

COVID-19 Update – Emergency Response

Community and Protective Services Committee

October 15, 2020



COVID-19 Update- Emergency Response

- **Current response status**
 - Human Needs Task Force
 - Outreach & Social Services
 - Financial and Food Security
 - Homelessness & Sheltering
- **Resurgence and cold weather plan**
 - Phased Approach
 - Action Plan
- **Long-Term Care COVID-19 update**

The Human Needs Task Force: Outreach & Social Services

Addressed urgent and immediate needs of residents

- Provided information, referrals and direct supports
 - Over 7,000 Red Cross wellness visits
 - Over 1,211 youth connected through Neighbourhood Ambassador Program
 - Over 30,000 information and service fact sheets distributed
 - More than 350,000 disposable and cloth masks distributed
 - Enhanced street outreach services, connecting residents sleeping unsheltered to housing services, amongst others
- Provided day respite services and access to showers, bathrooms, basic need items and crisis supports
 - 175-200 visits/day to the McNabb Respite Centre
 - Provided hot take away lunch on site at McNabb through the St Luke's Lunch Club service
 - Expanded hours at 4 Day Programs with access to washrooms and showers
 - Provided portable toilet facilities in 16 locations where gaps identified

The Human Needs Task Force: Outreach & Social Services

Supported community agencies and organizations

- Supported the reopening of social service agencies and contained the continued spread of COVID-19 in congregate living situations
- Funding for PPE and increased cleaning and staffing
- \$1.16 million allocated to more than 122 homelessness service providers, residential services homes and social service agencies
 - Addressed urgent and immediate community needs related to COVID-19, including enhancing mental health supports
 - \$6M through the Social Services Relief Fund (SSRF):
 - \$3.2 million to support food security and respond to needs of residents
 - \$1M to Indigenous community agencies
 - \$495,481 in Emergency Community Funding for urgent needs

The Human Needs Task Force: Financial and Food Security

Coordinated provision of food to fill gaps

- Supported range of food options from emergency food hampers to hot food delivery across the city and in all priority neighbourhoods
- Coordinated response to special needs, e.g. ethno-cultural food, gift cards, shopping trips for most vulnerable/isolated residents
- Funding of over \$800K for food security through the Social Services Relief Fund
- Fostered partnerships between food providers and sharing of resources
- Coordinating food sector service providers to plan for future food security
- Distributed over 20K Food Fact Sheets/Who to Call in food hampers
- Offered alternative location to St. Lukes Lunch Club for hot meal service

The Human Needs Task Force: Homelessness & Sheltering

Maintained sufficient capacity for isolation

Created 84 spaces for isolation at four sites:

- Single Men and Women (40 spaces)
- Families (40 spaces)
- Youth (4 spaces)

The Human Needs Task Force: Homelessness & Sheltering

Reduced over-crowding in shelters by creating physical distancing sites

Created 243 spaces for physical distancing:

- Single Women/Men (108)
- Families (135)

The Human Needs Task Force: Homelessness & Sheltering

Continued to support residents to secure/maintain permanent housing

- Coordinated a Housing Blitz with the Alliance to End Homelessness to secure private market affordable housing units
- Prioritizing women for the Canada-Ontario Housing Benefit to facilitate movement from emergency shelters to permanent housing and increase affordability for people on the centralized waitlist
- Ongoing assistance for Housing First clients through 73 workers across 13 organizations
- Housing loss prevention by distributing Rent Arrears Assistance Fact Sheet and maintaining Housing Benefit Fund

COVID-19 resurgence and cold weather plan

- **Phased approach**
 - Scale services and spaces as needed
 - Leverage the funding received from other levels of government
 - Prioritize the use of existing facilities and redeploy staff where possible
- **Action plan**
 1. Maintain and scale food security and wellness supports
 2. Enhance daytime respite services and washroom facilities
 3. Plan for additional isolation spaces
 4. Increase the number of physical distancing spaces
 5. Increase street outreach and supports
 6. Continue to advance housing and homelessness plan



Resurgence and Cold Weather Plan

1. Maintain and scale food security and wellness supports

- Red Cross on standby to resume wellness visits
- Working with food providers to coordinate food access and hot meals to those in need
- Enhancing supports to at-risk neighbourhoods by expanding the Neighbourhood Ambassador Program

2. Enhance daytime respite services and washroom facilities (Centretown, Vanier, ByWard Market)



- First phase – Tom Brown Arena Respite Centre
- Opening early November
- Access to washrooms/showers
- A place to rest during the daytime
- Provide essentials such as towels, toiletries, basic needs items (food, toiletries, clothing)
- Referrals to social programs and crisis intervention
- Actively looking for other solutions to increase the number of washroom services

3. Plan for additional isolation spaces

| Centre/Site | Current Occupancy | Current Capacity | Plan to increase capacity |
|----------------------------|-------------------|------------------|--|
| Singles Isolation Centre | 15 individuals | 40 individuals | Holding a second site to include 30 additional spaces. Site secured and to be available in November if needed. |
| Family Isolation Centre #1 | 7 families | 28 families | Sufficient capacity anticipated between two sites |
| Family Isolation Centre #2 | 0 families | 12 families | Sufficient capacity anticipated between two sites |
| Youth Isolation Centre | 0 individuals | 4 individuals | Work with Youth Services Bureau on additional options. |

4. Increase the number of physical distancing spaces

| Centre/Site | Current Occupancy | Current Capacity | Plan to increase capacity |
|--------------------------|---------------------------|------------------|---|
| Dempsey – for Single Men | 34 individuals | 58 individuals | Exploring city-owned, provincial/federal and private sites to increase capacity by up to 140 beds |
| Hotel – for Single Women | 13 rooms (15 individuals) | 50 rooms | Transition to a new site in October/November with a capacity of up to 390. |

5. Increase street outreach and supports

- **Invested \$501,449 to enhance street outreach services:**
 - Determine individual's acuity, risk areas, and supports required
 - Connect individuals to day programs, shelters, housing and other supports
 - Provide COVID-19 kits, basic needs and harm reduction supplies
 - Respond to concerns from residents and business
- **Creation of Unsheltered Taskforce to:**
 - Continually assess and respond to service needs
 - Enhance collaboration across departments and community partners
 - Increase identification and monitoring of encampments
 - Implement a ByWard Market Cleanliness Strategy

6. Housing and Homelessness Plan

We continue to advance our Housing and Homelessness Plan through:

- Advancing up to 200 supportive housing units with the support of the Rapid Housing Initiative funding from the federal government
- A final proposal for Inclusionary Zoning which will be completed by Q2 of 2021
- Advancing the construction of units on the short-term Transit Oriented Development sites
- Advancing the 644 affordable housing units in 11 projects that are currently underway with 190+ units scheduled to be available in 2020/2021.



Picture from the McNabb Respite Centre Appreciation Day



COVID-19 Update

Long-Term Care Services

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COVID-19 Preparedness

- Post Wave 1 - Survey of residents, staff and families
 - 70% of residents, 84% of staff, 87% of families felt they received the information they needed about the pandemic
 - 91% of staff indicated they had the tools they needed
- Debrief session with management teams
- COVID-19 LTC Preparedness Assessment
- Revision of Infection Prevention and Control (IPAC) Plan

COVID-19 Current Outbreak Status

| | Centre d'accueil Champlain | Carleton Lodge | Garry J. Armstrong | Peter D. Clark |
|--------------------|----------------------------|----------------|--------------------|----------------|
| Active Staff | 4 | 0 | 5 | 2 |
| Resolved Staff | 7 | 0 | 2 | 0 |
| Active Residents | 0 | 0 | 0 | 0 |
| Resolved Residents | 0 | 0 | 1 | 0 |



Infection Prevention and Control

- Staff surveillance testing
- Enhanced IPAC education, training and audits
- PPE management and supports
- Designated IPAC Resource for each home



Staffing

- Maintained increased staffing levels
- Hired LTC helpers to replace redeployed staff
- Active inventories for front line positions
- Hiring student placements
- 117 staff hired since last update



Visitors in Long Term Care

- Scheduled visits introduced in summer
 - Garden visits in June, indoor visits started July
- Changing Provincial and Public Health Directives
- Current Designated Caregiver Guidelines
- Essential Visitors

