

COVID-19 Update

Emergency Advisory Committee
March 20, 2020

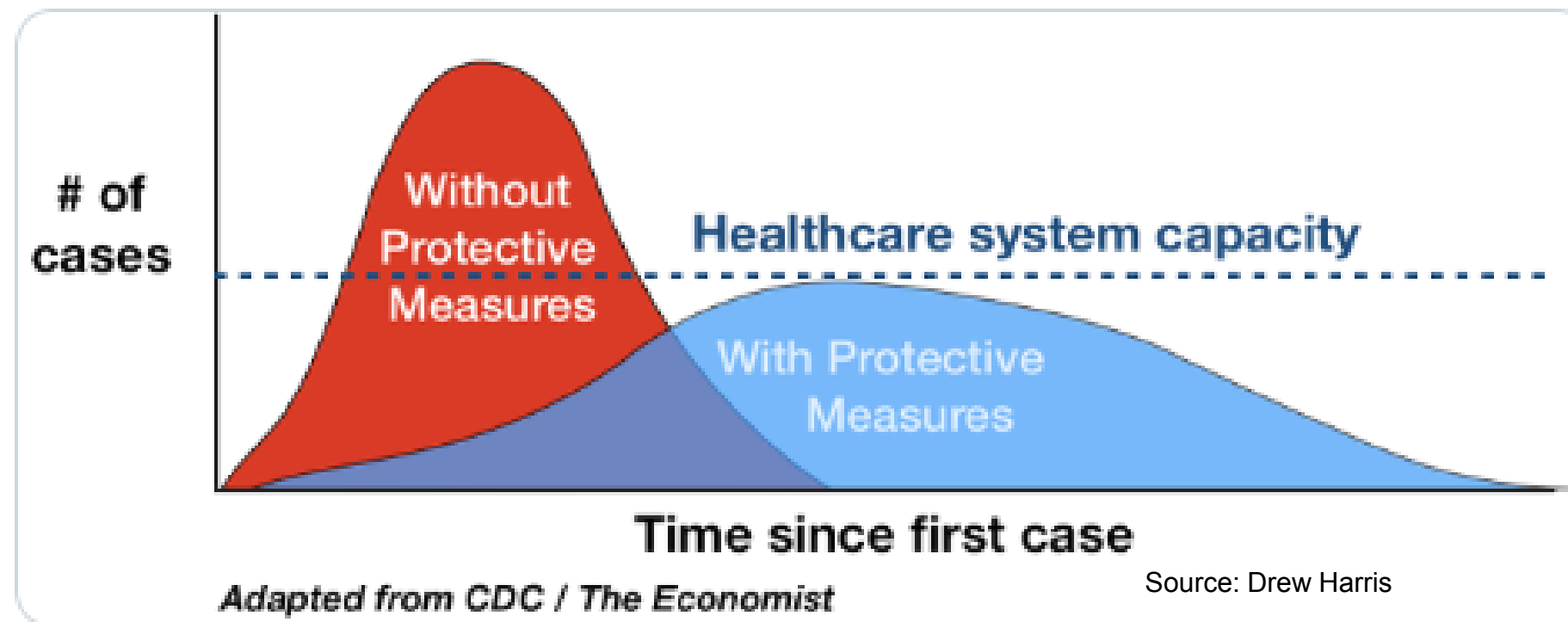
Agenda

1. Situation update
2. Transit service level
3. Emergency Social Services

Prevent the Spread

Important to remember that COVID-19 epidemic control measures may only delay cases, not prevent.

All efforts are aimed to limit the surge and give hospitals time to prepare and manage.



Situation update

Provincial Operations Centre is currently at Level 4

- March 17 - Alberta Health Services declared a state of emergency
- March 18 - the Province announced economic measures to fill the gap for those persons self-isolating until the Federal programs begins.
- March 19 - 146 cases in Alberta
- March 19 - first COVID-19 related death in Alberta occurred

Situation update

- "Take this seriously, Stay home, unless it is essential for you to go out." (Chief Medical Officer of Health, March 19)
- "If you are struggling with today's news, reach out to friends and loved ones to talk" (Chief Medical Officer of Health, March 19)
- Alberta Government contemplating a change to the Emergency Management Act
- AHS webpage <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

Response from local business

- Early hours for grocery and drug stores
- Delivering food to front line medical staff at the hospital
- Providing information online
 - Product and service related
 - General health and wellness information
- Ramping up take out and curbside pick up options
 - In some cases with discounts
- Increased cleaning protocols
- Ensuring social distancing requirement are met
- High stress environment but responding to daily changes that can dramatically affect their operations
- **Please support your business community**

One Team

- Many staff to thank for work being done whether you are delivering our critical services, supporting the Emergency Operations Centre and Emergency Social Service function or performing Governance function
- We are one team working to protect the citizens of our community
- Thank you for your commitment to this community
- We are working to ensure your workplace is safe while you work to protect the community
- Please look after yourself, your family and your neighbor
- Please reach out if you need help
- Please know that your professionalism and dedication is noticed and appreciated

Transit services

- Transit is operating full service except for overloads and local school trips
- Ridership has decreased by approximately 80%
 - Highest ridership on commuter buses was 17
 - Very few riders on the local buses
 - Almost all Mobility Bus trips are related to medical (dialysis) and grocery
- Customer Service Centre is open, but call volume and sales are low
- Staffing levels are currently reasonable, but we are experiencing a reduction in staff everyday
- As of this morning, 18 employees in almost all areas of transit operations are in self-isolation

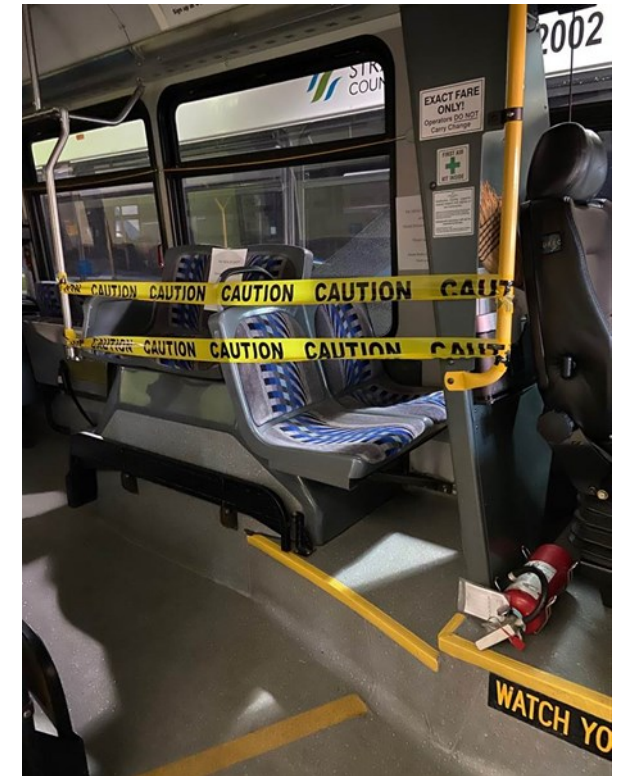


Service adjustments

- All overloads and local school runs were cancelled as of Monday, March 16
- Double-decker buses are only used on high ridership routes
- Transit is closely monitoring the loads and deploys spare buses as needed to avoid any crowding issues

Cleaning and protection

- All buses including Mobility Buses are being cleaned daily
- If a customer is showing any COVID-19 like symptoms, that bus will be changed out to be thoroughly cleaned and disinfected
- Transit terminals are being cleaned more often
- Mobility Bus is limiting the number of clients and seat clients as far away as possible from the operator and from each other
- All buses have the seating area directly behind the Operator sectioned off as a buffer



Recommendations

- Reduce service to every 30 minutes on all local and commuter routes (will be assessed daily)
- Discontinue fare enforcement and suspend all fare media sales
- Close Customer Service Centre to the public and move to full phone support
- Restrict Mobility Bus bookings for essential needs only

Service reduction

- Ridership has decreased by about **80%** and continues trending down each day
- Peak service only – less than **50%** reduction
- No service reduction at Ordze Transit Centre
- With the proposed service level change, reasonable social distancing will be maintained
- Spare buses will be deployed in locations where they may be required to address any potential crowding issues



Fare enforcement

- Discontinue fare enforcement and suspend all fare media sales
 - Protect both employees and customers by reducing direct interactions and eliminating transfer exchange between operators and customers
 - Allow rear door boarding only
- What other transit systems are doing
 - St. Albert – No
 - Leduc and Beaumont – Yes

Customer Service Centre

- In-person customer support is currently open during regular hours
 - sales are very low
 - customer inquiries focused on if buses are still running
- If fares are not required, in-person customer support can be replaced with full telephone support

Mobility Bus trip purpose

- Currently no trip purpose restriction in Sherwood Park
- Close contact between operators and customers

Recommended Approach:

- Minimize non-essential travel to restrict social trips – redirect them to FCS or other service agencies if they need support due to social isolation

Update from the Community

- Update from Social Framework Leadership Table
- Update from Foodbank
- Staying connected and sharing service level summaries

FCS Critical Services

- FCS Critical Services Continue
 - Home Care in the Lodges
 - Home Help and Home Visitation support by phone
 - Social supports by phone on the main FCS line

Calls are slow to steady and the nature and type of call is changing

Predicting a shift in number and types of calls next week

Emergency Social Services

- Emergency Social Services (ESS) are short term services provided to preserve the well-being of people impacted by an emergency or disaster.
- In most emergencies this involves the creation of a reception centre – think of fire and flood supports
- A pandemic requires an alternate approach to ESS

ESS Objective for COVID-19

- To identify and track vulnerable people with critical and vital needs who lack community support systems
- To provide vulnerable people with critical and vital needs who lack community support systems and don't have access to basic needs such as food, shelter, prescription medications
- To monitor the service capacity of local community services and resources that support vulnerable residents to understand changing needs of our community and their capacity to continue offering services

ESS Update

- An Incident Management Team for ESS was stood up starting March 17, 2020
- Planning is underway for our County's most vulnerable.
- Second phase of planning will focus on supporting those who have recently become vulnerable due to multiple impacts of COVID – 19
- FCS phone line will be open over the weekend (8:30 a.m. – 4:30 p.m.)

ESS Funding from the Province

- \$30M will be distributed to FCSS' across the province
- Funding for the provision of additional supports and services to seniors and vulnerable families impacted by COVID – 19
- One-Time targeted funding
- Not subject to FCSS Act and Regulation

Sharing kindness



Strathcona County @StrathcoCounty · 17m

We know there are many acts of kindness happening in [#strathco](#) [#shpk](#) too. Please spread some light by sharing your stories using [#AlbertaCares](#)



Dr. Deena Hinshaw ✓ @CMOH_Alberta · 17h

It is by helping one another that we will overcome #COVID19AB.

I would like to call on Albertans to share the acts of kindness that they have experienced in their community during this difficult time.

Please join me in using [#AlbertaCares](#) to spread some light.



Strathcona County @StrathcoCounty · 13m

We're in! Our County Hall Christmas lights and Festival Place lights will be on, as of tonight 🇨🇦 🎄 [#AlbertaCares](#) [#strathco](#) [#shpk](#) twitter.com/natalie_macd/s...



Natalie MacDonald @natalie_macd · 3h

This could be a really fun thing for families in @shpk. We took ours down but maybe we can put some lights on our tree in the front yard. [#lightupthepark](#) [#strathco](#) [#christmaslights](#)

SHERWOOD PARK!

Starting Friday evening!
March 20th - 22nd

Simply turn your Christmas lights back on this Friday, March 20th and families can walk/drive around and enjoy the lights together!



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COVID-19 INFORMATION

HELP PREVENT THE SPREAD

Prevention starts with awareness.
Be informed on how you can
protect yourself and others from
novel coronavirus:

- Self-isolate if you're feeling sick
- Wash your hands frequently
- Cover coughs and sneezes
- Avoid touching your face

Concerns about your health?
Call Health Link 811.

alberta.ca/covid19

