

Update on COVID-19

Chief Pegg, Fire Chief & General Manager of Emergency Management

April 29, 2020 at 3:45 p.m.

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

Good afternoon.

Today marks the 50th day of continuous EOC operations – 44 of which have been at level 3, which is the highest level of activation. This is the longest continuous activation of the City's EOC to date.

Since March 11th, all aspects of EOC operations have continued to operate 7 days per week, ensuring that both critical and essential services are being provided without interruption and that the safety and needs of both our residents and staff remain a top priority. As issues and changes arise, they are readily identified and addressed through our incident management system.

Last month, the EOC worked in collaboration with Toronto Employment and Social Services (TESS), the Province of Ontario, and other City partners, to facilitate the in-person distribution of Ontario Works and Ontario Disability Support Program payments at various locations across the City.

A robust and responsive distribution plan was developed and implemented that effectively maintained physical distancing during the in-person distribution of payments and replacement payment cards, while enabling our clients to receive the support they require. The April payment distribution plan builds on the successfully implemented plan used in March.

While approximately 718 Ontario Works clients were required to attend in person in March to receive their supports, only 16 clients are expected this week. This is the direct result of our ability to successfully convert the vast majority of clients to direct bank deposits and payment cards as opposed to providing manual cheques.

This proactive measure contributes significantly to maintaining effective physical distancing.

Ontario Works support payments will be delivered and processed over three days this week – From Wednesday through Friday.

Ontario Disability Support Payments will also be delivered and processed on Thursday and Friday this week.

This cross-divisional collaboration ensures that those who need Ontario Works & ODSP assistance, have access to the supports they require and that they receive these supports in a safe and effective manner.

This is one of many examples of how our team is collaborating to support our residents when they need it most. I would like to thank each and every member of our City of Toronto team, who continues to work hard in support of our residents each day.

In closing, I remind everyone that [Toronto.ca/COVID-19](https://toronto.ca/COVID-19) is the best source for reliable and timely information on COVID-19 in Toronto.

Thank you.

END