



STAFF REPORT

REPORT OF THE MANAGER OF ECONOMIC DEVELOPMENT 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 July 26, 2021 be received

AND WHEREAS Council passed resolution 198/21 that approved continuation of Age Friendly Delivers program to August 31, 2021 with a review of the program at the July 26, 2021 Council meeting;

AND WHEREAS over 76% of Elliot Lake residents have had a first dose of the COVID-19 vaccine with vaccination clinics continuing to be offered weekly

BE IT RESOLVED THAT that the Age Friendly Delivers program end as of August 31, 2021

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

As of July 16, 2021 Ontario has entered phase 3 of the reopening plan which means that the target of 70-80% of adults with one dose and 25% being fully vaccinated has been met. Locally the ELFHT has reported that over 76% of residents have received one dose of the vaccine as of July 22, 2021. The ELFHT continues to offer vaccination clinics multiple times per week at the Collins Hall with an added drop-in clinic as well. They have reported that the community is well stocked with vaccine and those requiring their first or second dose can access it.

Due to the level of vaccinations resulting in a reduction in cases provincially and regionally, the level of risk to vulnerable populations has been lowered. As long as community members continue to follow public health measures, the community risk can be relatively contained. Since the Age Friendly Delivers program was initially intended to support and protect the most vulnerable population, and with the efforts of the ELFHT's vaccination clinics it is believed to have met its mandate and should be wrapped up.

To ensure clients are aware of the program ending, letters detailing the closure and suggested options for services will be sent with every grocery order. These details will also be included on the City's website under the AFD program information as well as social media and the monthly mailer. Details will be shared as of July 27 2021 and will include options for delivery services, food services and programs locally. Staff will work with clients to try and connect them to resources over the next month that will may be of assistance to support them locally when the program ends.



The following statistics are current to July 26 2021. Throughout the life of the program, it serviced 428 individual clients.

<i>statistics</i>	
number of deliveries	4385
total purchases for the program	\$ 336,123.86
average purchase	\$76.65
number of clients served	428

<i>shopping at</i>	
Foodland	1441
NoFrills	2940
Both	4

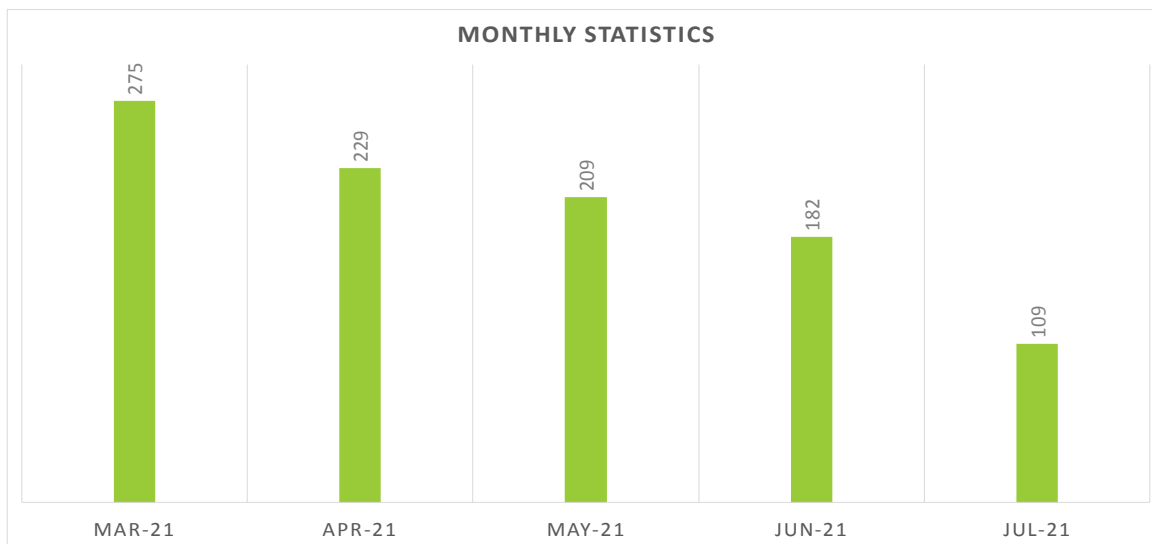
The preferred method of payment for most clients is payment via credit card (given over the telephone). To date, 98.1% of invoices are paid in full to the City.

<i>preferred method of payment</i>	
call in with credit card	2994
mail a cheque	750
pay online	641

<i>accounts receivable</i>	
invoices sent	4372
payment received	4290
% of invoices paid	98.1%



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

The Age Friendly Delivers program should be seen as a successful endeavour by the City. It was put in place within 2 days of recommendation that those 70+ and immunocompromised self isolate to reduce their risk of contracting Covid-19. Council's continued support of this program over the last 18 months kept those most vulnerable in the community safe and aided in reducing the opportunity for community spread.

