

## Update on COVID-19

Chief Pegg, Fire Chief & General Manager of Emergency Management

June 15, 2020 at 3:45 p.m.

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

Good afternoon.

Today, I would like to provide you with a summary of EOC operations over the course of the COVID-19 pandemic in Toronto.

As you know, our EOC has been operating at level 3, since March 17. Level 3 is our highest level of activation.

We have been operating under declared emergency in Toronto since March 23.

Together, we built and continue to operate the largest and most complex Incident Management System in Toronto history.

148 City staff from 51 City divisions and agencies were assigned directly to the EOC at the height of operations.

An additional 140 staff were directly connected to the EOC via their respective divisional operations centres in response to COVID-19.

Within the EOC, to date, we have managed an average of 171 incoming engagements per day.

Over the course of COVID-19, the demand in the EOC peaked on April 2, where we managed 531 incoming engagements that day.

Without any doubt, COVID-19 has significantly changed the way in which we work across the City, as we moved quickly to implement physical distancing provisions in our workplaces.

Today, we conduct more than 2,000 video and teleconference meetings each day on a City-wide basis.

I would like to share just a few of the important services that have been provided in response to COVID-19:

- Shelter, Support and Housing Administration opened 32 facilities and provided more than 1,400 people with physically distanced, safe space;
- More than 2,900 clients were moved to maintain effective physical distancing;

- More than \$4 million dollars in donations have been received to date;
- The PPE task force, which operates as part of the EOC, has filled more than 1,250 PPE requests to date; and
- We have issued approximately 600,000 items of PPE to our frontline service workers.

Finally, we are continuing to work hard to ensure the safe, efficient and effective restart of City services.

There are more than 230 individual services that have been identified and prioritized for restart, with more than 75 of these currently moving through the restart planning and preparation process.

Our goal is to have each City service ready for restart as very quickly as possible, following provincial approval to restart these services, as part of their phased restart approach.

I am privileged to work alongside a team of caring and dedicated professionals, who have and continue to give their all, in response to COVID-19 in our city.

In closing, I want to thank everyone who continues to do their part to help us stop the spread of COVID-19.

As always, I remind you that [toronto.ca/covid19](https://toronto.ca/covid19) is the best source for reliable and timely information on COVID-19 in Toronto.