

## Update on COVID-19

Chief Pegg, Fire Chief & General Manager of Emergency Management

**January 18, 2022 at 11:00 a.m.**

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

Good morning.

Before I provide my update today, I would like to acknowledge that it was one year ago today that we opened the very first proof-of-concept COVID-19 vaccine clinic at the Metro Toronto Convention Centre.

More than 2 months ahead of schedule, our COVID-19 immunization task force opened this clinic to coincide with the very first available vaccines, provided to us by the Province of Ontario.

In opening and operating this initial proof-of-concept clinic, our team was able to validate and finalize the COVID-19 Mass Immunization Clinic playbook, which subsequently informed and enabled the set-up and operation of COVID-19 vaccine clinics across the Province.

I would like to acknowledge and thank everyone who has been part of this incredible effort, including our dedicated Team Toronto vaccine partner network. What has been achieved through your hard and continuing work has literally been lifesaving and I thank you all.

I would also like to thank everyone who worked so hard to manage and respond to the winter storm yesterday, as well as the ongoing snow clearing and clean-up operations.

This is another example of Toronto's ability to respond to changing and demanding circumstances as they happen.

Yesterday, we witnessed people helping one another and coming together to help those in need.

Thank you for your continued patience and your never-ending willingness to help when it matters most.

As the snow clearing operations continue, each of our emergency services are directly connected with Transportation Services - Road Operations Managers, via the Emergency Operations Centre.

This will ensure that our responding emergency services have direct and timely access to snow clearing support on City streets, where those services are required to facilitate the response of Paramedic Services, Fire Services and Toronto Police Service vehicles and personnel.

Yesterday, our emergency and essential services operated with an average unplanned absence rate of 13.0%.

Between December 24<sup>th</sup> and January 17<sup>th</sup>, our emergency and essential services operated with an average unplanned absence rate of 12.3%.

Our team continues to implement their mitigation plans effectively, thereby ensuring that these essential services continue to be delivered across the City.

From a City-wide perspective, yesterday, we operated with an average unplanned absence rate of 7.7% across all the City divisions.

Yesterday, Toronto Paramedic Services operated with approximately 100 Ambulances on the road and an unplanned absence rate of 17.7%.

Also, yesterday, Toronto Fire Services operated with 112 frontline trucks and crews in service and an unplanned absence rate of 14%.

Yesterday's winter storm further challenged our on-duty staffing as a number of staff had challenges getting into work.

I thank everyone who extended their shifts and accepted overtime shifts, working together to mitigate yesterday's weather-related unplanned absences.

Fire Services are continuing to respond to approximately 60 additional low priority paramedic calls each day, where there is no clear indication of a patient or injury.

Each of our other emergency, essential and critical services, including Toronto Police, Toronto Water, TTC, Shelter Support and Housing, Senior Services and Long-Term Care, Children's Services and our City-operated COVID-19 Vaccine Clinics also continue to provide exceptional service to Toronto residents, and I thank them also.

Many of these services were also impacted by the severe winter weather yesterday, including both TTC who battled the winter weather throughout the day and the City-operated Vaccine Clinics, which were forced to close yesterday as a result of the severe weather and road closures.

Each of these teams continue to do an exceptional job of managing through the challenges associated with increased numbers of staff being unable to report for duty as a result of COVID-19.

Our COVID-19 Strategic Command Team continues to work every day in order to ensure that all aspects of our City-wide response to the pandemic remain responsive and effective.

As the situation with COVID-19 continues to evolve, so will our planning and response.

As always, I encourage you to continue to make [Toronto.ca/covid19](https://toronto.ca/covid19) your first choice for up to date, accurate and timely information on all aspects of COVID-19 response in Toronto.

Thank you.