

## COVID-19 Risk Mitigation Strategy and Activities

COVID-19 has presented challenges to the organization. Risk mitigation has been identified and strategies to ensure business continuity have been put into place.

Risk Event	Risk Impact	Risk Mitigation
Pandemic: COVID-19 (novel coronavirus)	<p>COVID-19 implications on:</p> <ul style="list-style-type: none"> <li>• Agency-wide operations – internal and external impacts</li> <li>• Budget</li> <li>• Human resources</li> <li>• Health, safety and well-being – including mental health</li> <li>• Access to Personal Protective Equipment and other controls</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance to legislation, regulation, and policy change</li> <li>• Implementation of public health guidance and sector harmonization</li> <li>• Business Continuity Plans</li> <li>• Expenditure tracking</li> <li>• Internal/External communications and stakeholder engagement</li> <li>• Post-pandemic planning framework and phased implementation</li> <li>• Government support for additional costs arising due to COVID-19</li> <li>• Mental health resources and programming for staff</li> <li>• COVID-19 Vaccination Policy for Staff and Resource Parents</li> </ul>

### Specific Activities

- ✓ The Agency continues to deliver its mandate by serving children, youth, and families within York Region.
- ✓ The Agency has implemented a *Service Delivery During the COVID-19 Pandemic* document to guide the delivery of services during this time. The document was updated in January 2022 and is aligned with provincial practices and direction.
- ✓ A workplace safety plan is in place with health and safety protocols that align with the provincial and local public health guidelines. Staff attendance, and service meetings at the office are limited to essential purposes.
- ✓ Access visits are staggered to limit the number of people in the office and to allow time for cleaning and sanitization.
- ✓ Contact tracing processes are in place for service delivery and office attendance.
- ✓ In compliance to Ministry direction, the Agency continues to track COVID-19 expenditures.
- ✓ The Agency website and social media are used to message that the Agency continues to deliver services 24 hours a day, 7 days a week.
- ✓ COVID-19 related updates and reminders on health and safety protocols are sent to all staff, resource parents, and volunteers.
- ✓ Staff have access to the agency Employee Assistance Program for mental health support and benefits. Mental health resources are sent to staff through the COVID-19 update.
- ✓ Recruitment and hiring of additional front-line positions.
- ✓ Agency Business Continuity and Contingency Plans updated to include identification of essential and non-essential services and activities, redeployment of staff as necessary, and a *Participating Central Zone Agency Crisis Response Plan*.
- ✓ COVID-19 Vaccination Policy for Staff and Volunteers approved and communicated to all staff.
- ✓ COVID-19 Vaccination Policy for Resource Parents approved and communicated to all staff.