

NO: R190

COUNCIL DATE: September 27, 2021

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **September 23, 2021**

FROM: **City Manager**

FILE: **7130-16**

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

RECOMMENDATION

The City Manager recommends that Council:

1. Receive this report for information; and
2. Approve reverting to pre-pandemic procedures by holding Council meetings exclusively in person, including exclusive in person participation in public hearings, commencing with the October 18th, 2021 Council meeting as described in this report.

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 September 13, 2021 Regular Council Public Hearing meeting (a copy of Corporate Report No. R179; 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 on February 17, 2020, prior to the World Health Organization ("WHO") declaring a global pandemic. Since the last update provided to Council, BC has entered a "forth wave" of COVID-19 and as such the EOC has undertaken the following actions:

- Continued Step 3 of the Surrey Restart Plan and continued preparations to introduce further changes to facilities and services as part of Step 4 of the Surrey Restart Plan (continues to remain on hold);
- Implemented the Vaccine Passport entrance requirements at all recreation facilities as of September 13, 2021;
- Reopened the Surrey Civic Theatres reopened for live, in-person performances with Vaccine Passport entrance requirements as of September 25, 2021;
- 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 social media efforts to remind residents and business for the need adhere to public health measures and good practices, to advise residents of vaccine eligibility and opportunities and to advise of facility and service updates enacted as part of Step 3 of the Surrey Restart Plan.

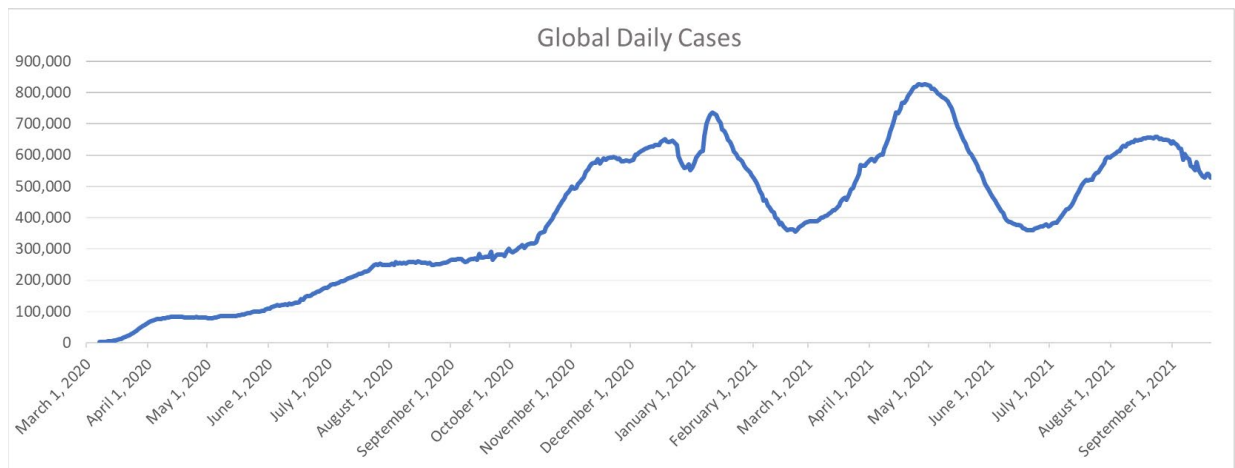
DISCUSSION

The EOC has clear responsibilities outlined and actions underway to respond to the immediate impacts of the COVID-19 pandemic. The EOC is continuing to utilize Surrey's Proactive 10-Point Action Plan to mitigate impacts of the COVID-19 pandemic that moves the EOC beyond immediate response to consider the medium- and longer-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.

Key insights since the last COVID-19: Emergency Operations Centre Update include:

Global

- There are 222.04 million Global COVID-19 cases as of September 7, 2021. This represents a somber 23.9% increase (42.8 million cases) in infections reported;



- There are two countries with over 30 million infections reported (United States and India), one country with over 20 million infections reported (Brazil), and 32 countries with at least 1 million infections reported (United Kingdom, Russia, France, Turkey, Iran, Argentina, Columbia, Spain, Italy, Indonesia, Germany, Mexico, Poland, South Africa, Ukraine, Philippines, Peru, Malaysia, Netherlands, Iraq, Czechia, Japan, Chile, Canada, Bangladesh, Thailand, Belgium, Pakistan, Israel, Romania, Sweden and Portugal). The infections in these 35 countries account for 86.6% of total infections reported;

United States

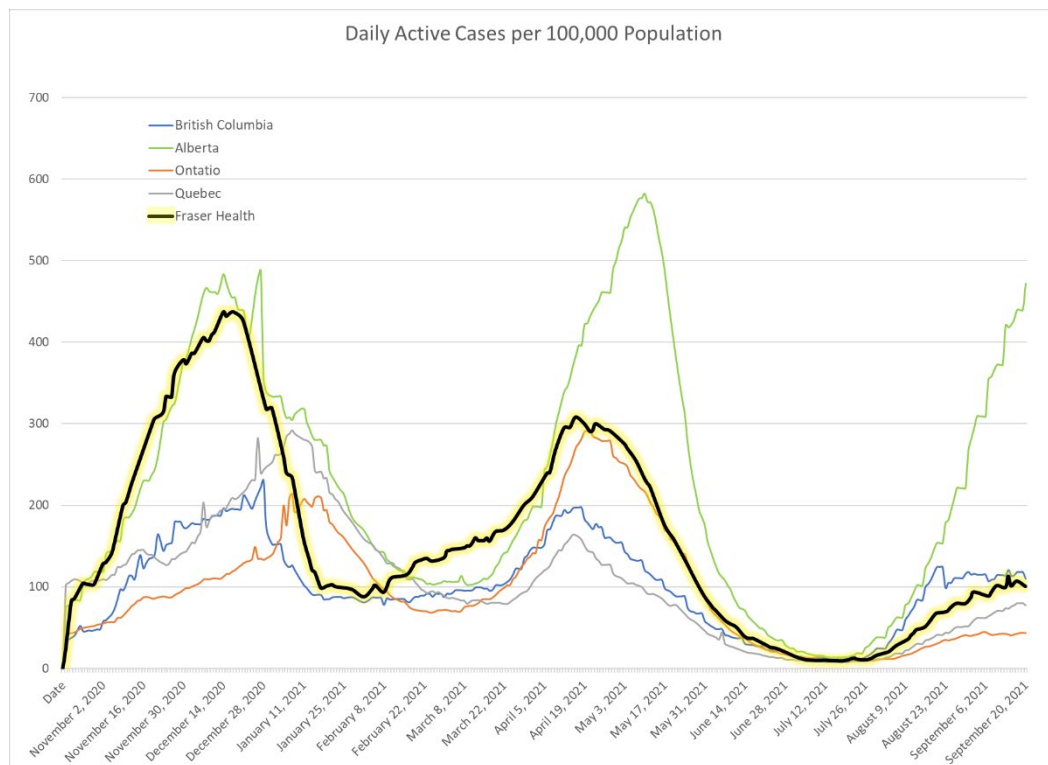
- As of September 21, 2021 the United States has had approximately 42,415,000 cases. This represents a 5.3% increase (2,130,000 cases) in infections reported;
- One state (California) is reporting over 4 million infections, two states (Texas and Florida) are reporting over 3 million infections, one state (New York) is reporting over 2 million infections, and nine states (Illinois, Georgia, Pennsylvania, Ohio, North Carolina, Tennessee, New Jersey, Michigan and Arizona) are reporting over 1 million infections. Washington state has reported over 631,000 infections;

Canada

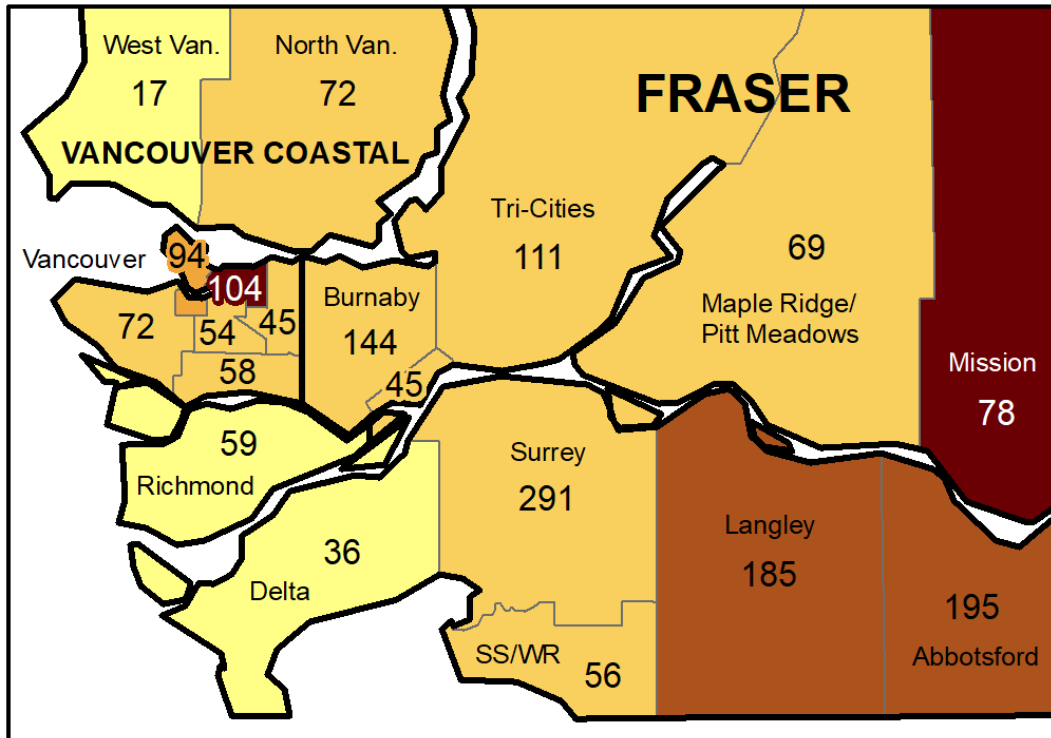
- As of September 21, 2021, Canada has had approximately 1,593,000 cases. This represents a 2.6% increase (40,000 cases) in infections reported;

British Columbia, Fraser Health Authority and Surrey

- As of September 21, 2021, BC has had 180,178 confirmed cases. This represents a 5.5% increase (9,428 cases) in infections reported;
- Of the 180,178 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (94,944 or 52.7%). Of the cases in the Fraser Health region 92,111 have recovered, 104 are currently hospitalized (38 in critical care) and 951 have died;



- From September 12, 2021 to September 18, 2021, the latest date of infection information by community, there were 1,782 confirmed cases in the lower mainland, and of those 347 (19.5%) confirmed cases in Surrey and White Rock;



Source: http://www.bccdc.ca/Health-Info-Site/PublishingImages/health-info/diseases-conditions/covid-19/data/covid19_lha_20210912_20210918.png

- From January 3 to September 18, 2021, there were 24,731 cases reported in Surrey and White Rock. A summary of the number of confirmed cases each week in Surrey and White Rock, as well as the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix “II”. A comparison of the number of confirmed cases per capita in communities of the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix “III”. As illustrated, the number of new cases per week in Surrey and White Rock is currently lower than many communities in the Fraser Health Authority;
- As of September 22, 2021, no schools in the Surrey School District nor any independent schools in Surrey are reporting a recent COVID-19 exposure event; and
- The Province started vaccinations on December 15, 2020. As of September 21, 2021, 4,037,634 first doses have been administered, which is an increase of 88,720 doses being administered. In addition, 3,687,952 second doses have also been administered, which is an increase of 90,995 second doses being administered.

COVID-19 Fourth Wave Resurgence

The past two months have seen a resurgence of COVID-19 cases (fourth wave) in the Fraser Health Authority and is consistent with trends experienced throughout British Columbia, Canada and in many countries around the world. Possible reasons for this resurgence were more infectious COVID-19 variants of concern (Delta and mu), 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, more discretionary trips and expanding tourism opportunities. However, while there has been a drastic increase in COVID-19, the majority of new infections are among those that are unvaccinated. Evidence has shown that those fully vaccinated are less likely to develop serious illness and become hospitalized.

BC's Restart Plan

On May 25, 2021, following a continued reduction in the number of new cases combined with an increased number of British Columbians being vaccinated, the Province outlined their four-step reopening plan.

On July 1, 2021 as there was at least 70% of the provincial adult population with dose 1, cases declining and hospitalizations declining, the Province enacted Step 3 of the BC Restart Plan. This Step 3 permitted:

- Provincial state of emergency and public health emergency lifted;
- Returning to usual for indoor and outdoor personal gatherings;
- Increased capacity for indoor and outdoor organized gatherings, with safety plans;
- Nightclubs and casinos reopened with capacity limits and safety plans; and
- New public health and workplace guidance around personal protective equipment, physical distancing and business protocols.

Step 4: (Implementation date has yet to be determined; Eligibility Requirements: more than 70% of adult population with Dose 1, cases low and stable (contained clusters) and hospitalizations low):

- Returning to normal social contact;
- Increased capacity at larger organized gatherings;
- No limits on indoor and outdoor spectators at sports; and
- Businesses operating with new safety plans.

The Province has yet to indicate a date for the implementation of Step 4.

Surrey Restart Plan

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.

In response to the four-step BC Restart Plan, the EOC has used the opening decision matrix to prepare the Surrey Restart Plan which outlines what changes will be made to facilities and services with each step of the BC Restart Plan.

The City as of July 1, 2021 is currently offering its services in line with Step 3 of the BC Restart Plan and will move to Step 4 in coordination with the Province's move to Step 4.

Vaccination Efforts

The Cloverdale Recreation Centre, South Surrey Recreation and Arts Centre, and Chuck Bailey Recreation Centre and Guildford Recreation Centre immunization clinics are now closed.

Fraser Health is working on plans to initiate rotating neighborhood outreach clinics in Surrey. More information on vaccination clinics in Surrey visit: <https://www.fraserhealth.ca>.

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:

Facility Type	Number of Facilities Opened	Number of Facilities Closed	% of Regular Program Offering at Opened Facilities
<i>Recreation Centre</i>	13	0	20-50%
<i>Arena</i>	6	0	20-50%
<i>Indoor Pool</i>	3	2	20-50%
<i>Cultural Centre</i>	5	0	20-50%

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 required in all Civic facilities.

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 Public Health Orders (“PHO”). 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 June 14, 2021, the Provincial Health Officer announced the Province is moving into Step 2 of the BC Restart Plan as of June 15, 2021. Step two allows for competition and game play for outdoor and indoor sports to resume with no distancing requirements on the field of play. Spectators are allowed for outdoor sport events up to a maximum of 50. Masks are not required while playing sports. Games and tournaments can resume. Recreational travel, including for sport is now allowed within B.C.

On June 29, 2021, the Provincial Health Officer announced the Province is moving into Step 3 of the BC Restart Plan as of July 1, 2021. Step 3 includes the lessening of restrictions within the Gatherings and Events PHO. This change replaces many public health orders with targeted restrictions and guidelines. The new guidelines allow for increased occupancies and removal of directional signage and contact tracing requirements. Spectators are allowed to gradually return.

On July 7, 2021, the Provincial Health Officer implemented an updated PHO on Gatherings and Events. The changes eased restrictions for events allowing indoor events to take place with a seated capacity of 50 people or 50% of capacity, whichever is greater. Outdoor event restrictions have also eased to a seated capacity of 5000 people or 50% of capacity, whichever is greater. Indoor high intensity and low intensity group fitness is allowed with normal capacity. Gyms, pools, and recreation facilities are also able to operate at normal capacity. Spectators are allowed to return for outdoor activities at 5000 spectators or 50% of capacity, whichever is greater. Indoor capacities for sport spectators is now allowed at 50 spectators or 50% seated capacity, whichever is greater. Travel for sport is now also allowed.

On August 23, 2021, the Provincial Health Officer announced a new order requiring proof of vaccination to access some events, service, and businesses. Starting September 13, 2021, all people 12 and over will be required to show proof of at least one dose of vaccine in order to attend gyms, pools, and recreation facilities in addition to indoor gatherings and recreational classes. Effective October 24, 2021 visitors will be required to show proof of two vaccine doses prior to attending. Exemptions are in place for children under the age of 12, youth recreational sport, and before and after school programs. Visitors will be required to show proof of vaccination and valid government ID. The order will be in place until January 31, 2022 and is subject to extension.

On August 24, 2021, the Provincial Health Officer announced the Province re-introduced a PHO requiring masks to be worn in all public indoor settings except while exercising. The PHO took effect on August 25, 2021.

The City implemented the Vaccine Passport program throughout all recreation facilities on September 13, 2021. To improve customer experience, the Parks, Recreation and Culture Department are utilizing the Department's registration system to house the vaccine information for patrons that have completed a consent form. This has helped to improve customer service by alleviating unnecessary congestion and waiting times for participants.

Council Meetings

Should Council approve the recommendations of this report, commencing on October 18, 2021, Council meetings will be held exclusively in person within Council Chambers, including in person participation in public hearings. This is in response to recent public demand and requests from some members of Council that Council meetings return to in person meetings within Council Chambers as soon as practical. Accordingly, the option to revert to pre-pandemic procedures is being proposed to Council in Recommendation #2. Members of the public will be permitted within Council Chambers; members of the public wishing to comment on a bylaw may register to do so in person or send in their comments in writing; and, remote participation by the public will not be provided. As per procedures prior to, and throughout, the pandemic, the Council meeting proceedings will continue be live-streamed for any member of the public to view if they are not able to attend the meeting in person.

In keeping with Stage 3 of the Public Health Order, Council Chambers will remain at 50% capacity; members of the public will be required to wear masks while present within Chambers.

All Council members, the Senior Management Team (SMT) and support staff will participate in person within Council chambers while following the City’s COVID protocols.

Closed Council meetings shall also proceed in person and will follow the required Public Health Order protocols.

Recreation Programs & Services

The program utilization for the period of June 6, 2021 through June 19, 2021 is summarized below:

	Drop-in and Membership Scans (Visits Represented Through Scan and Point of Sale Data)	
	Aquatics and Fitness	Arenas
	# Of Visits	# Of Visits
September 12 – 18, 2021	16,016	336
September 5 – 11, 2021	15,640	106
Since Restart (Aug 3, 2021)	117,536	1,700

	Registered Programs		
	Aquatics		
	# Of New Registrants	# Of New Registration Opportunities Available	Fill %
September 12 – 18, 2021	900	1,122	80%
September 5 – 11, 2021	772	1,045	74%
Since Restart (Aug 3, 2021)	71,876	86,598	83%

	Registered Programs		
	Arenas		
	# Of New Registrants	# Of New Registration Opportunities Available	Fill %
September 12 – 18, 2021	499	1253	40%
September 5 – 11, 2021	122	226	54%
Since Reopening	15,439	18,538	79%

	Registered Programs		
	Indoor Fitness		
	# Of New Registrants	# Of New Registration Opportunities Available	Fill %
September 12 – 18, 2021	895	1,940	46%
September 5 – 11, 2021	643	1,395	46%
Since Reopening	240,333	363,532	66%

Aquatics

Three of the City’s aquatic facilities are open, the Surrey Sport and Leisure Complex, the Grandview Heights Aquatic Centre, and Guildford Recreation Centre Aquatics. All 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 117,000 public users and provide homes for the City’s aquatic sport teams to continue with athlete development. Active recruitment and training is underway to ensure sufficient aquatic staff levels to enable additional aquatic facilities to be reopened.

Sport User Group utilization for the period of September 5 - 18, 2021 is summarized below:

Surrey Sport & Leisure Complex			
Period	Hours Booked	Total Hours Available	Fill %
September 12 – 18, 2021	315.75	338.75	93%
September 5 – 11, 2021	126	338.75	37%
Since Reopening	23,849.75	34,073.25	69.9%

Grandview Heights Aquatic Centre			
Period	Hours Booked	Total Hours Available	Fill %
September 12 – 18, 2021	434.5	493	88%
September 5 – 11, 2021	334.5	510	65%
Since Reopening	9412.75	14812.75	64%

Guildford Aquatic Centre			
Period	Hours Booked	Total Hours Available	Fill %
September 12 – 18, 2021	261.5	303.5	86%
September 5 – 11, 2021	190.75	303.5	63%
Since Reopening	452.25	607	75%

Arenas

The arenas have opened all locations including; South Surrey Arena, Surrey Sport and Leisure Complex, Cloverdale Arena, Newton and North Surrey Sport and Ice Complex. The Newton arena was the most recent facility to open September 7, 2021. Sport user groups have started their 2021/22 season and bookings are increasing steadily.

Arena Sport User Group utilization for the period of September 5 – September 18, 2021 is summarized below:

Period	Arena User Groups		
	Ice		
	Total Booked Hours	Total Hours Available	Fill %
September 12 – 18, 2021	476.5	559	85%
September 5 – 11, 2021	242.75	439.50	55%
Since Reopening	9,417.25*	12,691.10	74%

* Since September 7, 2020

**Since April 1, 2021

Culture Venues

On September 25, 2021 the Surrey Civic Theatres reopened for live, in-person performances with with Vaccine Passport entrance requirements.

Park Ambassador Program

The Park Ambassador Program was first introduced in March of 2020 to help keep Surrey’s parks safe. Park Ambassadors continue to be the friendly faces in Surrey’s destination and sport parks, working closely with Surrey Bylaws, to act as liaison for delivering key messaging to park visitors.

The program has been operating at a much-reduced level since the Province moved to Step 3 as there are no restrictions in place for park spaces. As the Province moves into Step 4, the Park Ambassador program first established in response to COVID-19 will be concluded. Pending necessary budget approvals, the Park Ambassador program is envisioned to restart in 2022 with significantly different job responsibilities as compared to duties during response to COVID-19. It is envisioned that the future Park Ambassadors will have a wide range of job duties including litter picking, greeting, wayfinding, washroom cleaning, and some bylaw enforcement capabilities, etc.

Logistics

From the start, to ensure that the City, including the SFS, has adequate cleaning equipment and Personal Protective Equipment (“PPE”) for staff, the EOC has centralized its inventory of these supplies and is monitoring daily consumption rates. A copy of the City’s inventory of critical supplies as of September 22, 2021, and how this inventory has changed since September 8, 2021, is attached as Appendix “IV”.

Return to Office Plan

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 are advised that they are not to enter their workplace and that they will be contacted by their manager with further directions.

As noted above, the RTO Plan has been updated as part of the Surrey Restart Plan so that its aligns with the BC Restart Plan.

Step	% of staff working at their respective facility
Step 2 – current	60%
Step 3 – July 1	60-80%
Step 4 – Implementation date has yet to be determined	80% gradually increasing to 100%

As part of the RTO Plan, staff are now able to conduct meetings with external visitors in meeting rooms. All external visitors that are meeting with staff in meeting rooms must provide proof of vaccination. Visitors to meeting rooms that are not able to provide proof of vaccination are able to meet with staff remotely. Visitors to Council Chambers and the front counters are not required to provide proof of vaccination.

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 September 21, 2021, there are currently 7 active cases amongst staff. Since the start of the pandemic, there have been a total 129 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 4.2% which is lower than the infection rate of 5.3% in the Fraser Health Authority as of September 21, 2021. The RTO plan and safe work protocols in place have been effective to date in minimizing 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 48 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 and the Canadian Inn at 6528 King George Boulevard.

It is expected that as the risk for COVID-19 subsides, BC Housing will seek to relocate those sheltered at the Linda Vista Motel and the Canadian Inn to available housing where available, or back to an existing shelter as capacity in these facilities is increased to pre-pandemic occupancy rates. In addition, staff are continuing work with BC Housing and the Province to identify alternate housing options for the guests at the NSRC ERC.

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.

Over the course of the pandemic, the average compliance percentage has varied from a low of 74% during the month of August 2020 to a consistent high of over 95% in recent months.

It is important to note that compliance inspections as reflected above relate to both the provincial PHO requirements as well as WorkSafe BC and Fraser Health requirements. Only contraventions to the PHO 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.

While business are generally adhering to the PHO requirements, the CCET is continuing to have some concerns with banquet halls where certain locations have not been compliant with the PHO requirements. As we remain within Step 3 of the BC Restart Plan, the CCET’s will continue to perform daily inspections on businesses with a continued focus on banquet halls in an effort to

increase compliance with these business. To this end, the CCET is working with health officers from Fraser Health to ensure a coordinated response to any contraventions to the PHO.

Since the September 13th 2021 Provincial requirement for proof of vaccination, the City has received a small number of complaints from the public regarding certain businesses that are not requesting proof of vaccination from their patrons. To date, the CCET's role has been limited to providing education to these businesses. However, commencing in October, businesses found to be in non-compliance may face fines of up to \$2,300 per instance for not requesting proof of vaccination. In addition, patrons refusing to provide proof of vaccination and refusing to leave a business premise may face fines and expulsion from the premise by attending RCMP officers.

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 PHOs may be subject to fines. The CCET has issued a total of 166 fines since late August 2020 including 34 fines issued to businesses, 44 fines issued to private residences; and 88 fines issued to individuals.

Supporting and Informing Residents

The City's COVID-19 webpage, www.surrey.ca/COVID-19, has been a valued source of information for residents and businesses with approximately 281,500 pageviews as of September 20, 2021, with 4,000 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 continue to be 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. Through these platforms, the City reached approximately 120,000 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, 21 calls have taken place. The next scheduled call is Friday, October 29, 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.

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 (fourth wave) in cases including in British Columbia.

On May 25, 2021, following a continued reduction in the number of new cases combined with an increased number of British Columbians being vaccinated, the Province outlined their four-step reopening plan. In response to the four-step BC Restart Plan, the EOC prepared the Surrey Restart Plan which outlines what changes will be made to facilities and services with each step of the BC Restart Plan. This plan will ensure that the City stays as safe as possible from COVID-19 while reopening its facilities and reintroducing services in alignment with each step of the Provincial reopening.

The City as of July 1, 2021 is currently offering its services in line with Step 3 of the BC Restart Plan. As the Province enacts Steps 4 of the BC Restart Plan, the City will enact Step 4 of the Surrey Restart Plan accordingly.

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

JA/lld

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Appendix "I" – Corporate Report R179; 2021 – COVID-19: Emergency Operations Centre Update
Appendix "II" – Confirmed Cases in the Lower Mainland
Appendix "III" – New Cases Per Week in the Local Health Authorities
Appendix "IV" – EOC Critical Supplies Inventory



CORPORATE REPORT

NO: R179

COUNCIL DATE: September 13, 2021

REGULAR COUNCIL

TO: Mayor & Council

DATE: September 9, 2021

FROM: City Manager

FILE: 7130-16

SUBJECT: COVID-19: Emergency Operations Centre Update

RECOMMENDATION

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- Enacted Step 3 of the Surrey Restart Plan and commenced preparations to introduce further changes to facilities and services as part of Step 4 of the Surrey Restart Plan (which has since been put on hold);
- Continued to support the Fraser Health Authority with their operation and subsequent decommissioning of mass vaccination centres at the Cloverdale Recreation Centre, Guildford Recreation Centre, South Surrey Recreation and Arts Centre and the Chuck Bailey Recreation Centre;
- Commenced preparations to prepare facilities to support the upcoming vaccination entry requirements;
- Commenced preparations to refocus the scope of the COVID Compliance & Enforcement Team to support the upcoming vaccination entry requirements at City facilities and local businesses;
- 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 social media efforts to remind residents and business for the need adhere to public health measures and good practices, to advise residents of vaccine eligibility and opportunities and to advise of facility and service updates enacted as part of Step 3 of the Surrey Restart Plan.

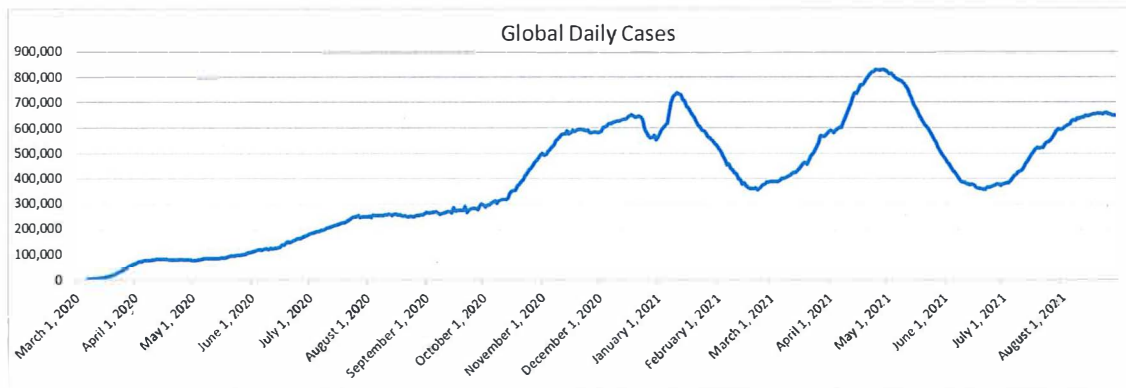
DISCUSSION

The EOC has clear responsibilities outlined and actions underway to respond to the immediate impacts of the COVID-19 pandemic. The EOC is continuing to utilize Surrey's Proactive 10-Point Action Plan to mitigate impacts of the COVID-19 pandemic that moves the EOC beyond immediate response to consider the medium- and longer-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.

Key insights since the last COVID-19: Emergency Operations Centre Update include:

Global

- Global COVID-19 cases continue to rise, with 222.04 million cases as of September 7, 2021. This represents a somber 23.9% increase (42.8 million cases) in infections reported;



- There are two countries with over 30 million infections reported (United States and India), one country with over 20 million infections reported (Brazil), and 32 countries with over 1 million infections reported (United Kingdom, Russia, France, Turkey, Argentina, Iran, Columbia, Spain, Italy, Indonesia, Germany, Mexico, Poland, South Africa, Ukraine, Peru, Philippines, Netherlands, Iraq, Malaysia, Czechia, Chile, Japan, Canada, Bangladesh, Thailand, Belgium, Pakistan, Sweden, Israel, Romania, and Portugal). The infections in these 35 countries account for 86.7% of total infections reported;

United States

- As of September 7, 2021 the United States has had approximately 40,283,000 cases. This represents a 20.0% increase (673,000 cases) in infections reported;
- One state (California) is reporting over 4 million infections, two states (Texas and Florida) are reporting over 3 million infections, one state (New York) is reporting over 2 million infections, and eight states (Illinois, Georgia, Pennsylvania, Ohio, North Carolina,

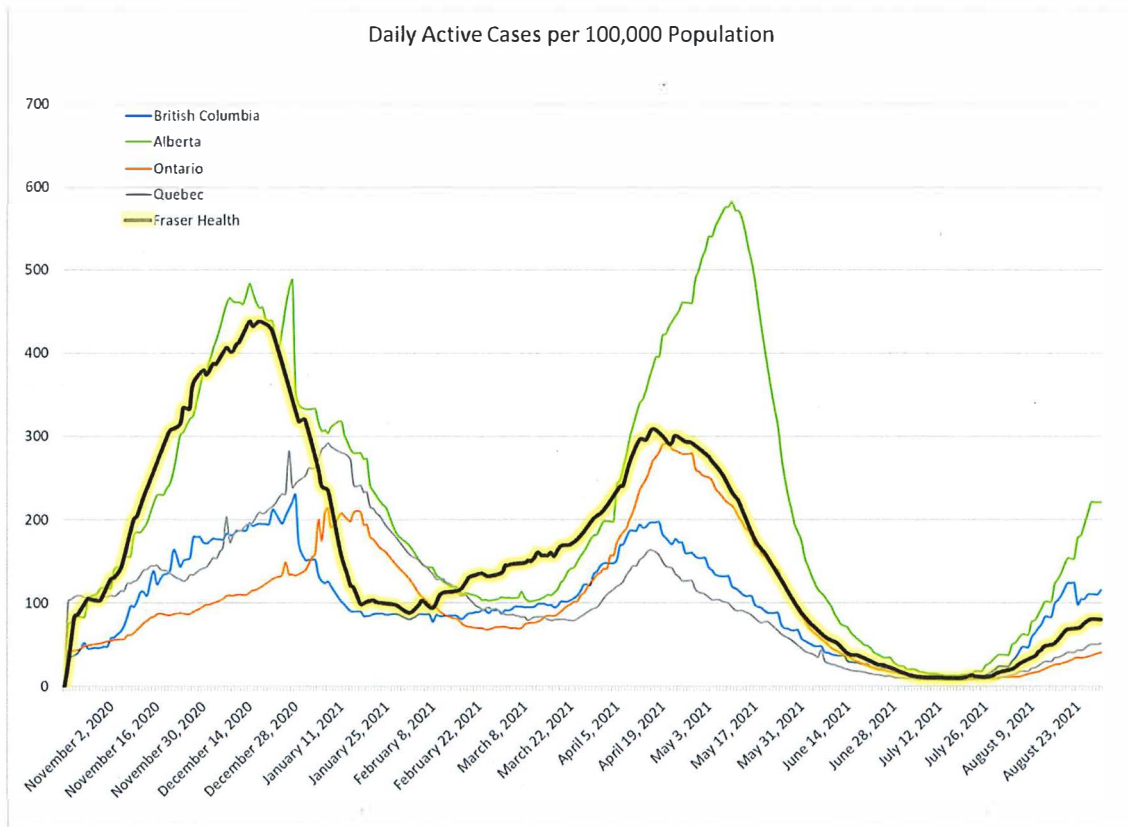
Tennessee, New Jersey and Arizona) are reporting over 1 million infections. Washington state has reported over 586,000 infections;

Canada

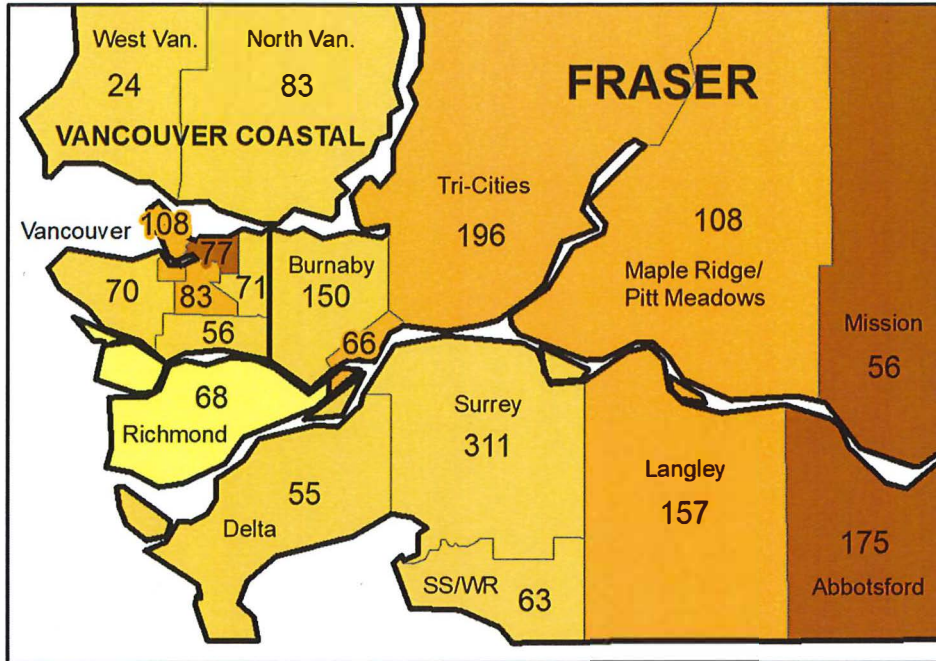
- As of September 7, 2021, Canada has had approximately 1,553,000 cases. This represents a 9.6% increase (23,500 cases) in infections reported;

British Columbia, Fraser Health Authority and Surrey

- As of September 7, 2021, BC has had 170,750 confirmed cases. This represents a 16.0% increase (23,563 cases) in infections reported;
- Of the 170,750 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (91,959 or 53.9%). Of the cases in the Fraser Health region 89,348 have recovered, 89 are currently hospitalized (36 in critical care) and 934 have died;



- From August 29, 2021 to September 4, 2021, the latest date of infection information by community, there were 1,977 confirmed cases in the lower mainland, and of those 374 (18.9%) confirmed cases in Surrey and White Rock;



Source: http://www.bccdc.ca/Health-Info-Site/PublishingImages/health-info/diseases-conditions/covid-19/data/covid19_lha_20210829_20210904.png

- From January 3 to June 19, 2021, there were 23,467 cases reported in Surrey and White Rock. A summary of the number of confirmed cases each week in Surrey and White Rock, as well as the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix “II”. A comparison of the number of confirmed cases per capita in communities of the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix “III”. As illustrated, the number of new cases per week in Surrey and White Rock has decreased significantly over the past eight weeks, and Surrey’s and White Rock’s number of new cases per capita is now lower than many communities in the Fraser Health Authority and is currently the lowest it has been in 2021; and
- The Province started vaccinations on December 15, 2020. As of September 7, 2021, 3,948,914 first doses have been administered, which is an increase of 438,183 doses being administered. In addition, 3,596,957 second doses have also been administered, which is an increase of 2,595,765 second doses being administered.

COVID-19 Fourth Wave Resurgence

The past month has seen a resurgence of COVID-19 cases (fourth wave) in the Fraser Health Authority and is consistent with trends experienced throughout British Columbia, Canada and in many countries around the world. Possible reasons for this resurgence were more infectious COVID-19 variants of concern (Delta and mu), 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, more discretionary trips and expanding tourism opportunities. However, while there has been a drastic increase in COVID-19, the majority of new infections are among those that are unvaccinated. Evidence has shown that those fully vaccinated are less likely to develop serious illness and become hospitalized.

BC's Restart Plan

On May 25, 2021, following a continued reduction in the number of new cases combined with an increased number of British Columbians being vaccinated, the Province outlined their four-step reopening plan.

On July 1, 2021 as there was at least 70% of the provincial adult population with dose 1, cases declining and hospitalizations declining, the Province enacted Step 3 of the BC Restart Plan. This Step 3 permitted:

- Provincial state of emergency and public health emergency lifted;
- Returning to usual for indoor and outdoor personal gatherings;
- Increased capacity for indoor and outdoor organized gatherings, with safety plans;
- Nightclubs and casinos reopened with capacity limits and safety plans; and
- New public health and workplace guidance around personal protective equipment, physical distancing and business protocols.

Step 4: Early September (Implementation date has yet to be determined; Eligibility Requirements: more than 70% of adult population with Dose 1, cases low and stable (contained clusters) and hospitalizations low):

- Returning to normal social contact;
- Increased capacity at larger organized gatherings;
- No limits on indoor and outdoor spectators at sports; and
- Businesses operating with new safety plans.

The Province has yet to indicate a date for the implementation of Step 4.

Surrey Restart Plan

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.

In response to the four-step BC Restart Plan, the EOC has used the opening decision matrix to prepare the Surrey Restart Plan which outlines what changes will be made to facilities and services with Step 2, 3 and 4 of the BC Restart Plan.

The City as of July 1, 2021 is currently offering its services in line with Step 3 of the BC Restart Plan.

Workplace	Organized Gathering	Sports and Activities
<ul style="list-style-type: none"> • At 60% occupancy moving to 80% occupancy. 	<ul style="list-style-type: none"> • Considered FEST applications for large gatherings and events indoor and outdoor including 	<ul style="list-style-type: none"> • Continue with some pre-registered bookings and reintroduce drop-in opportunities.

<ul style="list-style-type: none"> • July Closed & Regular Council Meetings were conducted virtually for Council and staff. • Starting in September, Council Chambers will have a modified reopening with Council, SMT and support staff participating in person while socially distanced in Closed (1E) and in Council Chambers. Limited public seating in the Council Chambers and Atrium will be provided, with full access through phone-in, and with gradual increase to 100% in public seating in Atrium and in Council Chambers. • City Hall open by appointment and drop-in. • Property tax drop-off services available. 	<p>fairs and festivals with roving participation.</p> <ul style="list-style-type: none"> • Introduced outdoor live programming series with audience capacity in line with PHO guidelines. 	<ul style="list-style-type: none"> • Advanced to target 60% overall increase in capacity of attendees in civic facilities in line with PHO restrictions and OHS review. • Reintroduced indoor sport: Basketball, Volleyball, Soccer and Hockey. • Further increased capacity of indoor aquatic users per single lane and open passive spray water features. • Reintroduced in-person aquatic leadership, training and first aid courses • Reopened Guildford Aquatics Centre. • Reopened arena and pool showers. • Reopened Newton Seniors Centre for limited times. • Reintroduced spectators for indoor and outdoor sports. • Reintroduce limited volunteer opportunities. • Park Changerooms available for team use. • Reopened drinking fountains in parks. • Reintroduced recreational hockey and adult league sports in arenas. • Reopen Newton Arena, Newton Wave Pool (Nov. 2) and Community Rooms with modified capacity. • Transition to passive screening for visitors. • Reintroduce facility bookings in line with PHO. • Increased occupancy limits and visit lengths in Libraries. • Increased time limits on computer access in Libraries. • Introduced seating for individual and group study in Libraries.
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Step 4: Early September (Implementation date has yet to be determined; Eligibility Requirements: more than 70% of adult population with Dose 1, cases low and stable (contained clusters) and hospitalizations low)

Workplace	Organized Gathering	Sports and Activities
<ul style="list-style-type: none"> • Staffing levels remain at 80% with gradual increase to 100%. • Council Chambers will have a modified reopening with Council, SMT and support staff participating in person while socially distanced in Closed (1E) and in Council Chambers. Limited public seating in the Council Chambers and Atrium will be provided, with full access through phone-in, and with gradual increase to 100% in public seating in Atrium and in Council. • City Hall open by appointment and drop-in. 	<ul style="list-style-type: none"> • Consider hosting City Signature Events in person (modified event and capacity). • FEST receives and reviews event requests and makes recommendation to EOC. • Reopen Library meetings rooms for public bookings. 	<ul style="list-style-type: none"> • Resume full spectator occupancies for indoor and outdoor sport. • Reopen aquatic sauna and stream rooms. • Resume food services and concessions at civic facilities. • Reopen drinking fountains in facilities. • Revert to pre-pandemic service hours in Libraries. • Resume in-person programming with Safety Plan in Libraries. • Increase Library deliveries to seniors home and homebound patrons.

Council Meetings

As noted above, for Closed and Regular Council meetings, Council, Senior Management Team (“SMT”) and support staff will participate in person within Council Chambers while socially distanced in Closed (1E) and in Council Chambers.

A limited amount of in-person participation will be permitted in Council Chambers to ensure sufficiently social distancing with additional area being available in the Atrium. Phone-in participation will continue to be provided. Participation in Council Chambers will gradually start to increase to 100% once we move into Step 4 of the BC Restart Plan.

Vaccination Efforts

The Cloverdale Recreation Centre, South Surrey Recreation and Arts Centre, and Chuck Bailey Recreation Centre and Guildford Recreation Centre immunization clinics are now closed.

Fraser Health is working on plans to initiate rotating neighborhood outreach clinics in Surrey. More information on vaccination clinics in Surrey visit: <https://www.fraserhealth.ca>.

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:

Facility Type	Number of Facilities Opened	Number of Facilities Closed	% of Regular Program Offering at Opened Facilities
<i>Recreation Centre</i>	13	0	20-50%
<i>Arena</i>	6	0	20-50%
<i>Indoor Pool</i>	3	2	20-50%
<i>Cultural Centre</i>	5	0	20-50%

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 required in all Civic facilities.

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 Public Health Orders (“PHO”). 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 June 14, 2021, the Provincial Health Officer announced the Province is moving into Step 2 of the BC Restart Plan as of June 15, 2021. Step two allows for competition and game play for outdoor and indoor sports to resume with no distancing requirements on the field of play. Spectators are allowed for outdoor sport events up to a maximum of 50. Masks are not required while playing sports. Games and tournaments can resume. Recreational travel, including for sport is now allowed within B.C.

On June 29, 2021, the Provincial Health Officer announced the Province is moving into Step 3 of the BC Restart Plan as of July 1, 2021. Step 3 includes the lessening of restrictions within the Gatherings and Events PHO. This change replaces many public health orders with targeted restrictions and guidelines. The new guidelines allow for increased occupancies and removal of directional signage and contact tracing requirements. Spectators are allowed to gradually return.

On July 7, 2021, the Provincial Health Officer implemented an updated PHO on Gatherings and Events. The changes eased restrictions for events allowing indoor events to take place with a seated capacity of 50 people or 50% of capacity, whichever is greater. Outdoor event restrictions have also eased to a seated capacity of 5000 people or 50% of capacity, whichever is greater. Indoor high intensity and low intensity group fitness is allowed with normal capacity. Gyms,

pools, and recreation facilities are also able to operate at normal capacity. Spectators are allowed to return for outdoor activities at 5000 spectators or 50% of capacity, whichever is greater. Indoor capacities for sport spectators is now allowed at 50 spectators or 50% seated capacity, whichever is greater. Travel for sport is now also allowed.

On August 23, 2021, the Provincial Health Officer announced a new order requiring proof of vaccination to access some events, service, and businesses. Starting September 13, 2021, all people 12 and over will be required to show proof of at least one dose of vaccine in order to attend gyms, pools, and recreation facilities in addition to indoor gatherings and recreational classes. Effective October 24, 2021 visitors will be required to show proof of two vaccine doses prior to attending. Exemptions are in place for children under the age of 12, youth recreational sport, and before and after school programs. Visitors will be required to show proof of vaccination and valid government ID. The order will be in place until January 31, 2022 and is subject to extension.

On August 24, 2021, the Provincial Health Officer announced the Province re-introduced a PHO requiring masks to be worn in all public indoor settings except while exercising. The PHO took effect on August 25, 2021.

Recreation Programs & Services

The program utilization for the period of June 6, 2021 through June 19, 2021 is summarized below:

	Drop-in and Membership Scans (Visits Represented Through Scan and Point of Sale Data)	
	Aquatics and Fitness	Arenas
	# Of Visits	# Of Visits
August 22 – August 28, 2021	18,636	240
August 15 – August 21, 2021	18,715	283
Since Restart (Aug 3, 2021)	67,430	1,100

	Registered Programs		
	Aquatics		
	# Of New Registrants	# Of New Registration Opportunities Available	Fill %
August 22 – August 28, 2021	74	87	85%
August 15 – August 21, 2021	73	78	94%
Since Reopening	84,853	84,853	83%

	Registered Programs		
	Arenas		
	# Of New Registrants	# Of New Registration Opportunities Available	Fill %

August 22 – August 28, 2021	232	452	51%
August 15 – August 21, 2021	241	589	59%
Since Reopening	14,370	16,299	83%

	Registered Programs		
	Arenas		
	# Of New Registrants	# Of New Registration Opportunities Available	Fill %
August 22 – August 28, 2021	680	1491	46%
August 15 – August 21, 2021	672	1385	49%
Since Reopening	238,195	358,673	66%

Aquatics

Three of the City’s aquatic facilities are open, the Surrey Sport and Leisure Complex, the Grandview Heights Aquatic Centre, and Guildford Recreation Centre Aquatics. All 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 85,000 public users and provide homes for the City’s aquatic sport teams to continue with athlete development. Active recruitment and training is underway to ensure sufficient aquatic staff levels to enable additional aquatic facilities to be reopened.

Sport User Group utilization for the period of August 15 – August 28, 2021 is summarized below:

Surrey Sport & Leisure Complex			
Period	Hours Booked	Total Hours Available	Fill %
August 22 – August 28, 2021	0	695.75	0%
August 15 – August 21, 2021	0	695.75	0%
Since Reopening	23,534	32,343	72.7%

Grandview Heights Aquatic Centre			
Period	Hours Booked	Total Hours Available	Fill %
August 22 – August 28, 2021	134.75	158.75	85%
August 15 – August 21, 2021	158.75	158.75	102%
Since Reopening	8,202.5	13,351	61%

The Outdoor pools closed on September 6, 2021.

Arenas

The arenas operated four (4) locations during July and August including; South Surrey Arena and Surrey Sport and Leisure Complex, Cloverdale Arena, and North Surrey Sport and Ice Complex. The South Surrey Arena and Surrey Sport and Leisure Complex provided opportunities for minor sport, public drop in and adult rentals. The Cloverdale Arena and the North Surrey Sport & Ice Complex were in dry floor mode catering to lacrosse and ball hockey.

During July and August the dry floor rental fill rates and the ice rental fill rates were between 45% and 60%. Later in the summer there was an increase mainly due to pre-season ice for Minor Sport. Dry floor season has concluded and all arenas have transitioned for the ice season.

The Learn to Skate Program maintained a high fill rate of 95% as did other arena drop in and registered drop-in programs; achieving between 75% and 90% fill rate.

Arena Sport User Group utilization for the period of August 15 – August 28, 2021 is summarized below:

	Arena User Groups					
	Ice			Dry Floor		
	Total Booked Hours	Total Hours Available	Fill %	Total Booked Hours	Total Hours Available	Fill %
August 22 – August 28, 2021	157	424	37%	0	0	-
August 15 – August 21, 2021	201	409	49%	0	0	-
Since Reopening	8,535.50*	11,240.60	76%	1,283.50**	1,788.50	71%

* Since September 7, 2020

**Since April 1, 2021

Summer Camps

Children’s summer camps ran for a total of seven weeks this summer with an average fill rate of 98% for children’s camps, and 72% fill rate for preschool camps. To ensure the safety of both participants and staff, the camps were scaled back this year and saw each location offering one Fun Zone camp, and one preschool camp per week. This provided a total of 2,365 children with safe recreation opportunities this summer, 47 of which were the children of Essential Service Workers who were able to participate through priority registration. One change that was implemented this season and had positive outcomes was a one-week midseason break at the beginning of August. This provided staff an opportunity to participate in new training, self-care workshops and allow time for a deep clean of all spaces used for camps. This break was received positively by staff and allowed them the opportunity to recharge and energize for the second half of the summer. This ensured a safe, and high-quality program delivery.

Park Ambassador Program

The Park Ambassador Program was first introduced in March of 2020 to help keep Surrey’s parks safe. Park Ambassadors continue to be the friendly faces in Surrey’s destination and sport parks, working closely with Surrey Bylaws, to act as liaison for delivering key messaging to park visitors.

The program has been operating at a much-reduced level since the Province moved to Step 3 as there are no restrictions in place for park spaces. As the Province moves into Step 4, the Park Ambassador program first established in response to COVID-19 will be concluded. Pending necessary budget approvals, the Park Ambassador program is envisioned to restart in 2022 with significantly different job responsibilities as compared to duties during response to COVID-19. It is envisioned that the future Park Ambassadors will have a wide range of job duties including litter picking, greeting, wayfinding, washroom cleaning, and some bylaw enforcement capabilities, etc.

Surrey Libraries

Surrey Libraries phased reopening is summarized below for the period up to the end of August, 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</i>	<i>Daily Checkouts as a % of Pre-pandemic checkouts</i>	<i>Daily Visits</i>	<i>Daily Visits as a % of Pre-pandemic visits</i>
Libraries	10	0	80%	7,425	78%	2,690	37%

Beginning September 12, 2021 library opening hours will expand further to almost pre-pandemic level service hours. Longer Sunday hours (compared to pre-pandemic hours) are being introduced at the largest and busiest branches - City Centre, Guildford, Newton and Semiahmoo.

Surrey Fire Service (“SFS”) Response

The SFS responded to a similar number of calls in the first three months of 2020 (pre-pandemic) as compared to the same period in 2019 (pre-pandemic) but from April through to September 15, 2020, the SFS responded to a significantly lower number of calls due to changes in dispatch protocols established by BC Emergency Health Services. After September 15, 2020, and resumption of pre-pandemic dispatch protocols, response was slightly lower for the rest of the year as compared to 2019.

The SFS has responded to approximately 9,900 or 14.2% more calls in the first eight months of 2021 as compared to the same period in 2019 (pre-pandemic).

Appendix “IV” provides a comparison of incident responses by the SFS each month in 2019, 2020 and 2021.

Surrey RCMP Response

The Surrey RCMP received more calls for service in the first four months of 2020 as compared to the same period in 2019 (pre-pandemic) and that as the pandemic continued, calls for service were slightly below the monthly totals for the rest of the year resulting in 2020 experiencing 0.2% (433) fewer calls than 2019. Based on the number of calls from the beginning of the year to the end of August, 2021, the Surrey RCMP will have received approximately 2,300 fewer calls as compared to the same period in 2020 and approximately 1,150 fewer calls as compared to the same period in 2019 (pre-pandemic).

Appendix “V” provides a comparison of calls for service to the RCMP each month in 2019, 2020 and 2021.

Logistics

From the start, to ensure that the City, including the SFS, has adequate cleaning equipment and Personal Protective Equipment (“PPE”) for staff, the EOC has centralized its inventory of these supplies and is monitoring daily consumption rates. A copy of the City’s inventory of critical supplies as of September 8, 2021, and how this inventory has changed since June 23, 2021, is attached as Appendix “VI”.

Return to Office Plan

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 are advised that they are not to enter their workplace and that they will be contacted by their manager with further directions.

As noted above, the RTO Plan has been updated as part of the Surrey Restart Plan so that its aligns with the BC Restart Plan.

Step	% of staff working at their respective facility
Step 2 – current	60%
Step 3 – July 1	60-80%
Step 4 – Implementation date has yet to be determined	80% gradually increasing to 100%

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 September 7, 2021, there are currently 7 active cases amongst staff. Since the start of the pandemic, there have been a total 123 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 4.0% which is lower than the infection rate of 5.1% in the Fraser Health Authority as of September 7, 2021. The RTO plan and safe work protocols in place have been effective to date in minimizing 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 48 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.

It is expected that as the risk for COVID-19 subsides, BC Housing will seek to relocate those sheltered at the Linda Vista Motel and the Canadian Inn to available housing where available, or back to an existing shelter as capacity in these facilities is increased to pre-pandemic occupancy rates. In addition, staff are continuing work with BC Housing and the Province to identify alternate housing options for the guests at the NSRC ERC.

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.

Over the course of the pandemic, the average compliance percentage has varied from a low of 74% during the month of August 2020 to a consistent high of over 95% in recent months.

It is important to note that compliance inspections as reflected above relate to both the provincial PHO requirements as well as WorkSafe BC and Fraser Health requirements. Only contraventions to the PHO 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.

While business are generally adhering to the PHO requirements, the CCET have experienced some concerns with banquet halls where certain owners have not been compliant with the PHO requirements. As we remain within Step 3 of the BC Restart Plan, the CCET's will continue to perform daily inspections on businesses with an added focus on banquet halls in an effort to increase compliance with these business. To this end, the CCET is working with health officers from Fraser Health to ensure a coordinated response to any contraventions to the PHO.

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 PHOs may be subject to fines. The CCET has issued a total of 166 fines since late August 2020 including 34 fines issued to businesses, 44 fines issued to private residences; and 88 fines issued to individuals.

Supporting and Informing Residents

The City's COVID-19 webpage, www.surrey.ca/COVID-19, has been a valued source of information for residents and businesses with approximately 277,500 pageviews as of September 7, 2021, with 1,800 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 continue to be 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. Through these platforms, the City reached approximately 120,000 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, 20 calls have taken place. The next scheduled call is Friday, September 24, 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 corridors (King George Boulevard, 120 Street, 128 Street, 168 Street, 152 Street, 32 Avenue, 64 Avenue, 72 Avenue, 88 Avenue, and 104 Avenue) in 2020 and 2021 as compared to traffic volumes over the same period in 2019 (pre-pandemic), as illustrated in Appendix "VII". Traffic in 2021 was generally below the same period in 2019 for the first half of 2021; however, the level of traffic along Surrey's major corridors over the last two weeks has slightly exceeded pre-pandemic levels.

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 (fourth wave) in cases including in British Columbia.

On May 25, 2021, following a continued reduction in the number of new cases combined with an increased number of British Columbians being vaccinated, the Province outlined their four-step reopening plan. In response to the four-step BC Restart Plan, the EOC prepared the Surrey Restart Plan which outlines what changes will be made to facilities and services with each step of the BC Restart Plan. This plan will ensure that the City stays as safe as possible from COVID-19 while reopening its facilities and reintroducing services in alignment with each step of the Provincial reopening.

The City as of July 1, 2021 is currently offering its services in line with Step 3 of the BC Restart Plan. As the Province enacts Steps 4 of the BC Restart Plan, the City will enact Step 4 of the Surrey Restart Plan accordingly.



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

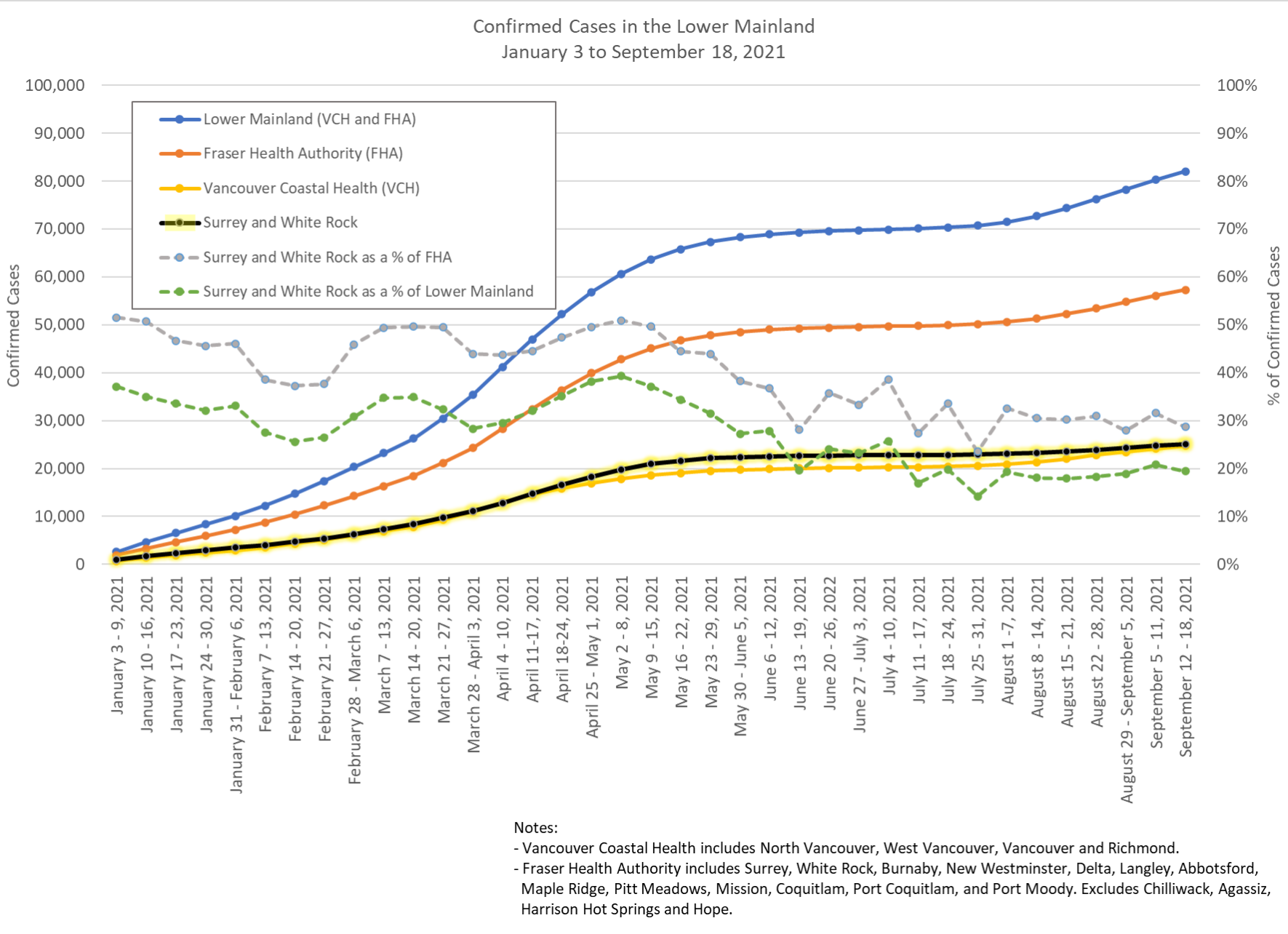
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Appendix "I" – Corporate Report R134; 2021 – COVID-19: Emergency Operations Centre Update
Appendix "II" – Confirmed Cases in the Lower Mainland
Appendix "III" – New Cases Per Week in the Local Health Authorities
Appendix "IV" – Surrey Fire Service – Incident Responses
Appendix "V" – Surrey RCMP – Calls for Service
Appendix "VI" – EOC Critical Supplies Inventory
Appendix "VII" – Traffic volumes along major corridors

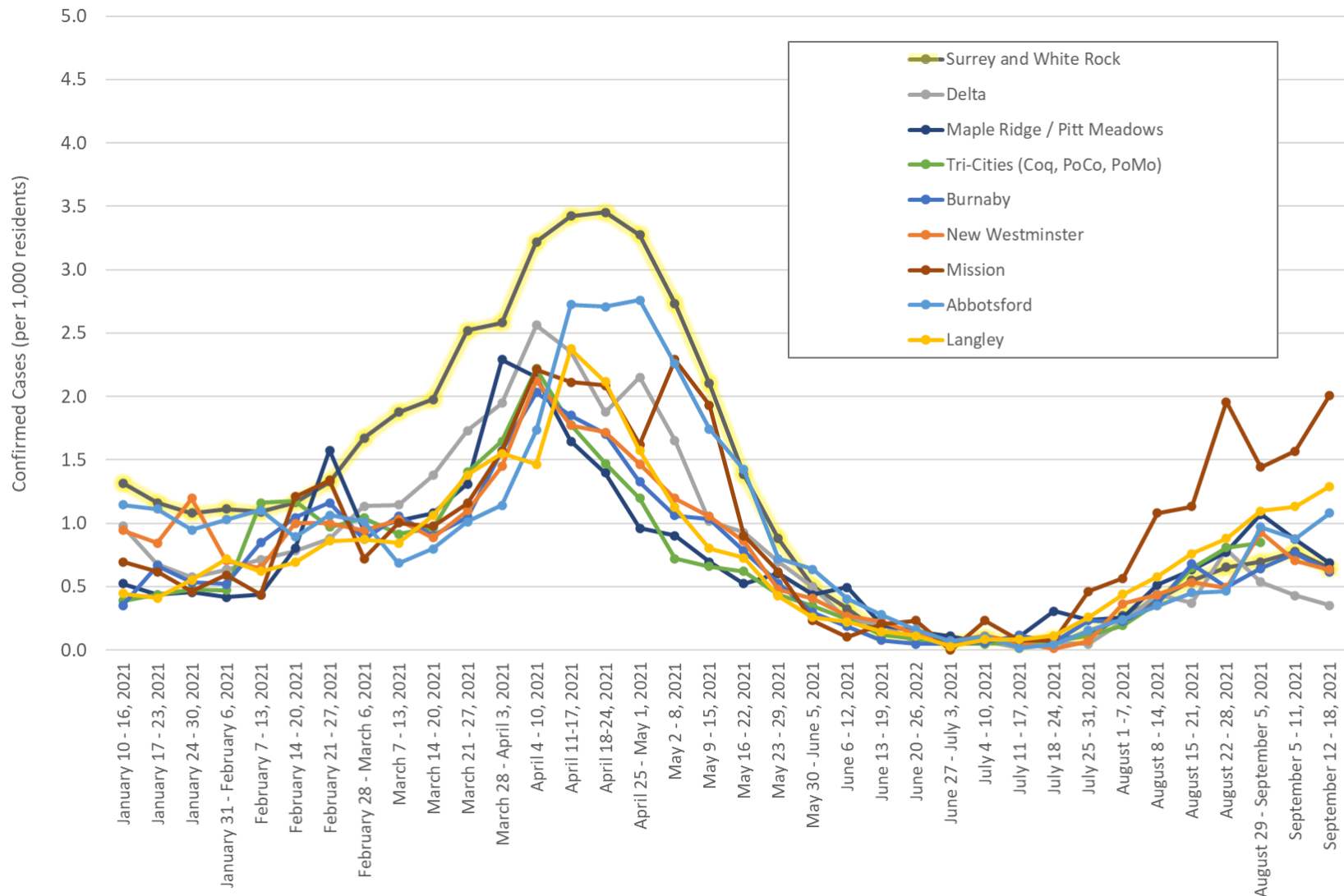
****Appendices available upon request****

Appendix "II"
Confirmed Cases in the Lower Mainland



New Cases Per Week in the Local Health Authorities

New Cases per Week per Capita in Communities in the Fraser Health Authority
January 10 to September 18, 2021



Notes:

- Based on 2016 census population.

Appendix "IV"
EOC Critical Supplies Inventory

Product	Current Inventory September 22, 2021	Inventory as of September 8, 2021	Change in Inventory over 14 past days	Average Usage per day	30 Day Deficit/Surplus	60 Day Deficit/Surplus	90 Day Deficit/Surplus	120 Day Deficit/Surplus	180 Day Deficit/Surplus
Cleaning Products									
Bleach 6%	69.00	58.00	11.00	0.18	64	58	53	47	37
Disinfectant	702.00	661.00	41.00	0.60	684	666	648	630	594
Disinfectant Wipes	221,180.00	301,960.00	-80,780.00	60.70	219,359	217,538	215,717	213,896	210,254
Hand Sanitizer	2,557.00	2,738.00	-181.00	8.58	2,300	2,042	1,785	1,527	1,013
Industrial Cleaner	8.00	9.00	-1.00	0.00	8	8	8	8	8
PPE									
Booties	2,768.00	2,778.00	-10.00	1.00	2,738	2,708	2,678	2,648	2,588
Cloth Masks	5,215.00	5,266.00	-51.00	0.00	5,215	5,215	5,215	5,215	5,215
Face Shields	1,564.00	1,564.00	0.00	0.25	1,557	1,549	1,542	1,534	1,519
Gloves (single)	148,000.00	167,050.00	-19,050.00	1,530.00	102,100	56,200	10,300	-35,600	-127,400
Gowns	4,921.00	5,549.00	-628.00	8.00	4,681	4,441	4,201	3,961	3,481
N95 Masks	30,895.00	31,553.00	-658.00	35.00	29,845	28,795	27,745	26,695	24,595
P100 Cartridges	1,958.00	2,605.00	-647.00	0.00	1,958	1,958	1,958	1,958	1,958
Plexiglass	0.00	0.00	0.00	0.00	0	0	0	0	0
Procedure Masks	33,355.00	22,278.00	11,077.00	278.30	25,006	16,657	8,308	-41	-16,739