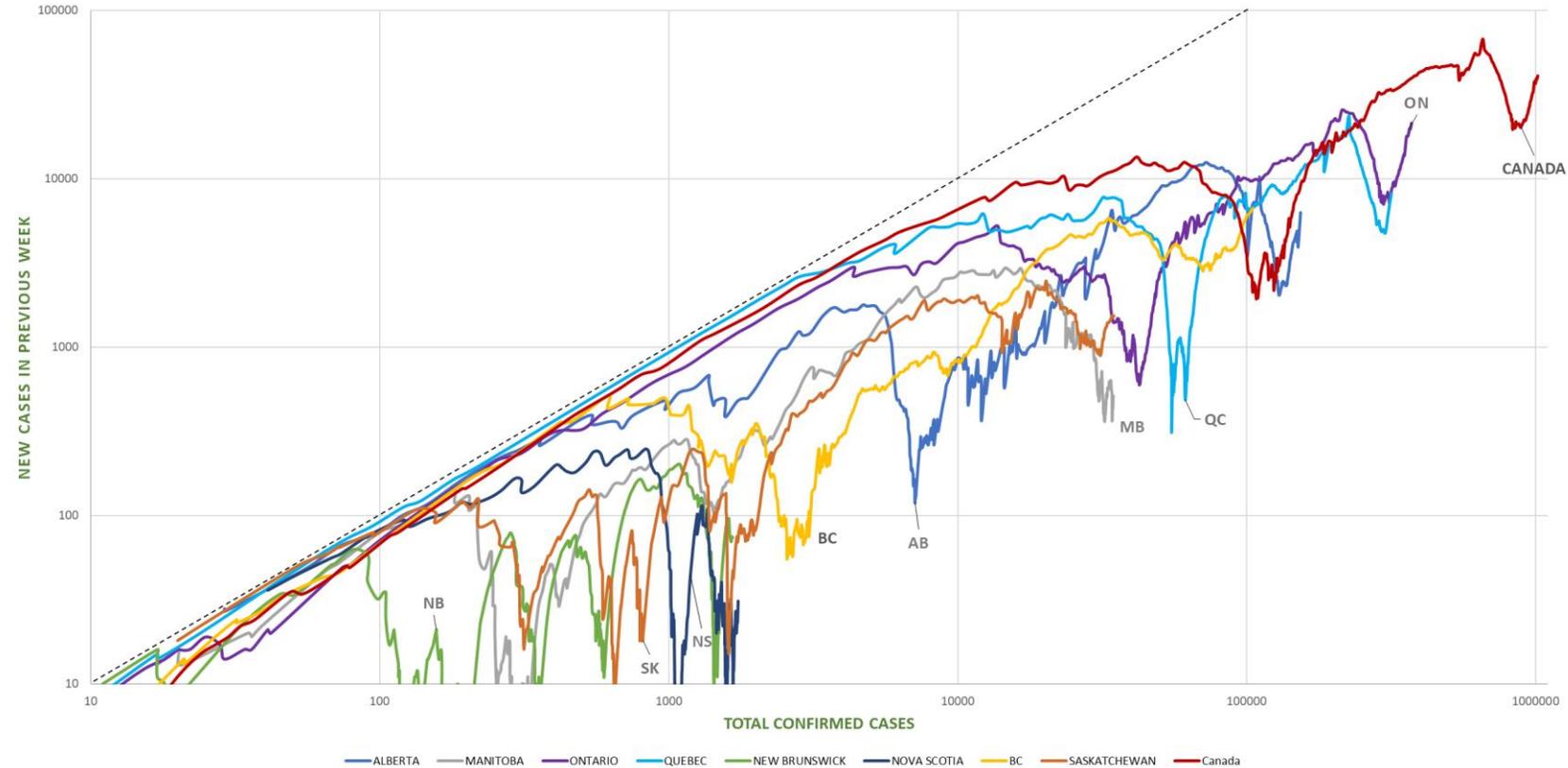


Note: due to reporting error, France has been temporarily replaced by Germany

Source: City of Surrey and John Hopkins University, 2020-21

# CANADA TRENDS- NEW CASES

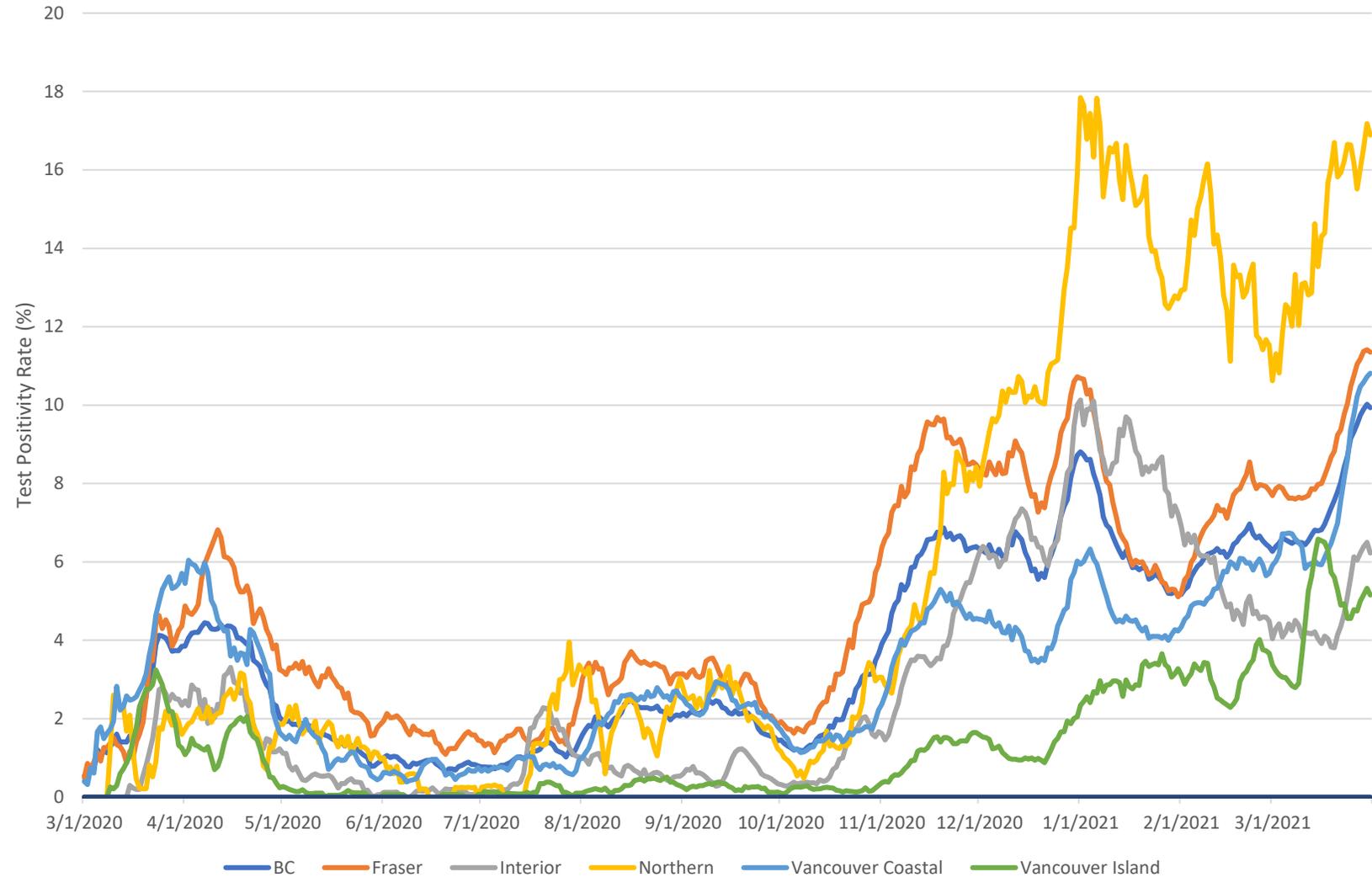
- Canada surpassed 1 million cases of COVID-19 on April 4, 2021
- Case growth has slowed slightly in Canada, new growth is primarily driven by BC, Saskatchewan, Alberta, Quebec, and Ontario.
- Case growth in all provinces and territories except Nova Scotia and Newfoundland & Labrador have exceeded levels reached in the first wave
- Canada reported 40,000 new weekly cases, an increase of 8,000 compared to the previous week



Source: City of Surrey and John Hopkins University, 2020-21

# BC TRENDS – TEST POSITIVITY

- Test positivity is now increasing in across the province
- Positivity is rising most quickly in Vancouver Coastal, Fraser, and Northern Health Regions
- This suggests that case counts will likely continue to increase over the next week

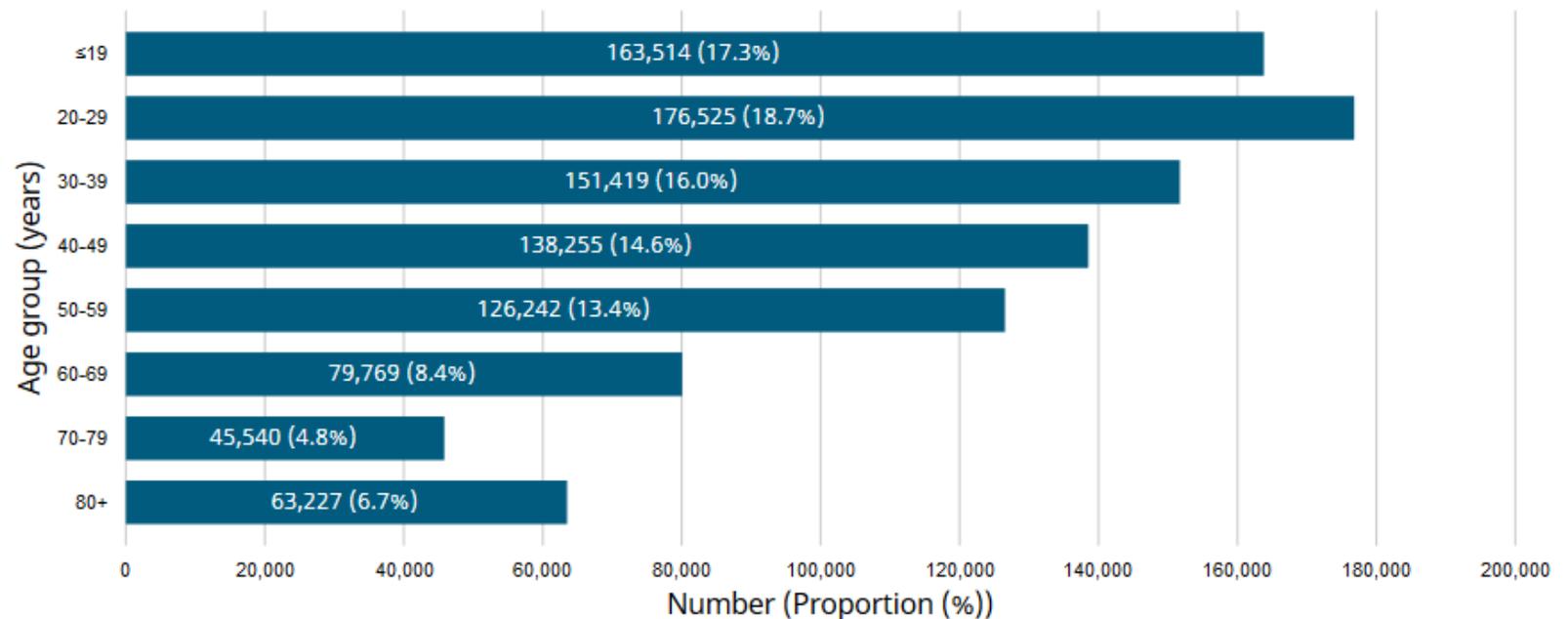


Source: City of Surrey and BCCDC, 2020-21

# CANADA TRENDS- AGE GROUPS

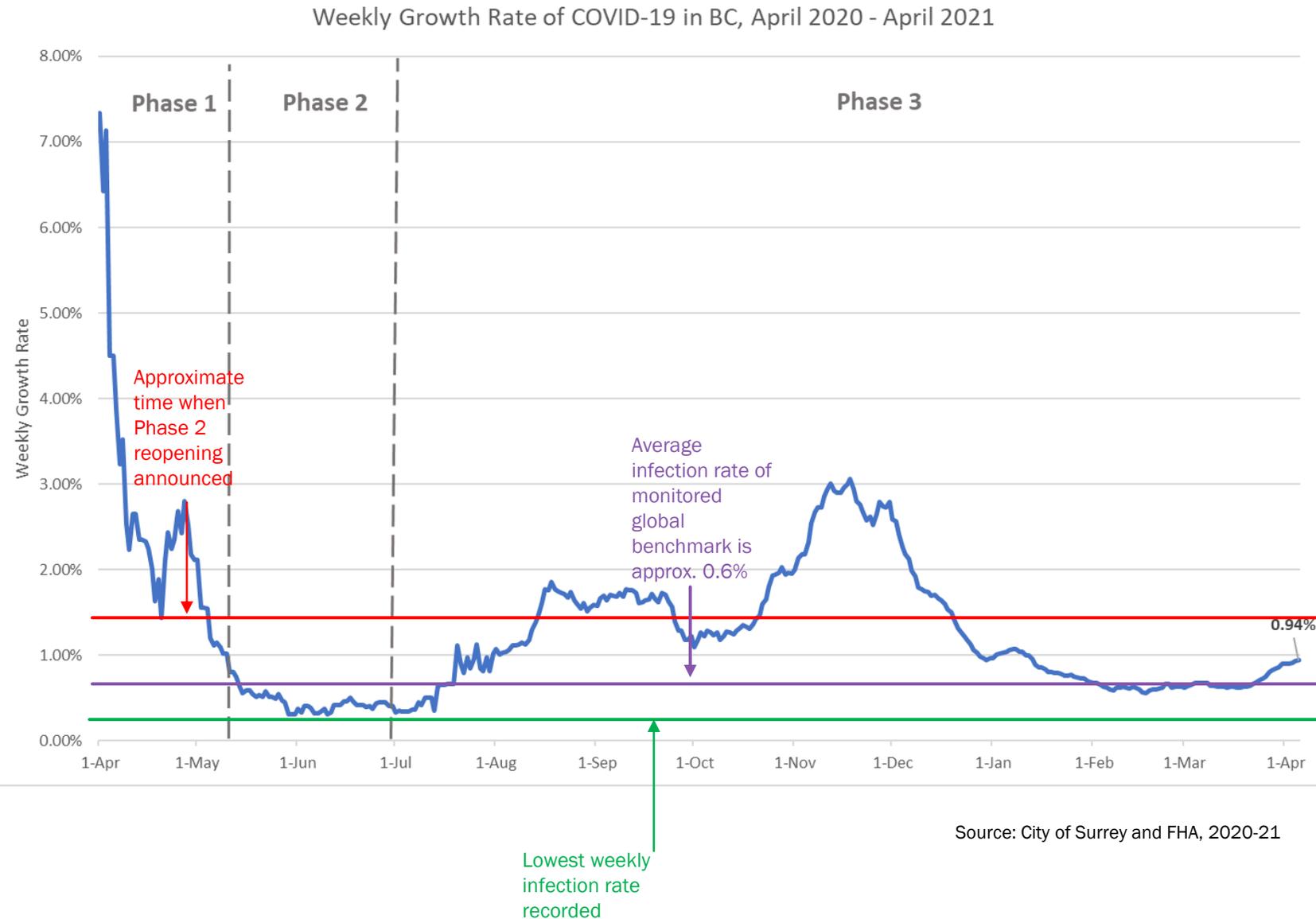
- All age groups are affected by COVID-19.
- 20 to 29 age group has now surpassed 80+ as the age group with the greatest proportion of COVID-19 cases
- <19 age group has seen the largest growth in proportion of total cases since Summer 2020, suggesting that transmission in schools may be increasing in prevalence

Figure 3.  distribution of COVID-19 cases (n=944,491 <sup>1</sup>) in Canada as of March 26, 2021, 9 am EDT <sup>4</sup>



# BC TRENDS - INFECTION RATES

- BC's weekly growth rate has increased from 0.86% to 0.94% over the previous week
- A 0.70% weekly infection growth rate, monitored as a possible trigger for BC PHO phased regression order, has been exceeded

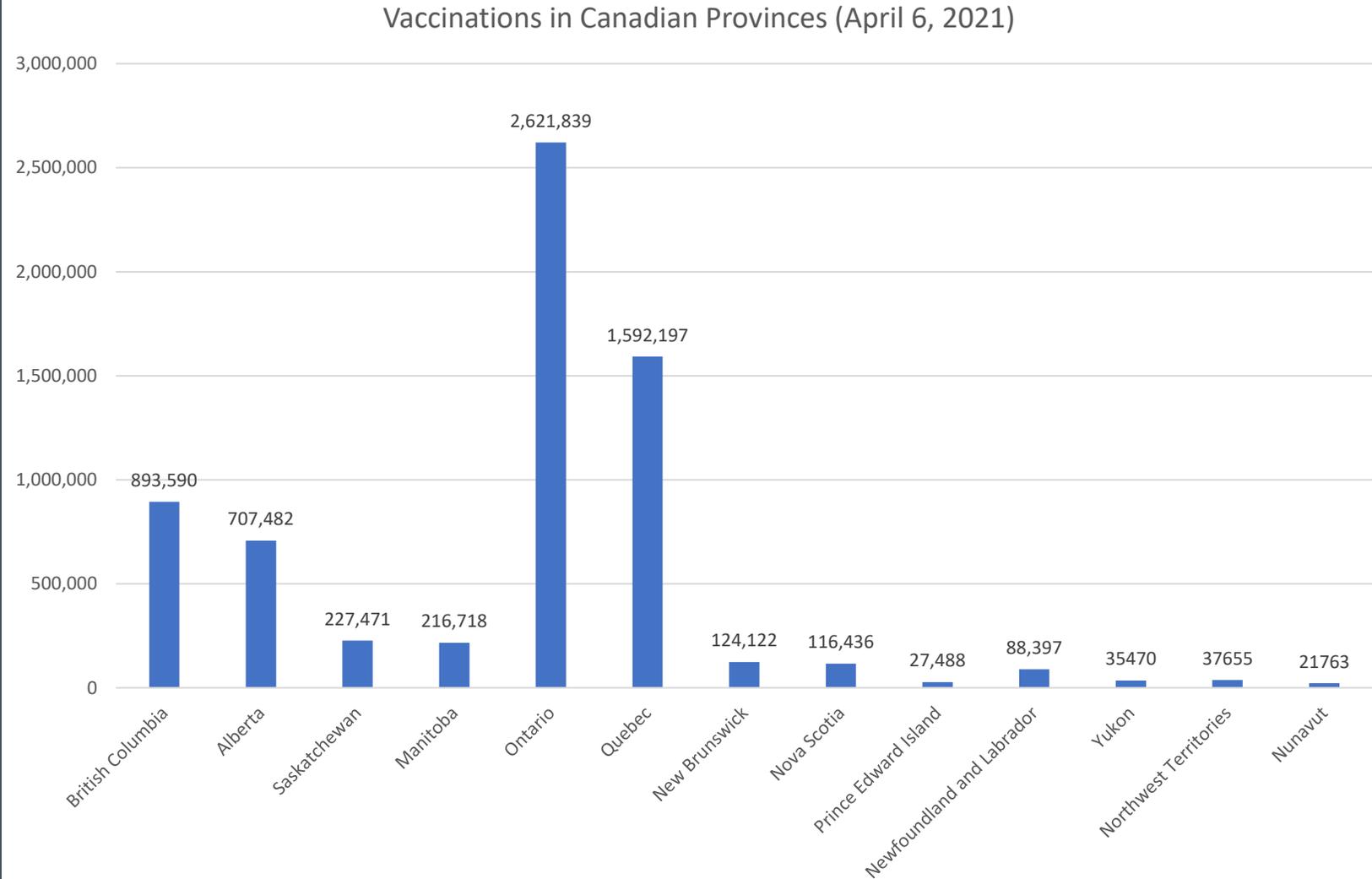


# **PART II: TREND ANALYSIS**

VACCINATION  
PROGRESS

## CANADA – VACCINATIONS BY PROVINCE

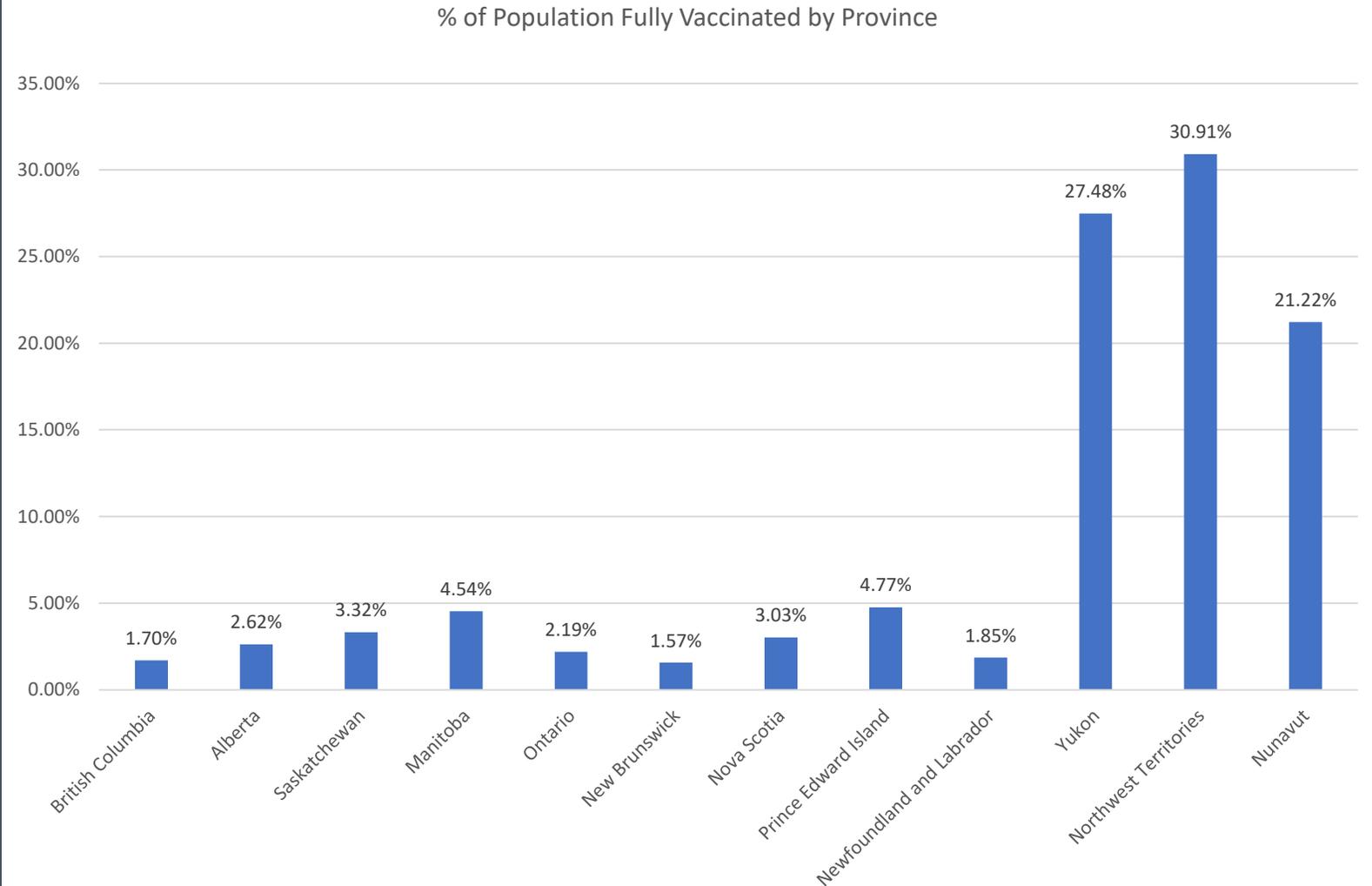
- To date, over 5.9 million Canadians have received a dose of a COVID-19 vaccine
- BC is prioritizing vaccinations for health care workers and residents of long-term care facilities
- Approximately 30% of COVID-19 vaccine doses in BC have been given in the Fraser Health region



Source: PHAC, BCCDC & Fraser Health, 2021

# CANADA – VACCINATION RATES BY PROVINCE

- Less than 5% of Canadians have been fully vaccinated in every province
- BC began immunizations on 12/15 and have issued an average of ~10,500 vaccinations per day



Note: Data unavailable for QC

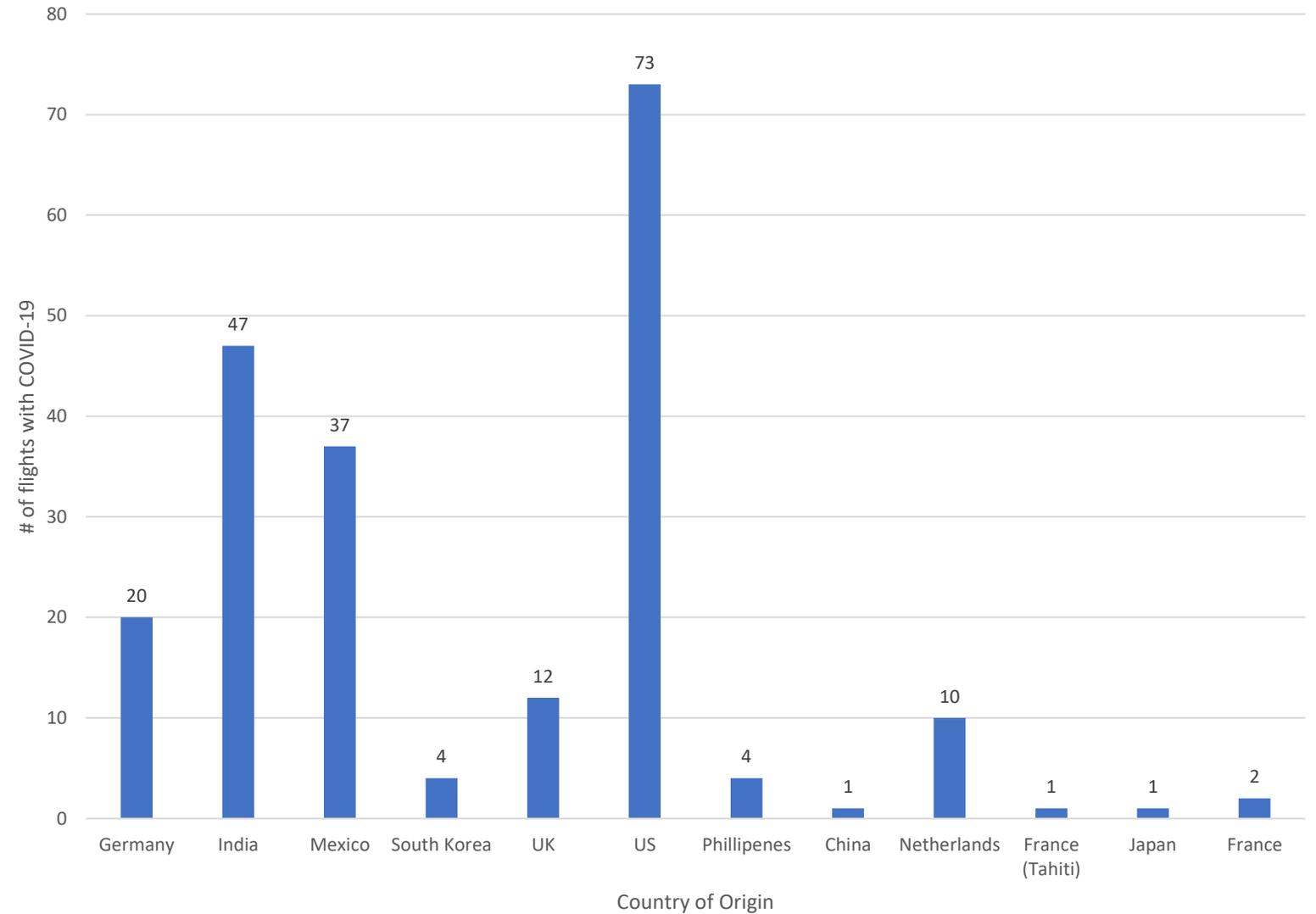
Source: BCCDC & Fraser Health, 2021

# **PART III: TREND ANALYSIS**

EXTERNAL TRAVEL  
RISK EXPOSURE

## BRITISH COLUMBIA INT'L TRAVEL RISK: JULY '20 – APR '21

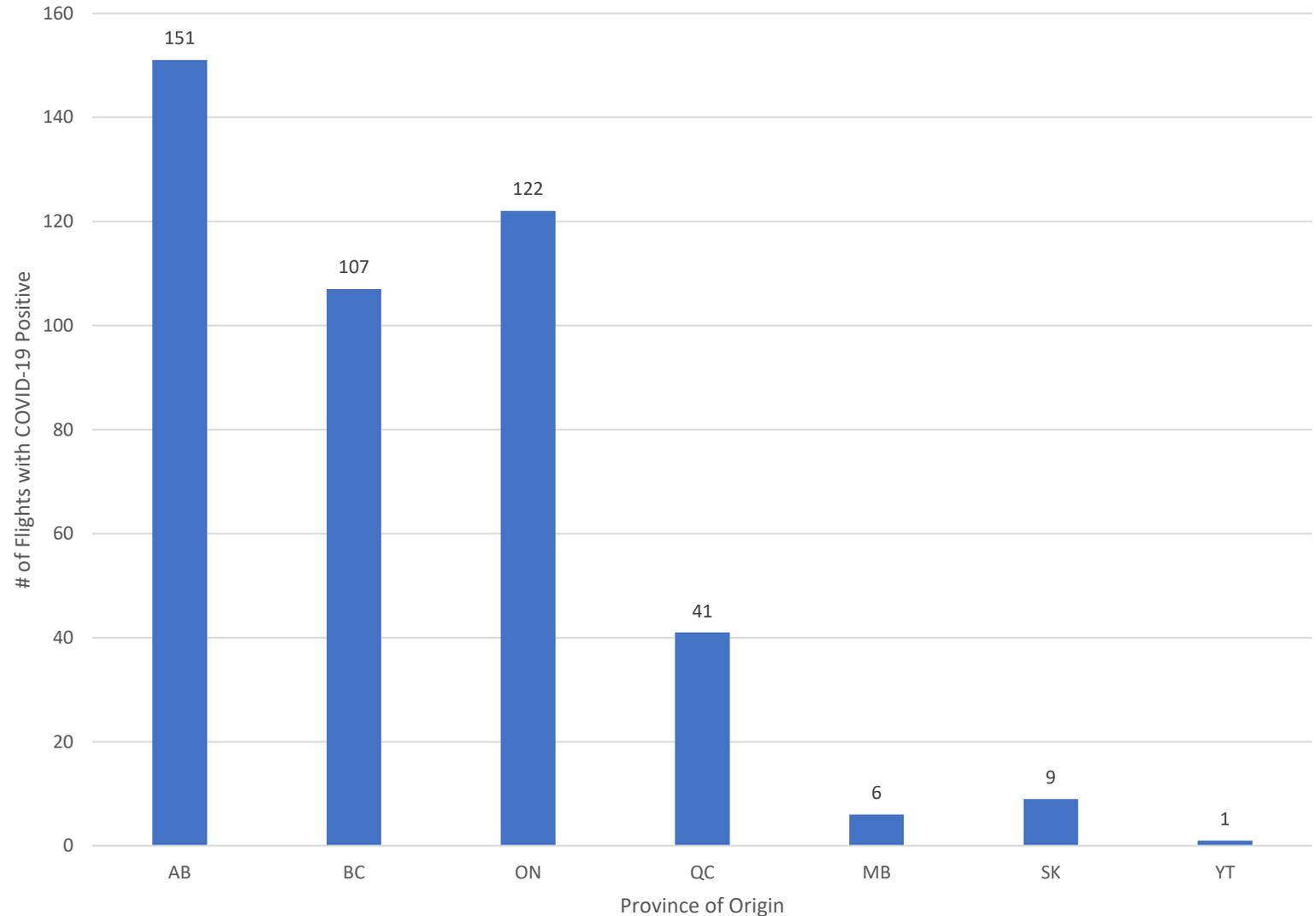
- Canada implemented new restrictions to international travel on February 12<sup>th</sup>.
- India, Mexico and USA continue to have the most flights with infected passengers arriving at YVR Airport, but increasingly COVID-19 positive flights from Europe (esp. Germany) are arriving in BC



Source: City of Surrey and BC CDC, 2020-21

## BRITISH COLUMBIA DOMESTIC TRAVEL RISK: JULY '20– APR '21

- Alberta has surpassed Ontario 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)

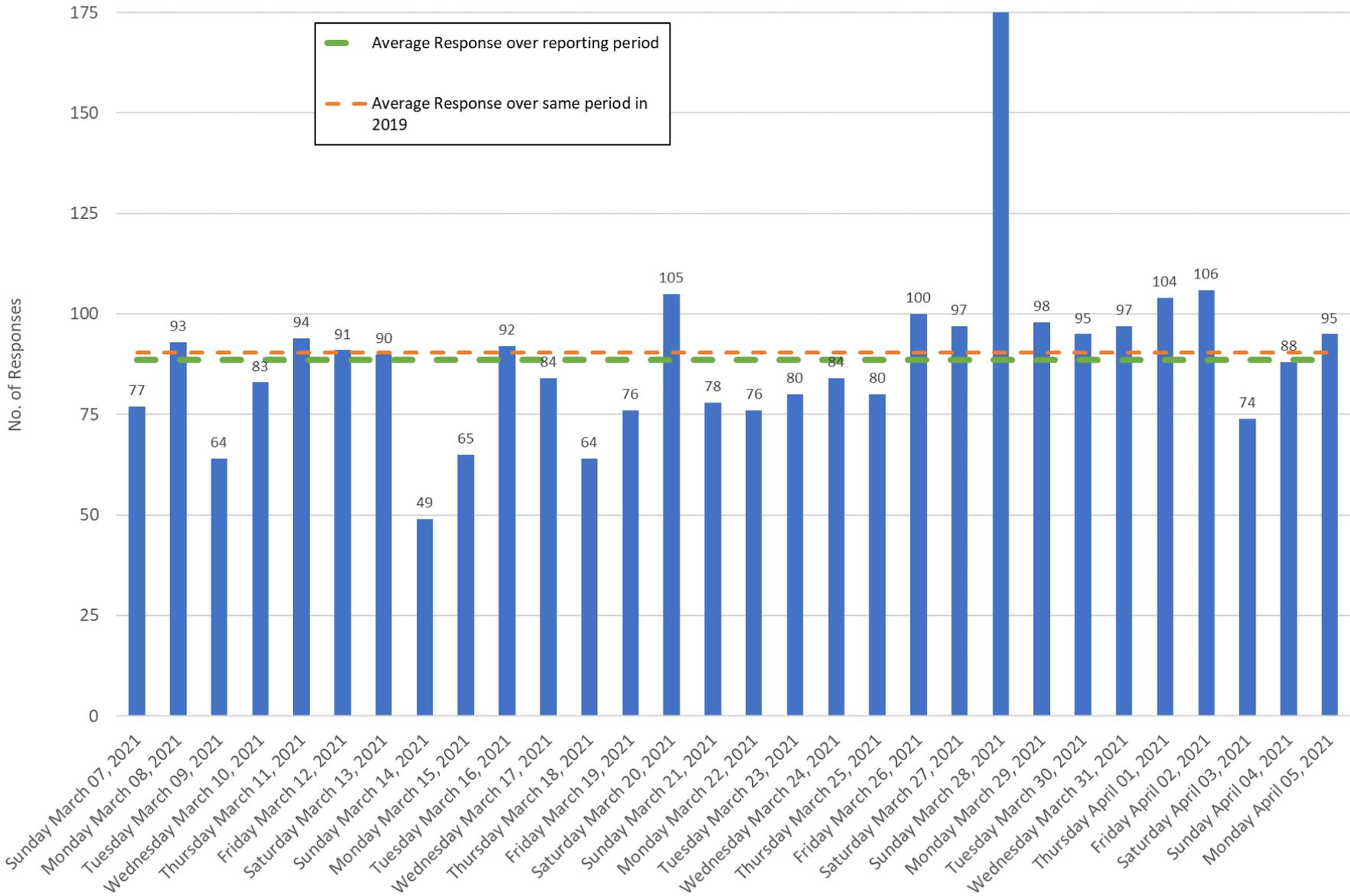


# QUESTIONS?

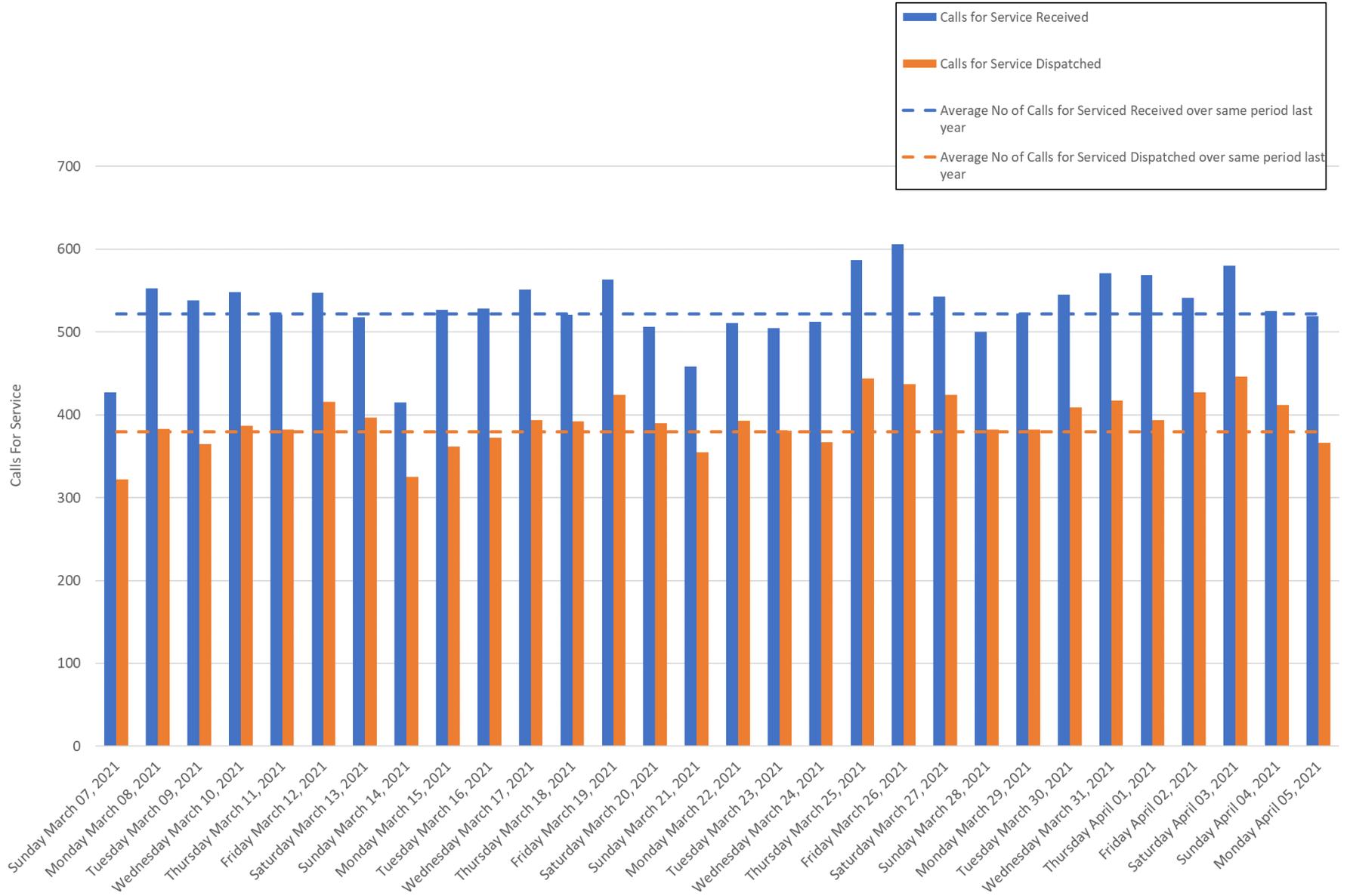
EMAIL: [STEPHEN WU | SWU@SURREY.CA](mailto:STEPHEN WU | SWU@SURREY.CA)



**Appendix "IV"**  
**Surrey Fire Service – Incident Responses – March 7, 2021 to April 5, 2021**



Surrey RCMP – Calls for Service Received and Dispatched – March 7, 2021 to April 5, 2021



**Appendix "VI"**  
**EOC Critical Supplies Inventory as of April 7, 2021**

**EOC Supplies**

Product	Current Inventory April 7, 2021	Inventory as of March 3, 2021	Change in Inventory over 35 past days	Average Usage per day	Supplies based on Current Inventory				
					30 Day Deficit/Surplus	60 Day Deficit/Surplus	90 Day Deficit/Surplus	120 Day Deficit/Surplus	180 Day Deficit/Surplus
<b>Cleaning Products</b>									
Bleach 6%	65.00	67.00	-2.00	0.00	65	65	65	65	65
Disinfectant	963.00	1,161.00	-198.00	1.77	910	857	804	751	644
Disinfectant Wipes	280,392.00	385,040.00	-104,648.00	211.25	274,055	267,717	261,380	255,042	242,367
Hand Sanitizer	4,194.00	4,501.00	-307.00	13.97	3,775	3,356	2,937	2,518	1,679
Industrial Cleaner	10.00	10.00	0.00	0.00	10	10	10	10	10
<b>PPE</b>									
Booties	3,048.00	3,148.00	-100.00	2.00	2,988	2,928	2,868	2,808	2,688
Cloth Masks	4,245.00	4,265.00	-20.00	0.00	4,245	4,245	4,245	4,245	4,245
Face Shields	1,740.00	1,873.00	-133.00	0.55	1,724	1,707	1,691	1,674	1,641
Gloves (single)	233,100.00	174,300.00	58,800.00	1,364.00	192,180	151,260	110,340	69,420	-12,420
Gowns	6,549.00	7,604.00	-1,055.00	27.10	5,736	4,923	4,110	3,297	1,671
N95 Masks	14,345.00	12,835.00	1,510.00	12.00	13,985	13,625	13,265	12,905	12,185
P100 Cartridges	2,434.00	2,434.00	0.00	0.00	2,434	2,434	2,434	2,434	2,434
Plexiglass	0.00	0.00	0.00	0.00	0	0	0	0	0
Procedure Masks	26,000.00	29,400.00	-3,400.00	85.70	23,429	20,858	18,287	15,716	10,574

**Appendix "VII"**  
**Traffic Summary – March 23,2020 to April 2, 2021**

