

Update on COVID-19

Chief Pegg, Fire Chief & General Manager of Emergency Management

December 2, 2020 at 2 p.m.

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

Good afternoon.

267 days ago, we activated our emergency operations centre, in response to COVID-19.

As a city, we continue to provide the essential and critical services that our residents both need and rely on each and every day in Toronto.

For example, emergency services, including paramedic, fire and Police services, continue to be delivered without interruption.

Toronto Water continues to ensure our drinking water is reliable, safe and remains at the high standard we have all come to expect.

Road operations, including snow removal services as required, continue as normal.

Toronto Hydro is operating normally.

3-1-1 is operating normally with service levels at or above the established performance targets year-to-date.

In response to the COVID-19 pandemic, the delivery of city services has evolved quickly, in response to the increased need for remote work and technology-based service delivery.

This would not have been possible without the expertise and dedication of our Technology Services and People & Equity teams, who have enabled these solutions in live-time.

In keeping with the best advice and direction from Public Health, a considerable number of our city staff continue to work remotely.

In fact, earlier this week, City Manager Chris Murray advised city staff that the current remote work policy has been extended to March 31, 2021.

Our essential and critical services staff, who are unable to work remotely given the nature of their roles, continue to report to work while being supported by enhanced

infection prevention and control practices and through the provision of personal protective equipment as required.

Our PPE supply chain and inventory continues to be managed effectively.

As of this morning, 49 of the City's outdoor artificial ice rinks are open for leisure skate, with a maximum of 25 people per ice pad.

Since the outdoor rinks opened on Saturday, more than 32,000 reservations have been managed via the online reservation system.

Additional walk-on spaces are available for those who cannot reserve online.

After-school Recreation Care programs are operating, in order to provide essential child care services to families.

Although most programs and services in community centres are closed, in accordance with the provincial lockdown Regulations, more than 50 community recreation facilities remain open to provide washroom access for residents.

The City has more than doubled its supply of winter washrooms in city parks, including 45 winterized washroom locations and 51 locations with portable toilets.

Public washrooms are also available at the City's outdoor rink locations.

I remind everyone that toronto.ca/COVID-19 is the best source for reliable and timely information on COVID-19 in Toronto.

Thank you.