

File No.: 04-1000-20-2020-187

September 22, 2020

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of March 13, 2020 for:

Daily briefing notes and situation reports about coronavirus, held at the level of City Manager, Office of the Mayor and Emergency Preparedness/Management department. Date range: February 22, 2020 to March 13, 2020

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.14 and s.15(1)(l) of the Act. You can read or download these sections here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2020-187); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signature on file]

Barbara J. Van Fraassen, BA
Director, Access to Information & Privacy

Barbara.vanfraassen@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

*If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:dp

From:	"Vancouver Emergency Management Information System" s.15(1)(l)
To:	"Hayne, Kris" <Kristopher.Hayne@vancouver.ca>
Date:	7/28/2020 12:44:40 PM
Subject:	[EXT] [VEMA] Incident Update: Coronavirus disease 2019 [COVID-19] ((none))

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City of Vancouver
Vancouver Emergency Management Agency

Incident Update

Coronavirus disease 2019 [COVID-19] HUMAN DISEASE OUTBREAK

Vancouver

EM-2020-0034 | 2020/02/25 22:20

Logged by: DANIEL STEVENS

Incident Update

SITUATION UPDATE (as of Feb 25, 2020)

- Cases continue to grow globally in number and spread, most recently to a number of additional countries in the Middle East. However, the WHO has not declared pandemic, but has stated that it has the potential to become one. The City of Vancouver is focusing efforts on business continuity planning under the assumption of reduced staffing due to illness, the need for additional staff to work from home caring for family or in isolation because of potential exposure; and response planning in support of the health-sector response to the community. We also continue to support Health's messaging.
 - PHAC and Health continue to assess the current risk as low to Canadians and British Columbians.
 - Social stigma is an increasing concern. [WHO Situation Report 35 \[who.int\]](#) has a *focus section* on social stigma associated with COVID-19. It recommends the following [WHO/UNICEF/IFRC guide to preventing and addressing social stigma associated with COVID-19 \[click.cacomms.net\]](#) which may be useful to guide our internal and external communication (see Words Matter section).
 - The Numbers
 - Global: 80,239 confirmed cases; 2,700 deaths.
 - Canada: 11 cases (including 7 the in BC referenced below). See [PHAC \[click.cacomms.net\]](#) website.
 - BC: 6 (5 confirmed cases, 1 presumptive confirmed case).
 - New case is closely related to a previous case.
 - PHAC Travel Health Notice remains at Level 3 of 4: recommendation to avoid non-essential travel to China. Additional of: *Hubei Province - Avoid all travel to the province of Hubei due to the imposition of very strict travel and movement restrictions in order to limit the spread of COVID-19.*
 - In BC, health continues to assess the risk as low to residents.
 - The BCCDC is now officially authorized for COVID-19 testing by the National Microbiology Laboratory (NML) and therefore samples no longer require further confirmation by the NML in Winnipeg.
 - All people with COVID-19 locally have a mild illness and have self-isolated. Contacts also being monitored. There is no concern of transmission from these individuals.
- Key information sources:
- VCH has posted a FAQ sheet on their website <http://www.vch.ca/about-us/news/vancouver-coastal-health-statement-on-coronavirus> [click.cacomms.net]
 - BCCDC is also updating messaging frequently <http://www.bccdc.ca/about/news-stories/stories/2020/information-on-novel-coronavirus> [click.cacomms.net]

HEALTH MESSAGING (for internal use only)

- Numbers continue to increase globally.
- **Transmission:** Public Health officials confirm person-to-person transmission of the virus through droplets (coughing, sneezing) and is more probable when in close contact with someone who is sick. How easily it is transmitted is still not clear.
- **Severity of virus:** COVID-19 causes a mild illness in over 80% of individuals, 15% have more severe illness, 3% experience critical illness. The virus is acting in a similar way to influenza, though maybe a bit more severe. It is certainly nothing like SARS.
 - In comparison: Influenza causes approx 3500 deaths per year in Canada. Case fatality rate from influenza, about 0.1 % (moderated as we have a vaccine).
 - SARS caused 8,000 cases in Canada. 700 deaths reported. Case fatality rate closer to 10%.
- Preventative measures are the same as for seasonal cold and flu, practice frequent hand washing, cough

- and sneeze etiquette, and stay home when sick.
- Newly arrived travellers are now being advised to closely monitor themselves for symptoms and to avoid contact with others for 14 days after leaving Hubei province. This includes remaining home from school or work and avoiding crowded public places.
- Incubation period looks to be averaging around 3-6 days with a maximum incubation period of 14 days before symptoms appear.
- In China where community transmissions are occurring, expect far more cases than are lab-confirmed. Fortunately most people are suffering from mild illness and are recovering without significant medical care. Those that are severely ill or dying generally have pre-existing medical conditions or are elderly.
- Public Health Officials are saying that while the risk to public in BC remains low, stakeholders should start reviewing Pandemic plans.

COV PLANNING ACTIVITIES

1. Monitoring and supporting Health-led messaging to staff and public
2. Ensuring critical service continuity
3. Protecting COV employees from occupational exposures

ROUNDTABLE

- *See previous updates for full range of information shared. Updates going forwards will only include new information.*

HR/Org Health

- Inquiries from staff limited to questions on very specific situations and are generally minor. No significant questions from staff.
- ACTION: Org Health will work with Internal Comms on the drafting of internal messaging to be used under various scenarios.

Risk Mgmt/BCP

- Risk Management is working with VEMA on the development of the COVID-19 response plan.
- ACTION: Risk Management and VEMA will meet to coordinate completion of specific sections of the plan.

TS / IT solutions

- No new updates.
- ACTION: TS will confirm available pool of loaner laptops within the next week.

REFM/Facilities

- No updates.

FRS/Supply Chain

- No updates.

CEC/Communications

- CEC continues to keep a close eye on partner communications, media, and social media related to COVID-19.
- CEC is not sending out anything proactively, but will respond to inquiries from media and the public and media.
- No significant questions on social media. Some isolated questions when the public observes staff wearing masks as part of their day-to-day operations (e.g. cleaning a pool facility) and in relation to transit (e.g. request to turn off heaters/fans in buses).

First Responders - VPD/VFRS

- No updates.

VEMA

- ACTION: Risk Management and VEMA will meet to coordinate completion of specific sections of the plan.
- Ongoing monitoring and coordination internally and externally with partners in Health, EMBC, and regionally.
- Working with Health on development of guides for local government and indigenous communities COVID-19 planning.
- VEMA requested Health provide information on the following topics (requested on regional call on Feb 11):

- - o risk assessments for scenarios and potential measures they may recommend in each scenario,
 - o guidance on if/how local government can contribute to the effort to address concerns and conflicting information in the public sphere (it's low risk here vs media reports of cities in China and cruise ships quarantined). Ideally the message would formally come from Health and we could help refer to it,
 - o recommendations on personal protective equipment for various classes of staff, or indication that Health would not recommend PPE in any scenario for local government staff.

Sent on: 2020/02/25 22:20 by DANIEL STEVENS

For more information or to add additional staff to future updates:

Contact the on-call *Emergency Management Duty Officer* at **s.15(1)(l)** or **s.15(1)(l)**.

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Vancouver Emergency Management Agency

Incident Update

Coronavirus disease 2019 [COVID-19] HUMAN DISEASE OUTBREAK

Vancouver

EM-2020-0034 | 2020/02/29 16:29

Logged by: DANIEL STEVENS

Incident Update

SITUATION UPDATE (as of Feb 29, 2020)

- In BC and Canada, health continues to assess the risk as low to residents. However, language used by health agencies in Canada and by the WHO indicate an increased urgency to prepared to limit the spread of the disease and start planning for possible transmission in our communities.
- It is important to note that the majority of people becoming sick with COVID-19 are recovering. There have been no deaths in Canada.
- BC has significant capacity to test for the virus that causes COVID-19 with an approximate turn around time of 4 days.
- Planning
 - VEMA and Risk Management are aiming to release the City's updated disease outbreak response plan by the end of this coming week. The plan will continue to be updated based on continued planning with Health.
 - Local health agencies and WHO have released a number of planning support documents included in the RESOURCES section below. These include guidelines on PPE use by WHO (note, these have not been endorsed by local health agencies), two documents to support COVID-19 planning at the local level, and workplace guidelines from WHO. These documents are a validation to the type of planning that the City of Vancouver is undertaking but many questions remain which we have highlighted to our local health partners on numerous occasions. In particular, we are requesting information on what types of social isolation measures could we anticipate here, how we can prepare to assist the health sector, and guidelines for the use of personal protective equipment. We're continuing to work with colleagues in Health as they ramp-up their internal infectious disease outbreak planning and will incorporate their guidelines into our planning documents when available.
- Travel
 - PHAC is expanding COVID-19-related travel advisories to countries beyond China. All staff should check the [PHAC travel advisories website \[click.cacomms.net\]](#) before planning work-related or personal travel abroad.
- Cost recovery
 - Disease outbreaks are not emergencies covered by the provincial/federal Disaster Financial Assistance program. As such, the City of Vancouver should not assume we can recover costs associated with response and recovery to COVID-19 from senior governments (unless confirmed otherwise).
- The Numbers

	Cases	Deaths	Source
Global	85,641	2,933	WHO Situation Dashboard [click.cacomms.net]
Canada	20 (11 ON, 8 BC, 1 QC)	0	PHAC [click.cacomms.net]
BC	8 (4 of whom have recovered)	0	BCCDC [click.cacomms.net]

RESOURCES:

- **VCH Regional Pandemic Response Plan (2018)**

Note, this was created before the COVID-19 event, but there is some useful information to reference.

<https://sneezesdiseases.com/resource/vch-regional-pandemic-outbreak-response-plans>
[click.cacomms.net]

- **BC Health Planning Documents**

Health released two guiding documents to help public agencies plan for COVID-19 outbreak:

- [COVID-19 4 Key Ways to Prepare.pdf](#) [click.cacomms.net]
- [COVID-19 resources for bc public agencies.pdf](#) [click.cacomms.net]

- **PHAC - Coronavirus Disease: prevention and risks**

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html> [click.cacomms.net]

- **WHO - Addressing Social Stigma**

Social stigma is an increasing concern. [WHO Situation Report 35](#) [who.int] has a *focus section* on social stigma associated with COVID-19. It recommends the following [WHO/UNICEF/IFRC guide to preventing and addressing social stigma associated with COVID-19](#) [click.cacomms.net] which may be useful to guide our internal and external communication (see Words Matter section).

- **WHO - Situation Reports**

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/> [click.cacomms.net]

- **WHO - Guidelines on the use of PPE** (no local guidelines have been release in BC yet)

https://apps.who.int/iris/bitstream/handle/10665/331215/WHO-2019-nCov-IPCPPE_use-2020.1-eng.pdf
[click.cacomms.net]

- **WHO - Getting your workplace ready for COVID-19**

https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7_4 [click.cacomms.net]

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Vancouver Emergency Management Agency

Incident Update

Coronavirus disease 2019 [COVID-19] HUMAN DISEASE OUTBREAK

Vancouver

EM-2020-0034 | 2020/03/03 15:06

Logged by: DANIEL STEVENS

Incident Update

SITUATION UPDATE (as of March 3, 2020)

- In BC and Canada, health continues to assess the risk as low to residents.
- The majority of people becoming sick with COVID-19 are recovering. There have been no deaths in Canada. People in self-isolation in BC are recovering at home or have already recovered.
- BC has significant capacity to test for the virus that causes COVID-19 with fast turn-around times.
- Travel
 - PHAC is expanding COVID-19-related travel advisories to countries beyond China. All staff should check the [PHAC travel advisories website \[click.cacomms.net\]](#) before planning work-related or personal travel abroad.
 - Travelers returning from Hubei province in China are asked to **self-isolate** and stay at home for 14 days from the date they left Hubei, and asked to contact public health agencies within 24 hours of return.
 - Media has reported that travelers returning from Iran should also self-isolate for 14 days. We are confirming with PHAC on the accuracy of this statement as this is not reflected on the Public Health Agency of Canada website.
 - Travelers returning from trips to locations outside Canada, other than to Hubei province or Iran, are asked to **self-monitor** for 14 days and call the public health authorities if symptoms develop (fever, cough, difficulty breathing). In BC, public health authorities can be called using 8-1-1
- Cost recovery
 - Disease outbreaks are not emergencies covered by the provincial/federal Disaster Financial Assistance program. As such, the City of Vancouver should not assume we can recover costs associated with response and recovery to COVID-19 from senior governments (unless confirmed otherwise).
- Coordination with Health
 - EMBC will be hosting another coordination call with local authorities and health partners later this week or early next week.
 - Health is expected to release a document that will include more detailed guidelines to help the City plan support to the health sector in the event of a local outbreak.
- The Numbers

	Cases	Deaths	Source
Global	91,783	3,123	WHO Situation Dashboard [click.cacomms.net]
Canada	27 (18 ON, 8 BC, 1 QC)	0	PHAC [click.cacomms.net]
BC	8 (4 of whom have recovered)	0	BCCDC [click.cacomms.net]

COORDINATION CALL NOTES:

- VEMA and RM leading development of the Infectious Disease Outbreak Plan
- The plan covers the following topics:
 - Background on outbreaks and pandemics
 - Coordination and escalation
 - Preparedness activities - activities undertaken before a local outbreak
 - Response activities - activities undertaken during a local outbreak
 - Business Continuity and Internal Measures (including identification of critical services and expected impact and general actions such as enhanced environmental cleaning)
 - Support to health sector (including use of City facilities as care centres)
 - Consequence management (including managing economic impacts, social stigma)
 - Support tools

2. Status of Business Continuity Planning

- Approx 80% of departments have completed the recent business continuity planning work pushed out by RM.
- Focus is now on ensuring departments have identified their critical services, have identified potential impacts and are developing contingencies.

3. Illness Reporting and Environmental Cleaning

- Discussion on process to identify workstations that may require cleaning following illness of a staff member.
- **ACTION:** Paul H will lead discussion to finalize this process with REFM, RM, HR, CEC, and FRS-Supply Chain)

4. Communications

- Discussion on a soft increase to public messaging related to coronavirus, both through the City website and via posters at sites such as libraries and community centres where many clients are less likely to be informed by on-line material. Requests have come to VEMA related to coordination of messaging from West Vancouver and Vancouver Public Libraries.
- **ACTION:** Daniel S to forward the VPL e-mail showing example material from other libraries to CEC.
- **ACTION:** Ashton P will convene CEC, PB, and VPL comms to discuss and come up with a recommendation.

5. First Responders (VFRS and VPD)

- VFRS has consulted with their Medical Director to confirm their infection control protocols, including use of PPE, related to calls for service, as outlined in their Infectious Disease Exposure Plan.
- VPD has similar planning underway.

RESOURCES:

- **VCH Regional Pandemic Response Plan (2018)**
Note, this was created before the COVID-19 event, but there is some useful information to reference.
<https://sneezesdiseases.com/resource/vch-regional-pandemic-outbreak-response-plans> [click.cacomms.net]
- **BC Health Planning Documents**
Health released two guiding documents to help public agencies plan for COVID-19 outbreak:
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- **PHAC - Coronavirus Disease: prevention and risks**
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- **WHO - Guidelines on the use of PPE** (no local guidelines have been release in BC yet)
https://apps.who.int/iris/bitstream/handle/10665/331215/WHO-2019-nCov-IPCPE_use-2020.1-eng.pdf [click.cacomms.net]
- **WHO - Getting your workplace ready for COVID-19**
https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7_4 [click.cacomms.net]

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Vancouver

EM-2020-0034 | 2020/03/03 19:59

Logged by: DANIEL STEVENS

Incident Update

UPDATE - TRAVELERS FROM IRAN

- The update sent earlier today referred to media reports indicating travelers from Iran should self-isolate for 14 days. While the PHAC and CBSA websites have still not been updated to reflect this, several government websites in BC are corroborating this. (see <https://news.gov.bc.ca/releases/2020HLTH0058-000370> [click.cacomms.net])
- The City should be prepared for staff returning from Iran to be asked by health agencies to self-isolate for 14 days. This is the same protocol as for people returning from Hubei province in China.
- Travelers returning from *other* locations outside Canada, other than Hubei province or Iran, are asked to self-monitor for 14 days and call public health authorities if symptoms develop (fever, cough, difficulty breathing).
- There are now more people confirmed with COVID-19 in BC who are linked to Iran than linked to China.

Sent on: 2020/03/03 19:59 by DANIEL STEVENS

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Vancouver

EM-2020-0034 | 2020/03/07 11:01

Logged by: DANIEL STEVENS

Incident Update

EOC ACTIVATING ON MONDAY

- The EOC is activating to a Level 1 on Monday morning, following CLT direction.
- Staff for the EOC are being identified through department channels, not through EOC emergency call out processes and systems
- Current priorities for the EOC (this will be refined on Monday):
 - enhancing information to staff regarding COVID-19
 - establishing mechanisms for staff to reach out, ask questions, seek advice
 - supporting environmental cleaning
 - supporting work-from-home
 - advanced planning related to HR and labour relations, consequences management (e.g. economic impacts), and support to health
 - keeping leadership and elected officials informed (policy group, CLT, Council) - developing briefings, support tools
- A more formal EOC Action Plan will be developed on Monday and communicated
- We are ramping up the EOC to address the areas identified above and staffing accordingly, and we will expect to adjust staffing as needs change.
- Current direction from CLT is to activate 7-days-per-week - we will further assess which functions are required and when to develop a sustainable staffing plan.

To departments not yet identified to send staff to the EOC:

- Please identify someone to be the EOC's key point-of-contact for your department (so we have someone identified we can reach out to for priority asks or information; ideally someone on your leadership team) and send the name to eoc.director@vancouver.ca.
- If you would benefit from having a key-point-of-contact work at the EOC facility, we have space and can accommodate that. Please let me (Daniel Stevens) know and we can discuss further.

Sent on: 2020/03/07 11:01 by DANIEL STEVENS

For more information or to add additional staff to future updates:

Contact the on-call *Emergency Management Duty Officer* at s.15(1)(l) or s.15(1)(l)

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From:	"Vancouver Emergency Management Information System" <s.15(1)(l)>
To:	"Hayne, Kris" <Kristopher.Hayne@vancouver.ca>
Date:	7/28/2020 12:45:58 PM
Subject:	[EXT] [VEMA] Incident Update: Coronavirus disease 2019 [COVID-19] ((none))

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

City of Vancouver
Vancouver Emergency Management Agency

Incident Update

Coronavirus disease 2019 [COVID-19] HUMAN DISEASE OUTBREAK

Vancouver

EM-2020-0034 | 2020/03/05 19:06

Logged by: DANIEL STEVENS

Incident Update

UPDATE - 8 New Cases in BC

- BC has announced eight new cases of COVID-19 for a total of 21 cases in British Columbia. BCCDC continues to assess the risk to BC as low.
- The new individuals are in the VCH and FHA regions.
- One of the individuals is the first case of apparent community transmission. This individual lives in the VCH region. She was identified from sentinel testing, whereby health officials are now testing everyone for COVID-19 who is being tested for the flu in order to detect and gauge transmission in the community.
- Health officials are conducting a detailed investigation to try and understand where she may have been infected.
- See video of media briefing for more information: <https://www.pscp.tv/w/1rmxPABjoJKN>
[\[click.cacomms.net\]](#)

Sent on: 2020/03/05 19:06 by DANIEL STEVENS

For more information or to add additional staff to future updates:

Contact the on-call *Emergency Management Duty Officer* at s.15(1)(l) or s.15(1)(l).

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From:	"Vancouver Emergency Management Information System" s.15(1)(l)
To:	"Hayne, Kris" <Kristopher.Hayne@vancouver.ca>
Date:	7/28/2020 12:44:18 PM
Subject:	[EXT] [VEMA] Incident Update: Coronavirus disease 2019 [COVID-19] ((none))

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City of Vancouver
Vancouver Emergency Management Agency

Incident Update

Coronavirus disease 2019 [COVID-19] HUMAN DISEASE OUTBREAK

Vancouver

EM-2020-0034 | 2020/02/18 15:19

Logged by: DANIEL STEVENS

Incident Update

SITUATION UPDATE (as of Feb 18, 2020)

- Global: 73,424 confirmed cases; 1,873 deaths. See [WHO Global Dashboard \[click.cacomms.net\]](#).
- Canada: 8 cases (including 5 the in BC referenced below). See [PHAC \[click.cacomms.net\] website](#).
- BC: 5 (4 confirmed cases, 1 presumptive confirmed case).
- PHAC Travel Health Notice remains at Level 3 of 4: recommendation to avoid non-essential travel to China.
- In BC, health continues to assess the risk as low to residents.
- All people with COVID-19 locally have a mild illness and have self-isolated. Contacts also being monitored. There is no concern of transmission from these individuals.
- Key information sources:
 - VCH has posted a FAQ sheet on their website <http://www.vch.ca/about-us/news/vancouver-coastal-health-statement-on-coronavirus> [click.cacomms.net]
 - BCCDC is also updating messaging frequently <http://www.bccdc.ca/about/news-stories/stories/2020/information-on-novel-coronavirus> [click.cacomms.net]

HEALTH MESSAGING (for internal use only)

- Numbers continue to increase globally.
- **Transmission:** Public Health officials confirm person-to-person transmission of the virus through droplets (coughing, sneezing) and is more probable when in close contact with someone who is sick. How easily it is transmitted is still not clear.
- **Severity of virus:** COVID-19 causes a mild illness in over 80% of individuals, 15% have more severe illness, 3% experience critical illness. The virus is acting in a similar way to influenza, though maybe a bit more severe. It is certainly nothing like SARS.
 - In comparison: Influenza causes approx 3500 deaths per year in Canada. Case fatality rate from influenza, about 0.1 % (moderated as we have a vaccine).
 - SARS caused 8,000 cases in Canada. 700 deaths reported. Case fatality rate closer to 10%.
- Preventative measures are the same as for seasonal cold and flu - practice frequent hand-washing, cough and sneeze etiquette, and stay home when sick.
- Newly arrived travellers are now being advised to closely monitor themselves for symptoms and to avoid contact with others for 14 days after leaving Hubei province. This includes remaining home from school or work and avoiding crowded public places.
- Incubation period looks to be averaging around 3-6 days with a maximum incubation period of 14 days before symptoms appear.
- In China where community transmissions are occurring, expect far more cases than are lab-confirmed. Fortunately most people are suffering from mild illness and are recovering without significant medical care. Those that are severely ill or dying generally have pre-existing medical conditions or are elderly.
- Public Health Officials are saying that while the risk to public in BC remains low, stakeholders should start reviewing Pandemic plans.

COV PLANNING ACTIVITIES

1. Monitoring and supporting Health-led messaging to staff and public
2. Ensuring critical service continuity
3. Protecting COV employees from occupational exposures

ROUNDTABLE

- See previous updates for full range of information shared. Updates going forwards will only include new information.

HR/Org Health

- Inquiries from staff limited to questions on very specific situations and are generally minor. No significant questions from staff.
- The City continues to look to the advice of Vancouver Coast Health for newly arrived travelers returning from Hubei province (including Wuhan city), China. Public Health Agency of Canada's continues to recommend that newly arrived travelers closely monitor themselves for symptoms and to avoid contact with others for 14 days after leaving Hubei province. This includes remaining home from school, work and avoiding crowded public places.
- **ACTION:** HR will work with CEC to push out additional messaging to staff to help reduce anxiety and continue efforts to clarify misconceptions related to COVID-19.

Risk Mgmt/BCP

- Risk Management has received back approximately 55% of the health planning worksheets distributed to departments. More worksheets are expected over the next few days.
- The first draft of a BCP plan has been created. The table of contents has been shared with VEMA for input.
- **ACTION:** VEMA to provide input to Risk Management

TS / IT solutions

- No new updates.
- Re-emphasized: departments who need to transition staff to laptops should get the request into technology services as soon as possible.
- It was clarified that there are no corporate limitations on which staff are eligible for laptops (e.g. union staff, exempt staff) or who can work from home. Some departments may have guidelines in these areas.

REFM/Facilities

- No updates.

FRS/Supply Chain

- No updates.

CEC/Communication

- CEC continues to keep a close eye on partner communications, media, and social media related to COVID-19.
- CEC is not sending out anything proactively, but will respond to inquiries from media and the public.
- No significant questions on social media. Some isolated questions when the public observes staff wearing masks as part of their day-to-day operations (e.g. cleaning a pool facility).

VPD/VFRS

- VPD continues to assess impact on their operations.

VEMA

- Ongoing monitoring and coordination internally and externally with partners in Health, EMBC, and regionally.
- VEMA requested Health provide information on the following topics (requested on regional call on Feb 11):
 - risk assessments for scenarios and potential measures they may recommend in each scenario,
 - guidance on if/how local government can contribute to the effort to address concerns and conflicting information in the public sphere (it's low risk here vs media reports of cities in China and cruise ships quarantined). Ideally the message would formally come from Health and we could help refer to it,
 - recommendations on personal protective equipment for various classes of staff, or indication that Health would not recommend PPE in any scenario for local government staff.

Sent on: 2020/02/18 15:19 by DANIEL STEVENS

For more information or to add additional staff to future updates:

Contact the on-call *Emergency Management Duty Officer* at [s.15\(1\)\(i\)](#) or [s.15\(1\)\(i\)](#).

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From:	"Vancouver Emergency Management Information System" s.15(1)(l)
To:	"EOC Staff - DL" <EOCSTAFFDL@vancouver.ca>
Date:	3/10/2020 5:07:08 PM
Subject:	[EXTERNAL] EOC Situation Report 1-Coronavirus disease 2019 [COVID-19]-2020-03-10 16:30
Attachments:	EOC - NA - COVID-19 - SITREP 01 - 2020-03-10 - 1630.pdf
	- COVID-19 Org Chart - Revised March 10.pdf
	COVID-19 MEDIA SUMMARY - MARCH 10.pdf
	20-073 COVID19-Poster.pdf

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City of Vancouver
Vancouver Emergency Management Agency

EOC Situation Report

Coronavirus disease 2019 [COVID-19]

Vancouver

EM-2020-0034 | 2020/03/10 17:06

This is the first EOC situation report. Situation reports will be sent out once daily while the EOC is activated.

Situation Report Summary

Ongoing planning for City departments for:

- Business continuity for departments
- Environmental cleaning of City facilities
- Modelling of financial impacts to determine potential policy options for staff being off work and site closures
- Enhanced communication to internal and external stakeholders
- Planning for enhanced work from home capabilities

Please see the attached situation report for further details.

\ri180

Sent on: 2020/03/10 17:06 by EOC Director

For more information:

Contact the *EOC Planning Chief* at 604-829-4400 or EOC.PlanningChief@vancouver.ca.

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[Notification template: OEM: EOC Operational]

COVID-19 RESPONSE

SITUATION REPORT # 1

1. INCIDENT

VEMA Incident Name: COVID-19	VEMA Incident #: EM-2020-0034
Date and Time: 2020/03/10 @ 16:30	EMBC Task #: N/A
EOC Activation Level: 1	

Operations Centres Activated:

NAME	TYPE	OPERATING HOURS
City of Vancouver Emergency Operations Centre	Operations Centre	Mon-Sun 0830-1630

2. INCIDENT SUMMARY & EMERGING ISSUES - identify areas affected, emerging issues; list expiry dates of Declarations, Orders, Alerts if in effect

Incident Summary: The EOC has activated to a level 1 to coordinate City of Vancouver COVID-19 response. Currently to date in British Columbia there has been 39 confirmed cases, 1 death and 4 recoveries.

3. STATUS OF RESPONSE PRIORITIES - identify current objectives & priorities

RESPONSE PRIORITY	UPDATE - activities that are underway or have been completed
Enhance communication to City of Vancouver staff and Unions on COVID 19 risk, response, and City policies	<ul style="list-style-type: none"> Develop generic email account for staff questions (completed) Develop internal communications strategy on how to support ongoing communications (in progress) Populate FAQ page on CityWire (completed) Develop and distribute standardized posters for all work places (complete) – see attached Develop issues notes on COVID-19 (completed) Update emergency preparedness content to reflect COVID-19 (in progress) Inform Union Liaison of coordinated emergency response and communication plan (in progress) Establish media and social media monitoring for COVID-19 (completed) Update 3-1-1 IVR (completed)
Complete Business Continuity Planning (BIA, Critical Staffing) for all city departments with a focus on critical services	<ul style="list-style-type: none"> Conduct outreach to BCP Liaisons for current status of Business Impact Assessments and staff succession plans (in progress) Identify which essential staff in critical departments require laptops/work from home (in progress)
Document environmental cleaning protocols	<ul style="list-style-type: none"> Create list of CoV facilities serviced by REFM janitorial staff vs. contractors (in progress) Develop written protocols for 3 enhanced cleaning procedures and service request procedures (in progress)
Enhance Work From Home capabilities	<ul style="list-style-type: none"> Complete written job aids to prepare and enable staff to use technology from home (in progress) Boost IT Help Desk resiliency – prepare staffing plans to increase hours to accommodate volume of calls related to WFH (completed) Increase capacity for WebEx capability – explore cloud hosting (in progress) Increase capability of critical staff to work from home on City computers – laptop deployment (in progress)
Establish communication with key external stakeholders to support individual and inter-agency planning efforts	<ul style="list-style-type: none"> Identify communication and support for economic impact (including Tourism Vancouver, VEC, Port of Vancouver) (complete) Connect with Vancouver School Board (complete) Reach out to neighbouring jurisdictions and key stakeholders (complete)
Determine financial impacts to maintaining staff being paid based on increased absenteeism and/or in the event of a facility being closed to inform policy decisions.	<ul style="list-style-type: none"> Run modelling to determine potential options related to staff being off work (not including VDP) (in progress) Run costing model to determine potential options due to a potential site closure due to health conditions or event cancellation (in progress).

4. STATUS OF CORE CITY BUSINESS SERVICES - status of core city services, identify any impacts

DEPARTMENT	BUSINESS SERVICE NAME	IMPACTS (Y/N)	OPERATIONAL STATUS	BUSINESS CONTINUITY PLANNING STATUS
VFRS	Fire suppression	N	Operational	Unknown
VPD	Primary policing services	N	Operational	Scheduled for March 24
ENG	Water operations	N	Operational	BIA - 95% completed
ACCS	Community services for vulnerable populations	N	Operational	Completed
ENG	Sewer operations	N	Operational	Initiated; to be completed by end of March
ENG	Street operations	N	Operational	Initiated; to be completed by end of March
VEMA	Emergency Support Services	Y	Operational	Initiated; to be completed by March 13
CMO	Communications – public and internal	N	Operational	Completed
TS	3-1-1	N	Operational	Completed
IT	Telephones, network, email, website	N	Operational	BIA started
REFM	Facilities management/operations/City protective services	N	Operational	Completed
VEMA	Emergency management	Y	Operational	Initiated; to be completed by March 13
CMO	Council operations	N	Operational	Completed
ACCS	Cemetery	N	Operational	Under review
FRS	Payroll	N	Operational	Completed

5. NUMBERS AND STATISTICS - Status of numbers and statistics, identifying changes

BRITISH COLUMBIA	CANADA	GLOBAL
Cases: 32	Cases: 79	Cases: 113,702
Deaths: 1	Deaths: 1	Deaths: 4,012
Source: BCCDC (2020/03/10)	Source: PHAC (2020/03/10)	Source: WHO (2020/03/10)

6. LOCAL HEALTH STATUS - descriptive information about local situation

- In BC and Canada, health authorities continue to assess the risk as low to residents.
- The majority of people becoming sick with COVID-19 are recovering. Three are in care at hospital.
- There has been one death in the VCH region, a resident at the Lynn Valley Care Centre in North Vancouver.
- There have been seven new cases in British Columbia as of today (March 10); two of these cases are community transmission.
- Most people in self-isolation in BC are recovering at home or have already recovered.

7. RISK MANAGEMENT AND SAFETY - current direction, business impacts, and guidance for staff

Travel:

- CLT's decision to restrict work-related travel outside Canada remains in effect.
- There are no restrictions on personal travel. However, staff are advised to check the latest information from the [PHAC travel advisories website](#) before deciding to travel and consider limitations of their travel insurance.
- Cruise ships continue to be high-risk environments for transmission. The federal government continues to recommend Canadians avoid all cruise ship travel due to the ongoing COVID-19 outbreak.
- PHAC is expanding COVID-19-related travel advisories. All staff should check the before planning personal travel abroad.

8. PUBLIC INFORMATION - include key message, social media feeds to follow etc. If contingency plans are activated, key safety messaging will be listed below

Media Issues: No major issues

Key Messages for Staff:

- We are working with VCH and continue to inform staff that risk remains low.
- We are reminding staff to stay home if they are ill, and to practice good hygiene.
- If staff have questions they are encouraged to email [s.15\(1\)\(i\)](#) or speak to their manager.

Key Messages for Public: Our key messages to the public are echoing VCH's messages:

- Risk remains low,

- Wash your hands and practice good hygiene,
- Cover your cough or sneeze,
- Stay home if you are sick,
- At present, City services remain unaffected.

Social Media Report: Attached

Social Media Feeds to Monitor: BCCDC, PHAC, Ministry of Health, VCH, WHO, TransLink, VSB

9. WEATHER

Current: 5°C, mostly cloudy with chance of showers, wind: E 24 km/h

Forecasted: high of 9°C, low of 1°C, sunny

10. MAPS & OTHER ATTACHMENTS - list attachments such as maps, plans, declarations/orders/alerts

EOC Org Chart attached separately.

Social Media report attached separately.

Standardized posters for all COV work places attached separately.

11. APPROVALS

Reviewed by: Elizabeth Clark

Position: Planning Chief

Date & Time: 2020/03/10 @ 16:00

Authorized by: Daniel Stevens

Position: EOC Director

Date & Time: 2020/03/10 @ 16:00

12. DISTRIBUTION

Internal

- ✓ City Leadership Team
- ✓ COVID-19 Policy Group
- ✓ Emergency Management Committee
- ✓ EOC
- ✓ VANTEAMS

External

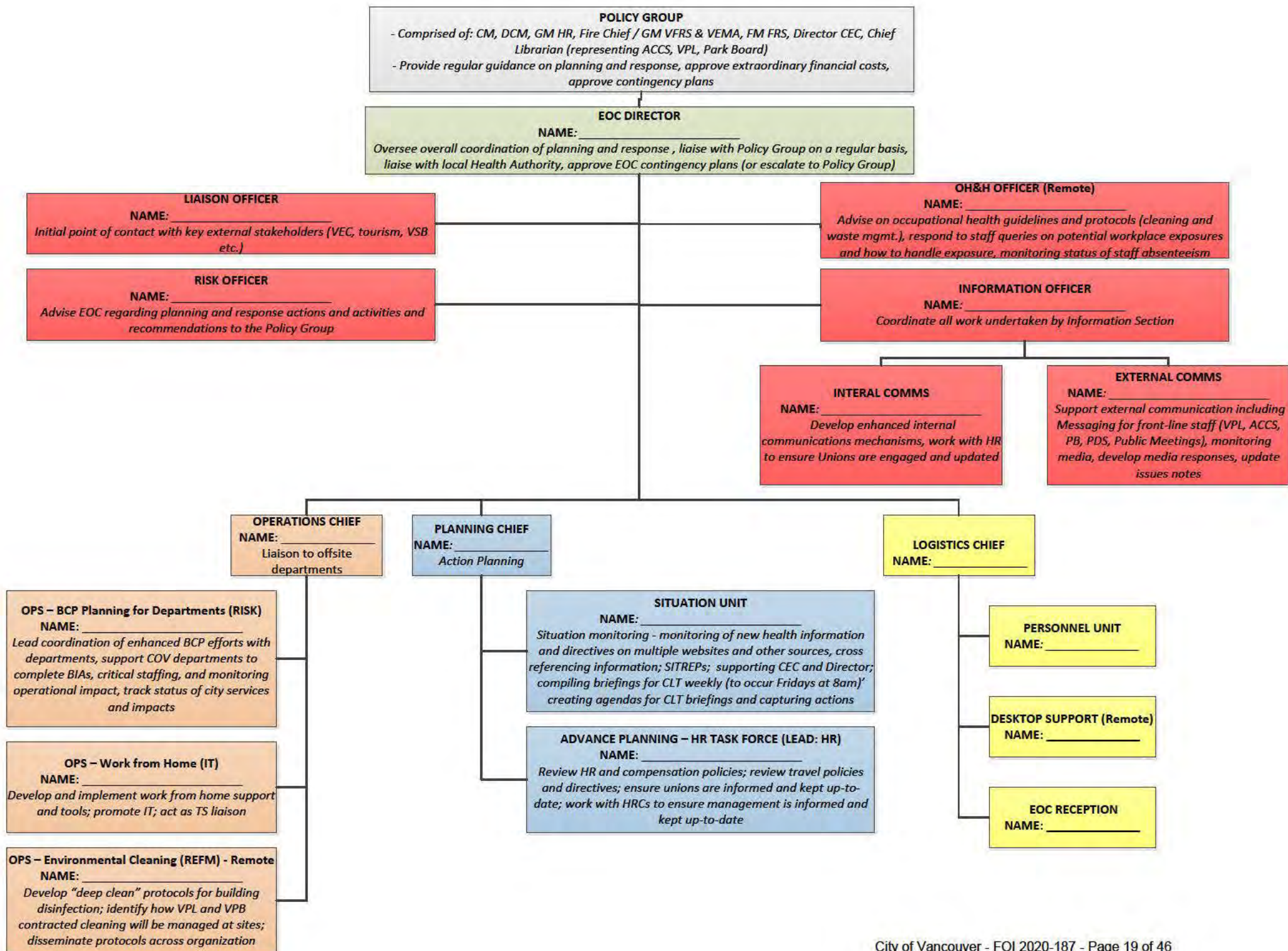
- ✓ SW PREOC

This document may be distributed within your municipality or agency

Any distribution outside your agency requires prior approval from the EOC Director

EOC CONTACT INFO

EOC Reception	Email: s.15(1)(l)	Phone: s.15(1)(l)
EOC Director	Email: s.15(1)(l)	Phone: s.15(1)(l)
EOC Information Officer	Email: s.15(1)(l)	Phone: s.15(1)(l)
EOC Operations Chief	Email: s.15(1)(l)	Phone: s.15(1)(l)
EOC Planning Chief	Email: s.15(1)(l)	Phone: s.15(1)(l)



COVID-19 media summary - March 10

Highlights

- BC has 39 cases, Canada
- Care homes, especially North Van
- Cancelled events, flights
- John Horgan on economy

Summary

Majority of coverage in all news outlets continue to revolve around COVID-19 (almost 2,000 print and web hits on March 10 as of 4 pm).

Yesterday afternoon and this morning saw coverage around the first COVID-19 death of the resident in the care home, with a number of stories following around care homes and the safety of senior citizens. Developing this afternoon are the seven new cases announced by the province during the daily media briefing.

Most other stories revolve around how different organizations are responding, with a particular focus on events cancelled due to coronavirus concerns, or events which are changing their messaging even if they go ahead (such as [Vancouver's 4/20 event still on for now, but discourage joint-sharing amid COVID-19 risk](#), CKNW Simi Sara Show).

There are also a number of stories around cancelled or suspended flights, and cruise ships, particularly the Grand Princess which is due to arrive in Vancouver (with [CityNews](#) picking up that Port of Vancouver reached out to Public Health Canada for direction).

A story on VPD, Vancouver Fire, TransLink, RCMP, and other first responders' precautions has also been published on [CityNews](#).

Mainstream media (selection of March 10)

New cases (developing story)

- CBC - [7 new presumptive cases of COVID-19 infection identified in B.C.](#)
- CTV News - [B.C. identifies 7 new cases of COVID-19, including 2 care home workers](#)
- Vancouver Sun - [COVID-19: Health officials confirm seven new cases in B.C.](#)

Care homes

- CKNW Simi Sara Show - [What are seniors care homes doing to prevent the spread of COVID-19](#)

Events, flights

- Canadian Press (National Post) - [As COVID-19 spreads, Canada develops guidelines for when to shut down major events](#)
- Vancouver Sun - [COVID-19: Vancouver events postponed or cancelled because of spreading virus](#)
- Georgia Straight - [Air Canada suspends flights to Italy, which has declared a nationwide quarantine](#)

School closures

- CityNews1130.com - [West Vancouver private school cancels classes over COVID-19 concerns](#)
- Global News - [West Vancouver private school takes early spring break over coronavirus concerns](#)

Economy

- Canadian Press (Vancouver Sun) - [B.C. plans for worst on COVID-19: John Horgan](#)

Responses

- CityNews1130.com - [Metro Vancouver first responders taking precautions amid COVID-19 outbreak](#) - comment from VPD
- The Star - [Amid coronavirus outbreak, B.C.'s top labour group calls for paid sick leave, waiving of EI wait times](#)

Social media

[Overview](#)

Trending topics include intentional response (Italy, Korea, US), travel into BC, cruise ships, air travel.

COVID-19 Need to Know

City services remain unaffected by the COVID-19 outbreak at this time.

Vancouver Coastal Health says the risk for COVID-19 remains **low** within the city of Vancouver.

Here is what you can do to protect us all:



**Wash your
hands.**



**Cover your cough
or sneeze.**



**Feel sick?
Stay home.**

Public health risk is continually reassessed and City services will be adjusted accordingly should the risk level change. For the most up to date information please visit **vch.ca**.

From:	"Vancouver Emergency Management Information System" s.15(1)(l)
To:	"EOC Planning Chief (Vancouver)" <EOC.PlanningChief@vancouver.ca>
Date:	3/11/2020 8:31:02 PM
Subject:	EOC Situation Report #2-Coronavirus disease 2019 [COVID-19]-2020-03-11 (17:00)
Attachments:	EOC - NA - COVID-19 - SITREP 02 - 2020-03-11 - 1700.pdf

City of Vancouver
Vancouver Emergency Management Agency

EOC Situation Report

Coronavirus disease 2019 [COVID-19]

Vancouver

EM-2020-0034 | 2020/03/11 20:17

Please see the attached Situation Report.

Apologies for the delay. This was issued at 17:00 but did not seem to go through.

Sent on: 2020/03/11 20:17 **by** EOC Planning Chief

For more information:

Contact the *EOC Planning Chief* at 604-829-4400 or EOC.PlanningChief@vancouver.ca.

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[Notification template: OEM: EOC Operational]

COVID-19 RESPONSE
SITUATION REPORT # 2
1. INCIDENT

VEMA Incident Name: COVID-19	VEMA Incident #: EM-2020-0034
Date and Time: 2020/03/11 @ 17:00	EMBC Task #: N/A
EOC Activation Level: 1	

Operations Centres Activated:

NAME	TYPE	OPERATING HOURS
City of Vancouver Emergency Operations Centre	Operations Centre	Mon-Sun 0830-1630

2. INCIDENT SUMMARY & EMERGING ISSUES - Identify areas affected, emerging issues; list expiry dates of Declarations, Orders, Alerts if in effect

Incident Summary: The EOC has activated to a level 1 to coordinate City of Vancouver COVID-19 response. Currently to date in British Columbia there has been 46 confirmed cases, 1 death and 4 recoveries.

3. STATUS OF RESPONSE PRIORITIES -Identify current objectives & priorities

RESPONSE PRIORITY	UPDATE - activities that are underway or have been completed
Enhanced communication to City of Vancouver staff and Unions	<p>Completed Today:</p> <ul style="list-style-type: none"> Responded to 5 emails from staff from the COVID-19 Questions email. Drafted and issued all-staff email from City Manager. Posted guidance on technology tools jabber, webex, etc. on to citywire. <p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Waiting to respond to 6 additional emails where more information is required before a response can be given. Four are questions that were directed to City of Vancouver Organizational Health, two are questions regarding the status of public gatherings. Developing spray cleaner protocols. Developing messaging for external events.
Increase environmental cleaning protocols	<p>Completed Today:</p> <ul style="list-style-type: none"> Developed Level 1 cleaning protocol SOP. Contacted cleaning contractors about increasing services. <p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Finalizing Cleaning Protocol levels – 95% complete. Finalizing Level 2 cleaning Poster/SOP – Staff cleaning personal workstations – 95% complete. Ramping up REFM Level 1 cleaning in REFM cleaned facilities. Procuring supplies for Level 2 cleaning protocol underway.
Enhance capability of staff to work from home	<p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Developing capacity for WebEx capability – looking into cloud hosting, VPN soft tokens, and WebEx. Increasing capability of critical staff to work from home on City computers – additional laptop deployment will be ready on March 16. Working on staffing support for this weekend and next week. Working on final draft of job aids for work from home for Technology Services staff.
Complete Business Continuity Planning	<p>Completed Today:</p> <ul style="list-style-type: none"> Completed presentation for a business continuity workshop. Finalized engineering BCP schedule. <p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Engaging in ongoing engagement with BCP planners.
Determine financial impacts of maintaining staff pay and facility closures	<p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Reviewing material with the CHRO and amending / updating as needed. 99% complete. Reviewing material with the CHRO in preparation for the Policy Group meeting scheduled for Thursday. On track.
Reduce risk of transmission at mass gatherings	<p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Held call to review Public Health Agency of Canada's guidance on mass gatherings – following up with risk assessment of public events with permits currently in the system.

- Working on recommendations on whether or not events will proceed, be rescheduled, or cancelled, based on the level of risk (low, medium, or high). Including a process for working with event organizers.
- Investigating whether City should stop accepting new event permit applications at the moment.

4. STATUS ESSENTIAL SERVICES - Status of core city services, identify any impacts

DEPARTMENT	BUSINESS SERVICE NAME	OPERATIONAL STATUS	BUSINESS CONTINUITY PLANNING STATUS	COMMENTS
CMO	Council operations	Operational	Completed	No issues to report.
VFRS	Fire suppression	Operational	Unknown	No issues to report.
	Medical response	Operational	Initiated	No issues to report.
VPD	Primary policing services	Operational	Scheduled for March 24	No issues to report.
ACCS	Community services for vulnerable populations	Operational	Completed	No issues to report.
	Cemetery	Operational	Under review	Unknown
ENG	Water operations	Operational	BIA - 95% completed	No issues to report.
	Sewer operations	Operational	Initiated; to be completed by end of March	No issues to report.
	Street operations	Operational	Initiated; to be completed by end of March	No issues to report.
VEMA	Emergency Support Services	Operational – minor issues	Initiated; to be completed by March 13	Short on staffing levels due to VEMA staff in EOC.
	Response and coordination	Operational – minor issues	Not started	Limited staffing levels due to vacancies.
COMMS	Communications – public and internal	Operational	Completed	No issues to report.
IT	3-1-1	Operational	Completed	No issues to report.
	Telephones, network, email, website	Operational	BIA started	No issues to report.
REFM	Facilities management/operations/City protective services	Operational	Completed	No issues to report.
FRS	Supply Chain	Operational	Completed	No issues to report. Impacts: Limited supply of cleaning supplies, 2 months of supply internally, 1 year of supply from vendors. May be classified as a critical resource.
	Payroll	Operational	Completed	No issues to report.

5. NUMBERS AND STATISTICS - Status of numbers and statistics, identifying changes

BRITISH COLUMBIA	CANADA	GLOBAL
Cases: 46	Cases: 93	Cases: 118,326
Deaths: 1	Deaths: 1	Deaths: 4,292
Source: BCCDC (2020/03/11)	Source: PHAC (2020/03/11)	Source: WHO (2020/03/11)

6. HEALTH STATUS - Information about local situation

- WHO declared COVID-19 a pandemic today. This does not directly impact the response level for the City of Vancouver.
- In BC and Canada, health authorities continue to assess the risk as low to residents.
- The majority of people becoming sick with COVID-19 are recovering.
- There has been one death in the VCH region, a resident at the Lynn Valley Care Centre in North Vancouver.
- There have been seven new cases in British Columbia today.
- Most people in self-isolation in BC are recovering at home or have already recovered.

7. RISK MANAGEMENT AND SAFETY - Current direction, business impacts, and guidance for staff

Travel:

- CLT's decision to restrict work-related travel outside Canada remains in effect.
- There are no restrictions on personal travel. However, staff are advised to check the latest information from the [PHAC travel advisories website](#) before deciding to travel and consider limitations of their travel insurance.
- Cruise ships continue to be high-risk environments for transmission. The federal government continues to recommend [Canadians avoid all cruise ship travel](#) due to the ongoing COVID-19 outbreak.
- PHAC is expanding [COVID-19-related travel advisories](#). All staff should check the before planning personal travel abroad.

8. PUBLIC INFORMATION - Include key message, social media feeds to follow etc. If contingency plans are activated, key safety messaging will be listed below

Media Issues:

- No major issues
- Questions about City protocols and cleaning.
- Questions about EOC activation.
- Questions about risk to vulnerable populations.

Key Messages for Staff:

- The City is working with VCH. VCH continues to advise the City that staff risk remains low.
- All staff should practice good hygiene, including washing hands thoroughly, covering nose and mouth when sneezing or coughing, staying home if sick, and regularly cleaning surfaces.
- The City has created resources for staff including dedicated CityWire pages, a downloadable poster, and FAQ.
- The City is exploring enhanced cleaning at City facilities.
- The City is preparing guidance around working from home.
- Currently, public engagement plans are continuing with modifications to reduce risk.
- If staff have questions they are encouraged to email [s.15\(1\)\(l\)](#) or speak to their manager.

Key Messages for Public:

Our key messages to the public are echoing VCH's messages:

- The health and safety of the public and City staff is our top priority.
- We are in close contact with public health officials and are following their advice. At this time, Vancouver Coastal Health indicates that the risk in our City is still low.
- At this time, the City is not cancelling public gatherings or closing public facilities or programs. However, we are implementing enhanced cleaning protocols in our facilities and adjusting our approach to public meetings to minimize the risk to members of the public and staff.
- We are also concerned regarding the impact of this outbreak 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 may be able to provide for the response and recovery of our local economy.
- The situation globally and in BC is changing very rapidly though, so City staff are actively planning to deal with potential future changes in how we provide services.
- We are asking our staff and the public to stay at home if they are sick and, if they have symptoms similar to COVID-19 including fever, coughing, or respiratory distress, to call 8-1-1 for advice and direction on next steps.
- The risk of contracting COVID-19 is about the same as the annual flu virus, so the best thing you can do is wash your hands regularly, especially when you've been out in public. Advice for the elderly and those with compromised immune systems may be different – please consult with your doctor or another medical professional

Social Media Report: Today's media coverage (over 1,000 print and web hits) is primarily focused on what the WHO declaration of a pandemic means for government and organizational responses, with reference to [what is happening internationally](#). The Canadian government announced \$1B support for COVID-19 response. See attached report for details.

Social Media Feeds to Monitor: BCCDC, PHAC, Ministry of Health, VCH, WHO, TransLink, VSB

9. WEATHER

Current: 8°C, mainly sunny, wind: WNW 42 km/h with gusts of 58 km/h

Forecasted: high of 7°C, low of 1°C, mixed sun and clouds

10. MAPS & OTHER ATTACHMENTS - List attachments such as maps, plans, declarations/orders/alerts

Social Media report attached separately.

11. APPROVALS

Reviewed by: Elizabeth Clark
Position: Planning Chief
Date & Time: 2020/03/11 @ 17:00

Authorized by: Daniel Stevens
Position: EOC Director
Date & Time: 2020/03/11 @ 17:00

12. DISTRIBUTION

Internal

- ✓ City Leadership Team
- ✓ COVID-19 Policy Group
- ✓ Emergency Management Committee
- ✓ EOC
- ✓ VANTEAMS

External

- ✓ SW PREOC

*This document may be distributed within your municipality or agency
Any distribution outside your agency requires prior approval from the EOC Director*

EOC CONTACT INFO

EOC Reception	Email: s.15(1)(l)	Phone: s.15(1)(l)
EOC Director	Email: s.15(1)(l)	Phone: s.15(1)(l)
EOC Information Officer	Email: s.15(1)(l)	Phone: s.15(1)(l)
EOC Operations Chief	Email: s.15(1)(l)	Phone: s.15(1)(l)
EOC Planning Chief	Email: s.15(1)(l)	Phone: s.15(1)(l)

COVID-19 media summary - March 11

Highlights

- BC has 39 cases, Canada has 94
- WHO pandemic announcement
- Cancelling events, or not
- Economic impact
- 4/20

Summary

Today's media coverage (over 1,000 print and web hits) is primarily focused on what the WHO declaration of a pandemic means for government and organizational responses, with reference to [what is happening internationally](#). The Canadian government announced \$1B support for COVID-19 response.

Three Metro Vancouver schools are now closed (Coast Meridian Elementary in Surrey, St. Francis of Assisi in Vancouver, Notre Dame Regional Secondary School).

Locally, there is a significant focus on closures and cancelled events, or articles around organizations who are planning to continue to keep their events open (for now). BCGEU is also [calling for employers to waive the requirement for employees to produce a sick note to access sick leave](#).

Vancouver councillor [Pete Fry expressed concern](#) yesterday about 4/20's plans to go ahead, with the organizer saying that they had reached out to VCH with the suggestion that [4/20 may reassess depending on what advice they receive](#).

There is also a fair amount of commentary around the short- and long-term economic impact of COVID-19 on Vancouver (from cruise ship industry and tourism point of view), BC, and Canada at large.

Mainstream media (selection)

BC new cases

- CBC - [What you need to know about COVID-19 in B.C. on March 11, 2020](#)
- Vancouver Sun - [COVID-19: Health officials confirm seven new cases in B.C.](#)

WHO pandemic announcement

- CBC - [Coronavirus: WHO calls COVID-19 outbreak a pandemic, warning of bigger numbers ahead](#)
- CBC - [Trudeau announces \\$1B fund to respond to COVID-19](#)

Cancelling events, or not

- Vancouver Sun - [Arts community watching coronavirus situation as the shows go on for now](#) (with mention of Civic Theatres)
- Vancouver Sun - [COVID-19: Vancouver-area events postponed or cancelled because of spreading virus](#)

- CKNW Simi Sara - [Washington state bans large events as death toll spikes](#)

Social media

Overview

Chatter directed at the City of Vancouver remains low. However, overall discussion and concern for public transit and gatherings have increased, with a spike after the WHO announcement.

Criticism/concerns include public gatherings, events, transit, and international travel.

From:	"Vancouver Emergency Management Information System" s.15(1)(l)
To:	"EOC Planning Chief (Vancouver)" <EOC.PlanningChief@vancouver.ca>
Date:	3/12/2020 8:30:03 PM
Subject:	EOC Situation Report 03-Coronavirus disease 2019 [COVID-19]-2020-03-12 - 19:00 - proper attachment
Attachments:	EOC - NA - COVID-19 - SITREP 03 - 2020-03-12 - 1900.pdf

City of Vancouver
Vancouver Emergency Management Agency

EOC Situation Report

Coronavirus disease 2019 [COVID-19]

Vancouver

EM-2020-0034 | 2020/03/12 20:29

Re-sending with Situation Report attached.

Sent on: 2020/03/12 20:29 by EOC Planning Chief

For more information:

Contact the *EOC Planning Chief* at 604-829-4400 or EOC.PlanningChief@vancouver.ca.

Please do not reply to this e-mail. This e-mail was sent from the City of Vancouver's VanORCA incident management system and this account is not monitored. If you wish to be removed from future notifications, please contact emergency.management@vancouver.ca
[Notification template: OEM: EOC Operational]

1. INCIDENT

VEMA Incident Name: COVID-19	VEMA Incident #: EM-2020-0034
Date and Time: 2020/03/12 @ 19:00	EMBC Task #: N/A
EOC Activation Level: 2	

2. INCIDENT SUMMARY & EMERGING ISSUES - Identify areas affected, emerging issues; list expiry dates of Declarations, Orders, Alerts if in effect

At the daily provincial news conference at 15:30 p.m., the province announced it is recommending that British Columbians **avoid all non-essential travel outside Canada** (including to the United States). Individuals who choose to travel must self-isolate for 14 days upon return. The province is also limiting the size of public gathering to 250 participants. However, the province is **not recommending** the closure of schools at this time but are monitoring closely. Employers are asked to increase social distancing in the work place and to encourage working from home where possible.

The province is experiencing some issues with 811 due to call volumes and has increased staffing.

Based on this update, the City has cancelled all business-related travel outside the region (no air travel). The City also cancelled events to-night at Vancouver Civic Theatres and is implementing measures to limit mass gatherings over 250 people in City spaces.

B.C. has confirmed 7 new COVID-19 cases today, for a total of 53. There is 1 fatality and 6 recoveries. 1 new case was from a large dental conference and a second care facility in West Vancouver reported 2 confirmed cases. Manitoba and Saskatchewan each announced their first presumptive cases.

The EOC increased the EOC activation to level 2 (coordination) in recognition of the increased coordination effort taking place.

3. STATUS OF RESPONSE PRIORITIES -Identify current objectives & priorities

RESPONSE PRIORITY	UPDATE - activities that are underway or have been completed
Enhanced communication to City of Vancouver staff and Unions	<p>Completed Today:</p> <ul style="list-style-type: none"> News release issued in early afternoon. Poster and social media graphics for closures of City facilities have been prepared and can be distributed in the event of a closure. <p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Develop internal communications strategy identifying update channels and frequency for internal messaging <i>90% complete</i> Create messaging guidelines for staff conducting public meetings and engagement <i>80% complete</i>
Increase environmental cleaning protocols	<p>Completed Today:</p> <ul style="list-style-type: none"> Finalized Level 2 cleaning Poster/SOP – Staff cleaning personal workstations <p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Cleaning Protocols (Levels 1-4) – 90% complete Increase REFM Level 1 cleaning in REFM cleaned facilities – <i>40% complete</i> In progress of procuring supplies for Level 2 cleaning. Multiple new action items identified – <i>15% complete</i>. Develop process for City-wide, centralized inventory management for cleaning supplies and critical resources – <i>50% complete</i> Messaging (internal and external) regarding environmental cleaning protocols <i>Delayed</i>
Enhance capability of staff to work from home	<p>Completed Today</p> <ul style="list-style-type: none"> On Premise Webex has been increased to 500 Licenses and a cloud solution in being planned for upgrade in 3 weeks 12 laptops deployed today. Another 100-175 laptop deployments planned over the next 6 days. <p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Job aids for work from home for Technology Services staff. – <i>75% complete</i>
Complete Business Continuity Planning	<p>Completed Today:</p> <ul style="list-style-type: none"> Finished prioritized list of critical staff requiring a laptop and VPN to support working from home. Finalized Engineering Service business continuity planning schedule.

	Ongoing / In Progress: <ul style="list-style-type: none"> Finalize business continuity plans for all city departments with critical services operations. – <i>55% complete</i> Develop business continuity plans for pandemic scenarios (2weeks/1month) for city departments with critical service operations. – <i>25% complete</i> Develop process and guidelines for departments to assess and reduce risk of public programming (VPB, VPL, ACCS). <i>Delayed – planned for tomorrow</i>
Determine financial impacts of maintaining staff pay and facility closures	Completed: <ul style="list-style-type: none"> Reviewed assessment with CHRO to inform Policy Group decisions
Reduce risk of transmission at mass gatherings	Completed Today: <ul style="list-style-type: none"> Completed event officer script for Parks and City S.14 Ongoing / In Progress: <ul style="list-style-type: none"> Identify list of events (Parks and City) & their Risk Profile – <i>30% complete</i> Develop risk assessment tool template for event organizers of events <250 people – <i>80% complete</i> Notify event organizers – <i>in progress</i>

4. STATUS ESSENTIAL SERVICES - Status of core city services, identify any impacts

DEPT	BUSINESS SERVICE NAME	OPERATIONAL STATUS	BUSINESS CONTINUITY PLANNING STATUS	COMMENTS
CMO	Council operations	Operational	Completed	No issues to report.
VFRS	Fire suppression	Operational	Unknown	No issues to report.
	Medical response	Operational	Initiated	PPE protocols in place
VPD	Primary policing services	Operational	Scheduled for March 24	No issues to report.
ACCS	Community services for vulnerable populations	Operational	Completed	enhanced BCP plan scheduled for tomorrow
	Cemetery	Operational	Under review	Unknown
ENG	Water operations	Operational	BIA - 95% completed	scheduled for next week
	Sewer operations	Operational	Initiated	scheduled for next week
	Street operations	Operational	Initiated	scheduled for next week
VEMA	Emergency Support Services	Operational – minor issues	Initiated; to be completed by March 13	Volunteer availability affected
	Response and coordination	Operational – minor issues	Not started	Plan for EOC relocation to be developed next week
COM MS	Communications – public and internal	Operational	Completed	No issues to report.
IT	3-1-1	Operational	Completed	No issues to report.
	Telephones, network, email, website	Operational	BIA started	No issues to report.
REFM	Facilities management/operations/City protective services	Operational	Completed	No issues to report.
FRS	Supply Chain	Operational	Completed	No issues to report. Plan has been formulated to manage critical supply of cleaning services to sustain civic operations.
	Payroll	Operational	Completed	No issues to report.

5. NUMBERS AND STATISTICS - Status of numbers and statistics, identifying changes

BRITISH COLUMBIA	CANADA	GLOBAL
Cases: 53 (7 new)	Cases: 117 (10 new)	Cases: 127,048
Deaths: 1	Deaths: 1	Deaths: 4,720
Recovered: 4	Recovered: 8	Recovered: 68,324
Source: BCCDC (2020/03/12)	Source: JHU (2020-03-12 18:52)	Source: JHU (2020-03-12 18:52)

6. HEALTH STATUS - Information about local situation

- WHO declared COVID-19 a pandemic Wednesday, March 11. No direct impact to the response for the City of Vancouver.
- The province has restricted mass gathering to <250 people and has directed all people who travel outside Canada to self-isolate upon return for 14 days.
- In BC and Canada, health authorities continue to assess the risk as low to residents; however, the global risk is increasing and BC needs to take additional steps to mitigate the spread of the coronavirus.
- There have been six (6) new cases in British Columbia today; including one attendee of a large dental conference in Vancouver.
- Most people in self-isolation in BC are recovering at home.

7. RISK MANAGEMENT AND SAFETY - Current direction, business impacts, and guidance for staff

Travel:

- CLT has decided to restrict work-related travel outside the region (no air travel).
- There are no restrictions on personal travel; however, those who travel outside Canada are required to self-isolate for 14 days upon return. For staff, this means no returning to the work place and the need to work from home, take additional vacation or other time banks, or leave without pay.

8. PUBLIC INFORMATION - Include key message, social media feeds to follow etc. If contingency plans are activated, key safety messaging will be listed below

Key Messages for Staff:

- The City is working with Vancouver Coastal Health. VCH continues to advise the City that staff risk remains low.
- All staff should practice good hygiene, including washing hands thoroughly, covering nose and mouth when sneezing or coughing, staying home if sick, and regularly cleaning surfaces.
- The City has created resources for staff including dedicated CityWire pages, a downloadable poster, and FAQ.
- The City is rolling out enhanced cleaning protocols for City facilities.
- The City is preparing guidance around working from home.
- If staff have questions they are encouraged to email [s.15\(1\)\(i\)](mailto:s.15(1)(i)@vancouver.ca) or speak to their manager.

Key Messages for Public:

Our key messages to the public are echoing VCH's messages:

- The health and safety of the public and City staff is our top priority.
- We are in close contact with public health officials and are following their advice. At this time, Vancouver Coastal Health indicates that the risk in our City is still low.
- We are implementing enhanced cleaning protocols in our facilities and are adjusting our approach to public meetings
- We are in contact with representatives of impacted sectors of Vancouver's economy and will be working with them to identify supports the City may be able to provide for the response and recovery of our local economy.
- The situation globally and in BC is changing very rapidly though, so City staff are actively planning to deal with potential future changes in how we provide services.
- To prevent transmission of COVID-19 and other infections, the best thing you can do is wash your hands regularly, especially when you've been out in public. Advice for the elderly and those with compromised immune systems may be different – please consult with your doctor or another medical professional

Social Media Report: Today's media coverage (over 2,800 print and web hits) is primarily focused on what cities in the region are doing in response. There are increased criticism/concerns about the DTES/vulnerable populations and cancellation of public events. Some people are starting to consider the economic impact and some critical voices have been engaging in the online conversation.

Social Media Feeds to Monitor: BCCDC, PHAC, Ministry of Health, VCH, WHO, TransLink, VSB

9. WEATHER

Current: 7°C, mainly sunny, wind: WNW 16 km/h

Forecasted: high of 8°C, low of 2°C, mixed sun and clouds. Chance of showers overnight.

10. MAPS & OTHER ATTACHMENTS - List attachments such as maps, plans, declarations/orders/alerts

Social Media report attached separately.

11. APPROVALS

Reviewed by: Carly Benson
Position: Planning Chief
Date & Time: 2020/03/12 @ 19:00

Authorized by: Daniel Stevens
Position: EOC Director
Date & Time: 2020/03/12 @ 16:00

12. DISTRIBUTION

Internal

- ✓ City Leadership Team
- ✓ COVID-19 Policy Group
- ✓ Emergency Management Committee
- ✓ EOC
- ✓ VANTEAMS

External

- ✓ SW PREOC

*This document may be distributed within your municipality or agency
Any distribution outside your agency requires prior approval from the EOC Director*

EOC CONTACT INFO

EOC Reception	Email: s.15(1)(l)	Phone: 6 s.15(1)(l)
EOC Director	Email: s.15(1)(l)	Phone: s.15(1)(l)
EOC Information Officer	Email: s.15(1)(l)	Phone: s.15(1)(l)
EOC Operations Chief	Email: s.15(1)(l)	Phone: s.15(1)(l)
EOC Planning Chief	Email: s.15(1)(l)	Phone: s.15(1)(l)

COVID-19 media summary – March 12 (as of 3 pm)

Highlights

- BC has 46 cases, Canada 140 total
- Mayors' interview
- City of Vancouver response
- Cancelled events, etc.
- Cruise ships
- Economic concerns
- Homeless

Summary

There are over 2,800 print and web hits around COVID-19 today.

Mayors from Vancouver, Surrey and Burnaby went on CBC Radio One's Early Edition show this morning to share how their cities are responding to COVID-19. Overall, mayors emphasized cities are monitoring and planning, and that risk remains low (detailed analysis at bottom). This segment was followed by mixed criticism and defence of how municipalities are responding.

The City of Vancouver issued an official response at around 2 pm today and will be getting more media coverage on this in the coming hours.

Following the recommendation for more 'social distancing', coverage revolves strongly around cancellations and suspensions, with Princess Cruises suspending for 60 days, sports leagues suspending for 30 days or more, and one TV production suspending filming in Vancouver. The cancellation of Surrey Vaisakhi Parade is likely to raise more questions about Vancouver's Vaisakhi event.

Discussion continues around economic impact to the cruise industry, and also businesses at large, including small businesses that are discussing whether they can survive (CKNW Lynda Steele, "Noticing any changes").

Mainstream media (selection)

COVID-19 developments

- CBC - [What you need to know about COVID-19 in B.C. on March 12, 2020](#) (updated regularly)
- Daily Hive - [Possible COVID-19 exposure at huge Vancouver dental conference, warns health authority](#)
- CityNews1130 - [Two COVID-19 cases at West Vancouver care home](#)

Metro Vancouver mayors

- CBC Early Edition - [Lower Mainland mayors say business as usual despite COVID-19 concerns: interviews with Vancouver Mayor Kennedy Stewart, Surrey Mayor Doug McCallum, Burnaby Mayor Mike Hurley](#)
- CBC Early Edition - [Callers criticize mayoral response; physician discusses importance of well-informed citizens to combat virus](#)

City response

- Daily Hive - [This is how the City of Vancouver is dealing with coronavirus](#)

Park Board response

- CityNews1130.com - [Older residents avoiding Vancouver seniors centre over COVID-19 concerns](#) about Killarney Seniors Centre

Cruise ships

- CBC - [Princess Cruises halts operations for 60 days due to coronavirus](#)
- Daily Hive - [Pandemic cancels 5 cruise ship sailings from Canada Place in Vancouver](#)

Economy, business response

- Globe and Mail - [Conferences cancel or postpone as Vancouver takes a coronavirus hit](#)
- CKNW Lynda Steele - [Noticing any changes in your community in the midst of COVID-19?](#) Wide-ranging discussion of effects on care homes, social gatherings, small businesses, wider economy, transit. Includes calls from listeners
- Canadian Press - [Businesses ramp up COVID-19 precautions amid workplace cases](#)
- CKNW Simi Sara - [Impact of COVID-19 on the restaurant industry](#) (interview with Ian Tostenson, CEO of BC Restaurant and Food Association)

Homeless response

- Canadian Press - [Group helping Metro Vancouver homeless announces pandemic preparations](#)
- CKNW Simi Sara - [Preventing the spread of COVID-19 on the Downtown Eastside](#) (interview with Union Gospel Mission)

Sports, filming, special events

- Tyee - [‘High Vigilance,’ but No Drastic Action on Pandemic in BC](#) (with mention of schools being allowed to close if they want, and risk assessments for Vaisakhi events)
- Daily Hive - [NHL officially suspends season due to coronavirus outbreak](#)
- CTV News - [Whitecaps season on hold as MLS suspends play for 30 days](#)

- CBC.ca - [Vancouver production of Riverdale suspended over possible coronavirus exposure](#)
- Daily Hive - [Sun Run, BMO Marathon to continue despite coronavirus concerns](#)
- CBC.ca - [B.C. faith leaders urged to limit physical contact, host smaller congregations](#), with quote from Mayor Stewart on whether to cancel Vancouver's Vaisakhi Street Festival
- 604 Now - [The Surrey Vaisakhi Parade 2020 has been cancelled](#)

Transportation

- CKNW Lynda Steele - [How is TransLink navigating the COVID-19 pandemic?](#) Spokesperson Ben Murphy on cleaning measures
- CTV News - [BC Ferries asking sick passengers to stay home amid COVID-19 outbreak](#)

Detailed analysis

- CBC Early Edition - [Lower Mainland mayors say business as usual despite COVID-19 concerns: interviews with Vancouver Mayor Kennedy Stewart, Surrey Mayor Doug McCallum, Burnaby Mayor Mike Hurley](#)
 - Vancouver Mayor
 - Constantly monitoring situation
 - Encourages people to stay calm (multiple times)
 - Go to VCH for your info, or call 811 (not social media rumours)
 - Asked about Civic Theatres events, libraries, community centres. - taking advice from health officials, risk is low, soap fully stocked in washrooms, business as usual
 - City employees: extra signage to wash hands, allow more working remotely
 - Surrey Mayor
 - Proactive approach
 - Set up city pandemic planning leadership group 4 weeks ago
 - Make sure sufficient equipment, protective outerwear for front-line staff, clean facilities, send any symptomatic staff for testing and to wait at home
 - Facilities remain open
 - Daily updates and monitoring
 - Low risk right now
 - If risk level changes, would consider closing facilities
 - Vaisakhi Festival currently on schedule, but working with organizers on daily basis to assess risk factor
 - Burnaby Mayor
 - Taking health professionals advice

- Emergency planning for a while
- Opened EOC after pandemic declaration to level 1
- Setting up centralized testing station for Burnaby residents
- Will allow employees to work from home
- Casual employees without benefits will not lose pay, so they don't feel pressure to work while sick

Social media

Overview

Social chatter in general has increased since the WHO announcement about the pandemic, and comments directed at the City have significantly increased since external messaging has been sent out.

Criticism/concerns include DTES/vulnerable populations, public gatherings being cancelled or not being cancelled, and school closures. A running theme is that BC and the City of Vancouver are not being proactive in testing and canceling schools and public events, with concerns that the outbreak will spread, especially through public transit.

Some people are starting to consider the economic impact and some critical voices have been engaging in the online conversation.

From:	"Vancouver Emergency Management Information System" s.15(1)(l)
To:	"EOC Staff - DL" <EOCSTAFFDL@vancouver.ca>
Date:	3/13/2020 5:05:19 PM
Subject:	EOC Situation Report #4-Coronavirus disease 2019 [COVID-19]-2020-03-13 16:30
Attachments:	EOC - NA - COVID-19 - SITREP 04 - 2020-03-13 - 1630.pdf

City of Vancouver
Vancouver Emergency Management Agency

EOC Situation Report

Coronavirus disease 2019 [COVID-19]

Vancouver

EM-2020-0034 | 2020/03/13 17:04

Situation Report Summary

- The province formalized its restriction on mass gatherings over 250 people through a Provincial Health Officer Order.
- BC has 64 confirmed cases of COVID-19, with 11 new cases today all from the VCH region. Three administrative staff members have tested positive for COVID-19 at Lions Gate Hospital in North Vancouver and are recovering at home.
- A risk assessment and decision tool was developed today to support city staff responsible for venues/facilities /branches with gatherings < 250 people. The tool and related instructions for staff will be posted to Citywire by the end of the day.

Attached is the latest situation report.

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Sent on: 2020/03/13 17:04 by EOC Planning Chief

For more information:

Contact the *EOC Planning Chief* at 604-829-4400 or EOC.PlanningChief@vancouver.ca.

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[Notification template: OEM: EOC Operational]

1. INCIDENT

VEMA Incident Name: COVID-19	VEMA Incident #: EM-2020-0034
Date and Time: 2020/03/13 @ 16:30	EMBC Task #: N/A
EOC Activation Level: 2	

2. INCIDENT SUMMARY & EMERGING ISSUES - Identify areas affected, emerging issues; list expiry dates of Declarations, Orders, Alerts if in effect

At the daily provincial news conference at 15:30 p.m., the province formalized its restriction on mass gatherings over 250 people through a Provincial Health Officer Order, which will trigger insurance coverage. BC has 64 confirmed cases of COVID-19, with 11 new cases today all from the VCH region. Three administrative staff members have tested positive for COVID-19 at Lions Gate Hospital in North Vancouver and are recovering at home.

A risk assessment and decision tool was developed today to support city staff responsible for venues/facilities/branches with gatherings < 250 people. The tool and related instructions for staff will be posted to Citywire by the end of the day.

The federal government announced a ban on boats and cruise ships carrying more than 500 people from docking at Canadian ports until July 1st. Overseas flights coming into Canada will soon only be allowed to land at a limited number of airports, but the airports have not yet been announced. Parliament has been suspended until April 20th.

Internationally, the United States has declared a national state of emergency due to COVID-19.

3. STATUS OF RESPONSE PRIORITIES - Identify current objectives & priorities

RESPONSE PRIORITY	UPDATE - activities that are underway or have been completed
Enhance communications to staff and unions and to the public on the City's response to COVID-19	<p>Completed Today:</p> <ul style="list-style-type: none"> Conducted media event to update on CoV COVID-19 actions with VPL, VEMA, Park Board Provided update to all staff through City Manager all-staff email Provided update to all staff on compensation related to travel restrictions Updated web page and 311 IVR to reflect new CoV closures Designed social housing posters and facility closure posters Captured messaging from senior leaders for social videos <p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Develop schedule for future information bulletins and media events – 50% Translate materials into 5 languages – 50% Edit and transcribe video clips from senior leaders for social media – 50%
Increase environmental cleaning protocols	<p>Completed Today:</p> <ul style="list-style-type: none"> Finished cleaning protocols for enhanced cleaning (Level 1, 2, and 3) Completed staff guidance on cleaning (Level 2 cleaning protocols) Developed process for City-wide, centralized inventory management for cleaning supplies and critical resources <p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Increase REFM Level 1 cleaning in REFM-cleaned facilities – 60% Procure supplies for Level 2 (work station) cleaning - <i>supplies on back order, shortage of supplies will affect distribution</i> Develop instructional posters for Level 2 messaging (internal and external) regarding environmental cleaning protocols – 80%
Enhance capability of staff to work from home	<p>Completed Today</p> <ul style="list-style-type: none"> Completed job aids for Working from Home; included in staff updates <p>Ongoing / In Progress:</p> <ul style="list-style-type: none"> Distribution of laptops, hardware, and associated tools is underway and will be ongoing Preparing all EOC laptops with VPN certificates – 5%

Complete Business Continuity Planning	Completed Today: <ul style="list-style-type: none"> Completed Business Impact Analysis for NEU and Waterworks Conducted 2nd workshop for pandemic planning for ACCS, focusing on Non-Market Housing Operations and Social Operations
	Ongoing / In Progress: <ul style="list-style-type: none"> Ongoing engagement with Business Continuity Planners (FRS – Payroll and City Clerks) – <i>ongoing</i> Finalize business continuity plans for all city departments with critical services operations. – <i>55%</i> Develop business continuity plans for pandemic scenarios (2weeks/1month) for city departments with critical service operations. – <i>35%</i>
Develop City risk assessment and decision tool for events and gatherings	Completed Today: <ul style="list-style-type: none"> Identified Parks and City events and the risk profile Developed and distributed risk assessment and decision tool template for city staff venues/facilities/branches with gatherings < 250 people Developed messaging for assessment tool and instructions for staff with gatherings Notified event organizers (250+ from now-July 1) in Parks & City of event cancellation declaration from Public Health
	Ongoing / In Progress: <ul style="list-style-type: none"> Develop list of event (Parks n City) notification/ compliance & tool assessment dashboard & strategy / timeline next 120 days (includes re-intro of events) – <i>60% complete</i> Notify event organizers <(250+ from now-July 1) in Parks & City of event assessment tool from Public Health – <i>will start Monday, March 16)</i>

4. STATUS ESSENTIAL SERVICES - Status of core city services, identify any impacts

DEPT	BUSINESS SERVICE NAME	OPERATIONAL STATUS	BUSINESS CONTINUITY PLANNING STATUS	COMMENTS
CMO	Council operations	Operational	Completed	No issues to report.
VFRS	Fire suppression	Operational	Completed	No issues to report.
	Medical response	Operational	Initiated	PPE protocols in place
VPD	Primary policing services	Operational	Scheduled for March 24	No issues to report.
ACCS	Community services for vulnerable populations	Operational	Completed	enhanced BCP plan focusing on non-market housing and social operations
	Cemetery	Operational	Under review	Unknown
ENG	Water operations	Operational	BIA completed	No issues to report.
	Sewer operations	Operational	Initiated	scheduled for next week
	Street operations	Operational	Initiated	scheduled for next week
VEMA	Emergency Support Services	Operational – minor issues	Initiated; to be completed by March 13	Volunteer availability affected
	Response and coordination	Operational – minor issues	Initiated	Planning for virtualization of EOC
COMM S	Communications – public and internal	Operational	Completed	No issues to report.
IT	3-1-1	Operational	Completed	No issues to report.
	Telephones, network, email, website	Operational	BIA started	No issues to report.
REFM	Facilities management/operations/City protective services	Operational	Completed	No issues to report.
FRS	Supply Chain	Operational	Completed	No issues to report.

				Plan has been formulated to manage critical supply of cleaning services to sustain civic operations.
	Payroll	Operational	Completed – enhancing BCP	No issues to report.

5. NUMBERS AND STATISTICS - Status of numbers and statistics, identifying changes

BRITISH COLUMBIA	CANADA	GLOBAL
Cases: 64 (11 new)	Cases: 152 (35 new)	Cases: 137,445 (10,397 new)
Deaths: 1	Deaths: 1	Deaths: 5,088 (368 new)
Recovered: 6	Recovered: 8	Recovered: 69,779 (1455 new)
Source: BC Health update (2020/03/13 15:30)	Source: PHAC (2020-03-13 09:00)	Source: JHU (2020-03-13 14:31)

6. HEALTH STATUS - Information about local situation

- The province formalized its restriction on mass gatherings over 250 people through a Provincial Health Officer Order
- The Government of Canada echoed the recommendation of B.C. to avoid non-essential travel outside Canada and to self-isolate upon return for 14 days.
- In BC and Canada, health authorities continue to assess the risk as low to residents; however, the global risk is increasing and BC needs to take additional steps to mitigate the spread of the coronavirus.
- There have been eleven (11) new cases in British Columbia today all in the VCH region; including three (3) administrative staff members of Lions Gate Hospital who have tested positive for COVID-19. They are self-isolating at home and are recovering. They have not worked in clinical areas at Lions Gate Hospital. (VCH)
- Most people in self-isolation in BC are recovering at home.

7. RISK MANAGEMENT AND SAFETY - Current direction, business impacts, and guidance for staff

- CLT has restricted work-related travel outside B.C.
- The City has implemented interim travel and pay provisions for staff related to COVID-19; details were sent in all-staff bulletin and are available on [Citywire](#).
- Staff who returned from outside Canada prior to 4 p.m. on March 12 can return to work if they have no symptom and should use sick time and stay off work if experiencing symptoms.
- Staff who returned from outside Canada after 4 p.m. on March 12 are required to self-isolate for 14 days and will receive regular pay during self-isolation. If staff experience symptoms, they are required to use sick banks. Staff without paid sick leave will receive regular pay for any shifts already scheduled over the 14-day period.

8. PUBLIC INFORMATION - Include key message, social media feeds to follow etc. If contingency plans are activated, key safety messaging will be listed below

Key Messages for Staff:

- The City is working with Vancouver Coastal Health. VCH continues to advise the City that risk to staff remains low.
- All staff should practice good hygiene, including washing hands thoroughly, covering nose and mouth when sneezing or coughing, staying home if sick, and regularly cleaning surfaces.
- The City has created resources for staff including dedicated CityWire pages, a downloadable poster, and FAQs. Information about compensation related to travel was sent out to staff.
- The City is rolling out enhanced cleaning protocols for City facilities.
- The City is preparing guidance around working from home.
- If staff have questions they are encouraged to email [s.15\(1\)\(l\)](#) or speak to their manager.

Key Messages for Public:

Our key messages to the public are echoing VCH's messages:

- The health and safety of the public and City staff is our top priority.
- We are in close contact with public health officials and are following their advice. At this time, Vancouver Coastal Health indicates that the risk in our City is still low.
- We are implementing enhanced cleaning protocols in our facilities and are adjusting our approach to public meetings
- We are in contact with representatives of impacted sectors of Vancouver's economy and will be working with them to identify supports the City may be able to provide for the response and recovery of our local economy.
- The situation globally and in BC is changing very rapidly though, so City staff are actively planning to deal with potential future changes in how we provide services.
- To prevent transmission of COVID-19 and other infections, the best thing you can do is wash your hands regularly, especially when you've been out in public. Advice for the elderly and those with compromised immune systems may be different – please consult with your doctor or another medical professional

Social Media Report: Today's media coverage (over 2,000 print and web hits) is primarily focused on BC's health advice on March 12 on self-isolation for 14 days after international travel, and cancelling events larger than 250 people. The City's announcement on evening of March 12 about cancelling events over 250 people and other actions was widely covered by English outlets and one Chinese outlet. See attached report for media summary.

Social Media Feeds to Monitor: BCCDC, PHAC, Ministry of Health, VCH, WHO, TransLink, VSB

9. WEATHER

Current: 8°C, mostly cloudy, wind: NNE 21 gust 36 km/h

Forecasted: high of 6°C, low of -1°C, mixed sun and clouds. Mainly cloudy overnight.

10. MAPS & OTHER ATTACHMENTS - List attachments such as maps, plans, declarations/orders/alerts

Social Media report attached separately.

11. APPROVALS

Reviewed by: Carly Benson

Position: Planning Chief

Date & Time: 2020/03/13 @ 19:00

Authorized by: Daniel Stevens

Position: EOC Director

Date & Time: 2020/03/13 @ 16:00

12. DISTRIBUTION

Internal

- ✓ City Leadership Team
- ✓ COVID-19 Policy Group
- ✓ Emergency Management Committee
- ✓ EOC
- ✓ VANTEAMS

External

- ✓ SW PREOC

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	EOC Planning Chief	Email: s.15(1)(l)	Phone: s.15(1)(l)

COVID-19 media summary - March 13

March 12 (3:30 pm) to March 13 (3:30 pm)

Highlights

- Over 2,000 print and web hits on Metro Vancouver COVID-19
- BC has 53 cases, Canada has 150+ (as of March 13, 3:00 pm)
- Travel restrictions: self-isolation, cruise ban
- City's actions
- Cancelled events
- Homelessness
- School closure uncertainty

Summary

Coverage and response focused on [BC's health advice on March 12 on self-isolation for 14 days after international travel, and cancelling events larger than 250 people](#). Reports are mixed whether self-isolation is recommended or required for the public.

The City's announcement on evening of March 12 about cancelling events over 250 people and other actions was widely covered by English outlets and one Chinese outlet ([Canadian Press](#), [Vancouver Courier](#), [The Star](#), [Daily Hive](#), [The Voice](#), [Sing Tao Daily](#)).

An emerging issue beginning yesterday was the City's apparent absence in providing details about its homelessness response during COVID-19. Conversation was driven by Union Gospel Mission (CityNews), with particular criticism about Oppenheimer Park conditions from a homelessness advocate (Global News).

This morning (March 13) CUPE Local 1004 president representing the City's outdoor workers interviewed on CBC Early Edition about workers' concerns about contracting COVID-19, and hopes workers will not be financially penalized if they are sick at home (details below).

This afternoon's coverage following the media event so far focuses on whether recreational programs at the Park Board's facilities are still running.

More widely, stories also revolve around growing spread: [confirmed positive test for dental conference attendee at Vancouver Convention Centre](#), North Vancouver's [Lions Gate staff testing positive](#), and cruise ships of more than 500 being banned by the federal government. Public responses are being reported: [panic buying](#), [811 overwhelmed with calls](#), fear of losing pay, and concerns around childcare if schools close (if BC follows Ontario's lead in extending spring break).

Media coverage (selection)

March 12

- Global News - [‘It’s just not possible’: How can B.C.’s homeless self-isolate, sanitize amid coronavirus pandemic?](#)
- CityNews1130 - [COVID-19 prompts Union Gospel Mission to activate pandemic plan to protect vulnerable on DTES](#)

- CityNews at 6 Vancouver (TV) - [A pandemic plan for homeless](#) (interview with UGM, passing mention of City's response being based on public health advice)
- CityNews1130 - [Vancouver Sun Run cancelled as province bans large gatherings amid COVID-19 concerns](#)
- Vancouver Sun - [COVID-19: Cancelled cruises a concern for B.C. businesses](#)

March 13

- CBC - [What you need to know about COVID-19 in B.C. on March 13, 2020](#) (updated regularly)
- CBC Early Edition - [Vancouver's city workers say they expect time for longer sick leave because of COVID-19](#): interview with CUPE Local 1004 president Andrew Ledger
- CBC Early Edition - [Parents looking for answers as school boards mull decision to close schools after spring break](#)
- CityNews1130 - [Vancouver 420 festival cancelled due to COVID-19 concerns](#)
- CTV - [Cruise cancellations to cost Vancouver tourism businesses millions](#)
- Star - [Large gatherings cancelled in Vancouver, Surrey to limit spread of coronavirus](#)
- Vancouver Courier - [Recreational hockey players get conflicting messages amid pandemic precautions](#) (City of Vancouver/Park Board confirm sports programming still on)

Detailed analysis

CBC Early Edition - [Vancouver's city workers say they expect time for longer sick leave because of COVID-19](#): interview with CUPE Local 1004 president Andrew Ledger

- City cancelling gatherings over 250 people
- Replay mayor's quote from yesterday: extra signage, remote work for employees
- Self-identified CUPE Local 1004 representing outside workers (park board, engineering)
- Received "a little bit of information" from city on what workers can expect, on Wednesday
- CUPE putting in contingencies, encouraging self-quarantine
- Expectations: City should be flexible, not negatively impact income, workers should not lose money or housing "for doing the right thing"
- Workers worried, interact with public on daily basis, public afraid and anxious
- Particularly worried about workers in sanitation and SROs in DTES
- Says workers unlikely to refuse work because they are committed
- "Haven't seen comprehensive approach from city or province to protect workers and civic employees"

Social media

[Overview of conversation](#)

There is a significant increase in social discussion around social distancing and public events. General opinion is to be overly cautious and avoid public events, gyms, restaurants and community gatherings.

People are increasingly concerned with the spread of the virus in BC, with particular concerns about spread coming through asymptomatic individuals.

Criticism towards the City remains consistent for the last 24 hours. Comments show that people want to see the City taking a proactive approach in order to get ahead of any outbreak, rather than a reactive one (as it is perceived).