

REPORT OF THE DIRECTOR OF FINANCE AND ECONOMIC DEVELOPMENT COORDINATOR FOR THE CONSIDERATION OF COUNCIL

OBJECTIVE

To provide Council with information pertaining to Age Friendly Delivers program implemented during COVID-19 Pandemic.

RECOMMENDATION

THAT the report of the Economic Development Coordinator dated June 3, 2021 be received

AND WHEREAS 58% of adults in Elliot Lake have received their first does of vaccine, of which includes 90% of the population over the age of 74;

BE IT RESOLVED THAT Council provide their preferred direction to staff on the option to extend or begin closing the program;

AND THAT all expenses related to Age Friendly programs implemented as a result of the COVID-19 pandemic be funded through the COVID Relief funding received from the Province

Respectfully Submitted

Approved by



Ashten Vlahovich
Economic Development Coordinator

Daniel Gagnon
Chief Administrative Officer

BACKGROUND

As the COVID-19 pandemic spread globally, concerns of the first wave and government intervention became prominent in Ontario in March of this year. As a result of the growing number of cases, especially affecting vulnerable populations defined as those over 70 years of age or with underlying immune deficiencies, the City in partnership with the Elliot Lake Family Health Team quickly recommended that community members considered vulnerable begin to self isolate immediately. Being considered a 'retirement' community, Elliot Lake has a higher average age than most Canadian cities resulting in a high percentage of vulnerable persons, and many without local family for support. Knowing this staff identified potential issues with the recommended isolation for such a large percentage of the population being; access to necessities and contact while in isolation. As such, two programs were developed concurrently with the recommendation for vulnerable persons to isolate which were Age Friendly Delivers and Age Friendly Checks in.

Age Friendly Delivers was created as a grocery and personal care delivery service partnered with both local grocery stores. Age Friendly Checks-In was a daily contact service for those in self-isolation without local support to check on them. Both programs were run utilizing existing City staff and have proven successful supports for the vulnerable sector since they began March 20, 2020.

ANALYSIS

The Age Friendly Delivers program began March 20, and was last extended to March 31, 2021. Demand in the early months of the program were the highest and existing staff and displaced staff were utilized for the program.

At the last review of the program in March 2021, Council approved an additional 3 month extension to June 30, 2021. This extension was granted to continue to service community members during the last lockdown, and to allow more time for vaccinations. Since the last review vaccine clinics have been held weekly by the Elliot Lake Family Health Team at the Collins Hall and the ELFHT has reported the following statistics for those receiving first doses as of May 18, 2021.

- 90% of persons aged 80+, 75-79 and 70-74
- 75% of persons aged 65-69
- 50% of persons aged 60-64
- 25-33% of persons aged 18-59
- 58% of Elliot Lake Adults



The clinics have been very successful and the rates of vaccination for the most vulnerable population are high, however health agencies continue to remind people to follow minimizing protocols including social distancing and wearing masks.

Currently Council direction included an extension to June 30, 2021 which will meet the goal of the intended purpose to provide time to vaccinate and serve community members during the lockdown, which was lifted as of June 2.

Over the last three months, the program continued to serve an average of 235 clients per month so continues to show a demand with a slight decrease month over month of about 35 orders.

Based on the success of vaccine clinics and the slow decline in service demand Council has two options:

1. Discontinue service as of June 30, 2021
2. Extend service for one final period.

Option 1 would see the service wrap at the end of this month and staff will begin communicating this immediately to delivery clients.

Option 2 would allow Council to extend the services for a set period of time with an official end date set. This would allow more time to communicate the closing of the program and try to help clients with determining other avenues of support.

Throughout the course of the AFD program, staff have gotten to know clients on personal level and have an understanding of their level of need and can try to assist with connecting them to other community supports they may be eligible for should Council wish.

Immediate options for transition the program include a local operating private sector delivery company as well as the shopping service at one of the local grocery stores offered online or through their app.

The following statistics are current to May 25 2021.

<i>statistics</i>	
number of deliveries	4101
total purchases for the program	\$311,939.91
average purchase	\$76.06
number of clients served	430

<i>shopping at</i>	
Foodland	1351
NoFrills	2746

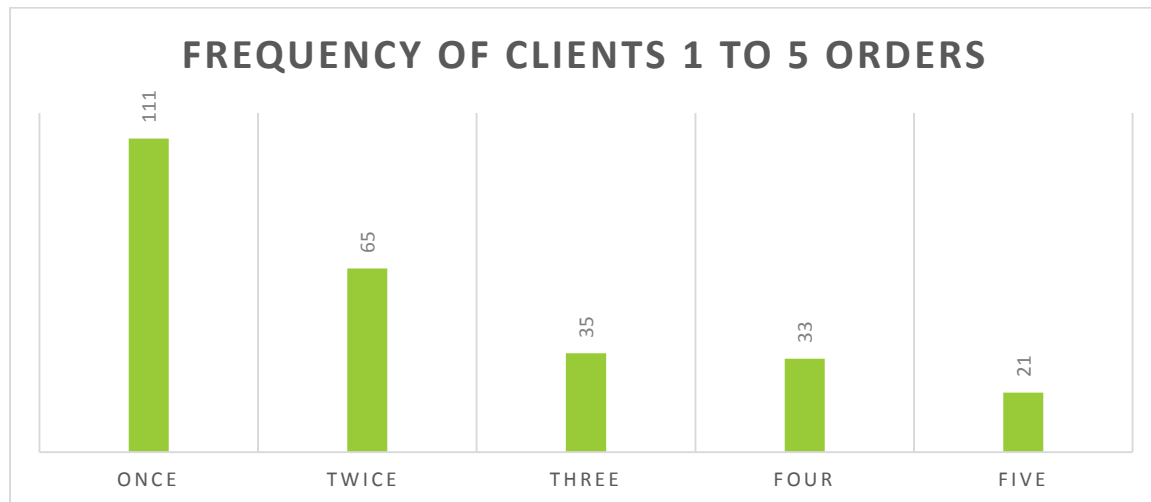


The preferred method of payment for most clients is payment via credit card (given over the telephone). To date, 98.7% of invoices are paid in full to the City.

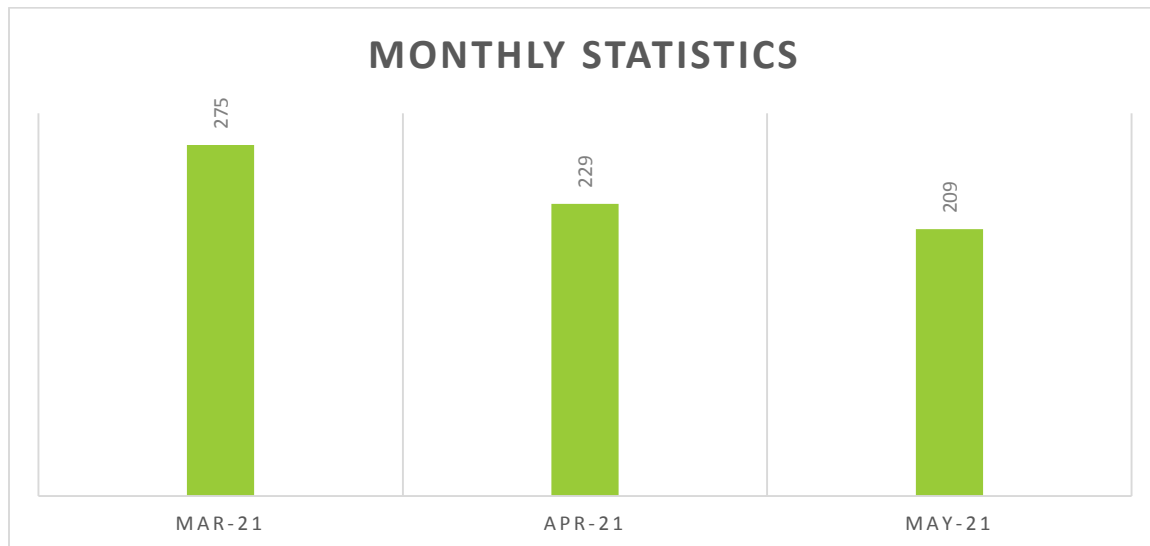
<i>preferred method of payment</i>	
call in with credit card	2804
mail a cheque	696
pay online	600

<i>accounts receivable</i>	
invoices sent	4060
payment received	4006
% of invoices paid	98.7%

Many clients are repeat users of the service.



The monthly statistics for the program are as follows.



FINANCIAL IMPACT

Wages for the Age Friendly Delivers Lead were included in 2021 budget process. AFD Lead wages, and expenses incurred are recommended to be funded by the COVID-19 Relief Funding from the Province, and should not negatively impact the 2021 budget.

LINKS TO STRATEGIC PLAN

The Age Friendly programs were implemented as a result of the COVID-19 pandemic and the City's response to assist the vulnerable population to maintain social distancing and limit their community exposure to the virus.

SUMMARY

Council direction is being sought in regards to program end date. Being that the vaccine clinics have been quite successful for the first doses and have served 90% of the most vulnerable population, and Ontario entering phase 1 of reopening plan as June 2, the program may be discontinued as of June 30th. In order to allow more time to assist clients with transitioning of services and communicating the end date Council may wish to extend an additional period of time and staff will implement upon direction of Council. The AFD program was intended to reduce exposure of the communities most vulnerable and keep our population safe



during the global pandemic and with the support of Council to date has been very successful in meeting this goal.

