



# Coordinated COVID-19 Response Newsletter

**October 19, 2020**

The purpose of this newsletter is to keep local stakeholders informed about the coordinated community response to the evolving COVID-19 situation. The Region, area municipalities and local community partners are meeting regularly to make sure our pandemic response efforts are coordinated and aligned. This work is being done through a Community Pandemic Control Group which coordinates the efforts and actions of five other sector control groups which are described further in this document.

## **Community Pandemic Control Group (CPCG)**

The Community Pandemic Control Group has been meeting regularly to share information, facilitate sharing of resources, and guide the community-wide pandemic response in five areas: health, community support, critical infrastructure, the municipalities and communications. The following sections provide an update on these five areas that are working together to ensure an effective and efficient response to the COVID-19 pandemic in our community.

### **1. Health Sector Control Group (HSCG)**

This group of representatives from hospital/acute care, primary care, long-term care & retirement homes, Home and Community Care, Homeless/Shelter groups, Public Health and Paramedic Services meets every two weeks to discuss emerging issues and trends as part of their collective work in COVID response. Chaired by the Waterloo Wellington Triad for Ontario Health West, the group held its most recent meeting October 14 2020. Discussions included volumes and bookings at area Assessment Centres, along with influenza immunizations (including “high dose” FLUZONE) for elderly and/or higher risk patients in primary care and pharmacies. Cross-sectoral table conversations, with PH input, are occurring for clinical services planning in the second wave. The group meets again on October 28.

#### **Public Health Update**

The Region of Waterloo Public Health continues to work closely with local hospitals, health care partners, the Ministry of Health, Public Health Ontario and many community partners to respond to [Novel Coronavirus \(COVID-19\)](#) in Waterloo Region.

#### **COVID-19 Dashboard**

Public Health continues to update the COVID-19 dashboard on the Region’s website: [www.regionofwaterloo.ca/COVID19summary](http://www.regionofwaterloo.ca/COVID19summary). This Dashboard illustrates the trends and is updated seven days a week at 10:30 a.m.





## Ontario Implemented Additional Public Health Measures and Guidance

The Ontario government introduced additional targeted public health measures in the Ottawa, Peel, and Toronto public health unit regions. These modified Stage 2 restrictions will be for a minimum of 28 days and reviewed on an ongoing basis. In addition to the measures being implemented in the Ottawa, Peel, and Toronto public health unit regions, the Chief Medical Officer of Health is also urging all Ontarians to:

Limit trips outside of the home, except for essential purposes only, such as work (where it is not possible to work from home), school, grocery shopping, medical appointments, and outdoor healthy physical activity. In addition, travel to other regions in the province, especially from higher transmission to lower transmission areas, should only be for essential purposes;

- Practice physical distancing of at least two metres with those outside your household;
- Wear a face covering when physical distancing is a challenge or where it is mandatory to do so; and
- Wash your hands frequently and thoroughly and follow gathering limits and rules.

## Overall trends in Waterloo Region (as of October 14, 2020)

At this time, our growth has not accelerated at the same pace as some other areas in Ontario. Similar to other mid-size regions in Ontario, however, we remain in a precarious state in Waterloo Region. While our number of hospitalizations are still low, we are starting to see the number of outbreaks begin to climb in different settings (Wilfrid Laurier University, one congregate care setting, three LTC homes, two licensed child care settings, two school settings, one health care – dental services setting.) This is consistent with our overall increased rates and spread of COVID-19 in the community.

The recommended public health measures of physical distancing, wearing a mask, washing your hands and limiting close interactions outside of your immediate household continue to be important. COVID-19 spreads easily when we have close, unprotected contact with others including between loved ones or friends.

## Public Health Precautions in Workplaces & Facilities

Public Health follows up with every positive case. As many cases also work, we also follow up with various settings to reduce the risk of further spread.

- We have followed up with several dozens of workplaces.
- What we've noticed is that many workplaces are serious about ensuring appropriate public health measures are in place, in particular in areas where clients or patrons may be present.
- Public health precautions, however are not always consistently applied in employee-only areas.
- Common areas where we've identified increased risk include:
  - Workers carpooling together
  - Workers coming to work while symptomatic, in some cases despite screening measures in the workplace
  - Not maintaining physical distancing in employee-only areas, such as in lunch rooms /



## break rooms and meeting rooms

- It is important for employers and employees to stay vigilant with all recommended COVID measures at all times, in order to prevent spread and ensure that businesses can continue to safely remain open.

### **Carpooling**

- If possible, don't carpool with those outside of your immediate family.
- If you need to carpool, limit the number of occupants in the vehicle, open the windows to create air flow and ensure that everyone in the vehicle is wearing a face covering if they are not from your immediate household.

### **Stay home if you are sick:**

- Do not go to work if you are showing symptoms, even if they are mild symptoms.
- All businesses are required to screen workers and essential visitors entering the work environment at the beginning of their day, shift, or when an essential visitor arrives.
- If you are an employer – we ask that you support employees who need to stay home due to symptoms or isolation requirements

### **Break and lunch rooms:**

- Stagger start times for shifts, breaks, and lunch times. Limit the number of people using lunchrooms at any one time to ensure physical distancing can be maintained.
- Ensure masks are worn at all times except when necessary to remove to eat or drink.
- Arrange tables so that they are at least two metres apart.
- Stagger seating at the tables to prevent people from directly facing each other.
- Space out commonly used appliances (e.g., microwaves, toasters, etc.) in lunch/break rooms such that they are at least two metres apart.
- Disinfect high touch surfaces frequently and in between break/lunch changes, using a disinfectant approved by Health Canada.

### **Public Health Guidance for Halloween (ask of October 13, 2020)**

Independent advice is provided by Dr. Hsiu-Li Wang, the Medical Officer of Health for Waterloo Region, is relevant to the local situation as of October 13, 2020 and is subject to change.

Ontario and areas including Waterloo Region have entered its second wave of COVID-19 infections. Region of Waterloo Public Health supports the recommendation of Ontario's Chief Medical Officer of Health that people should limit close (unprotected) contact to those within their immediate household. For events such as Halloween, it is recommended that residents stick to low-risk activities.

Ideas for celebrating Halloween safely with members of your immediate household may include:

- Pumpkin decorating;
- Virtual costume party;
- Halloween movie night;

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- Sharing spooky stories;
  - Outdoor trick-or-treat scavenger hunt in the backyard.

The general public health principles are as follows:

- Limit close contact to people living in your own household.
- Virtual gatherings are the safest way to visit with people outside your household.

If you choose to hold or participate in an in-person gathering with people outside your household, you need to take the following precautions:

- Stay home if you have symptoms, even if they are mild or you recently had a negative COVID-19 test.
- Physically distance and wear a face covering with anyone outside of your immediate household
- Regardless of the legal limits of 10 people indoors and 25 people outdoors. You should keep your gathering as small as possible and use outdoor spaces whenever possible.
- Gathering outdoors is safer than indoors and overall the fewer the people, the lower the risk.

If you choose to go out trick or treating:

- Only go out with members of your immediate household.
- Physically distance and wear a face covering with anyone outside of your immediate household.
- Both trick-or-treaters and people handing out candy should wear a face covering, not a costume mask. A costume mask is not a substitute for a face covering and should not be worn over a face covering as it may make it difficult to breathe.
- Do not leave treats in a bucket or bowl for children to grab. Use tongs or other similar tools to hand out treats.
- Do not congregate or linger at doorsteps. Line up two metres apart if waiting to get your treats.

For full briefing notes from weekly Public Health media briefings visit:  
[regionofwaterloo.ca/mediabriefings](https://regionofwaterloo.ca/mediabriefings)

## 2. Community Support Control Group (CSCG)

The Region, the area municipalities and many community partners have taken action to support the health and safety of vulnerable people affected by COVID-19. The Community Support Control Group is addressing the following service areas: Food Services; Housing and Homelessness Services; Children’s Services; Psychosocial and Spiritual Support Services; Animal Care Services. Below is this week’s update from the Community Support Control Group. For more information on each of the service areas, please visit the interactive dashboard on the Community Support Control Group webpage.



[www.regionofwaterloo.ca/communitysupportsCOVID19](http://www.regionofwaterloo.ca/communitysupportsCOVID19).

### Food Services

- Continuing to secure inventory for the winter months to address shifting supply changes, reduction in community food donations and anticipated increased need. Support from Federal Government food surplus program will bring a steady supply of fresh and frozen protein product from November – February.
- Secured two offsite facilities to accommodate this inventory.
- Continue providing enhanced food supply support to changing shelter/housing models
- Second wave planning continues with partners to prepare for worst case scenarios (50% reduction in staff/volunteers due to illness, facility closures, 30% + increase in services requested)
- Identifying activation scenarios for new plans
- Working with City of Kitchener to secure community center access
- Exploring additional options for Drive-Thru distribution
- Exploring additional options for household hamper delivery
- Adapting holiday season service delivery models

We are closely monitoring service delivery requests and starting to see increases in hamper distribution. New households, household direct deliveries and number of people continue to be higher than the pre-COVID numbers. This is in addition to the 40% increase in food distribution, which represents increased service to hamper, meals, shelter and supportive housing programs.

Year to Date – January – September

	2020	2019	Changes
Hampers	66,627	62,144	7%
People (cumulative)	197,171	172,359	14%
Unique people	31,200	28,754	9%
Unique Households	12,528	12,315	2%
New Households	2,204	2,565	-14%
Household deliveries	2,906	2,466	18%



## Housing Services and Homelessness

- As of October 13, there were two individuals in quarantine / isolation.
- 7,993 mobile COVID assessments have been completed.
- 972 medical assessments have been completed.
- 78 COVID swabs completed.
- Drop-in programs / services continue to be available Monday through Friday at St. John's Kitchen, and 150 Main St. in the afternoons on Monday, Wednesday, and Friday.
- The community is working together to continue to protect people who are homeless from COVID-19 and to increase capacity in temporary accommodations ahead of winter. Three sites in the community have been offered up as short term accommodations for Region-funded service providers, including:
  - YWCA, operating out of St. Mark's Lutheran Church in Kitchener.
  - The Working Centre, operating out of a student residence building on University Avenue West in Waterloo.
  - House of Friendship, operating out of The Tower at the Inn of Waterloo.

Throughout the pandemic, the housing stability system has been working hard to achieve housing outcomes for individuals experiencing homelessness. Some successes include:

- More than 80 individuals from the Prioritized Access to Housing Supports (PATHS) list have transitioned to permanent housing. People on the PATHS list are individuals with the highest support needs and the longest experience of homelessness.
- The number of families staying in emergency shelters has decreased from more than 15 families at the beginning of the year, to just one family currently staying in emergency shelter.

## Children's Services

### Resources for Children, Youth and Parents - Family Compass

Amid COVID-19, many community organizations across Waterloo Region have adjusted their services for children, youth, parents and families to be social-distancing friendly. In addition, many are offering new or different services and supports, specific to the pandemic response.

Share [Family Compass](#) with those you work with and if your organization is providing services or resources to families in our community, ensure it is included on the site (contact [Monika Bodemer](#) if you have questions about including your services or resources on the site).

### Keeping Families Safe

Each of us is dealing with COVID-19 stress at home, in our community and at work. When emotional or financial stress becomes too much, it can lead to family violence. We know another silent wave of impact from COVID-19 is family violence. Right now, 1 in 3 Canadians is very concerned about family stress and 1 in 10 women is very concerned about family violence. Here in Waterloo Region, domestic violence charges are up 28% over last year. Just as we are working together to prevent the spread of the virus, we need to work together to prevent the rise of family violence.

Visit the [Keeping Families Safe page](#) on the Crime Prevention Council's website to learn how you and others in the community can take action to help keep families in Waterloo Region safe.

### **Psychosocial & Spiritual Supports**

Psychosocial and spiritual [resources and support services](#) have been adjusted to respond to the emerging needs from the pandemic. The following are two examples of initiatives that are being offered.

#### The Friendly Voice

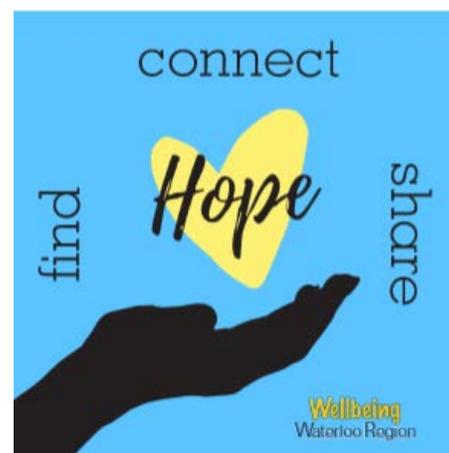
[The Friendly Voice](#) program provides general wellbeing check-ins to support social connection and to reduce loneliness and isolation in the community. To register for the Friendly Voice program, please call 519-743-6333 and ask reception how to get started!

#### Finding Hope Campaign

Finding and sharing our stories of hope, overcoming adversity and supporting one another during these past eight months can inspire us, reminding us that there is good in the world and that we are all connected, shining a light on the best of us.

Snap a picture, write about it, create a video, and then share it with us, with your organization, your community, your family. Find out more at <http://bit.ly/finding-hopeWWR> Follow WWR on social media. Post your own stories using #findinghopewwr

Together we can spark a movement that encourages us all to 'Find Hope'.



### **Animal Care Services**

Animal Care services continue to provide a wide range of services including pet food and emergency care during the pandemic.

### **Volunteer Services**

As part of the COVID-19 response, Waterloo Region, area municipalities, and Volunteer Action Centre have launched a pandemic volunteer program that places volunteers where they are needed most in the community. The focus of this program is to keep all essential organizations, registered volunteers, and the people they serve, protected during a declaration of emergency by offering WSIB coverage.

There are currently seven organizations actively involved in the program, City of Waterloo Senior Services, Community Support Connections, The Food Bank of Waterloo Region, oneRoof, Humane Society, Volunteer Action Centre, and YW Kitchener Waterloo. There are now over 90 volunteers fully screened and vetted through the program that are ready to be placed, or have already been placed in a role. We have 16 volunteers actively in volunteer positions.



### 3. Critical Infrastructure Control Group (CICG)

The Region of Waterloo, area Municipalities, electricity utilities, and telecommunications suppliers continue to maintain all critical services and maintain legislative requirements while performing these services. These services are critical and foundational to everyone's lives and businesses. Throughout the COVID pandemic these services have continued and even been enhanced in a seamless and uninterrupted manner. The majority of the public would have experience little or no change.

The CICG has functioned in a coordinating role and has helped the suppliers of these critical services to share information, coordinate activities and help each other to maintain services.

#### **Grand River Conservation Authority (GRCA)**

GRCA has continued to provide its flood and other mandated service and has maintained its recreational areas during a summer that saw significantly increased demand. They have had to adapt both staffing and provision of service to safe guard both. They are now starting to prepare for winter.

#### **Active Transportation**

Temporary bike lanes installed by the Region of Waterloo have led to an increase in ridership. The number of cyclists was up 41 per cent in July and a report was presented to Regional Council on October 6, 2020. The pilot will end October 31, 2020 and staff will provide future updates to Council.

#### **Waste Management**

The waste transfer stations in Cambridge and Waterloo continue to remain operational during normal operating hours of 7:00 a.m. to 6:00 p.m., Monday to Saturday. However, our waste management offices remain closed to the public until further notice due to COVID-19 measures. Recycling, green bin, yard waste and garbage collection continues as normal. The every second-week garbage bag/can limit increase from four to six bags ended October 2. The Region is providing green bins and blue boxes for new homeowners at the household hazardous waste drop off locations in Cambridge and Waterloo. We continue to ask that citizens remember to respect the environment and do not dump or burn garbage or yard waste.

#### **Grand River Transit (GRT)**

GRT would like to remind all riders that wearing a face covering is mandatory on GRT. That includes:

- GRT buses
- ION trains
- MobilityPLUS vehicles
- BusPLUS
- Kiwanis Transit
- Inside bus shelters
- On station platforms
- Inside GRT customer service locations



The By-Law is effective until May 31, 2021, unless extended by Regional Council.

GRT customer service locations; 105 King St. and Ainslie St. terminal are open to the public, and since September 21, 2020 hours have been extended.

**Hours of service for 105 King Street are:**

8:00 a.m. – 6:00 p.m., Monday to Friday, and  
9:30 a.m. – 5:00 p.m., weekends and holidays.

**Ainslie Street hours of service are:**

5:15 a.m. – 12:45 a.m., Monday to Friday,  
6:00 a.m. – 12:45 a.m., Saturday and 7:30 a.m. – 1:00 a.m. Sunday/holidays.

Customer service at 250 Strasburg Road remains closed to the public.

Details at [www.grt.ca](http://www.grt.ca).

### **Water/Wastewater**

Water and wastewater services have been provided by the Region and local municipalities throughout the COVID pandemic without interruption and have maintained compliance with all legislation and regulation. All services are prepared for continued operation during Wave 2.

With business operations returning to buildings it is important that if you are a building owner and operator, you are responsible for the water quality in your building and should understand what could happen when water is left stagnant. The longer the building has low water use, the higher the risk for water quality issues. During COVID-19, reduced or no water use in buildings may present health risks. In most cases, flushing buildings with safe drinking water that has normal chlorine levels is sufficient for cleaning the water system. More information can be found on the [Region's website](#). A fact sheet is also available on important steps for re-opening your buildings water supply.

### **Transportation**

Transportation services (Region and local municipalities) have continuously provided services during the COVID pandemic and preparations continue to ensure service through Wave 2 and as the transition to winter and snowy/icy weather happens.

### **Electricity**

Local utilities have maintained electricity service through the COVID pandemic. They have implemented programs to minimize risks to their staff and ensure no interruptions in service. Continued preparations for Wave 2 are ongoing.

### **Internet and Telephone/Cell Phone Suppliers**

All of the companies involved in the supply of internet and other communications services have maintained and increased service to address increases in internet requirements caused by working from home and other COVID related business adaptations. They have implemented changes to protect staff and enhance service levels and continue to prepare for Wave 2.

## 4. Municipal Control Group (MCG)

The Chief Administrative Officers of all municipalities continue to meet frequently to discuss pertinent issues and to coordinate operational decisions on the local municipal response to COVID-19. The following are some of the issues most recently considered by the Municipal Control Group:

- A review of COVID-19 screening procedures for staff, contractors and volunteers;
- Reviewing all possibilities for patio extensions beyond January 2021; and
- Working with communications staff on key messaging as we continue to respond to COVID19 in the second wave, including messaging for safe Halloween festivities.

### Municipal Services

All municipalities in Waterloo region are continuing to closely monitor the COVID-19 pandemic. The Region and all area municipalities have made significant changes to services and programming. Closures, cancellations, news releases, important contacts, and frequently asked questions are found on the following municipal websites:

#### Region of Waterloo Response to COVID-19

<https://www.regionofwaterloo.ca/en/living-here/covid-19-information-centre.aspx>

#### City of Cambridge's Response to COVID-19

<https://www.cambridge.ca/en/your-city/2019-novel-coronavirus.aspx#>

#### City of Kitchener's Response to COVID-19

<https://www.kitchener.ca/en/city-services/storm-and-emergency-updates.aspx#>

#### City of Waterloo's Response to COVID-19

<https://www.waterloo.ca/en/living/covid-19-response.aspx#>

#### Township of North Dumfries' Response to COVID-19

<https://www.northdumfries.ca/en/index.aspx>

#### Township of Wellesley's Response to COVID-19

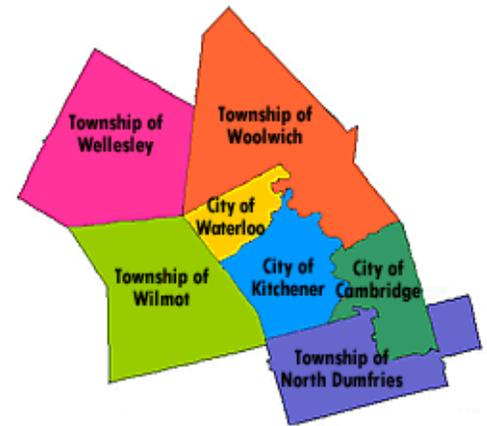
<https://www.wellesley.ca/en/living-here/2019-novel-coronavirus-covid-19.aspx#>

#### Township of Wilmot's Response to COVID-19

<https://www.wilmot.ca/en/township-office/coronavirus.aspx>

#### Township of Woolwich Response to COVID-19

<https://www.woolwich.ca/en/township-services/2019-novel-coronavirus.aspx#>





## 5. Communications Control Group (CCG)

The Communications Control Group (CCG) meets to share relevant information about COVID-19 communications. The group is comprised of communication leaders from public sector organizations across Waterloo Region (hospitals, municipalities, school boards, post-secondary, police, BESTWR, etc.). Highlights from this week's activities include:

- Communication from Public Health via the Medical Office of Health about the approach to Halloween, advising that celebrations should be low-risk and only involve the immediate household. If people do trick or treat and/or hand out candy, they should take the following precautions:
  - Wear a face covering; a costume mask is not a substitute.
  - Candy should be handed out using tongs or other tools and should not be left in buckets.
  - Do not congregate at doorsteps and line up two metres apart if waiting for candy.
- Media briefings on COVID-19 are now being held on Tuesdays and Fridays.
- Metrics on media and public interest in COVID-19 indicate significant growth between August and September:
  - A 46 per cent increase in website traffic with more than 309,000 visits to the [Waterloo Region COVID-19 Summary webpage](#).
  - A 70 per cent increase in COVID-related news stories with 248 articles.
  - A 155 per cent increase in social media posts related to COVID-19 with 558 posts.

Public Health and Corporate Communication teams continue to share important COVID-19 information with media, residents and staff through our website, social media accounts and regular media briefings.

**Complaints about compliance to COVID-19 orders should be directed to the [Region of Waterloo Call Center](#) – 24 hours /7 days per week at 519-575-4400**



## COVID-19 Roles and Responsibilities by Organization

Have you ever wondered who does what during a Pandemic? The roles and responsibilities of organizations that play key roles are summarized below:

### Ministry of Health

- Provide legislative and policy oversight to Boards of Health / Public Health Units.
- Issues guidance to PHUs on the management of COVID-19 cases, contacts and outbreaks, and provide clear expectations of PHUs' roles and responsibilities.
- Advise on regional and provincial level school interventions.
- Provide ongoing support to PHUs with partner agencies, ministries, health care professionals, and the public, as necessary.
- Support PHUs during investigations, through the Ministry's Emergency Operations Centre and/or Office of the Chief Medical Officer of Health (OCMOH), with respect to coordination, policy interpretation, communications, etc., if requested.

### Public Health Units

#### Case and Contact Management

- Track and report all confirmed COVID-19 cases.
- Perform case investigation and contact tracing on all confirmed cases.
  - Determines who is at high-risk of infection and needs to self-isolate.

#### Outbreak Assessment and Management

- Declare outbreaks in workplaces, schools, daycares, long-term care and retirement homes. (N.B. Outbreak definitions normally determined provincially through guidance documents.)
  - Provide direction on how to control the outbreak
- Provide recommendations on isolation procedures.

#### Surveillance and Reporting

- Monitor and report on local COVID-19 cases and disease trends and publicly report case numbers and outbreaks.

#### Coordination and communication

- Provide local guidance and consultation (within the parameters of broader provincial guidance) on safe re-opening of establishments.
  - Sector-specific workplace guidance provided by the Ministry of Labour:  
<https://www.ontario.ca/page/resources-prevent-covid-19-workplace>
- Communicate changes of provincial restrictions related to COVID-19.

#### Enforcement

- Oversee and coordinate the enforcement of the Reopening Ontario Act, 2020, with enforcement partners (Regional bylaw, municipal bylaw, Regional Police).



## **Public Health Ontario**

- Provide scientific and technical advice to the PHU to support case and contact management, outbreak investigations, and data entry.
- Advise on and supports laboratory testing as needed.
- Produce provincial epidemiological and surveillance reports related to COVID-19 in schools to support public health units and provincial ministries.

## **Ontario Health**

- Coordinate local planning among health system partners for testing.
- Deploy testing resources to meet the testing needs.
- Work with testing centres to optimize sample collection and distribution to reduce turnaround times.
- Analyze current issues in the Ontario healthcare system and how it is impacted by COVID-19.
- Make recommendations on how to improve current health care processes to ensure healthcare continuity and optimization throughout the pandemic.

## **Public Health Agency of Canada**

- Provide guidance to Provincial / Territorial public health authorities to support the management of cases and contacts of COVID-19 within their jurisdictions.
- Provide guidance on a strategic approach to implementing and lifting restrictive public health measures that can be tailored by jurisdictions based on their local circumstances.
- Perform national surveillance and reporting of COVID-19 cases.

## **Health Canada**

- Review and approve COVID-19 diagnostic tests and all potential drugs and vaccines aimed to treat or prevent COVID-19.
- Enforce regulations on products that claim to treat, prevent, or cure COVID-19 without any evidence.

## **Ministry of Education**

- Determine the structure and format of children returning to school during the COVID-19 pandemic.
- Set protocol and standards for illness while at school
  - This may include but is not limited to: COVID-19 testing protocol, isolation rules for children and their families, and return to school guidelines after children are tested or fall ill.
- Communicate expectations and provincial level guidance on COVID-19 related policies, measures and practices to Boards of Education.
- Support the procurement of supplies of personal protective equipment (PPE).

## **Local School Administrators and Boards of Education**

- Report communicable disease to their local Public Health Unit (PHU).
- Take precautions for protection of workers, including in respect of infectious disease.
- Coordinate with local PHU, as part of the investigation of cases, contacts, and outbreaks.
- Maintain accurate records of student and staff attendance for all common school locations



attended by staff and students.

- In collaboration with PHU, communicate COVID-19 prevention measures about how ill individuals, cases, and outbreaks are handled.

### **Post-Secondary Institutions**

- Determine the structure and format of students returning to campus and residence facilities during the COVID-19 pandemic.
- Report communicable disease to their local PHU.
- Take precautions for protection of workers, including in respect of infectious disease.
- Coordinate with local PHU, as part of the investigation of cases, contacts, and outbreaks.
- In collaboration with PHU, communicate COVID-19 prevention measures about how ill individuals, cases, and outbreaks are handled.

### **Ministry of Labour, Training and Skills Development (MLTSD)**

- Investigate unsafe work practices, work refusals and occupational illness, all as related to worker health and safety. This includes investigation of reports of COVID-19 by employers to MLTSD.
- Develop, coordinate and implement strategies to prevent workplace transmission of COVID-19 and set standards for health and safety training.
- Operate the MLTSD Health and Safety Contact Centre (1-877-202-0008), available for anyone to report health and safety concerns, complaints or to provide notices of occupational illnesses including COVID-19.
- Proactively inspect workplaces to monitor compliance with the OHS Act and its regulations; issue orders under the OHS Act.

### **Federal Government**

- Responsible for developing and administering financial supports such as: Canada Emergency Response Benefit (CERB) and Canada Emergency Wage Subsidy (CEWS).
- Responsible for restrictions related to travel, quarantine and borders.
  - E.g., Canada-US border restrictions and quarantine requirements for individuals entering Canada
  - Enforces the Quarantine Act
- Provide information on Canadian COVID-19 case numbers.

### **Provincial Government**

- Provide funding to Ministry of Health and Ministry of Education to aid in COVID-19 response.
- Develop and implement framework for opening and closing subsections of the economy.
- Set gathering limits for businesses and private events.

### **Municipalities**

- Enact and enforce local by-laws (e.g., Face-covering by-law)
- Enact and enforce emergency orders and gathering limits

**REFERENCE:** Ministry of Health. (2020). *COVID-19 Guidance : School Outbreak Management*. <https://files.ontario.ca/moh-covid-19-guidance-school-outbreak-management-en-2020-08-26-v2.pdf>

## Community Updates

### HERE 24/7

Here 24/7 is your front door to the addictions, mental health, and crisis services provided by 11 agencies across Waterloo Wellington. All you need to do is reach out to us. We'll work together with you to understand what you need and work to get you connected.

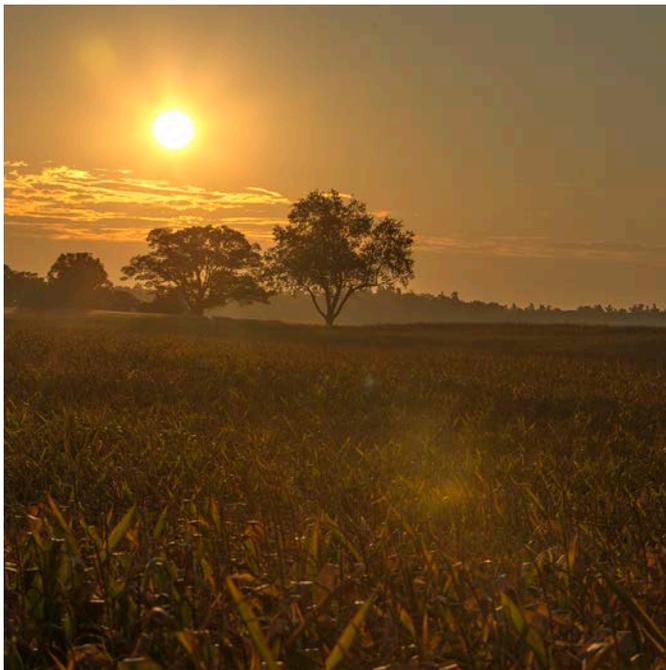
<https://here247.ca/> or call **519-821-3582**.

### Emergency Community Support Fund

Are you a charitable organization serving a community made even more vulnerable by #COVID19? Kitchener Waterloo Community Foundation and Cambridge & North Dumfries Community Foundation have launched the second round of the Emergency Community Support Fund. Find out if your organization is eligible and apply before Oct 30, 2020 for support: [www.kwcf.ca/covid19-ecsf](http://www.kwcf.ca/covid19-ecsf)



### Finding Hope Campaign



*“No matter how dark the dark gets, we will always be drawn to the light because in it, we always find hope.”*

Finding and sharing our stories of hope, overcoming adversity and supporting one another during these past eight months can inspire us, reminding us that there is good in the world and that we are all connected, shining a light on the best of us.

Wellbeing Waterloo Region is encouraging everyone to find hope. Snap a picture, write about it, create a video, and then share it with us, with your organization, your community, your family. Find out more at <http://bit.ly/finding-hopeWWR> Follow WWR on social media. Post your own stories using #findinghopewwr

**Together we can spark a movement that encourages us all to ‘Find Hope’.**