



TCHC COVID-19 Response Update 15

Item 2L

October 7, 2021

Board of Directors

Report: TCHC:2021-63

To: Board of Directors (the “Board”)

From: Chief Operating Officer

Date: September 13, 2021

PURPOSE:

To provide the Board an update on the COVID-19 response and recovery.

RECOMMENDATIONS:

It is recommended that the Board receive this report for information.

BACKGROUND:

Toronto Community Housing Corporation (“TCHC”) activated its emergency operations center (“EOC”) on March 12, 2020. The TCHC EOC has coordinated the COVID-19 pandemic response and recovery activities that has focused on protecting the health and well-being of its tenants and staff, while continuing to provide essential support to front line staff.

COVID-19 RESPONSE:

TCHC’s EOC has continued to focus its efforts on delivering essential services to tenants, while providing essential support to front line staff.

1. Tenant and Staff Vaccination

To prevent and reduce the spread of COVID-19, TCHC has continued to facilitate equitable access to the COVID-19 vaccine for staff and tenants.

- TCHC continues to work with Toronto Public Health (TPH) and the Priority Neighborhood Coordination Table to advocate for vaccine prioritization for priority population and buildings.
 - 183 buildings in Mixed/Family have been offered vaccines through onsite and offsite clinics:
 - 1st Dose: 136 clinics implemented and 18 in planning; and
 - 2nd Dose: 76 clinics implemented and 18 in planning.
 - 83 buildings in Seniors have been offered vaccines.
- TCHC, in partnership with Sick Kids and TPH, will focus on providing supports to identified communities to improve youth vaccination;
- TCHC continues to advocate for vaccine access for front-line staff throughout the family and seniors portfolio.
 - Over 979 staff offered vaccines in Family; and
 - Over 220 staff offered vaccines in Seniors.
- TCHC has recently announced the adoption of a mandatory workplace vaccination policy, in alignment with the City of Toronto's recent decision; work is underway to support the implementation of the mandatory workplace vaccination policy.

2. Tenant Wellness Checks

To ensure that tenants receive the appropriate supports throughout the pandemic, TCHC has continued to deliver outreach and wellness checks.

- Conducted over 6,000 wellness checks in 2021 and arranged for additional supports for tenants. This is in addition to the 19,000 wellness checks conducted in 2020;
- Arranged for the weekly delivery of 1,500 meal and food hampers to priority households;
- Connected over 400 tenants to additional supports, as identified through the wellness checks; and
- Conducted over 600 follow-up wellness checks with the support of building staff and the Community Safety Unit.

3. Partnerships

To adopt a coordinated approach to minimize the impact of COVID-19, TCHC has continued to work closely with our partners to inform our response:

- TCHC continues to partner with TPH to identify building requiring special attention, which is down from 42 to 6 buildings; and
- Established a COVID-19 mobile cleaning team that provides enhanced cleaning at buildings requiring special attention.

COVID-19 RECOVERY

TCHC's EOC continues to work with the City of Toronto and TPH to monitor the COVID-19 pandemic and its impact on our tenants and communities. It continues to prepare and implement its recovery activities through a gradual approach and in alignment with Provincial and TPH directives.

- TCHC has reopened most outdoor spaces, including community gardens, playgrounds, sports courts, and sports fields. Meanwhile, offices continue to remain closed for walk-ins with tenant meetings held by appointment only;
- TCHC will expand counter service as Service Hubs continue to open, while adhering to the appropriate health and safety protocols;
- TCHC has continued to procure and maintain a significant supply of personal protective equipment (PPE) and disinfectants to allow for staff to carry out their work safely; and
- TCHC and TPH have regular weekly meetings to review communities and buildings requiring special attention and to review any reopening activities prior to their implementation.

SIGNATURE:

"Sheila Penny"

Sheila Penny
Chief Operating Officer

STAFF CONTACT:

John Angkaw, Sr. Director, Business Operations
416-981-4318
John.Angkaw@torontohousing.ca