

## Update on COVID-19

Chief Pegg, Fire Chief & General Manager of Emergency Management

March 19, 2020 at 3:45 p.m.

Members' Lounge, Toronto City Hall, 100 Queen St. W

Good afternoon.

As you know, the City of Toronto has taken a number of actions to help prevent the further spread of COVID-19, and we continue to do so.

City Hall, Metro Hall and all City of Toronto civic centres were closed to the public on Tuesday and all non-essential or critical staff have been assigned to either work from home or have been reassigned to other critical service areas

Yesterday, the Toronto Police Service advised that all Toronto Police Service facilities, including Headquarters, have been closed to the public.

As well, until further notice, all Criminal Record Checks and Criminal Record and Judicial Matters Checks must be submitted online. Vulnerable Sector Screenings, including fingerprinting, can be arranged on an urgent basis only by calling 416-808-8244 or email [referencecheckprogram@torontopolice.on.ca](mailto:referencecheckprogram@torontopolice.on.ca).

The Property Unit of the Toronto Police Service, located at 330 Progress Avenue, is closed to the public until further notice. Services will continue to be provided over the phone, by calling 416-808-3750 between 7 a.m. and 7 p.m.

As always, for Toronto Police Emergencies, call 9-1-1. For non-emergency Police inquiries, call 416-808-2222 or visit [torontopolice.on.ca/core](http://torontopolice.on.ca/core)

Critical City services continue, including:

- All emergency services – including police service, fire service and paramedic service emergency response continue as normal.
- Toronto Water continues to ensure our drinking water is reliable, safe and remains at the high standard we have all come to expect.
- Shelters and respite sites remain open.
- City-operated Long-Term Care homes will continue to operate, but with no visitors permitted at this time.
- Garbage and recycling collection will continue as scheduled, but yard waste collection has been suspended.
  - If you have put yard waste out for collection this week, please remove it from the curb until further notice.

- Road operations, including snow removal services if required, will continue as normal.
- Toronto Hydro is operating normally.
- 3-1-1 is operating normally.
- TTC continues to deliver normal service levels.
  - However, the TTC's Wheel-Trans reservation system has been overburdened with calls from non-Wheel Trans customers seeking transportation to assessment centres.
  - Wheel Trans does NOT provide public transport to assessment centres or hospitals.

Anyone seeking information about assessment centres can go to [Toronto.ca/covid19](https://toronto.ca/covid19) and look under the "health advice" tab

Likewise, as I have repeatedly stated, our Public Health call centres continue to experience an incredibly high volume of calls.

- Many of the questions being asked can quickly be addressed by accessing [Toronto.ca/COVID-19](https://toronto.ca/COVID-19).

I encourage everyone to make the City's website their first point of access for credible information.

All information related City service levels, as well as public health information is continually being updated at [Toronto.ca/COVID-19](https://toronto.ca/COVID-19).

And again, PLEASE, do not call 911 when seeking information about COVID-19 or city services. 911 is for use in emergency situations, requiring response by Toronto Police, Toronto Paramedics or Toronto Fire Services only.

As I have stated here and online, we would like to remind the public to be extra vigilant when it comes to those trying to sell or provide products or services associated to COVID-19.

Reliable, accurate and up-to-date information is provided at [Toronto.ca/COVID-19](https://toronto.ca/COVID-19)

Anyone who believes they have been approached or contacted by someone who is misrepresenting themselves in an effort to sell goods or services should report to Toronto Police online at [www.tps.on.ca/core](https://www.tps.on.ca/core)

I would like to note that Environment Canada are forecasting brief severe wind gusts and up to 25 mm of rain for tomorrow, which may cause local flooding and tree failures. A special weather statement has been issued.

As always, emergency services and Toronto Hydro are prepared and ready to respond as required.

The City's Urban Forestry team have arranged to have 55 crews available to respond to fallen trees and branches, prioritizing safety hazards, blocked roads and to provide assistance to Toronto Hydro as required, should that become necessary.

- Additional crews will be on standby.

City Parks is calling in staff to be ready to address any flooding issues and to clear culverts, etc.

If winds are high enough that the ferry is unable to dock safely at Ward's Island, residents will be bussed to Hanlan's Point, which is more protected from wind.

The ferry will pick them up from there and take them across. Residents will be informed via email of this change.

As always, should you encounter a downed powerline, stay at least 10 metres away – which is the length of a school bus – and call 9-1-1 for help.

I want to thank the public, the Toronto Public Service, our government partners, as well as our friends in the media, for all they are doing to help flatten the curve.

Our collective efforts in following the advice of our Medical Officer of Health will make all the difference in getting through this together.

Our team at the Emergency Operations Centre, including our COVID-19 task force, as well as the entire corporate leadership team here at the City of Toronto, has just one focus – keeping Toronto and its residents safe and informed.

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