

NO: R012

COUNCIL DATE: January 17, 2022

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **January 13, 2022**

FROM: **City Manager**

FILE: **7130-16**

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

RECOMMENDATION

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

INTENT

The purpose of this report is to provide Council a status update of various actions taken in response to COVID-19 since the last Corporate Report which was provided to Council at the December 6, 2021 Regular Council Public Hearing meeting (a copy of Corporate Report No. R236; 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. Currently BC has entered the "fifth wave" of COVID-19, and as such the EOC has undertaken the following actions:

- Continued 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 enforcing vaccine passport entrance requirements at all recreation facilities;
- 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;
- Implemented a proof of vaccination and rapid test submission system to support the City's Employee, Contractor and Volunteer COVID-19 Vaccination Policy;

- In response to the emergence of a new variant of concern, Omicron, a review of the level of service/reopening/closing decision matrix has been initiated to ensure that the key considerations of the decision matrix are still valid;
- Reduced capacity of in-office staff from 60% to 40% following the suggestion of the Provincial Health Officer;
- Modified the layout for Council Meetings in the interest of safety for all participants including Council, staff, and the public; 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.

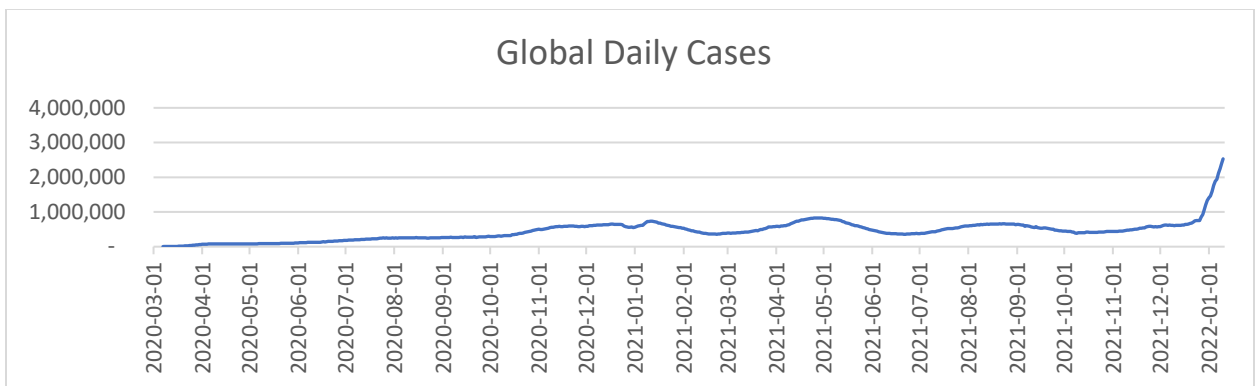
DISCUSSION

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 314.5 million cases as of January 12, 2022. This represents a 20.1% increase (52.6 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 40 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, Portugal, Kazakhstan, Colombia, Serbia, Vietnam, Slovakia, Austria, Hungary, Switzerland, Greece, and Jordan). The infections in these 43 countries account for 88.2% of total infections reported;

United States

- As of January 12, 2022 the United States has had approximately 62,545,841 cases. This represents a 29.7% increase (2,053,100 cases) in infections reported since November 30, 2021;
- Two states (California, Texas) are reporting over 5 million infections, two states (Florida, New York) are reporting over 4 million infections, four states (Illinois, Pennsylvania, Ohio, and Georgia) are reporting over 2 million infections, and thirteen states (North Carolina, Michigan, New Jersey, Arizona, Tennessee, Indiana, Massachusetts, Virginia, Wisconsin, Missouri, Minnesota, South Carolina, and Colorado) are reporting over 1 million infections. Washington state has reported over 990,000 infections;

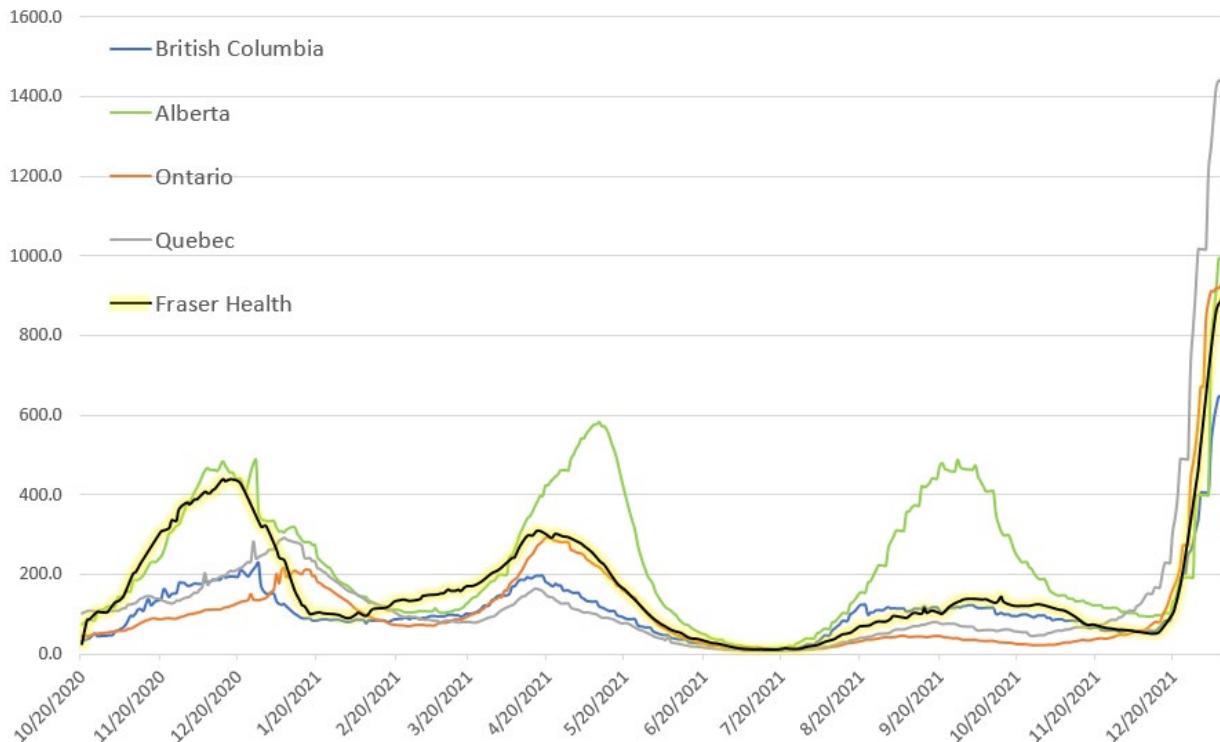
Canada

- As of January 12, 2022, Canada has had approximately 2,633,973 cases. This represents a 46.74% increase (838,999 cases) in infections reported since November 30, 2021;

British Columbia, Fraser Health Authority and Surrey

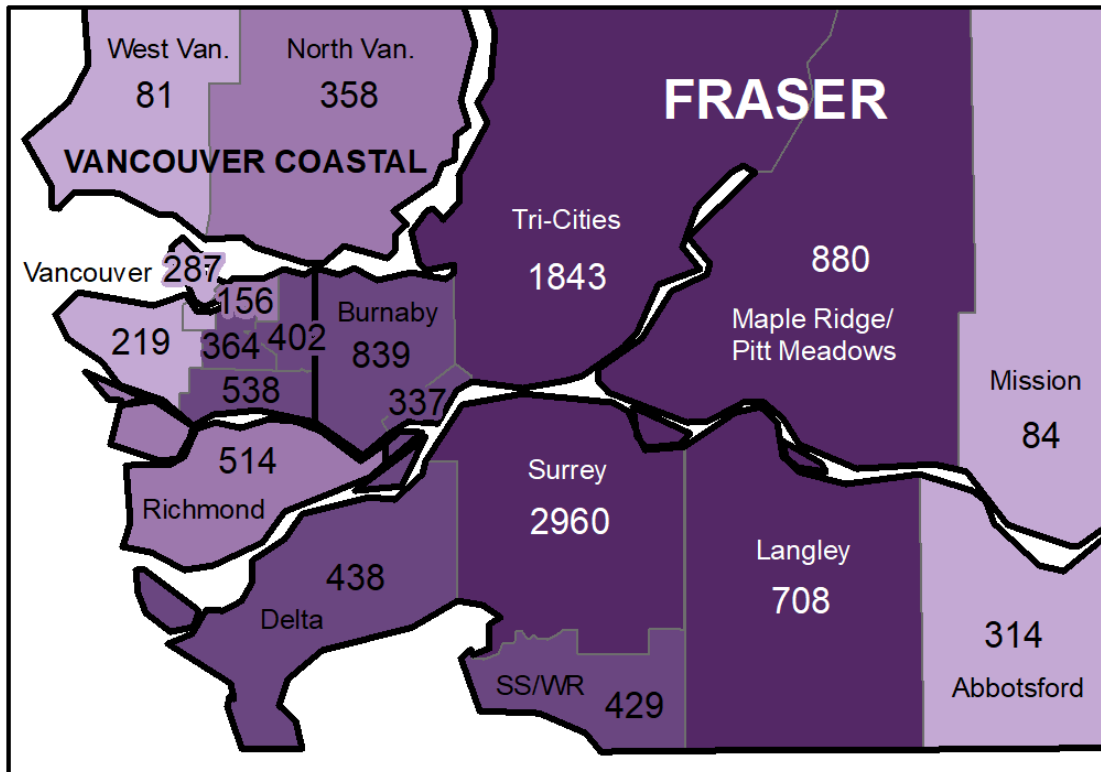
- As of January 12, 2022, BC has had 286,080 confirmed cases. This represents a 30.74% increase (67,268 cases) in infections reported since November 30, 2021;
- Of the 286,080 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (139,173 or 48.6%). Of the cases in the Fraser Health region 120,287 have recovered, 220 are currently hospitalized (43 in critical care) and 1,142 have died;

Daily Active Cases per 100,000 Population



Source: BCCDC, Johns Hopkins University Coronavirus Research Center, 2021

- From January 2 to January 8, 2022, the latest date of infection information by community, there were 11,751 confirmed cases in the lower mainland, and of those, 3,389 (29%) confirmed cases in Surrey and White Rock;



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

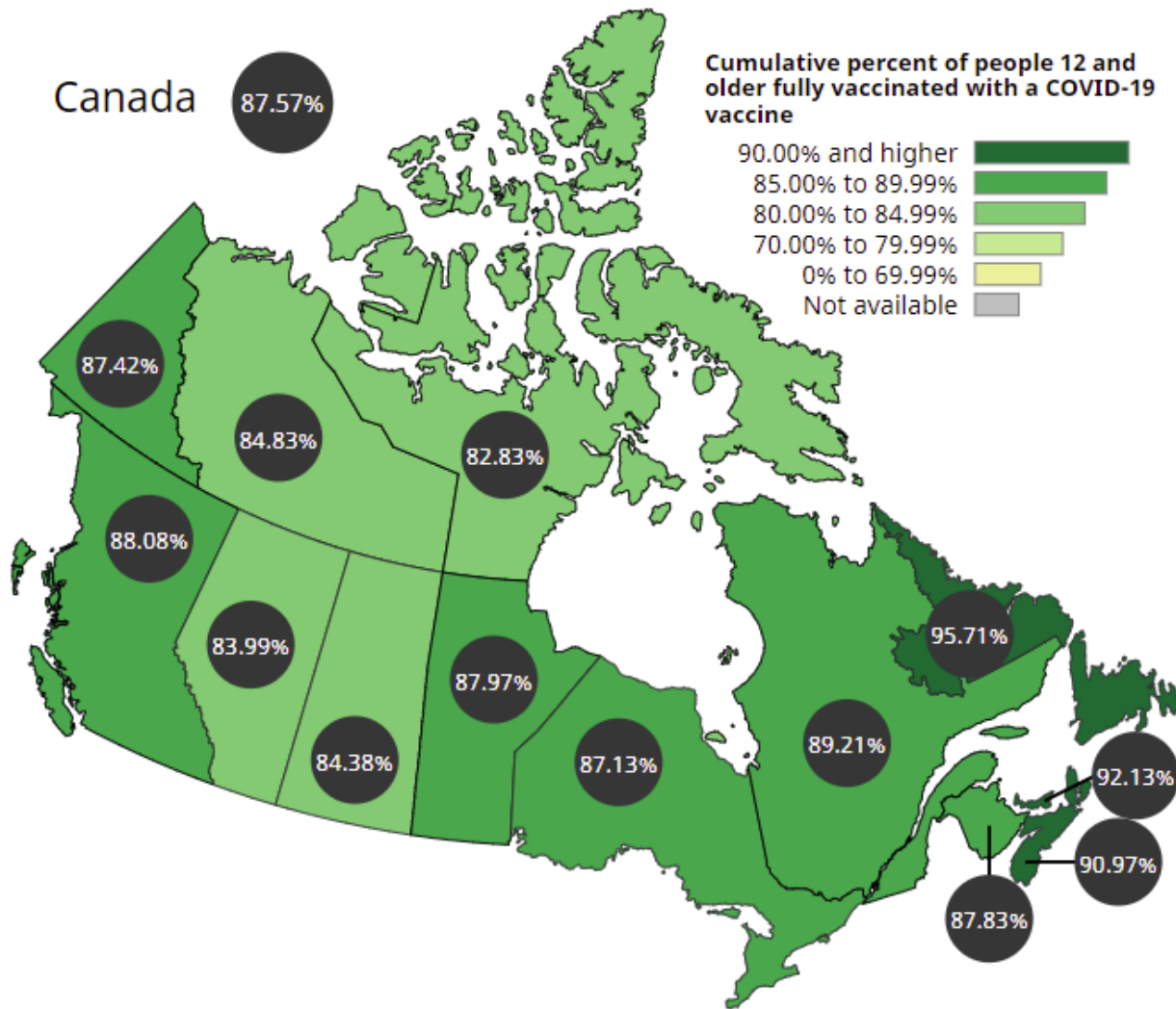
- From January 3, 2021 to January 2, 2022, there were 34,099 cases reported in Surrey and White Rock. A summary of the number of confirmed cases each week in Surrey and White Rock, as well as the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix “II”. A comparison of the number 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 increased significantly as a result of the Omicron variant; and
- The Province started vaccinations on December 15, 2020. As of January 12, 2022, 4,410,626 first doses have been administered, which is an increase of 194,858 doses being administered. In addition, 4,129,019 second doses have also been administered, which is an increase of 70,075 second doses being administered.
- As of January 12, 2022, there are no schools in the Surrey School District and no independent schools in Surrey reporting a recent COVID-19 exposure event due to the Provincial order to delay return to in-person learning by one week;

COVID-19 Vaccination Rates

According to the latest data from the BCCDC, the COVID-19 vaccines have been proven to significantly reduce rates of hospitalization and death caused by COVID-19 including the delta variant. As of December 1, 2021, more than 9.5 billion doses of vaccine have been administered in

more than 160 countries. Canada has the 21st highest per capita vaccination rate in the world and over 72 million doses have been administered across the country since vaccinations began in December of 2020. In British Columbia, 9,775,058 doses have been administered, and approximately 84% of the province has received at least one dose and 78% has received two doses. However, only 16% of British Columbians have received a third vaccine dose, which is the lowest in Canada among provinces and territories reporting the data.

At the municipal level, Surrey has very high vaccination coverage rates with 93% of the population aged 12+ receiving two doses. This is slightly higher than the provincial and national coverage rates of 88.08% and 87.57%, respectively, as shown in the following diagram.



Source: <https://health-infobase.canada.ca/covid-19/vaccination-coverage/>

In October, 2021, the Federal and Provincial governments implemented mandatory vaccine policies affecting federally regulated industries and BC public service employees. Provincial crown corporations and other government-related entities have also been encouraged to implement mandatory vaccine policies. The Province began vaccinating children between the ages of 5-11 on November 29, 2021 following approval from Health Canada.

COVID-19 Fifth Wave and Variants of Concern (“VOC”s)

In mid- November, South Africa reported the detection of a new variant of concern, Omicron, which has resulted in many governments re-imposing travel restrictions or re-evaluating their COVID-19 response. Canada has instituted travel bans for countries in Africa and has asked the National Advisory Committee on Vaccination (“NACI”) to provide new recommendations on the need for a third dose booster shot. In British Columbia, the first confirmed case of the Omicron variant of COVID-19 was detected in British Columbia on November 30, 2021 in the Fraser Health Authority.

From December 12, 2021, to January 8, 2022, the Province added 38,541 new cases of COVID-19, an increase of more than 34,000 from the previous four-week period, the majority of which were the Omicron variant. On December 22, 2021, the Province announced new Public Health Orders to limit the spread of the Omicron variant in British Columbia. These restrictions include:

- No organized indoor social events and gatherings of any size;
- Concerts, sports games and theatres reduced to 50% seated capacity, regardless of venue size;
- Closing gyms, fitness centres and dance studios;
- Closing bars and nightclubs; and
- Limiting table sizes at restaurants, cafes and pubs to a maximum of six people per table with physical distancing or barriers.

Additionally, the Province announced on Wednesday, December 29, 2021 that the full return to school for students in kindergarten to Grade 12 would be delayed until Monday, January 10, 2022.

Preliminary data from other jurisdictions around the world suggests that infections from the Omicron variant of COVID-19 are less severe and less likely to require hospitalizations than previous variants. Despite this, due to the significant volume of case growth in British Columbia, hospitalizations and deaths are beginning to rise. The Omicron Variant has shown increased infectiousness among those with two doses of a COVID-19 Vaccine, and most cases are now among the fully vaccinated population. However, per capita growth in infections remains primarily 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: Future (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.

In response to the new variant, the EOC has reviewed the City’s level of service/reopening/closing decision matrix to ensure that the key considerations of the decision matrix are still valid/appropriate.

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	40-60%
<i>Arena</i>	5	0	40-60%
<i>Indoor Pool</i>	3	2	40-60%
<i>Cultural Centres</i>	5	0	50-60%

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 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

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.

On September 28, 2021 the Province updated the Face Coverings PHO to require face coverings in all indoor public spaces, school spaces and post secondary spaces for all visitors born in 2012 (9+ years) or earlier.

The Province also updated the Face Coverings order to require students kindergarten through grade 12 to wear a mask in indoor school settings. This change was effective October 4, 2021. Effective October 5, 2021, the City expanded its mask protocols for indoor programs for children 5 - 12 years of age to align with the school district requirements. Masks are not required for children's programs while exercising.

On October 12, 2021 the Province updated the Face Coverings PHO to require face coverings in all indoor public spaces for all visitors born in 2016 (5+) or earlier. The City has expanded its mask protocols and updated public communication to reflect this change.

On October 25, 2021 the Provincial Health Order for Gatherings and Events was updated to include the following changes:

- Proof of vaccination ("PoV") requirements for all adults (specific to volunteers) who support children and youth programs;
- PoV required for all spectators regardless of size; and
- Public skates for over 50 people now require PoV.

The City implemented these changes across the department November 1, 2021.

October 30, 2021 the Provincial Health Order for Face Coverings was updated to include exemption for those under 5 years of age. The Order also no longer refers to sitting while eating, allowing visitors to stand, sit or transition through indoor public spaces while eating without wearing a mask.

November 17, 2021 the Provincial Health Order for Gatherings and Events was updated to include the following changes:

- PoV is required for all activities and events at aquatic centres that are not in-pool activities including all spectators. All in-pool activities continue to be exempt from PoV.
- All spectators 12+ require PoV for all activities in recreation centres regardless of numbers.
- Arena public skates are no longer exempt under the PHO and require PoV as per the PHO for those 12+.
- All adults / parent volunteers involved in programs/sports for children and youth must be full vaccinated and require PoV. The PHO clarified that people employed to supervise, lead or assist child and youth programs continue to be exempt from PoV.
- School led activities at PRC facilities are exempt from PoV.

The City implemented these changes across the department November 20, 2021.

On December 22, 2021, the Provincial Health Order established the following restrictions set to last until January 18, 2022:

- All gymnasiums, weight rooms, fitness classes and aquafit classes will be suspended.
- Indoor gatherings for rentals of any size are cancelled.
- Spectators are reduced to 50% capacity.
- Indoor pool capacity reduced to a maximum of 200 people.
- Passive seniors' programs will run at 50% capacity.

Recreation Programs & Services

The program utilization for the period of December 26, 2021 – January 8, 2022, is summarized below:

	POS Drop-in and Membership Scans (Visits Represented Through Scan and Point Of Sale Data)	
	Aquatics and Fitness	Arenas
	# Of Visits	# Of Visits
Jan 2 – Jan 8, 2022	N/A	N/A
Dec 26 – Jan 1, 2022	3,403	322
Since Restart (Aug 3, 2021)	390,892	9,885

	Registered Programs and Early Registered Drop-in								
	Aquatics			Arenas			Indoor Fitness		
	# Of New Registrants	# Of New Registration Opportunities Available	Fill %	# Of New Registrants	# Of New Registration Opportunities Available	Fill %	# Of New Registrants	# Of New Registration Opportunities Available	Fill %
Jan 2 – Jan 8, 2022	732	946	77 %	423	982	43%	0	22	0%
Dec 26 – Jan 1, 2022	8	12	67 %	85	205	41%	0	213	0%
Since Reopening	101,393	122,979	83 %	25,117	40,032	61%	275,424	424,656	65%

	Registered Programs					
	Preschool			Before & After Care		
	# Of Current Registrants	# Of Registered Spots Available	Fill %	# Of Current Registrants	# Of Registered Spots Available	Fill %
Jan 2 – Jan 8, 2022	1,091	1,259	87%	475	2,406	20%
Dec 26 – Jan 1, 2022				18	20	90%

	Outdoor and Virtual Fitness				
	Outdoor Fitness			Virtual Fitness	
	Total Reg	Max Reg	Fill %	Total Reg	# of programs
Jan 2 – Jan 8, 2022	N/A	N/A	N/A	N/A	N/A
Dec 26 – Jan 1, 2022	N/A	N/A	N/A	N/A	N/A
Since Reopening	4,678	7,659	61%	484	71

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, these facilities have safely served more than 312,571 public users (including fitness) 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.

The planned re-opening of the Newton Wave Pool has been delayed from February 22, 2022 to the end of March 2022 due to staff training and capacity challenges. Currently, Grandview Heights Aquatic Centre, Surrey Sport and Leisure Centre and Guildford Aquatics centre are all opened with modified hours of operations due to staff shortages.

Sport User Group utilization for the period of November 14 – November 27, 2021 is summarized below:

Aquatics User Group Stats			
Date	Total Hours Booked	Total Hours Available	Fill %
Surrey Sport & Leisure Complex			
Jan 2-8, 2022	256	346.75	73%
Dec 26, 2021-Jan 1, 2022	259	346.75	74%
Since Reopening	29,011.5	39,597.25	73%
Grandview Heights Aquatic Centre			
Jan 2-8,2022	339.5	477.5	71%
Dec 26-Jan 1	60	477.5	12%
Since Reopening	15231.5	22057	69%
Guildford Aquatic Centre			
Jan 2-8 2022	276.5	303.5	91%
Dec 12-18, 2021	248.5	303.5	81%
Since Reopening	4,067.5	4,856	83%

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. Effective November 20, 2021. Arena public skates now require proof of vaccination for those 5+ under the updated PHO for Gatherings and Events.

Arena Sport User Group utilization for the period of November 14 – November 27, 2021 is summarized below:

Arena User Group Stats						
Date	Ice			Dry Floor		
	Total Booked Hrs.	Total Available Hrs.	Fill %	Total Hrs. Booked	Total Available Hrs.	Fill %
Jan. 2– Jan. 8, 2022	432.25	482.25	89.5%			
Dec. 26, 2021 – Jan 1, 2022	111.75	247.75	45%			
* Since September 7 **Since April 1, 2021	17,660.00*	21932.85	80.5%	1,283.50**	1,788.50	71%

Culture Venues & Events

Surrey Civic Theatres reopened in September for live, in-person performances beginning at 50% capacity, and increased for rentals and winter ticketed events to 100% in accordance with the October PHO updates. In alignment with other regional theatres, vaccine verification is required

for all ticketed performances. Also following PHO guidelines, the City hosted its first large special event, with the Tree Lighting Festival on November 20.

COVID-19 Vaccination Clinics

The South Surrey Recreation Centre and Cloverdale Recreation Centre have re-opened as Mass Immunization Clinics. Fraser Health opened the Cloverdale Recreation Centre clinic on January 5, 2022 and expanded the South Surrey Recreation Centre clinic from a community clinic to a mass immunization clinic on January 9, 2022. The Clinics are currently operating 7 days a week and are anticipated to be operational into the Spring.

The Clayton Community Centre Community Clinic was closed on January 7, 2022, and the Guildford Recreation Centre clinic closed on January 3, 2022 as Fraser Health transitioned from a Community Clinic to Mass Immunization Clinic model.

For more information regarding vaccination clinics in Surrey visit: <https://www.fraserhealth.ca>.

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. Once the Province moves into Step 4, the Park Ambassador program first established in response to COVID-19 will be concluded. 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 of its libraries is summarized below for the period September 9, 2020-January 12, 2022.

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Service hours 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	100%	7,536	77%	2,829	39%

Libraries continue to be used by the community for information and recreational needs, computer access and the use of study space. All 10 branches are currently operating at full-service hours, with reduced programming. In response to the December public health measures:

- In-person programs are paused, and more programs are now being offered virtually. Recent virtual programs include Reading Buddies, Coding-CoSpaces, Coding-Intro Python, Coding-Scratch, Authors Among Us, English Conversation Circles, Facebook Live Storytimes, Literature Club for Seniors by phone, Baby & Toddler Storytimes, Kids STEM Club, Online Book Club, Armchair Traveller, Library Champions, Teen Library Council's Kahoot Trivia, Tea & Talk, Legal Information series, Author reading with Michael Bains, Audiobook Club Pre-Teen English Conversation Circle, Pre-Teen Book Club, Teen Drawing Workshop, and Reading Link Challenge;
- Outreach to community agencies is paused, and the focus is on virtual outreach. Recent outreach has been made to clients at Options, SUCCESS and WorkBC; and
- Meeting room rentals for the public are paused.

Surrey Fire Service ("SFS") Response

In 2021 Surrey Fire Service workloads are consistently higher than the period before BC Emergency Health Services COVID changes to medical incident dispatch protocols. The increased growth in 2021 service demands is related to a general increase in the number medical incidents being assigned by BCEHS for a fire service response.

The SFS response to overdose incidents over 2021 has averaged 6.9 per day, a doubling of the 2020 average rate of 3.4 per day. This equates to 425% increase in the delivery of life saving Naloxone to overdose patients by Fire First Responders.

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. In 2021, the Surrey RCMP received 792 more calls as compared to the same period in 2020 and approximately 3,343 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 January 12, 2022, is attached as Appendix "VI".

Beginning in November 2021, the EOC has commenced ordering of rapid antigen test kits to support of the City's Rapid Testing Program, to test essential staff that have been exposed through a close contact, and a limited number of test kits have been sold to staff (and will again be sold to staff as the City's inventory allows for) at cost so that they may complete their own rapid tests at home given the strain on Provincial testing resources.

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.

Council Meetings

Due to the latest increases in COVID-19 cases, commencing January 17, 2022, and until further notice, the layout for Council meetings has been modified in the interest of safety for all participants including Council, staff, and the public.

Participation by the Mayor, Councillors, and staff, will continue to be in person and within Council Chambers. The Council meeting will continue to be live streamed (with no virtual participation as per our procedure Bylaw).

Seating for the Mayor, Councillors, staff, members of the public and the media has been arranged as follows:

- Mayor and Council will continue to be seated at the Council table;
- Staff will continue to be seated at the staff table, the staff row immediately behind the staff table and the first audience row;
- Members of the Public will view the Council meeting from the Atrium. Portable large screen televisions with sound system will be placed in the Atrium to allow the audience to watch the meeting. The meeting can also be viewed through the glass. In addition, there are large screen televisions mounted near the back of Council Chambers facing west towards the Atrium to aid in viewing. A lectern with a wireless microphone will be placed near the back of Chambers (near the entrance doors), for public attendees that will be

- escorted there (one at a time) to speak for up to 5 min on a bylaw. Once an audience member has finished speaking, they will be escorted out of Council Chambers; and
- Up to five members of the media will be accommodated at the rear of Council Chambers near the glass partition. Additional members of the media will be accommodated within the Atrium.

Current Staffing Levels

The EOC continues to monitor staffing levels at all civic facilities and on January 5, 2022 adjusted staffing levels (i.e., the number of staff working at facility) from 60% to 40% due to the emergence of the Omicron variant and increase in cases. Since November 29, 2021 there has been 244 cases amongst staff, for a total of 394 cases amongst staff since the start of the pandemic. The RTO plan and safe work protocols in place have been effective to date in minimizing COVID-19 transmission between staff as the vast majority of cases that staff have contracted occurred outside of the workplace. Despite the increase in cases amongst staff, the City's level of service has not been negatively impacted.

Proof of Vaccination Policy

The City's Proof of Vaccination Policy came into effect on January 5, 2022. 3,277, or 96% of, staff have demonstrated that they are fully vaccinated and that 25 staff have indicated that they are partially vaccinated, 55 staff are not vaccinated and 64 staff preferred not to indicate their vaccination status. There is also a limited number of staff who are away on some form of leave (i.e. vacation or maternity) who have yet to provide their proof of vaccination. These staff will be required to their provide proof of vaccination at the end of their leave.

Staff, except those who provide support services to the Surrey RCMP, who are not fully vaccinated are required to participate in a rapid testing program and complete regular rapid antigen testing and provide a negative test result before the start of their shift.

On December 17, 2021, local governments across Canada were advised by the RCMP that all local government staff who work directly with the RCMP are required as of January 7, 2022 to be vaccinated and only those who are not vaccinated due to a personal characteristic protected by the *Canada Human Rights Act* or a valid contraindication or deferral to a COVID-19 vaccination as identified by the Provincial Health Officer are eligible to participate in a in a rapid testing program and complete regular rapid antigen testing and provide a negative test result before the start of their shift. In other words, staff who have elected not be vaccinated are not eligible to participate in a rapid testing program and continue working directly with the Surrey RCMP.

As of January 11, 2022, two staff have been on placed on administrative leave as they have elected not to comply with the City's Vaccination Policy by not participating in the rapid testing program and an additional six staff who work directly with the Surrey RCMP have been placed on administrative leave as they have elected not to be vaccinated and have yet to demonstrate that they are eligible to participate in a rapid testing program due to a personal characteristic protected by the *Canada Human Rights Act* or a valid contraindication or deferral to a COVID-19 vaccination as identified by the Provincial Health Officer.

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 the ERC in the first arena operates at or close to the full capacity of 48 guests. Last winter the EOC also worked with BC Housing to open the second arena at the NSRC as an emergency winter shelter with COVID-19 prevention services. Currently this second arena operates at close to or full capacity of 48 guests in the emergency shelter.

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.

On December 24, 2021, an Extreme Weather Response (“EWR”) shelter was opened in the ERC. Located on the second floor, the EWR shelter provides 30 mats that are available overnight during EWR Alerts. EWR Alerts are called when winter weather conditions pose a risk for the health and safety of people who are unhoused. The EWR shelter is operated by SUMS. Since it opened, the EWR shelter has been full or nearly full every night.

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 the latter half of 2021. 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 COVID-19 cases have sharply increased over the past several weeks, the CCET has not encountered a significant number of issues with respect to Surrey businesses not complying with PHO requirements. Where non-compliance has been observed, matters ranged from patrons not wearing masks when walking through an establishment to business owners failing to request proof of vaccination. These mainly involved a small number of Surrey restaurants. In these cases, CCET members provided business owners with education on the PHO requirements and no issues were observed in follow up inspections. The more prevalent cases of non-compliance have occurred with private fitness clubs and dance studios that have remained operational despite the current PHO requiring that these businesses remain closed until January 18, 2022. The CCET in conjunction with Fraser Health has focused on these types of businesses to gain compliance. While no tickets have been issued, businesses owners have been provided warnings that subsequent occurrences will lead to the issuance of fines. These businesses are being closely monitored to ensure compliance.

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 306,039 pageviews as of January 10, 2022, with 2,576 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 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 229,599 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

Staff continue to be in regular contact with Surrey's business stakeholders including direct outreach with local business owners as well as the various business associations.

Observations on the Effectiveness of Social Isolation and Distancing Measures

Since the beginning of the pandemic in 2020, the City has actively monitored traffic volumes and traffic speed through its inventory of 350 signalized intersections equipped with vehicle counting technology. Traffic volumes were reduced more than 50% in the initial weeks of the pandemic, however as of January 2022, traffic volumes and speeds have returned to pre-pandemic levels and therefore will no longer be reported as a metric for social isolation and distancing.

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 (fifth wave) in cases including in British Columbia.

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

SW/JA/ki

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Appendix "I" – Corporate Report R236; 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



CORPORATE REPORT

NO: R236

COUNCIL DATE: December 6, 2021

REGULAR COUNCIL

TO: Mayor & Council

DATE: December 2, 2021

FROM: City Manager

FILE: 7130-16

SUBJECT: COVID-19: Emergency Operations Centre Update

RECOMMENDATION

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

INTENT

The purpose of this report is to provide Council a status update of various actions taken in response to COVID-19 since the last Corporate Report which was provided to Council at the November 8, 2021 Regular Council Public Hearing meeting (a copy of Corporate Report No. R218; 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 remains in 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 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 enforcing vaccine passport entrance requirements at all recreation facilities;
- 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;
- Prepared a proof of vaccination and rapid test submission system to support the City's Employee, Contractor and Volunteer COVID-19 Vaccination Policy;

- In response to the emergence of a new variant of concern, Omicron, a review of the level of service/reopening/closing decision matrix has been initiated to ensure that the key considerations of the decision matrix are still valid; 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.

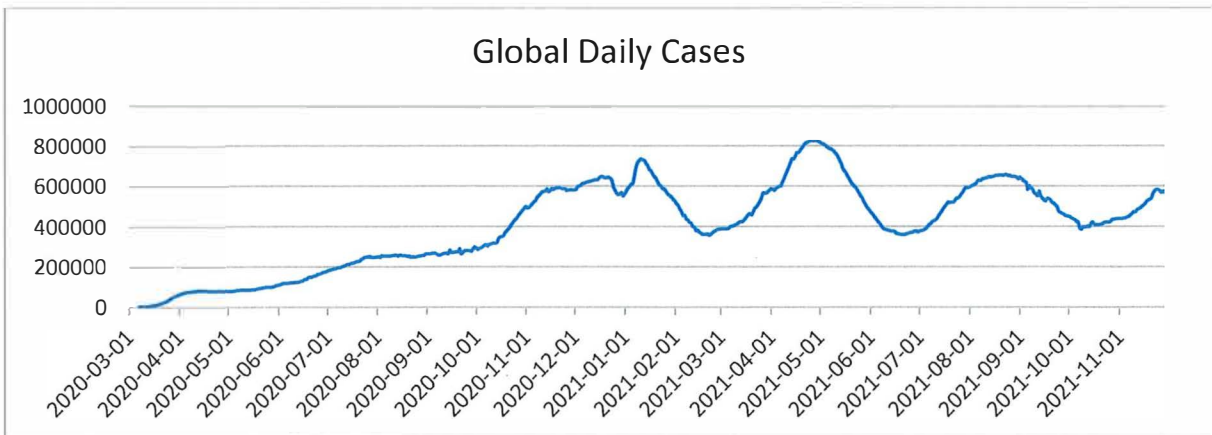
DISCUSSION

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 261.9 million cases as of November 30, 2021. This represents a 6.07% increase (15.05 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 37 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, Portugal, Kazakhstan, Colombia, Serbia, Vietnam, Slovakia, Austria, and Hungary). The infections in these 40 countries account for 87.3% of total infections reported;

United States

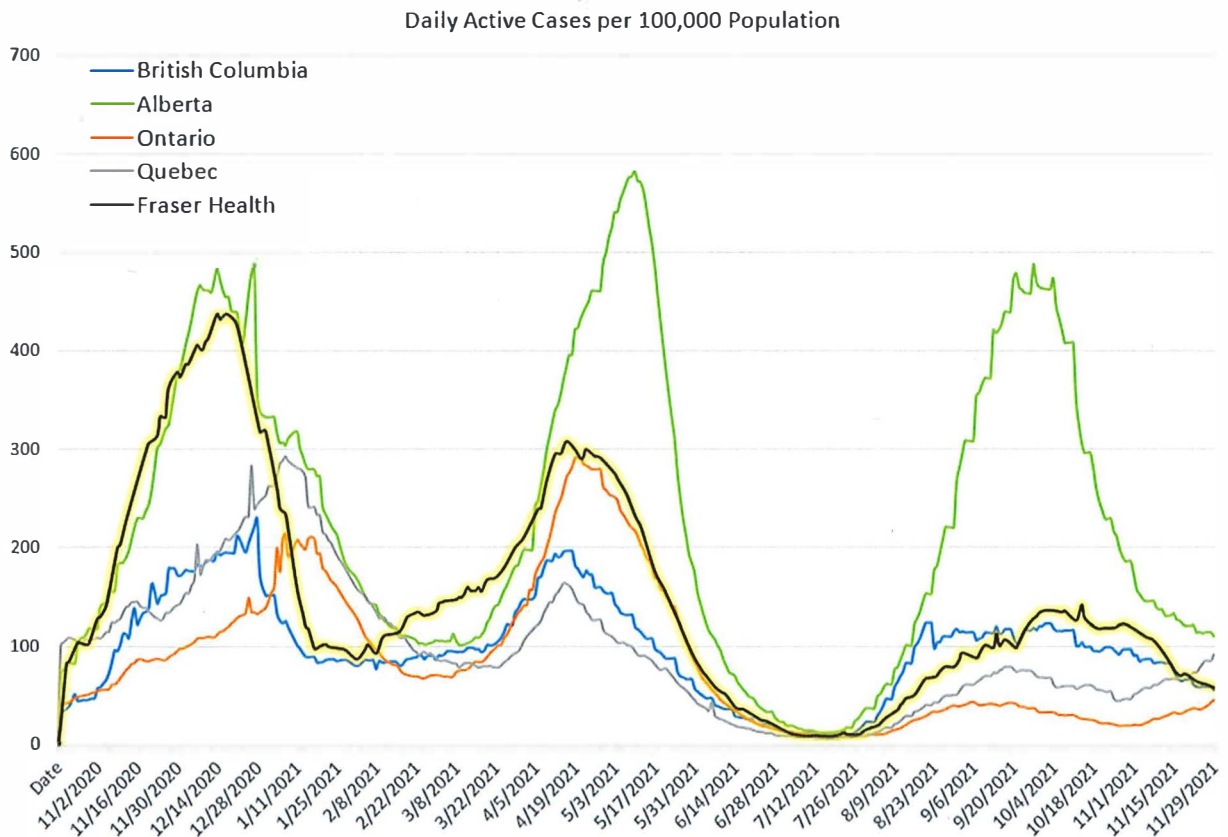
- As of November 30, 2021 the United States has had approximately 48,230,146 cases. This represents a 4.4% increase (2,053,100 cases) in infections reported since November 3, 2021;
- One state (California) is reporting over 5 million infections, one state (Texas) is reporting over 4 million infections, two states (Florida, New York) are reporting over 2 million infections, and ten states (Illinois, Georgia, Pennsylvania, Ohio, North Carolina, Tennessee, New Jersey, Michigan, Indiana, and Arizona) are reporting over 1 million infections. Washington state has reported over 760,000 infections;

Canada

- As of November 30, 2021, Canada has had approximately 1,794,974 cases. This represents a 4.2% increase (72,179 cases) in infections reported since November 1, 2021;

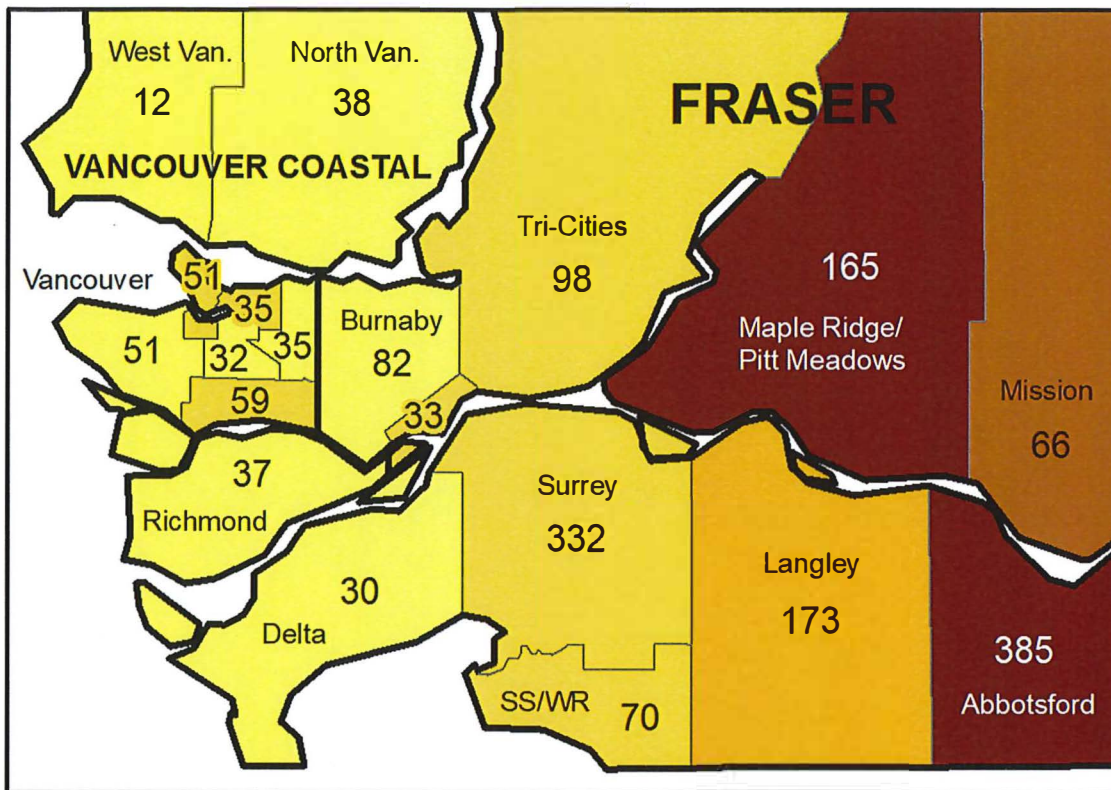
British Columbia, Fraser Health Authority and Surrey

- As of December 1, 2021, BC has had 218,812 confirmed cases. This represents a 9.28% increase (18,592 cases) in infections reported since November 1;
- Of the 218,812 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (109,437 or 50.0%). Of the cases in the Fraser Health region 107,283 have recovered, 99 are currently hospitalized (30 in critical care) and 1,100 have died;



Source: BCCDC, Johns Hopkins University Coronavirus Research Center, 2021

- From November 21, 2021 to November 27, 2021, the latest date of infection information by community, there were 961 confirmed cases in the lower mainland, and of those, 184 (19%) confirmed cases in Surrey and White Rock;



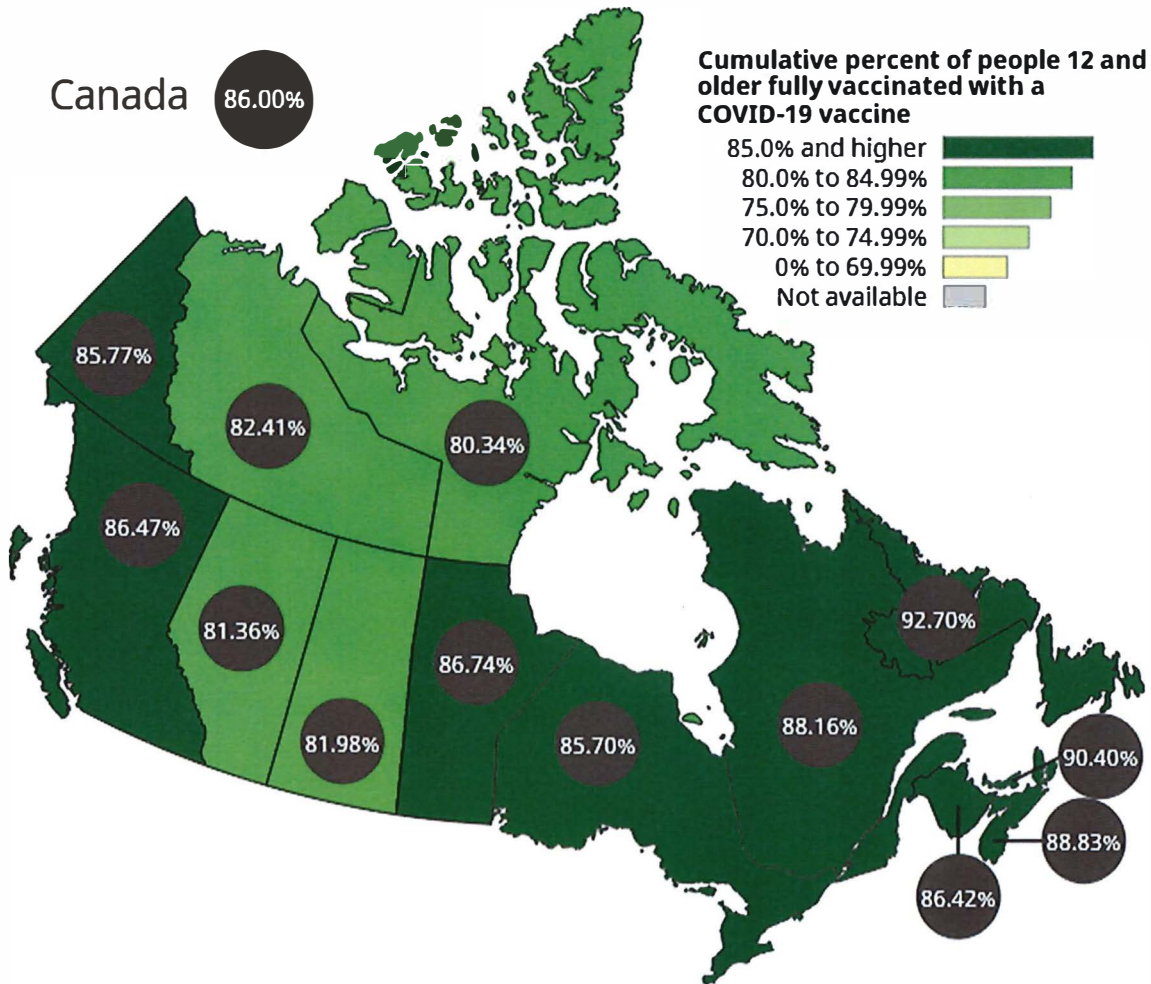
Source: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/data>

- From January 3 to November 27, 2021, there were 28,485 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 slightly decreased, but Surrey's and White Rock's number of new cases per capita remains lower than many communities in the Fraser Health Authority; and
- The Province started vaccinations on December 15, 2020. As of December 1, 2021, 4,215,768 first doses have been administered, which is an increase of 36,978 doses being administered. In addition, 4,058,944 second doses have also been administered, which is an increase of 93,494 second doses being administered.
- As of December 1, 2021, 25 schools in the Surrey School District and 3 independent schools in Surrey are reporting a recent COVID-19 exposure event;

COVID-19 Vaccination Rates

According to the latest data from the BCCDC, the COVID-19 vaccines have been proven to significantly reduce rates of infection, hospitalization, and death caused by COVID-19 including the delta variant. As of December 1, 2021, more than 8 billion doses of vaccine have been administered in more than 160 countries. Canada has the 24th highest per capita vaccination rate in the world and over 60 million doses have been administered across the country since vaccinations began in December of 2020. In British Columbia, 8,709,802 doses have been administered, and approximately 80% of the province has received at least one dose.

At the municipal level, Surrey has very high vaccination coverage rates with 91% of the population aged 12+ being fully vaccinated. This is slightly higher than the national and provincial coverage rates of 86.47% and 86.00%, respectively as shown in the following diagram.



Source: <https://health-infobase.canada.ca/covid-19/vaccination-coverage/>

In October, 2021, the Federal and Provincial governments have also implemented mandatory vaccine policies affecting federally regulated industries and BC public service employees. Provincial crown corporations and other government-related entities have also been encouraged

to implement mandatory vaccine policies. The Province began vaccinating children between the ages of 5-11 on November 29, 2021 following approval from Health Canada.

COVID-19 Fourth Wave Resurgence and Variants of Concern (“VOC”s)

The resurgence of COVID-19 cases (fourth wave) experienced in the Fraser Health Authority and British Columbia has continued to subside over the previous month. However, outside of British Columbia, cases have begun to rise again elsewhere in Canada, the United States, and around the world. Case growth in British Columbia has decreased through the month of November, with an average of 2,100 new infections per week.

There is also concern for future growth in cases due to additional 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. Growth in infections remains primarily among those that are unvaccinated. Evidence has shown that those fully vaccinated are less likely to develop serious illness and become hospitalized.

In mid- November, South Africa reported the detection of a new variant of concern, Omicron, which has resulted in many governments re-imposing travel restrictions or re-evaluating their COVID-19 response. Canada has instituted travel bans for countries in Africa and has asked the National Advisory Committee on Vaccination (“NACI”) to provide new recommendations on the need for booster shots. In British Columbia, the first confirmed case of the Omicron variant of COVID-19 was detected in British Columbia on November 30, 2021 in the Fraser Health Authority.

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: Future (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.

In response to the new variant, Omicron, the EOC is currently reviewing the City's level of service/reopening/closing decision matrix to ensure that the key considerations of the decision matrix are still valid/appropriate in the event that the Omicron variant results in an increase in confirmed cases and a renewed application of the decision matrix to determine if a reduction in level of service and/or the closure of facilities is warranted.

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	40-60%
<i>Arena</i>	5	0	40-60%
<i>Indoor Pool</i>	3	2	40-60%
<i>Cultural Centres</i>	5	0	50-60%

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 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 weight room and fitness programs as well as spectator events and private rentals with over 50 attendees. Visitors are required to show proof of vaccination and valid government ID. 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, and music, art, dance, recreation, sport, exercise, social activity and before and after school programs for children and youth. 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.

On September 28, 2021 the Province updated the Face Coverings PHO to require face coverings in all indoor public spaces, school spaces and post secondary spaces for all visitors born in 2012 (9+ years) or earlier.

The Province also updated the Face Coverings order to require students kindergarten through grade 12 to wear a mask in indoor school settings. This change was effective October 4, 2021. Effective October 5, 2021, the City expanded its mask protocols for indoor programs for children 5 - 12 years of age to align with the school district requirements. Masks are not required for children's programs while exercising.

On October 12, 2021 the Province updated the Face Coverings PHO to require face coverings in all indoor public spaces for all visitors born in 2016 (5+) or earlier. The City has expanded its mask protocols and updated public communication to reflect this change.

On October 25, 2021 the Provincial Health Order for Gatherings and Events was updated to include the following changes:

- Proof of vaccination ("PoV") requirements for all adults (specific to volunteers) who support children and youth programs;
- PoV required for all spectators regardless of size; and
- Public skates for over 50 people now require PoV.

The City implemented these changes across the department November 1, 2021.

October 30, 2021 the Provincial Health Order for Face Coverings was updated to include exemption for those under 5 years of age. The Order also no longer refers to sitting while eating, allowing visitors to stand, sit or transition through indoor public spaces while eating without wearing a mask.

November 17, 2021 the Provincial Health Order for Gatherings and Events was updated to include the following changes:

- PoV is required for all activities and events at aquatic centres that are not in-pool activities including all spectators. All in-pool activities continue to be exempt from PoV.
- All spectators 12+ require PoV for all activities in recreation centres regardless of numbers.
- Arena public skates are no longer exempt under the PHO and require PoV as per the PHO for those 12+.
- All adults / parent volunteers involved in programs/sports for children and youth must be full vaccinated and require PoV. The PHO clarified that people employed to supervise, lead or assist child and youth programs continue to be exempt from PoV.
- School led activities at PRC facilities are exempt from PoV.

The City implemented these changes across the department November 20, 2021.

Recreation Programs & Services

The program utilization for the period of November 14 – November 27, 2021, is summarized below:

	POS Drop-in and Membership Scans (Visits Represented Through Scan and Point Of Sale Data)	
	Aquatics and Fitness	Arenas
	# Of Visits	# Of Visits
Nov 21 – Nov 27, 2021	21,898	813
Nov 14 – Nov 20, 2021	21,068	565
Since Restart (Aug 3, 2021)	312,571	7,013

	Registered Programs and Early Registered Drop-in								
	Aquatics			Arenas			Indoor Fitness		
	# Of New Registrants	# Of New Registration Opportunities Available	Fill %	# Of New Registrants	# Of New Registration Opportunities Available	Fill %	# Of New Registrants	# Of New Registration Opportunities Available	Fill %
Nov 21 – Nov 27, 2021	770	980	79%	911	1757	52%	1921	3777	51%
Nov 14 – Nov 20, 2021	1079	1486	73%	429	1212	35%	1805	3642	50%
Since Reopening	98,457	119,328	83%	22,662	34,203	64%	269,454	412,740	65%

	Registered Programs					
	Preschool			Before & After Care		
	# Of Current Registrants	# Of Registered Spots Available	Fill %	# Of Current Registrants	# Of Registered Spots Available	Fill %
Nov 21 – Nov 27, 2021	1095	1257	87%	1618	2349	69%
Nov 14 – Nov 20, 2021	N/A	N/A	N/A	1637	2409	68%

	Outdoor and Virtual Fitness				
	Outdoor Fitness			Virtual Fitness	
	Total Reg	Max Reg	Fill %	Total Reg	# of programs
Nov 21 – Nov 27, 2021	N/A	N/A	N/A	0	1
Nov 14 – Nov 20, 2021	N/A	N/A	N/A	0	1
Since Reopening	4678	7659	61%	483	68

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, these facilities have safely served more than 312,571 public users (including fitness) 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 November 14 – November 27, 2021 is summarized below:

Aquatics User Group Stats			
Date	Total Hours Booked	Total Hours Available	Fill %
Surrey Sport & Leisure Complex			
Nov 21-27, 2021	326.75	346.75	94%
Nov 14-20, 2021	327.75	346.75	94%
Since Reopening	27,176.5	37,516.75	72%
Grandview Heights Aquatic Centre			
Nov 21-27, 2021	457.75	477.74	96%
Nov 14-20, 2021	442	477.5	93%
Since Reopening	13849	19647.5	70%
Guildford Aquatic Centre			
Nov 21-27, 2021	235.5	303.5	77%
Nov 14-20, 2021	284.5	303.5	93%
Since Reopening	2,996.5	3,642	82%

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. Effective November 20, 2021. Arena public skates now require proof of vaccination for those 5+ under the updated PHO for Gatherings and Events.

Arena Sport User Group utilization for the period of November 14 – November 27, 2021 is summarized below:

Date	Ice		
	Total Booked Hrs.	Total Available Hrs.	Fill %
Oct. 24 – Oct.30, 2021	590	643	92%
Oct. 17 – Oct 23, 2021	597.5	672.5	89%
* Since September 7 **Since April 1, 2021	12,850.5*	16,509.1	78%

Culture Venues & Events

Surrey Civic Theatres reopened in September for live, in-person performances beginning at 50% capacity, and increased for rentals and winter ticketed events to 100% in accordance with the October PHO updates. In alignment with other regional theatres, vaccine verification is required for all ticketed performances. Also following PHO guidelines, the City hosted its first large special event, with the Tree Lighting Festival on November 20.

COVID-19 Vaccination Clinics

Fraser Health’s Mobile Outreach Team are hosting weekly immunization clinics planned at least until the end of the year. Current clinics are hosted at the Clayton Community Centre, South Surrey Recreation and Arts Centre, and the Guildford Recreation Centres. Fraser Health will adjust clinic dates and locations according to community needs.

For more information regarding vaccination clinics in Surrey visit: <https://www.fraserhealth.ca>.

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. Once 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 of its libraries is summarized below for the period Sept. 9, 2020-November 19, 2021.

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Service hours 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	100%	7,536	77%	2,829	39%

- Online programs:
 - October 2021: 141 programs, 2999 participants
 - September 9, 2020-November 19, 2021: 1252 programs, 22,223 attendees
 - Recent programs include Special Halloween programs, Reading Buddies, Coding-CoSpaces, Coding-Intro Python, Coding-Scratch, Authors Among Us, English Conversation Circles, Facebook Live Storytimes, Literature Club for Seniors by phone, Baby & Toddler Storytimes, Kids STEM Club, Online Book Club, Armchair Traveller, Library Champions, Teen Library Council’s Kahoot Trivia, Tea & Talk, Legal Information series, Author reading with Michael Bains, Audiobook Club Pre-Teen English Conversation Circle, Pre-Teen Book Club, Teen Drawing Workshop, Reading Link Challenge, and virtual outreach to Options, SUCCESS and WorkBC.
- In-person programs:
 - Restarted gradually in September, with the bulk of programs held in October and November 2021: 100 programs, 2338 attendees
 - Recent programs include indoor and outdoor story times, Teen Library Council’s Escape Room, Kids, Teen and Adult Book Clubs, Family History Programs, and Writers’ Groups. In-person outreach includes the Surrey Food Bank and FRAFCA.
 - Starting November 8, proof of vaccine is being checked for participants of all in-person indoor programs.
 - Starting November 8, select branch meeting rooms are available for public bookings.

Surrey Fire Service (“SFS”) Response

In 2021 Surrey Fire Service workloads are consistently higher than the period before BC Emergency Health Services COVID changes to medical incident dispatch protocols. The increased growth in 2021 service demands is related to a general increase in the number medical incidents being assigned by BCEHS for a fire service response.

The SFS response to overdose incidents over 2021 has averaged 6.8/day, a doubling of the 2020 average rate of 3.4/day. This equated to 400% of the delivery of life saving Naloxone to overdose patients by Fire First Responders.

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 November, 2021, the Surrey RCMP will have received approximately 2,750 fewer calls as compared to the same period in 2020 and approximately 2,700 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 November 3, 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- earliest date	60-80%
Step 4 – 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 November 29, 2021, there are currently 2 active cases amongst staff. Since the start of the pandemic, there have been a total of 150 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 4.8% which is lower than the infection rate of 6.2% in the Fraser Health Authority as of November 29, 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 the ERC in the first arena operates at or close to the full capacity of 48 guests. Last winter the EOC also worked with BC Housing to open the second arena at the NSRC as an emergency winter shelter with COVID-19 prevention services. Currently this second arena operates at close to or full capacity of 48 guests in the emergency shelter.

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

Since the September 13, 2021 Provincial requirement for proof of vaccination, the City has received a nominal 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. In early October, CCET announced that it would start fining businesses found to be in non-compliance where businesses 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. So far, no issues have been encountered where a business has refused to comply with the PHO requirements and no fines have been issued.

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 294,020 pageviews as of November 29, with 1,942 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 179,711 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, 23 calls have taken place.

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 along Surrey's major corridors was generally below the same period in 2019, except for a 2-week period in late August.

Initiation of a Sub-EOC in response to local flood events

Due to the on-going provincial state of emergency related to the atmospheric river related flooding events, a sub-EOC was established to monitor the impacts of the rainfall on the City's drainage system and low lying properties, similar to the sub-EOC that was established earlier this year to monitor the Fraser River Freshet. A comprehensive overview of the City's response to the atmospheric river events is being provided in the Corporate Report entitled November 2021 Rainfall Event Summary also being presented to Council on December 6, 2021.

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.

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

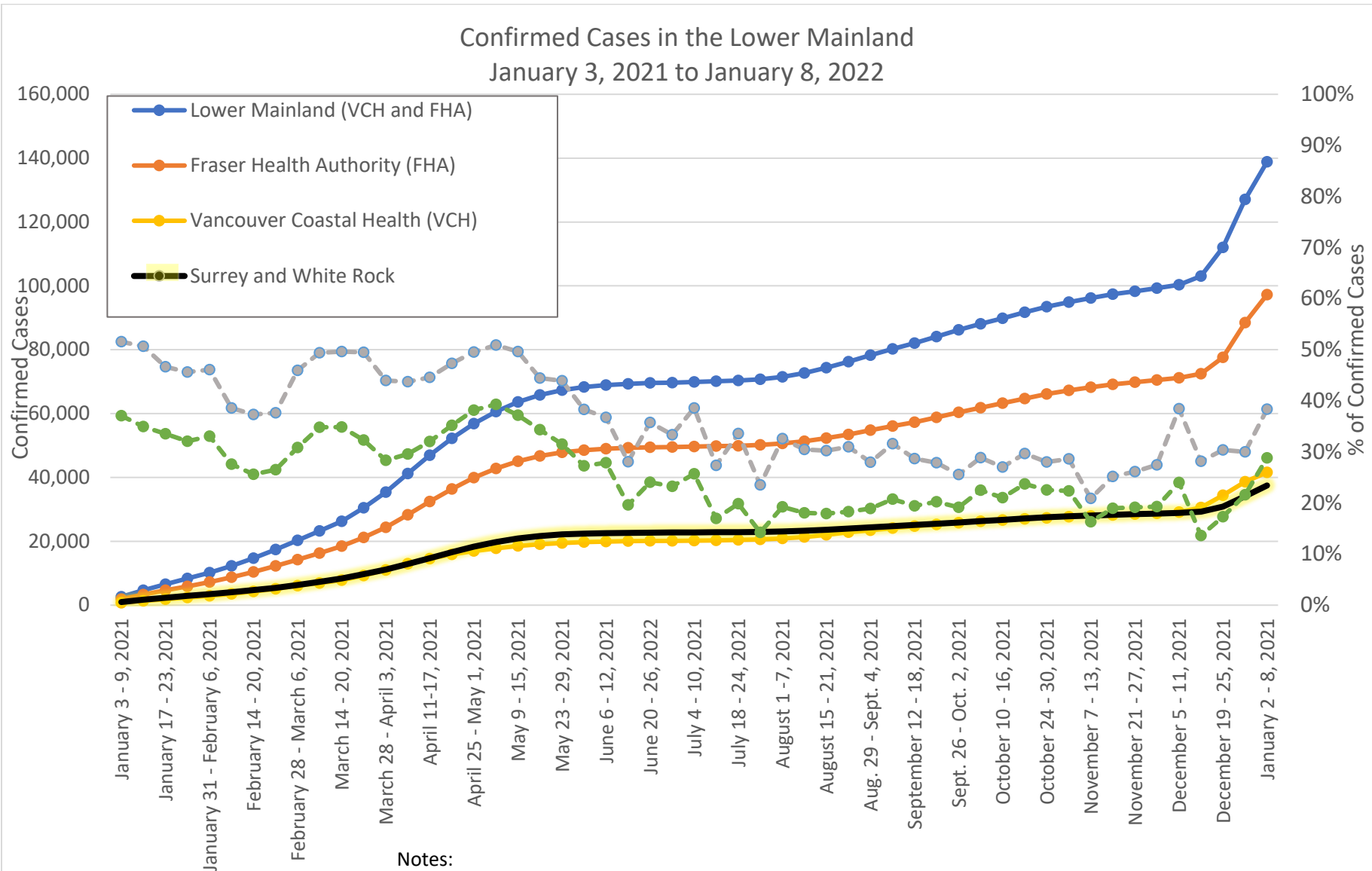
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Appendix "I" – Corporate Report R218; 2021 – COVID-19: Emergency Operations Centre Update
Appendix "II" – Confirmed Cases in the Lower Mainland
Appendix "III" – New Cases Per Week in the Local Health Authorities
Appendix "IV" – Surrey Fire Service – 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*

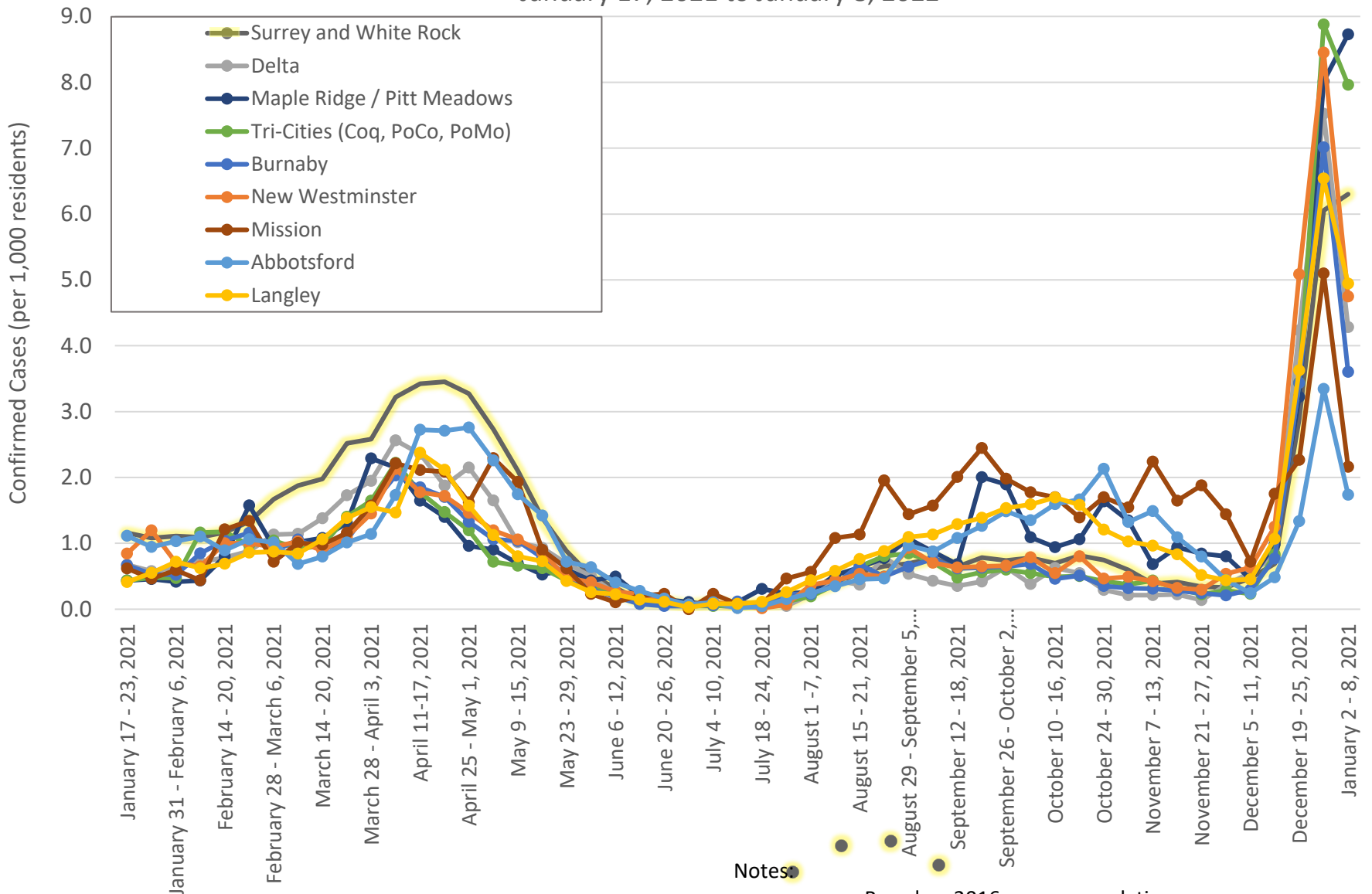
Appendix "II"
Confirmed Cases in the Lower Mainland



Notes:

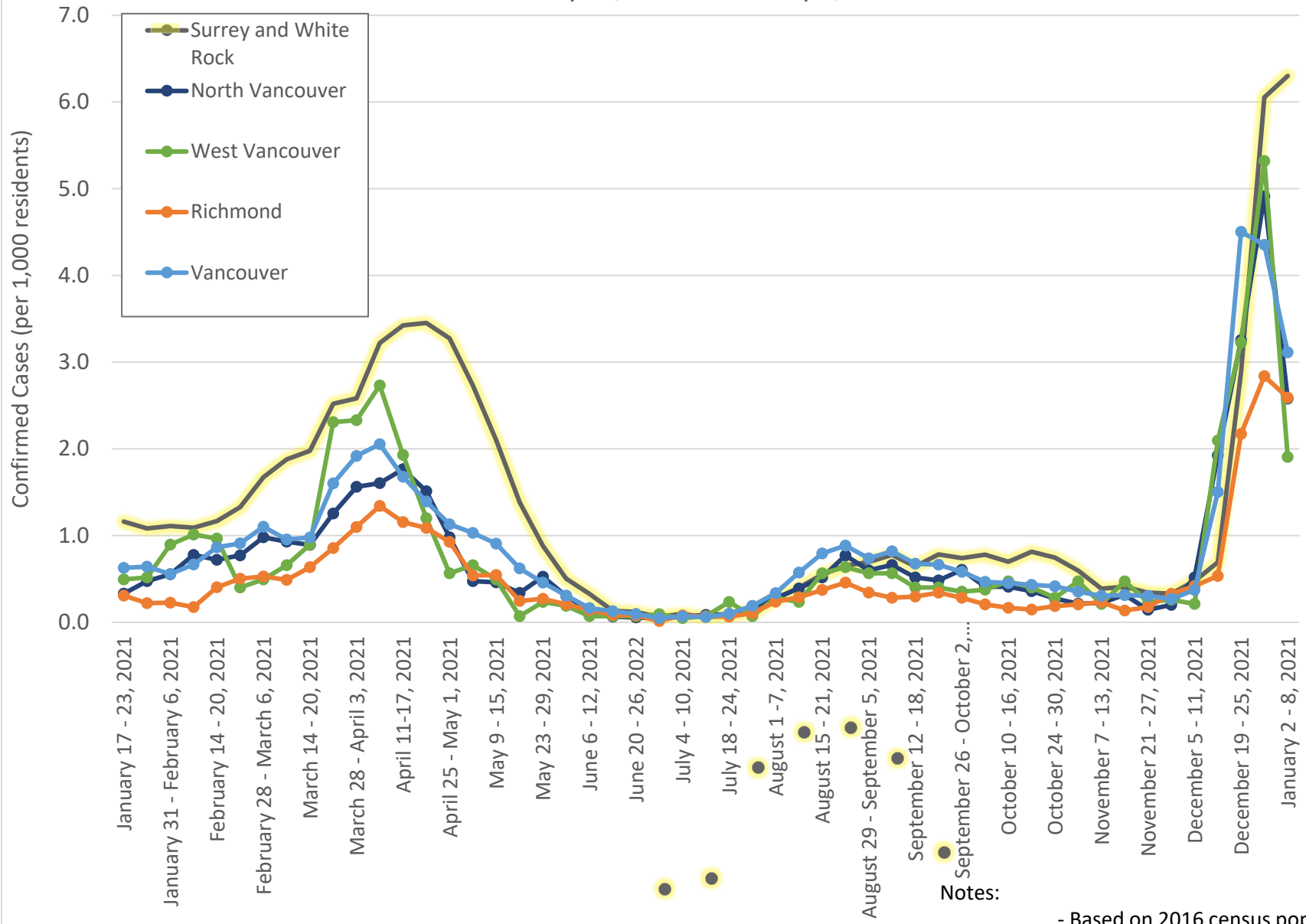
- Vancouver Coastal Health includes North Vancouver, West Vancouver, Vancouver and Richmond.
- Fraser Health Authority includes Surrey, White Rock, Burnaby, New Westminister, Delta, Langley, Abbotsford, Maple Ridge, Pitt Meadows, Mission, Coquitlam, Port Coquitlam, and Port Moody. Excludes Chilliwack, Agassiz, Harrison Hot Springs and Hope.

New Cases per Week per Capita in Communities in the Fraser Health Authority
January 17, 2021 to January 8, 2022



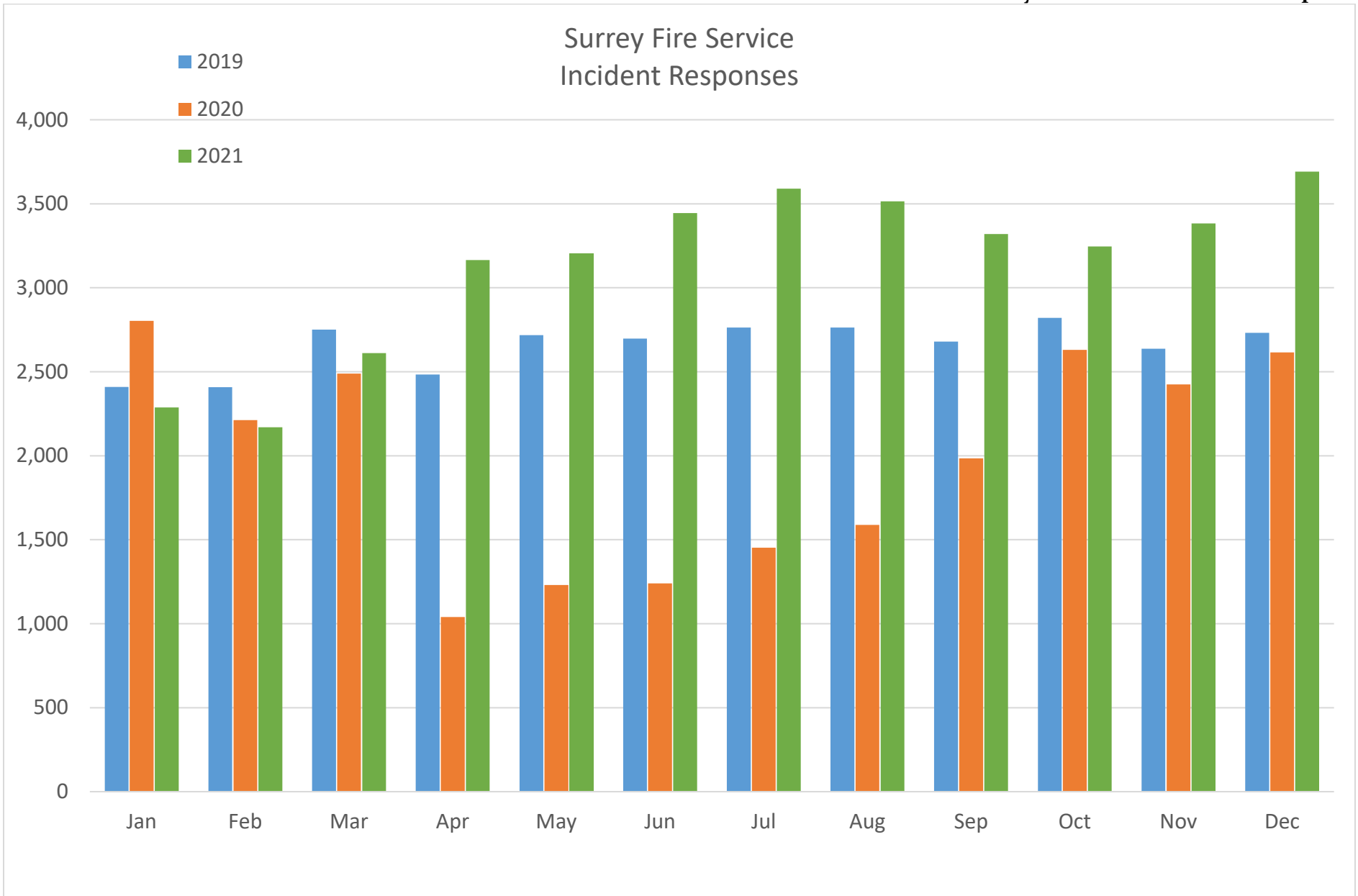
Notes - Based on 2016 census population.

New Cases per Week per Capita in Communities in Vancouver Coastal Health January 17, 2021 to January 8, 2022

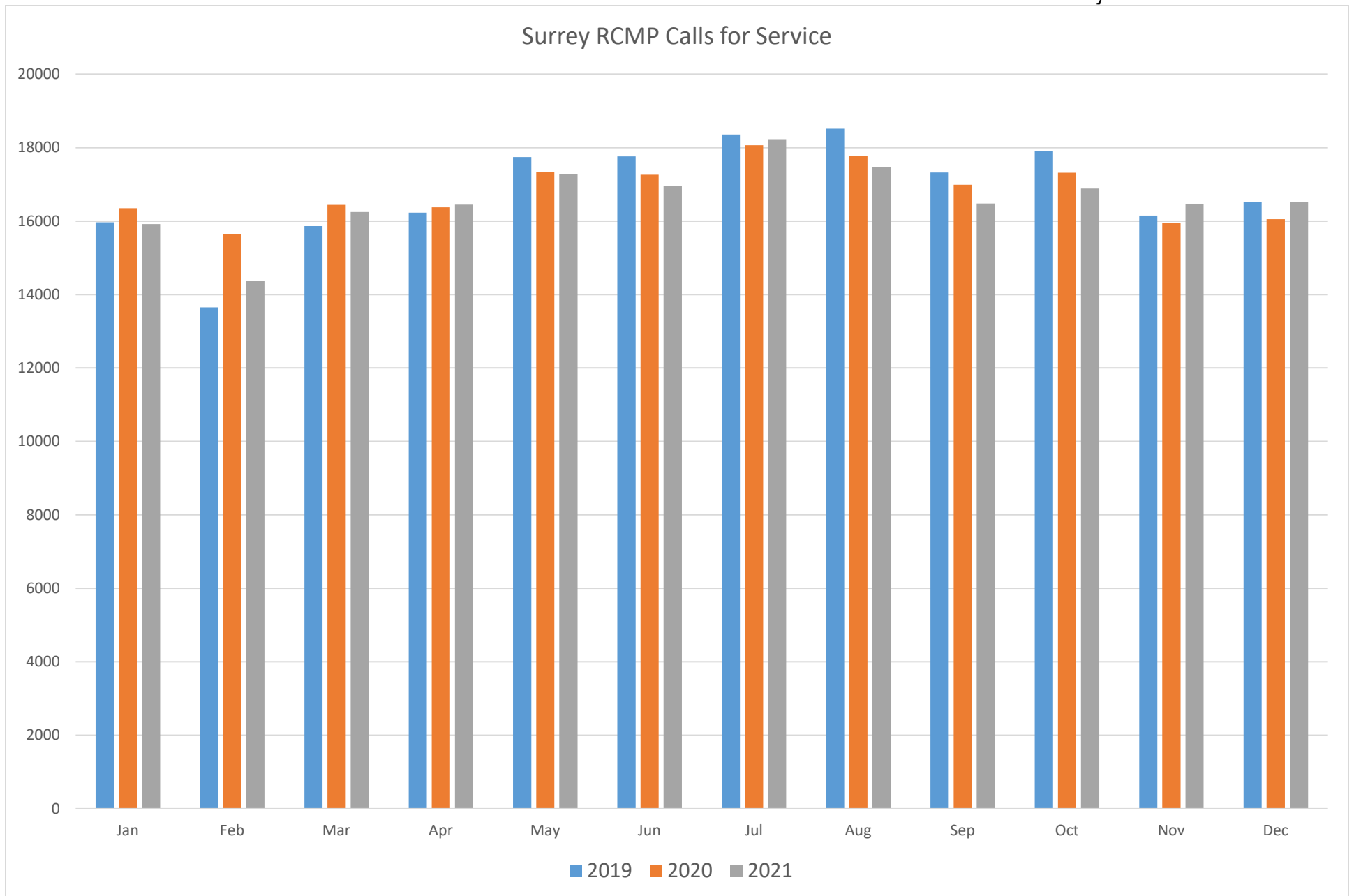


Notes:
- Based on 2016 census population.

Appendix "IV"
Surrey Fire Service – Incident Responses



Surrey RCMP Calls for Service



Appendix "VI"
EOC Critical Supplies Inventory

Category	Current Inventory	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							
Bleach 6%	79	0.18	74	68	63	57	47
Disinfectant	571	1.10	538	505	472	439	373
Disinfectant Wipes	168,890	105.20	165734	162578	159422	156266	149,954
Hand Sanitizer	1,297	12.68	916	536	155	-225	-986
Industrial Cleaner	8	0.00	8	8	8	8	8
PPE							
Booties	1,300	0.00	1300	1300	1300	1300	1,300
Cloth Masks	4,595	1.40	4553	4511	4469	4427	4,343
Face Shields	1,456	0.25	1449	1441	1434	1426	1,411
Gloves (Single Gloves)	141,700	1,358.00	100960	60220	19480	-21260	-102,740
Gowns	6,324	10.00	6024	5724	5424	5124	4,524
N95 Masks	44,711	72.40	42539	40367	38195	36023	31,679
P100 Cartridges	1,677	0.00	1677	1677	1677	1677	1,677
Plexiglass	0	0.00	0	0	0	0	0
Procedure Masks	53,090	291.40	44348	35606	26864	18122	638