

NO: R204

COUNCIL DATE: October 18, 2021

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **October 18, 2021**

FROM: **City Manager**

FILE: **7130-16**

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

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## RECOMMENDATION

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

## INTENT

The purpose of this report is to provide Council a status update of various actions taken in response to COVID-19 since the last Corporate Report which was provided to Council at the September 27, 2021 Regular Council Public Hearing meeting (a copy of Corporate Report No. R190; 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:

- 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 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; 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.

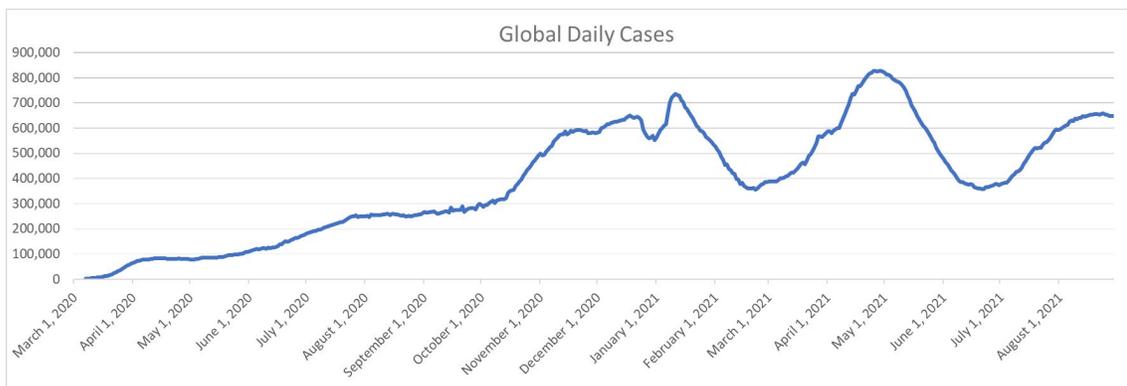
## DISCUSSION

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 238.89 million cases as of October 13, 2021. This represents a 7.59% increase (16.85 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 33 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, and Serbia). The infections in these 36 countries account for 86.7% of total infections reported;

### United States

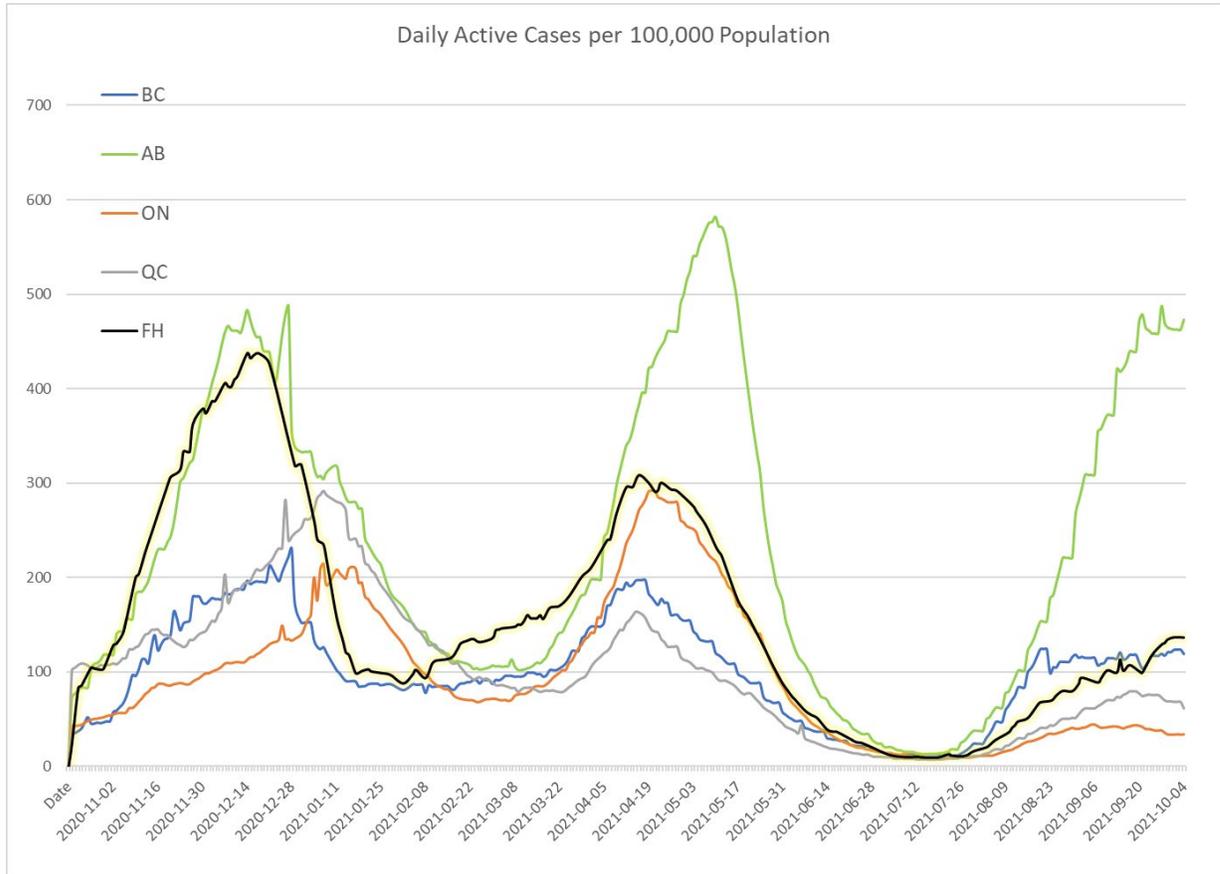
- As of October 13, 2021 the United States has had approximately 44,584,000 cases. This represents a 3.3% increase (1,446,000 cases) in infections reported since September 27;
- Two states (California, Texas) are reporting over 4 million infections, one state (Florida) is reporting over 3 million infections, 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 586,000 infections;

### Canada

- As of October 13, 2021, Canada has had approximately 1,364,000 cases. This represents a 2.8% increase (37,000 cases) in infections reported since September 27, 2021;

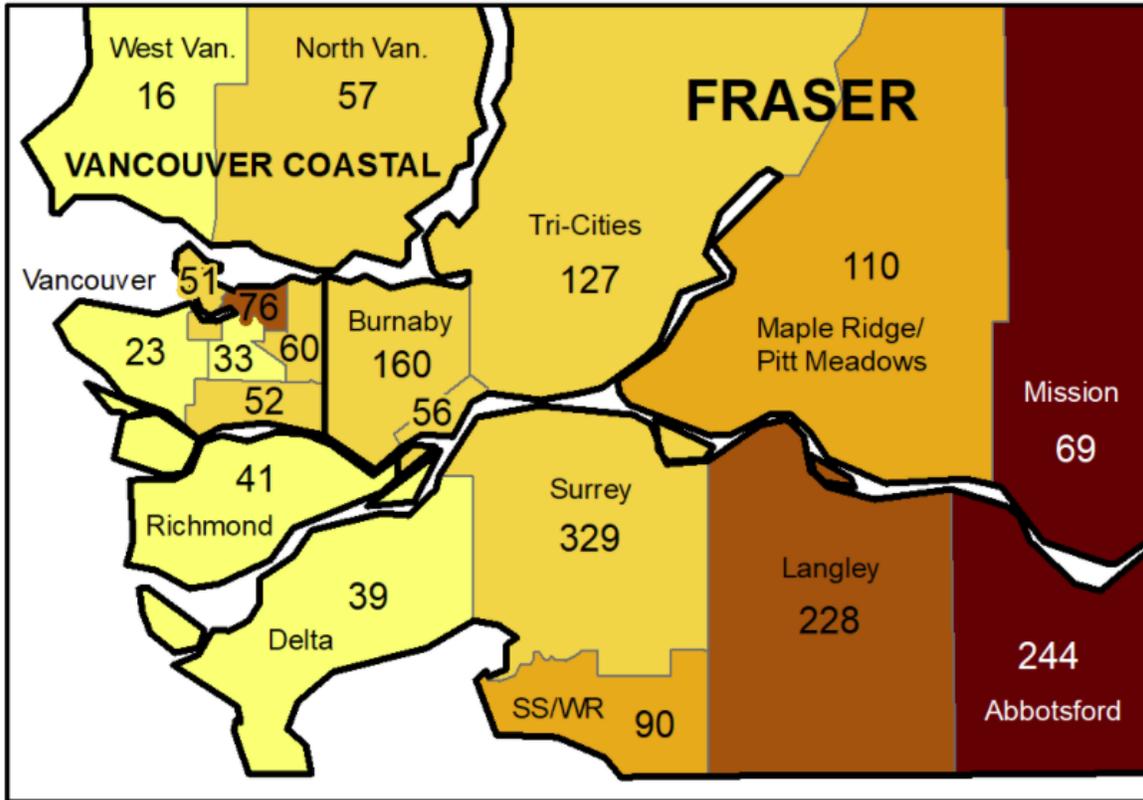
### British Columbia, Fraser Health Authority and Surrey

- As of October 12, 2021, BC has had 194,581 confirmed cases. This represents a 14.0% increase (23,831 cases) in infections reported;
- Of the 194,581 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (100,373 or 51.6%). Of the cases in the Fraser Health region 96,967 have recovered, 125 are currently hospitalized (37 in critical care) and 995 have died;



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

- From October 3, 2021 to October 9, 2021, the latest date of infection information by community, there were 1,861 confirmed cases in the lower mainland, and of those 419 (23%) 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](http://www.bccdc.ca/Health-Info-Site/PublishingImages/health-info/diseases-conditions/covid-19/data/covid19_lha_20210829_20210904.png)

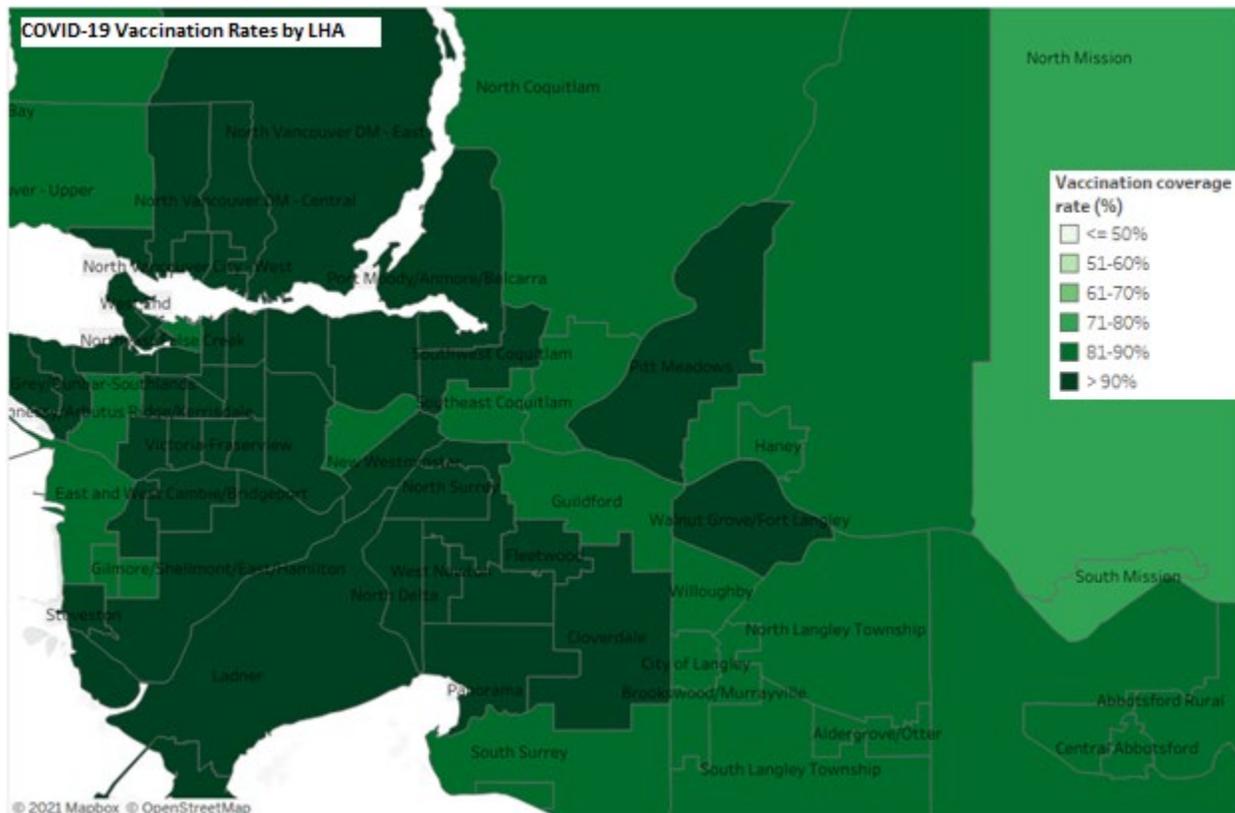
- From January 3 to October 9, 2021, there were 26,335 cases reported in Surrey and White Rock. A summary of the number of confirmed cases each week in Surrey and White Rock, as well as the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix “II”. A comparison of the number of 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 increased, 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 October 12, 2021, 4,122,221 first doses have been administered, which is an increase of 173,307 doses being administered. In addition, 3,832,405 second doses have also been administered, which is an increase of 235,448 second doses being administered.
- As of October 12, 2021, 34 schools in the Surrey School District and 6 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 October 13, 2021, more than 6.5 billion doses of vaccine have been administered in more than 160 countries. Canada has the 16<sup>th</sup> highest vaccination rate in the world and over 57 million doses have been administered across the country since vaccinations began in December of 2020. In British Columbia, 7,978,015 doses have been administered, and

approximately 80% of the province has received at least one dose. The Province has recently also begun booking children between the ages of 5-12 for vaccinations pending approval from Health Canada which is expected soon.

At the municipal level, Surrey has very high vaccination coverage rates with 85% of the population aged 12+ being fully vaccinated. This is slightly higher than the national and provincial coverage rates of 82.2% and 82.5%, respectively as shown in the following diagram.



Source: <http://www.bccdc.ca/health-professionals/data-reports/covid-19-surveillance-dashboard>

In September 2021, the City of Surrey also issued a voluntary survey to all employees across eight facilities to determine employee vaccination rates to support our understanding of occupational health and safety. Based on a total of 1,438 responses, 95% of City staff have indicated they are fully vaccinated or have one dose which suggests a higher vaccination rate compared to the Fraser Health and Provincial averages.

Over the past few weeks, 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. In BC, no municipality has implemented a mandatory vaccination policy at this time, but many local governments are currently developing policies. Staff are currently assessing the merits of a similar policy for the City.

## COVID-19 Fourth Wave Resurgence

The resurgence of COVID-19 cases (fourth wave) experienced in the Fraser Health Authority, British Columbia, and Canada has begun to subside over the previous month. This decrease is consistent with trends experienced throughout the United States and other countries. However, this trend was also seen in October of 2020, and cases may increase following the Thanksgiving holiday weekend. Future growth in cases may be higher than the previous year due to 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. 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: 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"> <li>• At 60% occupancy moving to 80% occupancy.</li> <li>• July Closed &amp; Regular Council Meetings were conducted virtually for Council and staff.</li> <li>• Council meetings as of October 18, 2021 are exclusively in person, including exclusive in person participation in public hearings.</li> <li>• City Hall open by appointment and drop-in.</li> <li>• Property tax drop-off services available.</li> </ul>	<ul style="list-style-type: none"> <li>• Considered FEST applications for large gatherings and events indoor and outdoor including fairs and festivals with roving participation.</li> <li>• Introduced outdoor live programming series with audience capacity in line with PHO guidelines.</li> <li>• Consider hosting City Signature Events in person (modified event and capacity).</li> </ul>	<ul style="list-style-type: none"> <li>• Continue with some pre-registered bookings and reintroduce drop-in opportunities.</li> <li>• Advanced to target 60% overall increase in capacity of attendees in civic facilities in line with PHO restrictions and OHS review.</li> <li>• Reintroduced indoor sport: Basketball, Volleyball, Soccer and Hockey.</li> <li>• Further increased capacity of indoor aquatic users per single lane and open passive spray water features.</li> <li>• Reintroduced in-person aquatic leadership, training and first aid courses</li> <li>• Reopened Guildford Aquatics Centre.</li> <li>• Reopened arena and pool showers.</li> <li>• Reopened Newton Seniors Centre for limited times.</li> <li>• Reintroduced spectators for indoor and outdoor sports.</li> <li>• Reintroduce limited volunteer opportunities.</li> <li>• Park Changerooms available for team use.</li> <li>• Reopened drinking fountains in parks.</li> <li>• Reopen drinking fountains in facilities.</li> </ul>

		<ul style="list-style-type: none"> <li>• Resume food services and concessions at civic facilities.</li> <li>• Reintroduced recreational hockey and adult league sports in arenas.</li> <li>• Reopen Newton Arena, Newton Wave Pool (2022) and Community Rooms with modified capacity.</li> <li>• Transition to passive screening for visitors.</li> <li>• Reintroduce facility bookings in line with PHO.</li> <li>• Increased occupancy limits and visit lengths in Libraries.</li> <li>• Increased time limits on computer access in Libraries.</li> <li>• Introduced seating for individual and group study in Libraries.</li> </ul>
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**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)

<b>Workplace</b>	<b>Organized Gathering</b>	<b>Sports and Activities</b>
<ul style="list-style-type: none"> <li>• Staffing levels remain at 80% with gradual increase to 100%.</li> <li>• City Hall open by appointment and drop-in.</li> </ul>	<ul style="list-style-type: none"> <li>• FEST receives and reviews event requests and makes recommendation to EOC.</li> <li>• Reopen Library meetings rooms for public bookings.</li> </ul>	<ul style="list-style-type: none"> <li>• Resume full occupancies for indoor and outdoor sport.</li> <li>• Reopen aquatic sauna and stream rooms.</li> <li>• Revert to pre-pandemic service hours in Libraries.</li> <li>• Resume in-person programming with Safety Plan in Libraries.</li> <li>• Increase Library deliveries to seniors home and homebound patrons.</li> </ul>

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

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

<b>Facility Type</b>	<b>Number of Facilities Opened</b>	<b>Number of Facilities Closed</b>	<b>% of Regular Program Offering at Opened Facilities</b>
<b><i>Recreation Centre</i></b>	13	0	40-60%
<b><i>Arena</i></b>	5	0	40-60%
<b><i>Indoor Pool</i></b>	3	2	40-60%
<b><i>Cultural Centres</i></b>	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 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 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 or later (nine+).

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 five to twelve 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 (five+) or earlier. The City has expanded its mask protocols and updated public communication to reflect this change.

**Recreation Programs & Services**

The program utilization for the period of September 26 – October 9, 2021, is summarized below:

	<b>POS Drop-in and Membership Scans (Visits Represented Through Scan and Point Of Sale Data)</b>	
	<b>Aquatics and Fitness</b>	<b>Arenas</b>
	<b># Of Visits</b>	<b># Of Visits</b>
Oct 3 – Oct 9, 2021	17,541	425
Sept 26 – Oct 2, 2021	18,275	383
Since Restart (Aug 3, 2021)	170,129	2,814

	<b>Registered Programs and Early Registered Drop-in</b>								
	<b>Aquatics</b>			<b>Arenas</b>			<b>Indoor Fitness</b>		
	<b># Of New Registrants</b>	<b># Of New Registration Opportunities Available</b>	<b>Fill %</b>	<b># Of New Registrants</b>	<b># Of New Registration Opportunities Available</b>	<b>Fill %</b>	<b># Of New Registrants</b>	<b># Of New Registration Opportunities Available</b>	<b>Fill %</b>
Oct 3 – Oct 9, 2021	545	620	88%	515	1,373	38%	1,329	2,397	55%
Sept 26 – Oct 2, 2021	479	510	94%	427	1,720	47%	923	1,619	57%
Since Reopening	88,139	107,017	83%	17,181	22,825	72%	243,554	369,513	66%

	<b>Registered Programs</b>					
	<b>Preschool</b>			<b>Before &amp; After Care</b>		
	<b># Of Current Registrants</b>	<b># Of Registered Spots Available</b>	<b>Fill %</b>	<b># Of Current Registrants</b>	<b># Of Registered Spots Available</b>	<b>Fill %</b>
Oct 3 – Oct 9, 2021	1,080	1,262	86%	1,557	2,192	71%
Sept 26 – Oct 2, 2021	N/A	N/A	N/A	1,205	1,764	68%

	Outdoor and Virtual Fitness				
	Outdoor Fitness			Virtual Fitness	
	Total Reg	Max Reg	Fill %	Total Reg	# of programs
Oct 3 – Oct 9, 2021	116	147	79%	0	0
Sept 26 – Oct 2, 2021	121	192	63%	0	0
Since Reopening	4,355	7,179	61%	444	63

### ***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 195,000 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 26 – October 9, 2021 is summarized below:

<b>Aquatics User Group Stats</b>			
Date	Total Hours Booked	Total Hours Available	Fill %
<b>Surrey Sport &amp; Leisure Complex</b>			
Oct 3 – 9, 2021	346.75	346.75	100%
Sept 26 – Oct 2, 2021	299.5	338.75	88%
Since Reopening	24,822.75	35,089.5	71%
<b>Grandview Heights Aquatic Centre</b>			
Oct 3 – 9, 2021	450	497	9%
Sept 26 – Oct 2, 2021	450	497	91%
Since Reopening	10,758.75	16,303.75	66%
<b>Guildford Aquatic Centre</b>			
Oct 3 – 9, 2021	163.5	303.5	53%
Sept 26- Oct 2, 2021	263	303.5	86%
Since Reopening	1,143.75	1,517.5	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. All ice sheets are operational and sport user groups have started their 2021/22 season following all safety protocols.

Arena Sport User Group utilization for the period of September 26 – October 9, 2021 is summarized below:

<b>Ice</b>			
Date	Total Booked Hrs.	Total Available Hrs.	Fill %
Oct. 3 – Oct.9, 2021	568.25	612.25	93%
Sept. 26– Oct. 2, 2021	577	622.5	93%
* Since September 7 **Since April 1, 2021	11,075*	14,521.10	76%

### **Culture Venues**

Surrey Civic Theatres reopened in September for live, in-person performances at 50% capacity in accordance with the current PHO. In alignment with other regional theatres, vaccine verification is required for all ticketed performances. As part of Culture Days through October, online free performances are also offered.

### **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 South Surrey and Guildford Recreation Centres. Fraser Health will adjust clinic dates and locations according to community needs.

More information regarding vaccination clinics in Surrey is available at <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-Sept. 30, 2021 (310 open days).

<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%	7,421	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. Staff are assisting the public with obtaining, printing and laminating vaccine passports. In addition, 1,040 online programs have been held for 17,921 attendees for the period of September 9, 2020 to October 1, 2021.

**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 6.6/day, a doubling of the 2020 average rate of 3.4/day. This equated to 375% 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 September, 2021, the Surrey RCMP will have received approximately 2,800 fewer calls as compared to the same period in 2020 and approximately 2,006 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 October 13, 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.

<b>Step</b>	<b>% of staff working at their respective facility</b>
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 October 13, 2021, there are currently 4 active cases amongst staff. Since the start of the pandemic, there have been a total 138 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 4.4% which is lower than the infection rate of 5.5% in the Fraser Health Authority as of October 13, 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.

While businesses are generally adhering to the PHO requirements, certain banquet halls across Surrey were found to be non-compliant with the PHO requirements. To this end, on October 7<sup>th</sup>, 2021, CCET members met with Fraser Health representatives alongside BC Liquor License inspectors and 9 Surrey banquet hall owners regarding these concerns. It was determined that a concentrated efforts towards educating these businesses was required and there was consensus amongst the banquet hall owners in attendance of the October 7, 2021 meeting to ensure compliance. The CCET will continue to closely monitor banquet hall operations over the coming months accordingly to ensure improvement to the PHO requirements.

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](http://www.surrey.ca/COVID-19), has been a valued source of information for residents and businesses with approximately 286,057 pageviews as of October 12, 2021, with 2,932 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 65,000 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.

## **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

/SW:ki

[https://surreybc.sharepoint.com/sites/cmcitymanageradmin/council/corporate report no. 30 .docx](https://surreybc.sharepoint.com/sites/cmcitymanageradmin/council/corporate%20report%20no.%2030)  
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Appendix "I" – Corporate Report R190; 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



## CORPORATE REPORT

NO: R190

COUNCIL DATE: Sept 27, 2021

## REGULAR COUNCIL

TO: Mayor &amp; 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 18<sup>th</sup>, 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.

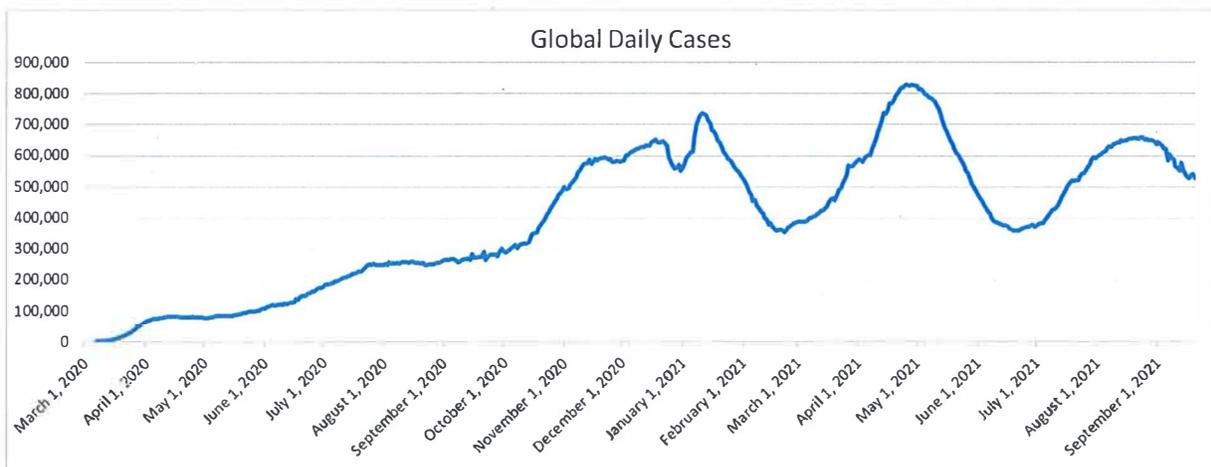
## DISCUSSION

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

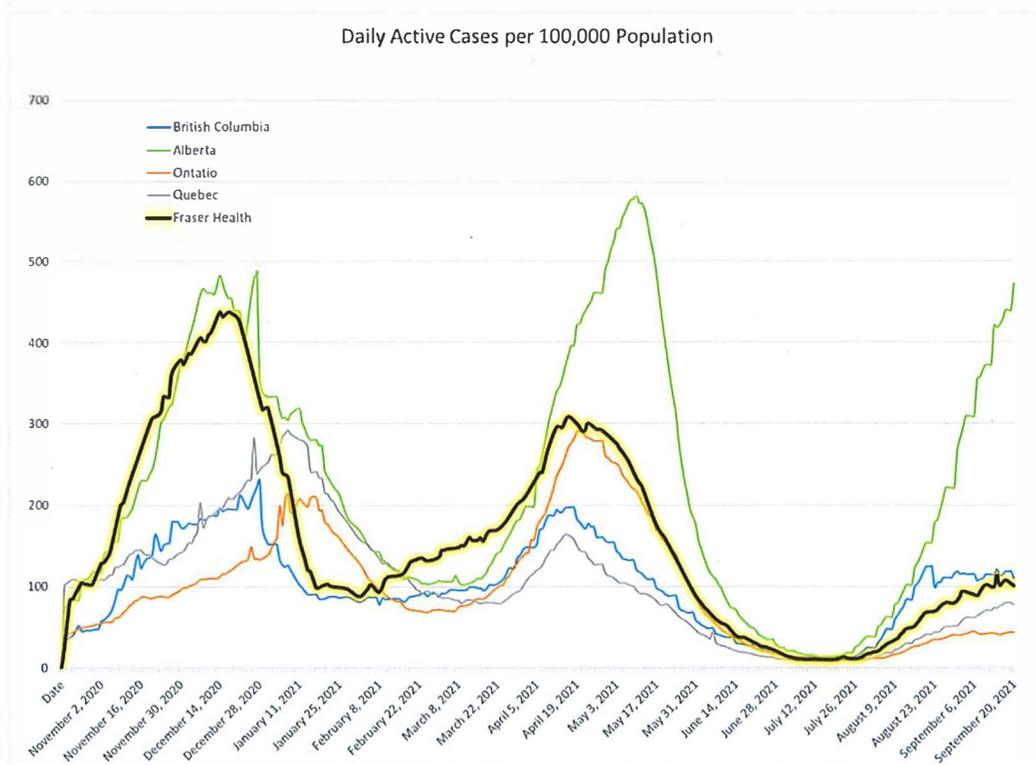
- As of September 21, 2021 the United States has had approximately 42,415,000 cases. This represents a 5.3% increase (2,130,000 cases) in infections reported;
- One state (California) is reporting over 4 million infections, two states (Texas and Florida) are reporting over 3 million infections, one state (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

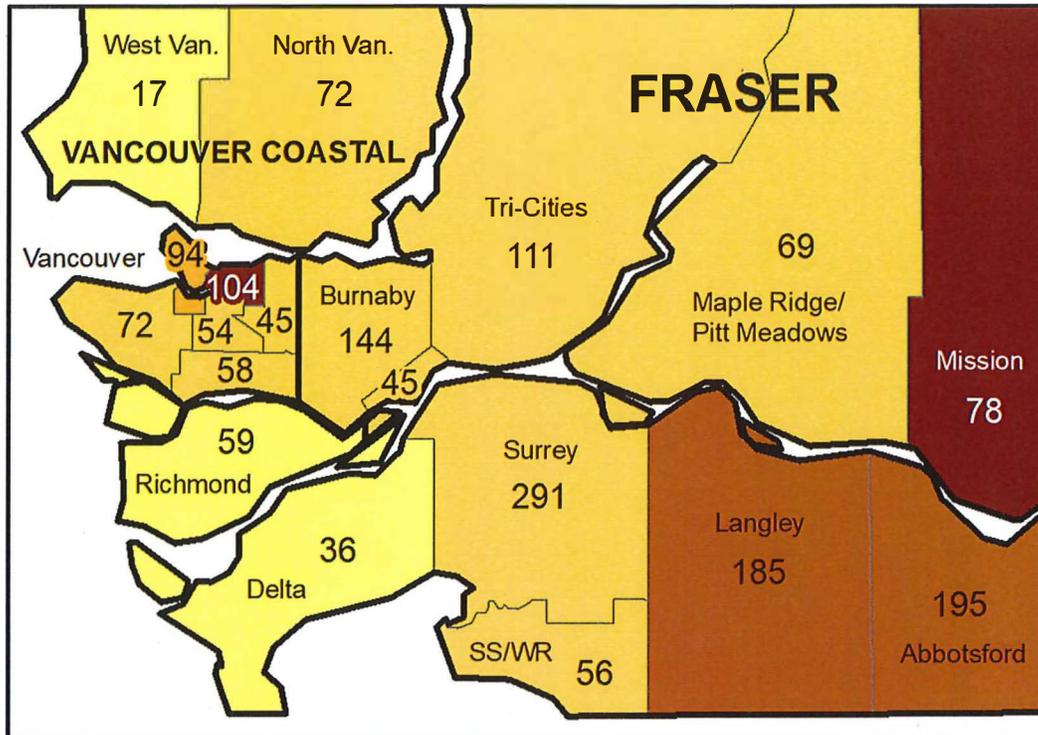
- As of September 21, 2021, Canada has had approximately 1,593,000 cases. This represents a 2.6% increase (40,000 cases) in infections reported;

### 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](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:

<b>Facility Type</b>	<b>Number of Facilities Opened</b>	<b>Number of Facilities Closed</b>	<b>% of Regular Program Offering at Opened Facilities</b>
<b><i>Recreation Centre</i></b>	13	0	20-50%
<b><i>Arena</i></b>	6	0	20-50%
<b><i>Indoor Pool</i></b>	3	2	20-50%
<b><i>Cultural Centre</i></b>	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 it aligns with the BC Restart Plan.

<b>Step</b>	<b>% of staff working at their respective facility</b>
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 businesses 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 businesses. 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 13<sup>th</sup> 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](http://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/ld

[https://surreybc.sharepoint.com/sites/cmcitymanageradmin/council/corporate report no. 29.docx](https://surreybc.sharepoint.com/sites/cmcitymanageradmin/council/corporate%20report%20no.%2029.docx)  
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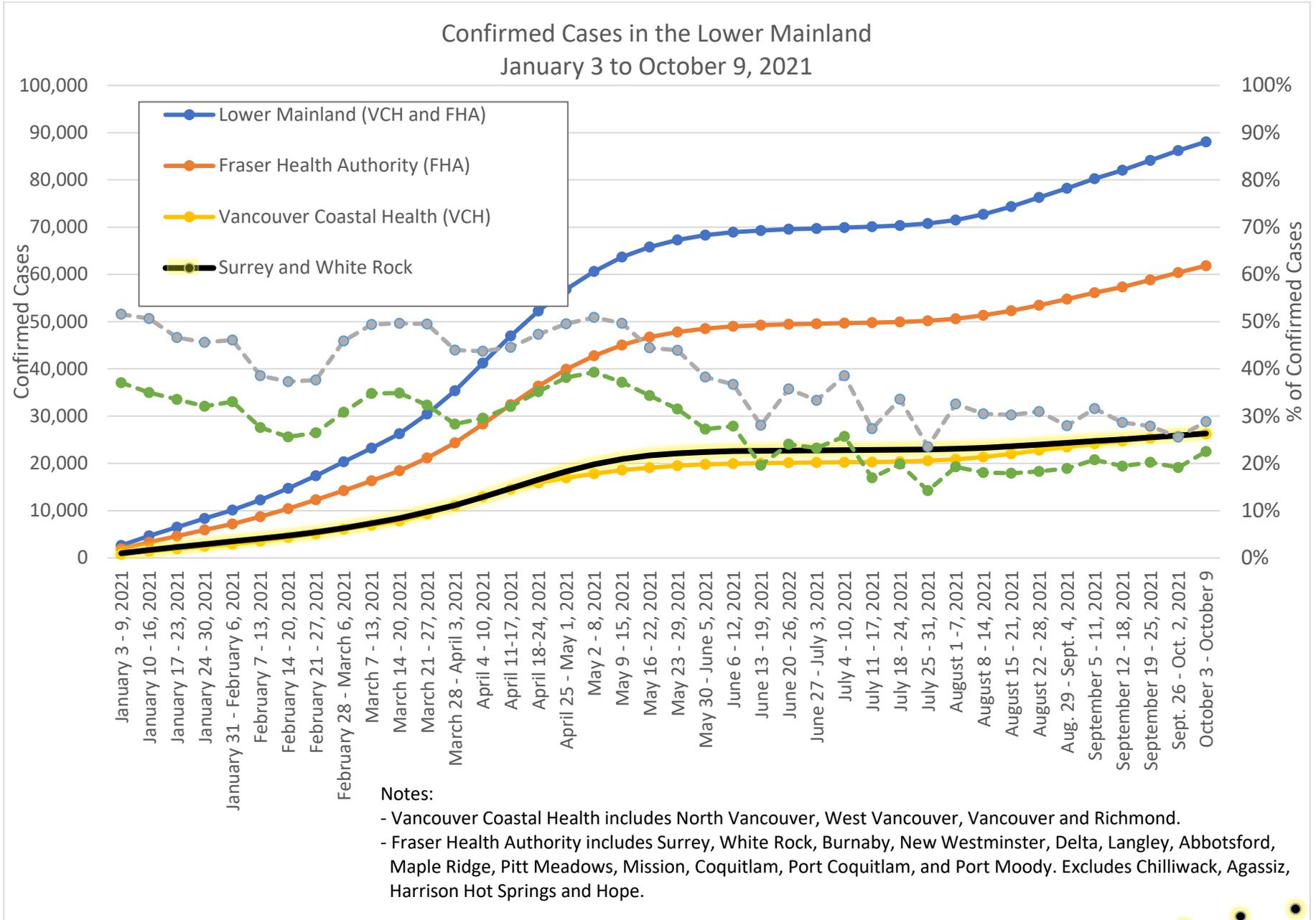
Appendix "I" – Corporate Report R179; 2021 – COVID-19: Emergency Operations Centre Update

Appendix "II" – Confirmed Cases in the Lower Mainland

Appendix "III" – New Cases Per Week in the Local Health Authorities

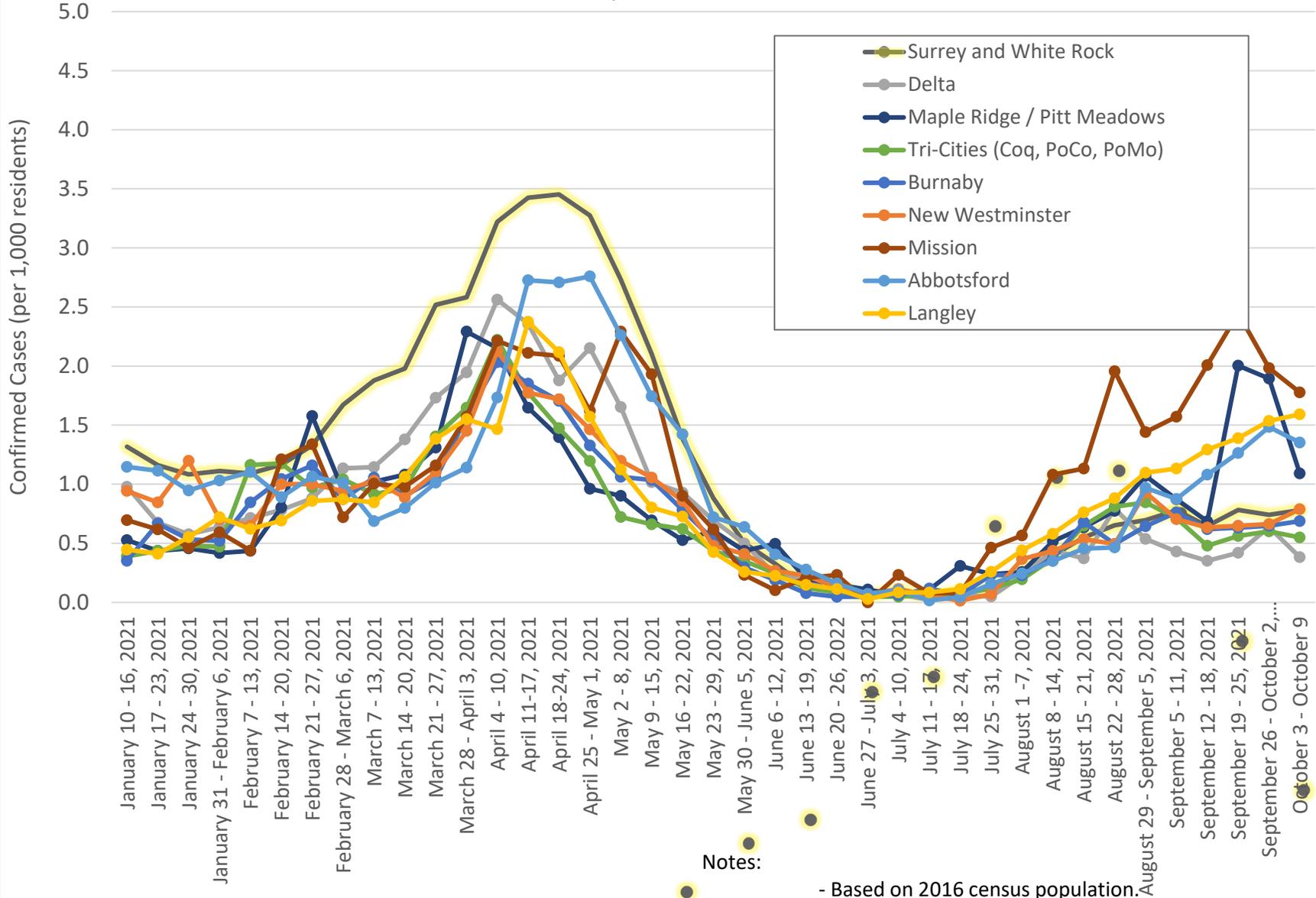
Appendix "IV" – EOC Critical Supplies Inventory

*\*Appendices available upon request*

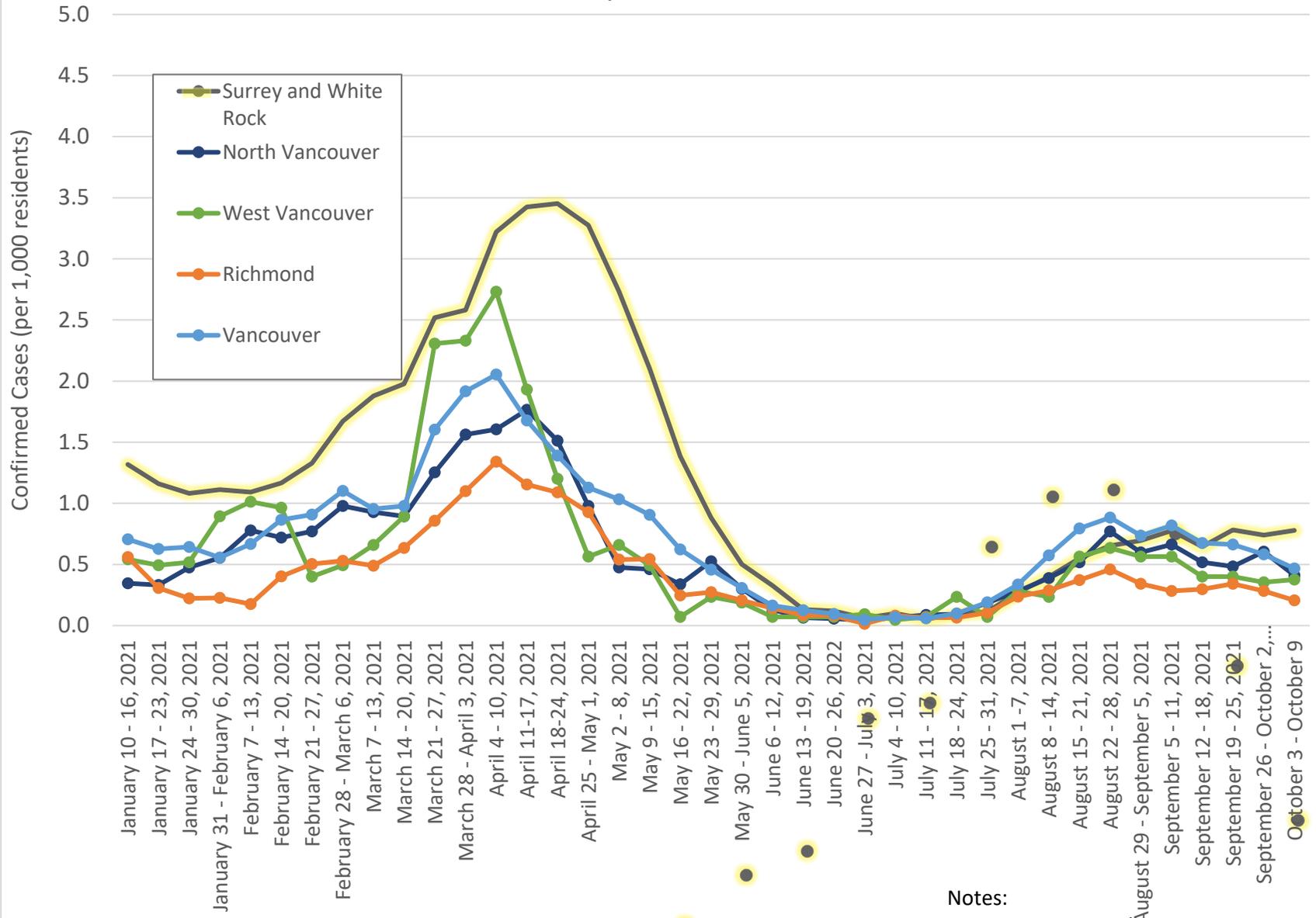


**Appendix "III"**  
**New Cases Per Week in the Local Health Authorities**

New Cases per Week per Capita in Communities in the Fraser Health Authority  
 January 10 to October 9, 2021

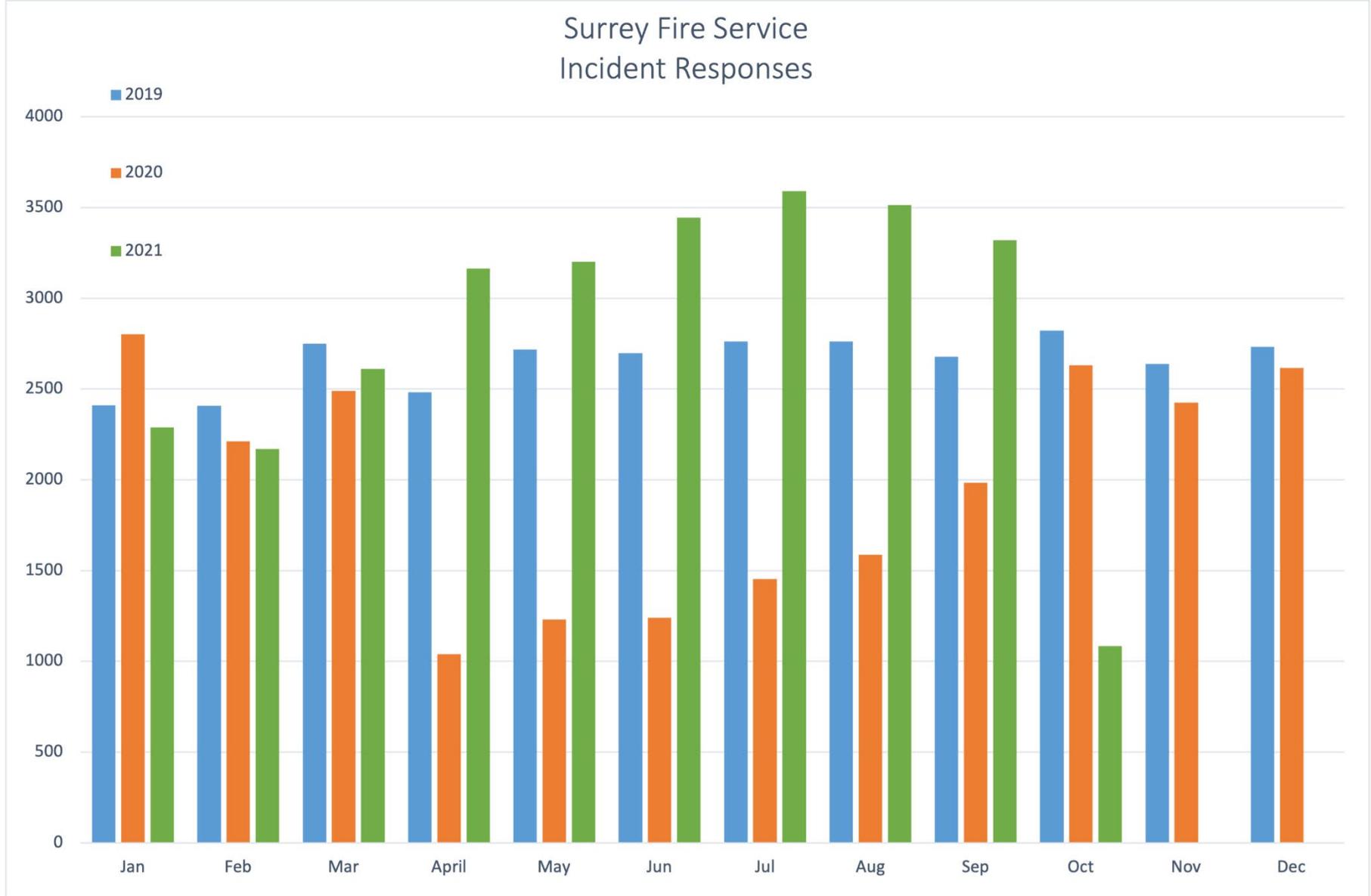


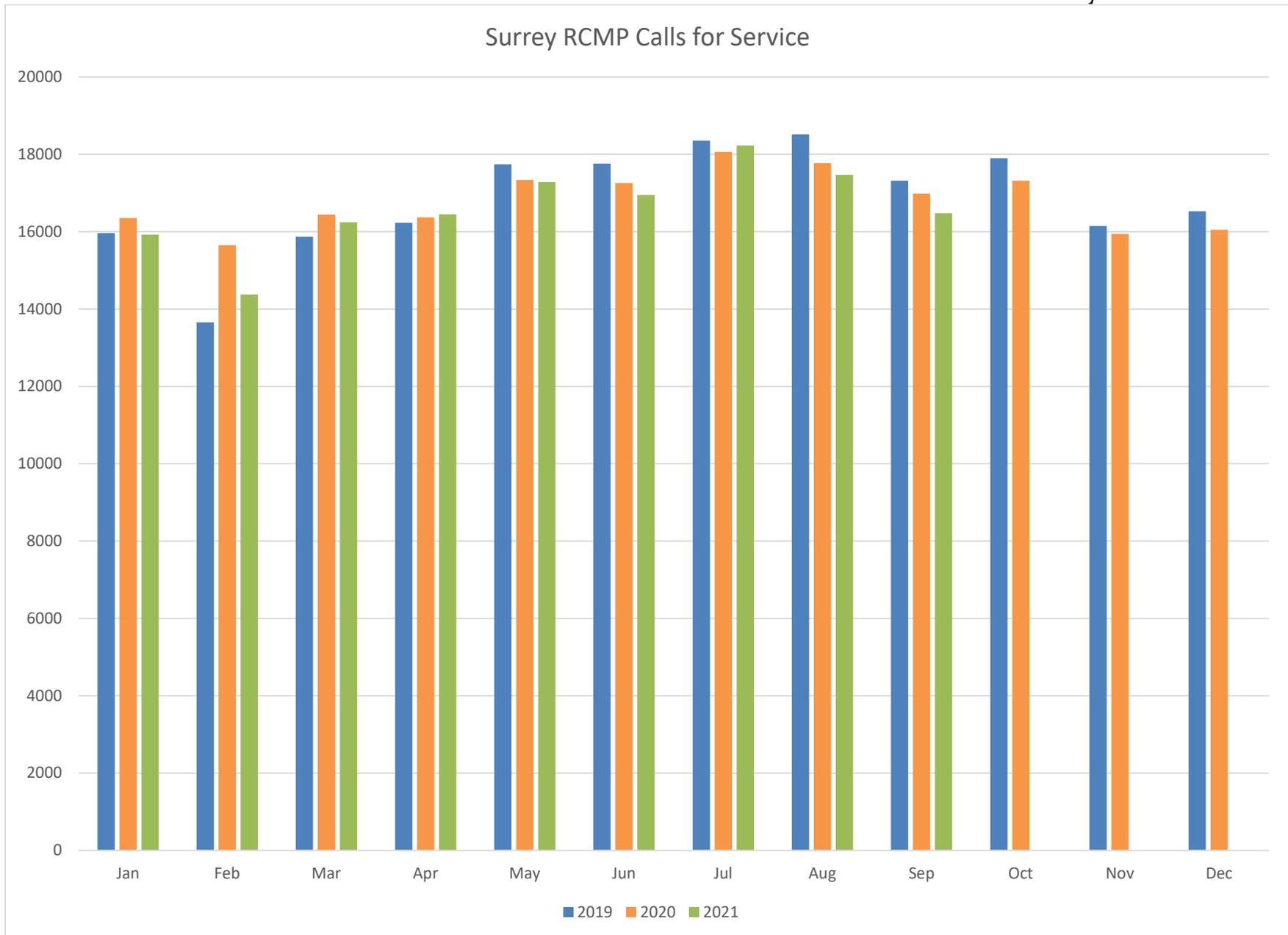
## New Cases per Week per Capita in Communities in Vancouver Coastal Health January 10 to October 9, 2021



Notes:

- Based on 2016 census population.



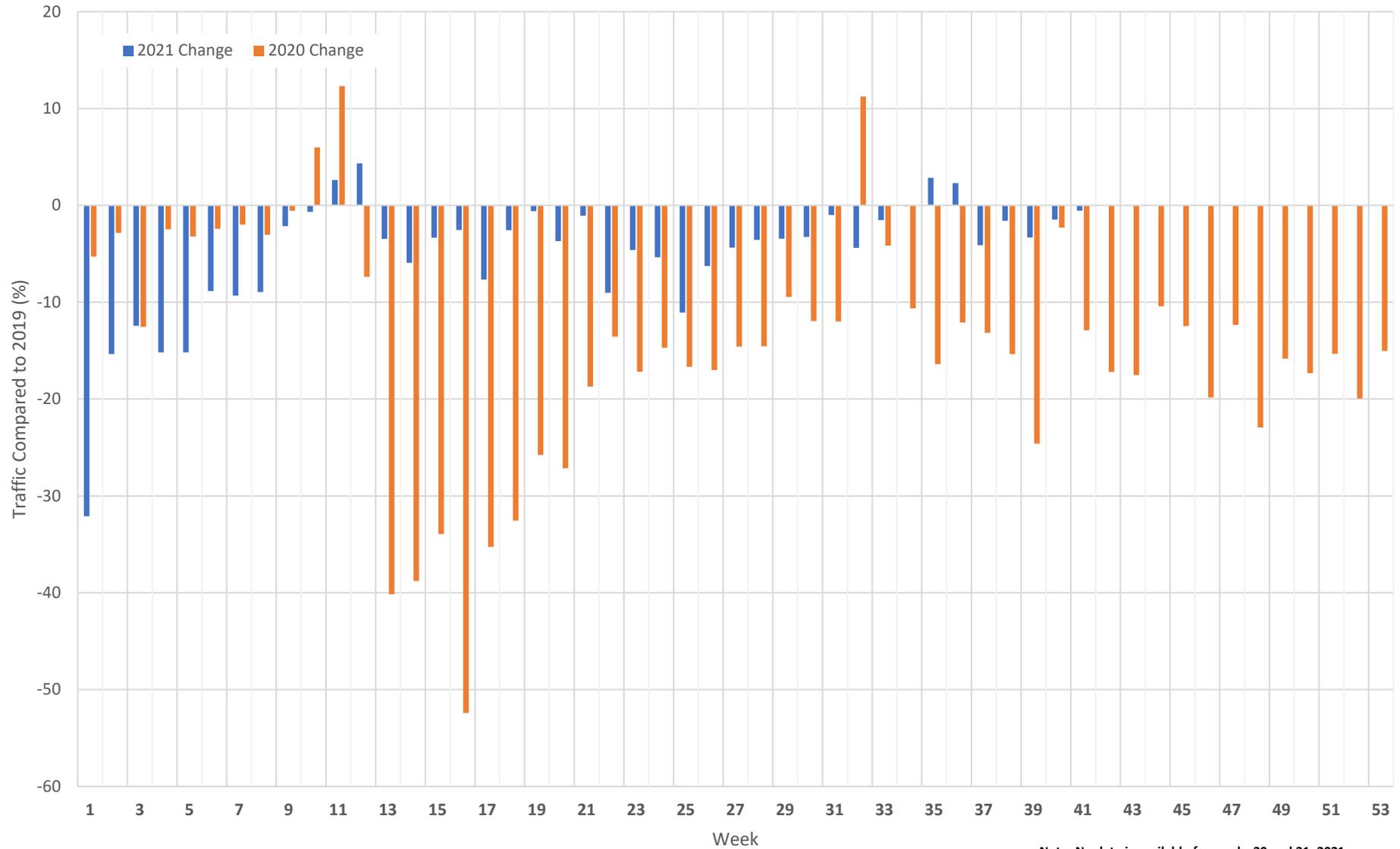


**Appendix “VI”  
EOC Critical Supplies Inventory**

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
<b>CLEANING</b>							
Bleach 6%	69	0.18	64	58	53	47	37
Disinfectant	702	0.80	678	654	630	606	558
Disinfectant Wipes	213,720	192.80	207936	202152	196368	190584	179,016
Hand Sanitizer	2,267	17.98	1728	1188	649	109	-969
Industrial Cleaner	8	0.00	8	8	8	8	8
<b>PPE</b>							
Booties	1,010	0.00	1010	1010	1010	1010	1,010
Cloth Masks	5,215	6.80	5011	4807	4603	4399	3,991
Face Shields	1,564	0.25	1557	1549	1542	1534	1,519
Gloves (Single Gloves)	143,700	1,337.84	103565	63430	23294	-16841	-97,111
Gowns	4,921	8.20	4675	4429	4183	3937	3,445
N95 Masks	37,975	35.00	36925	35875	34825	33775	31,675
P100 Cartridges	2,722	0.00	2722	2722	2722	2722	2,722
Plexiglass	0	0.00	0	0	0	0	0
Procedure Masks	50,978	240.00	43778	36578	29378	22178	7,778

Appendix "VII"  
Traffic Along Major Corridors

Traffic Along Major Corridors



Note: No data is available for weeks 30 and 31, 2021