

From: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
"Reid, Darrell" <Darrell.Reid@vancouver.ca>
Date: 3/14/2020 5:41:08 PM
Subject: COVID-19 update: March 14, 17:30h
Attachments: COVID-19 SOCIAL 1.jpg
COVID-19 SOCIAL 2.jpg
20-073 COVID19-TABLOID-Poster-Mar14.pdf

Dear Mayor and Council,

I am writing to provide an overview of our pandemic response efforts over the past day. The EOC remains activated under Darrell's leadership and the team has been dealing with a range of immediate issues and advance planning. Per my previous note, the direction from public health officials has not changed in the past 24 hours.

Focus of response efforts for March 14

- The multi-agency task force focused on support to vulnerable populations convened at the EOC. As one aspect of this multi-dimensional planning exercise, City staff are assessing public and private facilities that BCH and VCH could utilize to accommodate individuals who may not be in a position to isolate themselves. Please note that we are not disclosing specific details regarding this work at this time. The task force is also considering potential contributions from community agencies to the response.
- Leveraging guidance from BCH to publicly-funded SROs, we have developed information for private SRO owners to mitigate risks to individuals living in their buildings.
- We have developed a centralized public web page listing event cancellations and facilities status and are making ongoing updates to our web site, social media, posters.
- Planning and materials are being prepared for more intensive measures such as facilities closures.
- Enhanced options for the public to continue to participate in civic activities electronically.

We also continue to keep our staff up to date and are answering their questions and we will be distributing on-site cleaning protocols for personal workspaces.

Public information

- Notice on vancouver.ca with dedicated COVID-19 web page ☞ ongoing updates
- Media updates as warranted
- Ongoing social media posts (examples attached). We encourage you to help amplify these messages by re-sharing the City's posts from our channels. Twitter is our primary channel and we are updating regularly at 9 am, 3 pm and 6 pm
- Public signage for City facilities including supportive housing, including do not enter if you are sick/have recently travelled, what to do if you have symptoms

Recommended messages for Council

- The City is taking this situation very seriously, and the health and safety of public and our staff is our top priority.
- The Emergency Operations Centre has been activated with dedicated staffing and we are working closely with external partners, including Vancouver Coastal Health.
- We are following the instructions and orders of the Provincial Health Officer, which means that public gatherings of more than 250 people at our facilities and other sites are being cancelled, postponed or scaled down. Some other public services have been scaled back (e.g. steam rooms and saunas are closed, limited attendance at large public pools).
- Increased cleaning is being put in place at all City facilities.
- City staff and the public are advised to stay home if they are sick or have recently travelled.
- The City is very concerned about the potential impacts on at-risk residents, including people living in SROs and people experiencing homelessness who face increased challenges around self-isolation. We are working with

- Vancouver Coastal Health and Provincial partners on a coordinated approach to support these residents.
- The City is also aware of the potential impacts on businesses in Vancouver and their employees. Through the Vancouver Economic Commission, we are in contact with representatives of impacted sectors and will be working with them to identify supports the City and other levels of government may be able to provide for the response and recovery of our local economy.
- If you travelled recently, or have symptoms including fever, cough, headache and/or shortness of breath/difficulty breathing, you should stay home and get medical advice. Do not go to public places if you are sick.
- The situation is evolving daily, and we are putting plans in place should things escalate and we need to make more changes to how we provide services to the public. The City will take all steps to ensure continuity of essential services for residents.

Please let me know if you have any questions.

Best,
Paul

Paul Mochrie | Deputy City Manager
Office of the City Manager | City of Vancouver
paul.mochrie@vancouver.ca
604.873.7666



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.

COVID-19 Need to Know:

- ✓ Do not travel outside Canada
- ✓ Wash your hands
- ✓ Cover your cough or sneeze
- ✓ Stay away if you're sick or have recently travelled outside Canada

More on COVID-19: ow.ly/IIOM50yLaRk

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**COVER YOUR
COUGH OR
SNEEZE**

COVID-19 Need to Know:

- ✓ All @CityofVancouver facilities are open
- ✓ All @VPL facilities are open
- ✓ @ParkBoard facilities are open, except steam rooms and saunas
- ✓ Cleaning protocols are being increased

More on COVID-19: ow.ly/IIOM50yLaRk

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**FEELING SICK?
STAY HOME**

COVID-19 Need to Know

**Here is what you can do to
protect us all from COVID-19:**



Wash your hands.



**Cover your cough
or sneeze.**



Feel sick? Stay home.



**Do not travel
outside Canada**

Public health risk is continually reassessed and City services will be adjusted accordingly. For the most up to date information please visit vancouver.ca/covid19 and vch.ca.