



REGIONAL DISTRICT OF OKANAGAN-SIMILKAMEEN
Corporate Services Committee
Thursday, 23 April 2020
9:00 am

AGENDA

A. APPROVAL OF AGENDA

RECOMMENDATION 1

THAT the Agenda for the Corporate Services Meeting of 23 April 2020 be adopted.

B. CLOSED SESSION

RECOMMENDATION 2

THAT in accordance with Section 90(1)(c) and (g) of the Community Charter, the Committee close the meeting to the public on the basis of labour relations or other employee relations; and litigation or potential litigation affecting the Regional District.

C. 2020 CORPORATE ACTION PLAN – For Information Only

D. Q1 ACTIVITY REPORT – For Information Only

E. ANGUS REID COVID-19 POLL RESULTS – For Information Only

F. B.C. HYDRO SUBSIDY PROGRAM

RECOMMENDATION 3

THAT the Regional District support the City of Penticton request to the Premier for the Province to be consistent in their approach to a reduction to the cost of power for all British Columbians, regardless of the vendor.

G. Q1 COMMUNICATIONS REPORT – For Information Only

H. ADJOURNMENT



2020 Corporate Action Plan

Q1 Report

2020 Corporate Action Plan

(Adopted 19 March 2020)

Dashboard

#	Objective	Status	Page
1.1.1	By achieving a high standard of financial management and reporting		1
1.1.2	By being an effective local government		1
1.2.1	By implementing the 2020 joint occupational health and safety action plan		2
1.3.1	By implementing an Organizational Development Program		2
2.1.1	By promoting regional district facilities and services		2
2.1.2	By engaging our citizens in the development and improvement of our programs		3
2.2.1	By continuously improving bylaws, policies and process within the organization		3
2.2.2	By implementing the regional transit future plan		4
3.1.1	By reviewing and updating the emergency management program		4
3.1.2	By implementing the Regional Trails Program		5
3.1.3	By implementing the 2019 phase of the parks program		5
3.1.4	By providing public recreational opportunities		5
3.2.1	By implementing the Asset Management Plan		6
3.2.2	By Initiating the Economic Development program for Electoral Area D		6
3.2.3	By Reviewing Long-Range Planning Documents		6
3.3.1	By implementing the 2019 Phase of the Solid Waste Management Plan		7
3.3.2	By implementing the Campbell Mountain Landfill infrastructure upgrades and requirements		7
3.3.3	By enhancing the Okanagan Falls Waste Water Treatment System		8
3.3.4	By enhancing Regional District Water System Delivery		8
4.1.1	By executing the Strategic Planning and Enterprise Risk Management Programs		9
4.2.1	By improving Regional District/ Municipal Relations		9

Dashboard

Progress Colour Key:

No Issues
Minor issue(s)
Significant issue(s)

GREEN
YELLOW
RED

For the full detail on each corporate objective refer to the appropriate # or page # in the document attached hereto.

Action Plan Definitions:

CAO = Chief Administrative Officer
 GMCS = General Manager of Community Services
 MFS = Manager of Financial Services
 MHR = Manager of Human Resources
 MIS = Manager of Information Systems
 MLS = Manager of Legislative Services
 MPS = Manager of Planning Services
 MBO = Manager of Building and Enforcement
 MES = Manager of Engineering Services
 MO = Manager of Operations

Status Colour Key:

Q1 – Black
 Q2 – Red
 Q3 - Blue
 Q4 - Green

Corporate Action Plan 2020

Key Success Driver 1.0: To Be a High Performing Organization

Goal 1.1 To Be an Effective, Fiscally Responsible Organization

Objective 1.1.1 - By achieving a high standard of financial management and reporting

#	ACTION	WHO	WHEN	STATUS
1.1.1.1	Receipt of an unqualified independent audit for 2019	MFS	Q2	
1.1.1.2	Adoption of an informed 2020 – 2024 Financial Plan	MFS	Q1	Complete
1.1.1.3	Successfully meeting budget in 95% of established services	SMT	Q4	
1.1.1.4	Enhance the strength of performance indicators in the MD&A	MFS	Q2	
1.1.1.5	Review each program to determine if reserves are required and, if so, at what level.	MFS	Q4	
1.1.1.6	Develop a Fees and Charges Policy to provide a decision-making directive for the pricing of services;	MLS/ MFS	Q3	

Objective 1.1.2 - By being an effective local government

#	ACTION	WHO	WHEN	STATUS
1.1.2.1	Develop a workspace plan	GMCS	Q3	
1.1.2.2	Complete negotiations for a revised collective agreement	CAO	Q1	Complete
1.1.2.3	Conduct Process Reviews on: <ul style="list-style-type: none"> · Invoicing · All external facility cash management · Landfill processes (entry to billing) 			
1.1.2.4	Complete external IT assessment to better use technology at the RDOS.	MIS	Q3	Contract awarded
1.1.2.5	Conduct cyber security training for all staff and Rural Directors	MIS	Q3	
1.1.2.6	Implement leadership training initiatives (Administrative Fairness, Transparency, FOI)	MLS	Q3	

Goal 1.2 To Be a Healthy and Safe Organization				
Objective 1.2.1 By implementing the 2020 joint occupational health and safety program				
#	ACTION	WHO	WHEN	STATUS
1.2.1.1	Identify areas of regulatory non-compliance and develop a plan to close the gap	MHR	Q2	
1.2.1.2	Keep the RDOS injury rate below the average for our WorkSafe BC classification unit	MHR	Q3	
1.2.1.3	Implement an ergonomics program review throughout the organization	MHR	Q4	

Goal 1.3 To Cultivate a High Performing Organizational Culture				
Objective 1.3.1 By implementing an Organizational Development Program				
#	ACTION	WHO	WHEN	STATUS
1.3.1.1	Develop and support an employee organizational development committee	MHR	Q1	Complete
1.3.1.2	Create a 2020 organizational development action plan	MHR	Q2	On hold
1.3.1.3	Provide 360 evaluations for all supervisory staff	MHR	Q4	
1.3.1.4	Conduct a 2020 Staff Perception Survey	MHR	Q4	
1.3.1.5	Show improved results on the 2020 Staff Perception Survey over the 2019 Survey	MHR	Q4	

Key Success Driver 2.0: To Optimize the Customer Experience

Goal 2.1 To Provide a High Level of Customer Service				
Objective 2.1.1 By promoting regional district facilities and services				
#	ACTION	WHO	WHEN	STATUS
2.1.1.1	Develop a marketing program to promote understanding of RDOS Facilities and Services	MLS	Q2	
2.1.1.2	Implement a rigorous program for the PAT trailer in 2020	GMCS	Q3	
2.1.1.3	Evaluate our current regional recreation program initiative and submit an opportunities report	GMCS	Q3	

Objective: 2.1.2 By engaging our citizens in the development and improvement of our programs				
#	ACTION	WHO	WHEN	STATUS
2.1.2.1	Conduct 4 service-related quality assurance surveys	MLS	Q3	
2.1.2.3	Initiate a 2020 Communication/Public Engagement Plan	MLS	Q1	Complete
2.1.2.3	Develop a schedule and attend community events throughout the Regional District	MLS	Q4	
2.1.2.4	Investigate the cost of technology to provide publicly accessible Board meetings	MIS	Q3	In progress
2.1.2.5	To investigate the establishment of a cemetery service for Electoral Area G	MLS	Q4	

Goal 2.2 To Meet Public Needs Through the Continuous Improvement of Key Services				
Objective 2.2.1 By improving bylaws, policy and process within the organization				
#	ACTION	WHO	WHEN	STATUS
2.2.1.1	Bring 20 policies to Committee in 2020 for review	MLS	Q4	
2.2.1.2	Bring 8 Regulatory Bylaws forward to the Board for discussion and updating	MLS	Q3	
2.2.1.3	Update Invasive weeds and pest bylaws into a single Invasive Species Bylaw	MLS	Q3	
2.2.1.4	Adoption of an Okanagan Valley Consolidated Zoning Bylaw	MPS	Q2	Q3?
2.2.1.5	Adoption of a Works and Servicing Bylaw	MPS	Q2	Q3
2.2.1.6	Implementation of new Development Services software	MBO	Q3	Q4
2.2.1.7	To design and conduct a citizen survey in the regional district electoral areas	MLS	Q3	

Objective 2.2.2 By implementing the 2020 phase of the regional transit future plan				
#	ACTION	WHO	WHEN	STATUS
2.2.2.1	Implement the 2020 phase of the Penticton – Kelowna Service	GMCS	Q4	
2.2.2.2	Implement the West Bench Service	GMCS	Q4	

Key Success Driver 3.0: To Build a Sustainable Region

KSD 3: BUILDING A SUSTAINABLE REGION				
Goal 3.1 To Develop a Socially Sustainable Region				
Objective 3.1.1 By reviewing and updating the emergency management program				
#	ACTION	WHO	WHEN	STATUS
3.1.1.1	Review and update the emergency program bylaw	GMCS	Q2	
3.1.1.2	Review and update the emergency response plan	GMCS	Q2	
3.1.1.3	Develop an emergency response plan exercise program and implement the 2020 phase	GMCS	Q2	
3.1.1.4	Upgrade the Kaleden E911 infrastructure	GMCS	Q3	
3.1.1.5	Commence the process to initiate a flood management mitigation service for Electoral Areas C and I	MLS	Q3	
3.1.1.6	To investigate the conversion of the Lower Nipit Improvement District Letters Patent to the RDOS	MLS	Q3	
3.1.1.7	To investigate the development of the Old Kaleden Road as an emergency egress	GMCS	Q3	

Objective 3.1.2: By implementing the regional trails program

#	ACTION	WHO	WHEN	STATUS
3.1.2.1	Apply for tenure on the Okanagan River trail between Road 9 to 18	GMCS	Q2	
3.1.2.2	Apply for tenure on the Okanagan Channel between Road 22 and the McAlpine Bridge	GMCS	Q2	
3.1.2.3	Upon successful acquisition, cost the paving of the Canal trail between Road 22 and Road 9	GMCS	Q3	
3.1.2.4	Commence planning for a hike and bike link over Fairview Rd. into the Similkameen	GMCS	Q3	

Objective 3.1.3: By implementing the 2020 Phase of the Parks Program

#	ACTION	WHO	WHEN	STATUS
3.1.3.1	Implement the 2020 phase of the Heritage Hills Park development plan	GMCS	Q4	
3.1.3.2	Implement the 2020 phase of the park development plan for the Coalmont Park	GMCS	Q2	
3.1.3.3	Implement the 2020 phase of the Wharf Park development plan	GMCS	Q3	
3.1.3.4	Implement the 2020 phase of the Manitou Park development plan	GMCS	Q4	
3.1.3.5	Implement the land acquisition process for West Bench Elementary School for public purposes	GMCS	Q3	
3.1.3.6	Develop a Regional Parks and Trails Master Plan	GMCS	Q4	
3.1.3.7	Work with the Apex Community Association to establish a Parks and Recreation Service	MLS	Q3	
3.1.3.8	To determine the status of the 1912 Hotel and respond on the grant request for the stabilization project	GMCS	Q3	

Objective 3.1.4: By providing public recreational opportunities

#	ACTION	WHO	WHEN	STATUS
3.1.4.1	Devise a plan to renovate the Similkameen Swimming Pool	GMCS	Q3	

Goal 3.2 To Develop an Economically Sustainable Region				
Objective: 3.2.1: By Implementing the Asset Management Plan				
#	ACTION	WHO	WHEN	STATUS
3.2.1.1	Commence implementation of the Asset Management Plan	MFS	Q4	
3.2.1.2	To introduce an asset/supply chain management program to the Regional District	MFS	Q3	

Objective: 3.2.2: Initiating the Economic Development program of Electoral Area D				
#	ACTION	WHO	WHEN	STATUS
3.2.2.1	Development of an Area “D” Economic Development Strategic_Plan	MPS	Q2	

Objective: 3.2.3:By Reviewing Long-Range Planning Documents				
#	ACTION	WHO	WHEN	STATUS
3.2.3.1	Initiate the development of an Area “G” Official Community Plan	MPS	Q2	Q4
3.2.3.2	Complete the finalized draft of Electoral Area “A” Official Community Plan	MPS	Q4	?
3.2.3.3	Initiate review of the South Okanagan Regional Growth Strategy	MPS	Q2	
3.2.3.4	Initiate a collaborative Regional Housing Needs Report	MPS	Q2	
3.2.3.5	Initiate a Kaleden Area Development Plan upon successful creation of a Kaleden sewerage project	MPS	Q4	
3.2.3.6	Review the Area I Zoning Bylaw to establish controls for tiny homes, shipping containers and B&B at Apex Mountain Resort.	MPS	Q4	
3.2.3.7	Explore alternative energy sources to determine financial and environmental benefit	MES	Q4	

Goal 3.3: To Develop an Environmentally Sustainable Region

Objective: 3.3.1: By implementing the 2020 Phase of the Solid Waste Management Plan

#	ACTION	WHO	WHEN	STATUS
3.3.1.1	Acquire a north regional organics facility site	MO	Q2	Q4
3.3.1.2	Commence development of the Oliver Organics Facility	MO	Q2	
3.3.1.3	Work with the City of Penticton to create a plan to relocate the Penticton Compost Facility at CMLF	MO	Q2	Q4
3.3.1.4	Complete a waste composition study (SWMP)	MO	Q4	

Objective: 3.3.2: By implementing the Campbell Mountain Landfill infrastructure upgrades and requirements

#	ACTION	WHO	WHEN	STATUS
3.3.2.1	Complete the leachate treatment system review for design and implementation in 2021	MES	Q4	
3.3.2.2	Submit the revised Substituted Requirement application to MOE for the BioCover Project and proceed with landfill gas management system design	MES	Q4	
3.3.2.3	Submit leachate test results for the Keremeos landfill closure plan to MOE for approval	MES	Q4	
3.3.2.4	<ul style="list-style-type: none"> · Complete the detailed design of a revised entrance/exit for CML · Obtain any Land required for the access · Commence construction and scale purchase 	MES	Q2 Q4 2021	Q3 2021

Objective 3.3.3 By enhancing RDOS Waste Water Treatment Systems				
#	ACTION	WHO	WHEN	STATUS
3.3.3.1	Complete the Okanagan Falls Wetland Project and commence the commissioning process with seeding of vegetation	MES	Q4	
3.3.3.2	Present preliminary costs for the design and construction of the Kaleden Sewer Collection Project	MES	Q3	Q2
3.3.3.3	Complete construction of a solids dewatering works at the Okanagan Falls WWTP	MES	Q4	
3.3.3.4	Replacement of aging pumps and mechanical system at Liftstation #3	MO	Q3	Purchased pumps Construction in 2021
3.3.3.5	Commence a Liquid Waste Management Plan for Naramata for implementation in 2021	MES	Q4	

Objective: 3.3.4: By enhancing the Regional District Water System Delivery				
#	ACTION	WHO	WHEN	STATUS
3.3.4.1	Develop a Source Water Protection Plan for the Naramata Water System	MO	Q4	
3.3.4.2	Completion of Olalla Water System Generator construction and commissioning	MES	Q2	
3.3.4.3	Installation of SCADA system in the Missezula Lake Water System	MES	Q1	Complete
3.3.4.4	Initiate 2020 Phase of SCADA Master Plan for all water systems	MES	Q3	Q2
3.3.4.5	Complete design of high priority water main replacements in Naramata water system	MES	Q4	
3.3.4.6	Complete design of remaining water main replacements in Olalla water system	MES	Q4	
3.3.4.7	Retain Consultant to Complete Dam Safety Evaluation of Naramata Dams.	MES	Q3	Q2

Key Success Driver 4.0: Provide Governance and Oversight in a Representative Democracy

Goal 4.1 To Execute a Well-Defined Strategic Planning Cycle

Objective: 4.1.1: By executing the Strategic Planning and Enterprise Risk Management Programs.

#	ACTION	WHO	WHEN	STATUS
4.1.1.1	Adoption of the 2020 Corporate Business Plan	CAO	Q1	Complete
4.1.1.2	Update the Enterprise Risk Management Register and present to 2018-2022 Board of Directors	CAO	Q2	
4.1.1.3	Initiate the 2021 Corporate Business Plan Cycle	CAO	Q3	

Goal: 4.2. To Promote Board and Chair Effectiveness

Objective 4.2.1: By Improving Regional District/ Municipal Relations

#	ACTION	WHO	WHEN	
4.2.1.1	Identify relationship success factors	CAO	Q2	
4.2.1.2	Open discussions with the City of Penticton for a co-located headquarters	CAO	Q2	
4.2.1.3	Plan and implement an annual Board/member municipal council training program	MLS	Q3	
4.2.1.4	Open discussions with the City of Penticton about a Penticton/Peripheral Recreation Facilities Service	CAO	Q2	

ADMINISTRATIVE REPORT

TO: Corporate Services Committee

FROM: B. Newell, Chief Administrative Officer

DATE: April 16, 2020

RE: Q1 2020 Activity Report

LEGISLATIVE SERVICES

2020 Q1 Completed Activities

- Reviewed Parks Establishment and Regulatory bylaws
- Commenced borrowing process for Oliver Parks and Recreation Society upgrades
- Secured UBCM funding for 2020 C2C
- Commenced review of video conferencing platforms for Board Meetings
- Assumed responsibility for RDOS Website
- Created Service Area and Loan Authorization bylaws for Kaleden Sewer
- Reviewed Pest, Nuisance, Weed and Insect bylaws
- Commenced review of Area "G" contribution bylaws
- Completed Phase 1 of 2020 Policy Review
- Completed the transfer of legal, rights of way, records for Missezula Water System
- Develop strategy for Compost Facility engagement

Q2 Planned Activities

- Implement protocol for video conferencing for Board meetings
 - Present the Phase 2 Business Continuity Plan to the Board
 - Introduce public engagement philosophy to the Board
 - Review Shinnish Creek Diversion/Chain Lake Service to meet Dam Regulator requirements
 - Present amended Remuneration Bylaw
 - Commence amalgamation of Pest, Nuisance, Weed and Insect bylaws
 - Develop policy related to public complaint resolution, OIPC administrative fairness
 - Present policy recommendations resulting from Provincial Legislative Assembly Audit
 - Launch and public education of **RDOS Regional Connections** public engagement software
 - Formalize budget communication strategy
-

2.0 INFORMATION SERVICES DEPARTMENT

2020 Q1 – Completed Activities

- Continued process of moving data from current development tracking software to new software
- Installed new network switch and setup new physical server to improve performance of IT applications
- Launched RDOS public website with updated, more user friendly interface
- Moved cemetery web mapping app to new platform
- Updated parcel dataset on GIS apps so information is sourced from LTO (Land Titles Office)
- Updated datasets so the EOC dashboard can display flood inundation and has more owner information
- Completed a RFP for an external consultant to complete an IT Assessment on the RDOS (determine what we are doing well and what we can improve)
- Set up new server and database for an updated version of our Finance applications and support the migration of data from the old to the new system
- Created an incident response/disaster recovery plan for cyber threats

2020 Q2 – Planned Activities

- Electronic Document Management System (EDMS)
 - Implementing automatic declaration of records
 - Decommission and remove old backup machine
 - Move RDOS backup file storage to SD67
 - Perform updates (Windows and GIS) on EOC mobile server and thin clients
 - Continue work moving data from current development tracking software to new software
 - Configure new physical server to host virtual servers and improve performance with existing application
 - Move 911 and trails applications to new web mapping platform
 - Pilot citizen engagement GIS applications with Community Services (parks, trails and facilities)
 - Update phones and IT equipment in OK Falls office
 - Set up new switch and servers
 - Orientation of new IS Manager
-

FINANCE DEPARTMENT

2020 Q1 Completed Activities

- Video budget presentations developed for Electoral Areas
- Budget consultation presentations delivered as requested
- Board adopted 2020 Five Year Plan for RDOS and OSRHD
- 2019 Audit Workpapers prepared and audit commenced
- Implemented EFT for cash receipts from vendors
- Continued to file EOC claims for 18/19.
- Parcel Taxes submitted Feb 28th (this includes SIR Parcel Taxes Submission as well)

2020 Q2 – Planned Activities

- Receive Audited Financial Statements
- Ad valorem tax requisitions provided to Surveyor of Taxes and Member Municipalities
- Implement HRIS My Way timekeeping software and start training
- OSRHD 2019 Year-End Audit
- iCity Training – Creating Reports using e3 Reporting Functionality
- Update purchasing card processes
- Finalize requirements for Asset Management Software
- Prepare projections for revenue and expenditures to year-end

4.0 HUMAN RESOURCES DEPARTMENT

2020 Q1 Completed Activities

- Concluded collective bargaining
- Led the Wellness Committee and assisted with wellness initiatives to address organizational health
- Coordinated the Long Service Award Program for 2019 milestones
- Organized the High Performance and Innovation Committee to formulate a strategy for 2020
- Organized Respectful Workplace/Violence Prevention training for all staff
- Addressed immediate ergonomics needs with appropriate equipment for identified staff
- Coordinated the performance planning and review for all staff and CAO
- Attended training to bring exempt job evaluations in house and reviewed union roles as part of the job evaluation maintenance program
- Provided Enterprise support for the Oliver Parks & Recreation Society (collective bargaining)

2020 Q2 Planned Activities

- Coordinate recruitment and staffing requirements as required
- Work with the BCGEU on developing the new collective agreement and educate staff on changes
- Monitor staff mental health and address overall staff well being as the pandemic evolves
- Comply with WorkSafeBC and Provincial health requirements to maintain safe workspaces

- Develop necessary safe work procedures and programs to address exposure controls
- Assist departments with pandemic messaging and safety protocols
- Assist departments with tracking safety supply inventory (e.g. PPE, hand sanitizer etc.)
- Support the Emergency Operations Centre in a Logistics capacity as required

ANGUS REID POLL RESULTS

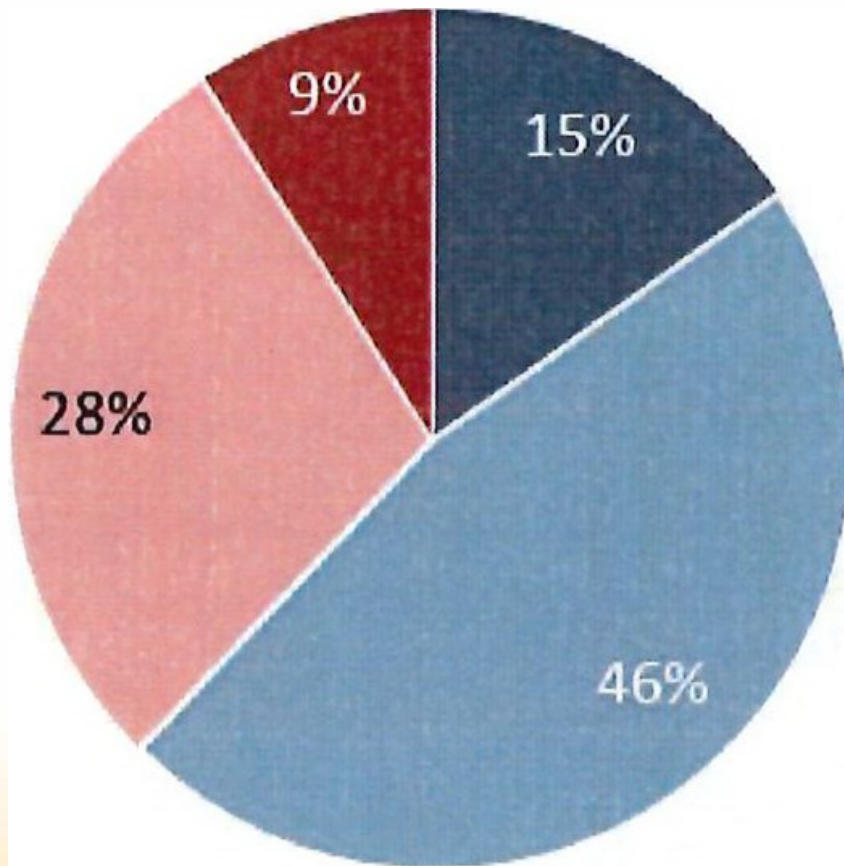
COVID-19
RETURN TO WORK



THEY ASKED CANADIANS

When should your provincial government start lifting restrictions on businesses, institutions, and places that have been closed since the outbreak began?

ONE – TWO MONTHS



- A few weeks - Late April
- A month or two - May/June
- Three to six months- July/October
- After October/when we get a vaccine

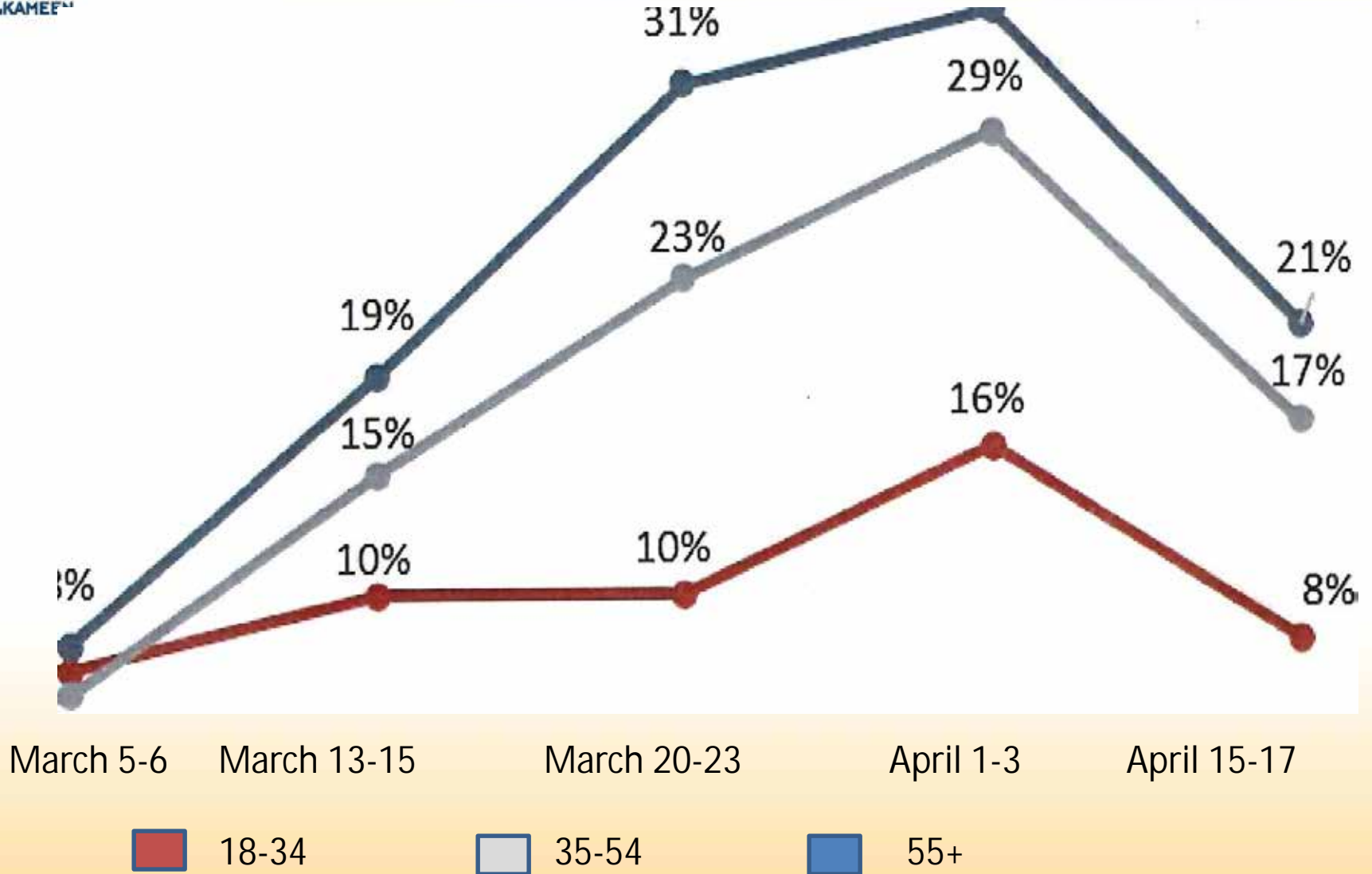


How Concerned are you about each of the following?

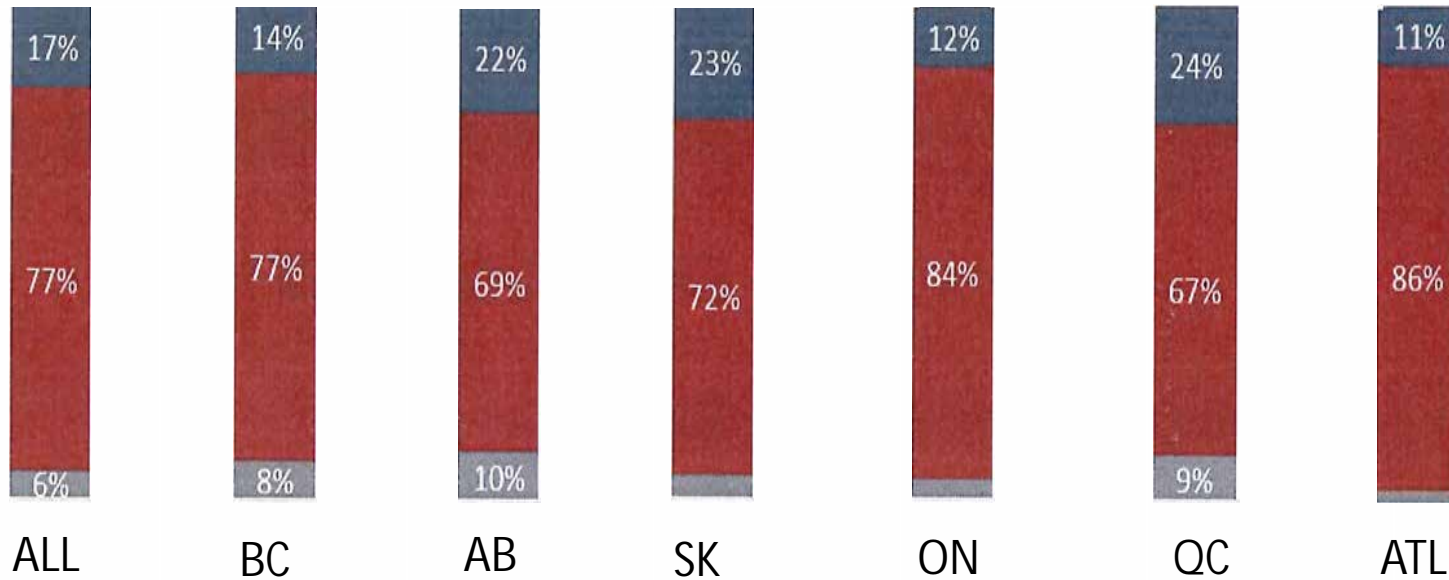
	March 13-15	March 20-23	April 1-3	April 15-17
Personal	15%	70%	73%	61%
Someone in your household		77%	79%	70%
Other family member or friends not in household		88%	91%	85%



"Very concerned" by Age



Which is closest to your own point of view?



- It's time to start lifting some of the public restrictions imposed in my province
- It's too soon to start lifting public in my province
- Not Sure/Don't know



When do you think your own provincial government should start lifting restrictions?

A few weeks – Late April 15%

A month or two – May/June 46%

Three to six months – between July and October 28%

After October 2%

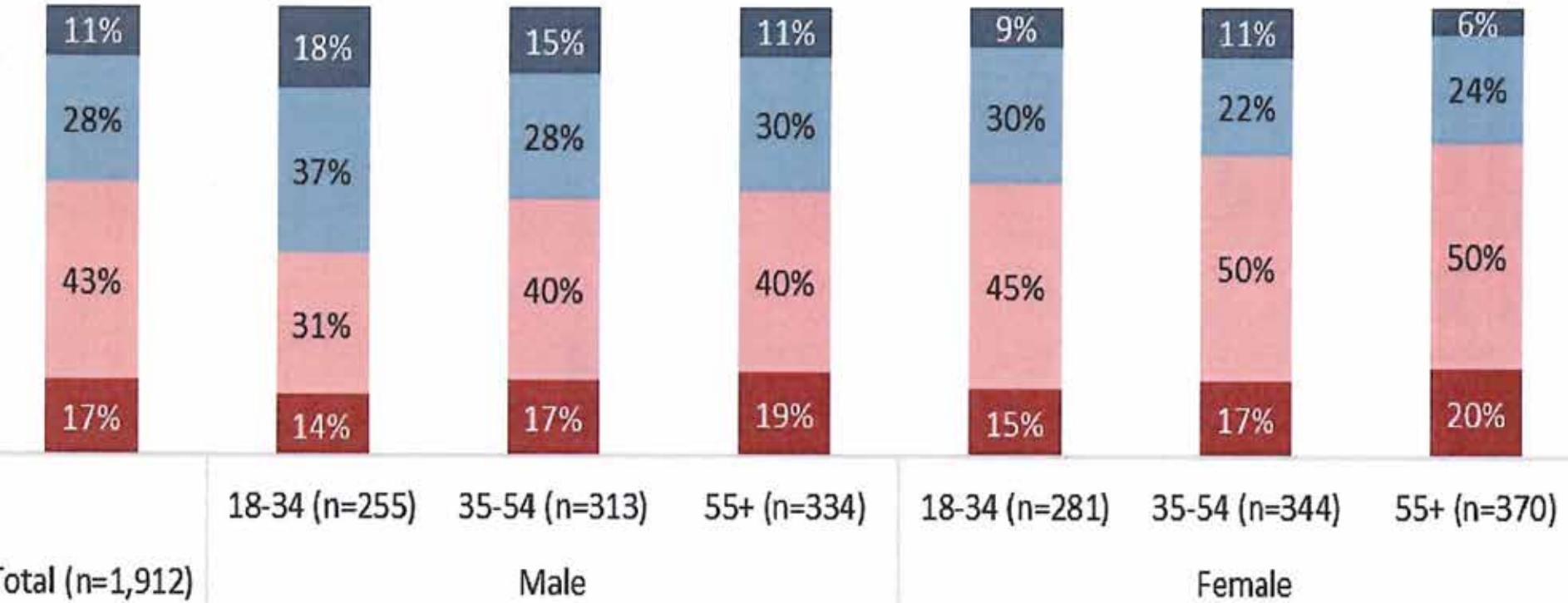
Not until a vaccine is developed – whenever that happens 7%

Lifting Restrictions by Province

Responses 30% and higher highlighted

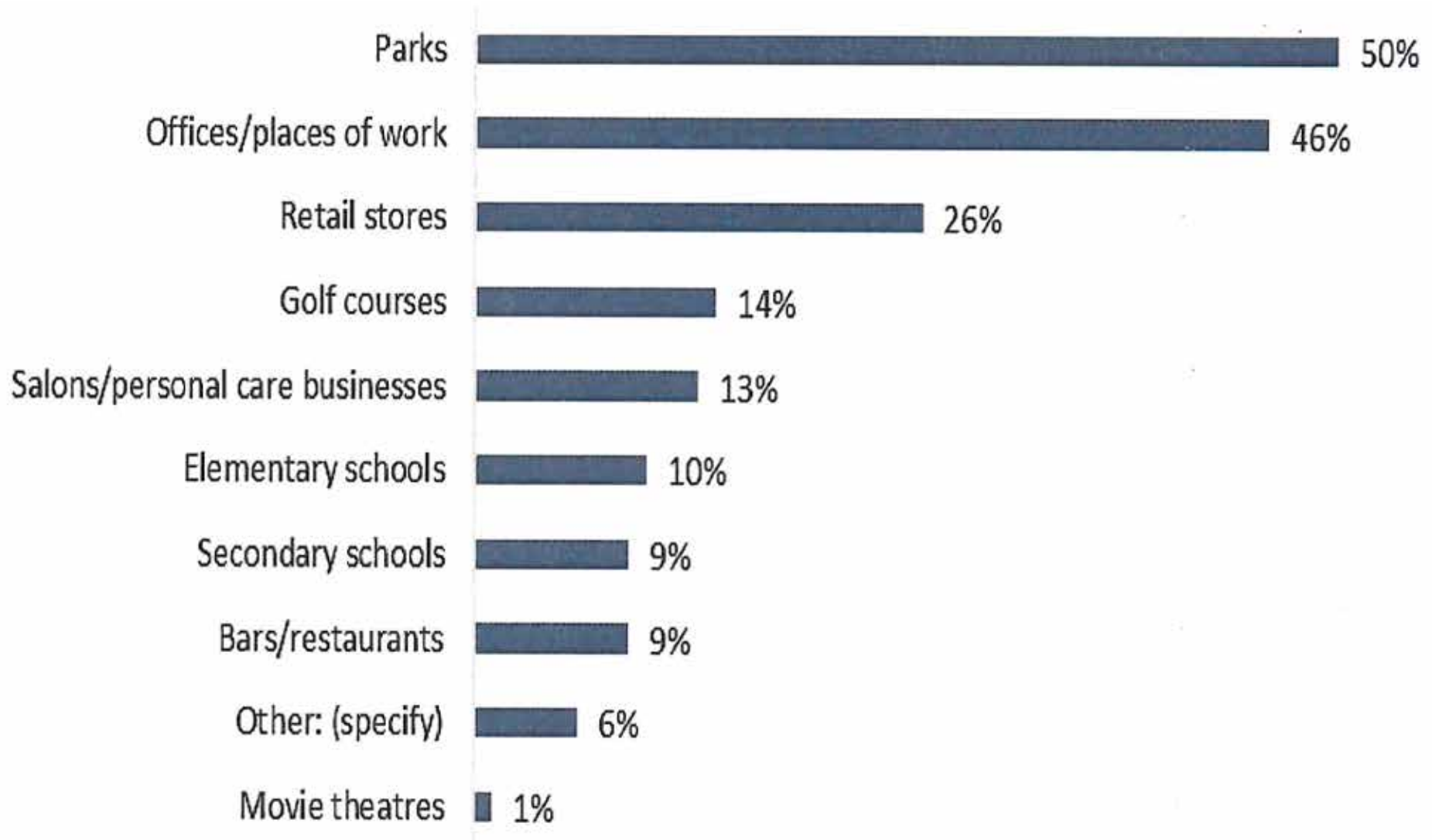
	Total (n=1,912)	Region					
		BC (n=228)	AB (n=243)	SK/MB (n=229)	ON (n= 597)	QC (n=425)	ATL (n=130)
A few weeks – Late April	15%	12%	23%	30%	11%	19%	9%
A month or two – May/June	46%	48%	46%	46%	45%	50%	43%
Three to six months – between July and October	28%	27%	22%	17%	34%	25%	32%
After October	2%	3%	2%	1%	3%	2%	2%
Not until a vaccine is developed – whenever that happens	7%	10%	7%	7%	8%	4%	14%

How soon household would return to normal if restrictions were lifted



- Immediately
- As soon as the number of known new cases declines significantly in my province
- Only when there are no new cases being reported in my province for two full weeks
- Only once a coronavirus vaccine is developed

What Should Open First?



Percentage that say their provincial government has done a 'good job' of handling the COVID-19 outbreak by province

Responses 80% and higher highlighted

	Total	Region					
		BC	AB	SK/MB	ON	QC	ATL
March 5-6 (n=1,512)	51%	62%	40%	42%	46%	60%	52%
March 13-15 (n=1,593)	69%	73%	61%	62%	59%	89%	68%
March 20-23 (n=1,664)	79%	71%	76%	78%	74%	93%	78%
April 1-3 (n=2,162)	85%	81%	70%	75%	86%	94%	85%
April 15-17 (n=1,912)	86%	86%	70%	79%	87%	93%	83%

COVID-19 & return to normal: when restrictions lift, most would wait at least two weeks before resuming routines

by Angus Reid | April 19, 2020 10:00 pm

Parks and workplaces top the list of places Canadians would like to see re-opened first

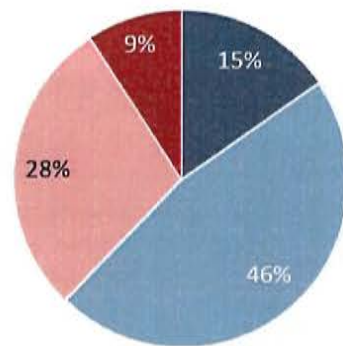
April 20, 2020 – As debates simmer over how to continue to squash the spread of the coronavirus that causes COVID-19 without completely depriving the economy of oxygen, most Canadians are girding themselves up for at least another four to eight weeks of social distancing – if not longer.

The latest public opinion survey from the non-profit Angus Reid Institute finds Canadians have a palpable sense of apprehension at the prospect of their own provincial governments lifting the restrictions that have all but ended most public contact over the last six weeks. Indeed, three-quarters (77%) say it is too soon to begin relaxing social distancing requirements and business closures.

And while a significant segment of Canadians (39%) say both the impacts of the shutdown on the protection of public safety and on businesses and the economy should carry equal weight with policy makers, the tilt towards erring on the side of reducing infection risk remains (52% would give this factor the most weight). As well, majorities in each part of the country say their own province should lift restrictions either between one to two months from now (46%) or three to six months from now (28%).

Further, the prospect of an officially sanctioned relaxing of distancing rules would prompt very few Canadians to resume former routines immediately. Most say they would wait, for a couple of weeks, or until the number of new COVID-19 known cases in their provinces had declined significantly, before ending self-isolation.

When should your provincial government start lifting restrictions on businesses, institutions, and places that have been closed since the outbreak began?



- A few weeks - Late April
- A month or two – May/June
- Three to six months – between July and October
- After October/when we get a vaccine

More Key Findings:

- Nearly half of Canadians (46%) say restrictions in their own province should lift sometime in May or June, with another 28 per cent saying that they should stay in place until between July and October
- Concern about personally contracting the virus has fallen for the first time since early March, dropping from 73 per cent two weeks ago to 61 per cent. Canadians are primarily concerned about spreading the virus to others (70%) rather than becoming sick themselves (30%)
- Two-thirds of Canadians (67%) say that the federal government has done a good job of handling the COVID-19 outbreak. Slightly fewer, but still a majority (62%) say this of Prime Minister Justin Trudeau

About ARI

The **Angus Reid Institute (ARI)** was founded in October 2014 by pollster and sociologist, Dr. Angus Reid. ARI is a national, not-for-profit, non-partisan public opinion research foundation established to advance education by commissioning, conducting and disseminating to the public accessible and impartial statistical data, research and policy analysis on economics, political science, philanthropy, public administration, domestic and international affairs and other socio-economic issues of importance to Canada and its world.

INDEX:**Part One: Concern about COVID-19**

- Anticipated severity of illness
- Primary concern is infecting others

Part Two: Behaviour today and a future “return to normal”

- When should government lift restrictions?
- Health outweighs economy as priority, but many concerned about both
- Nearly half say restrictions should lift over the next 4-8 weeks
- When restrictions lifted – most would “wait and see” before returning to society
- Canadians say parks and workplaces should open first

Part Three: Government performance

- Canadians rate initial response of leaders, media
- Federal, provincial performance

Part One: Concern about COVID-19

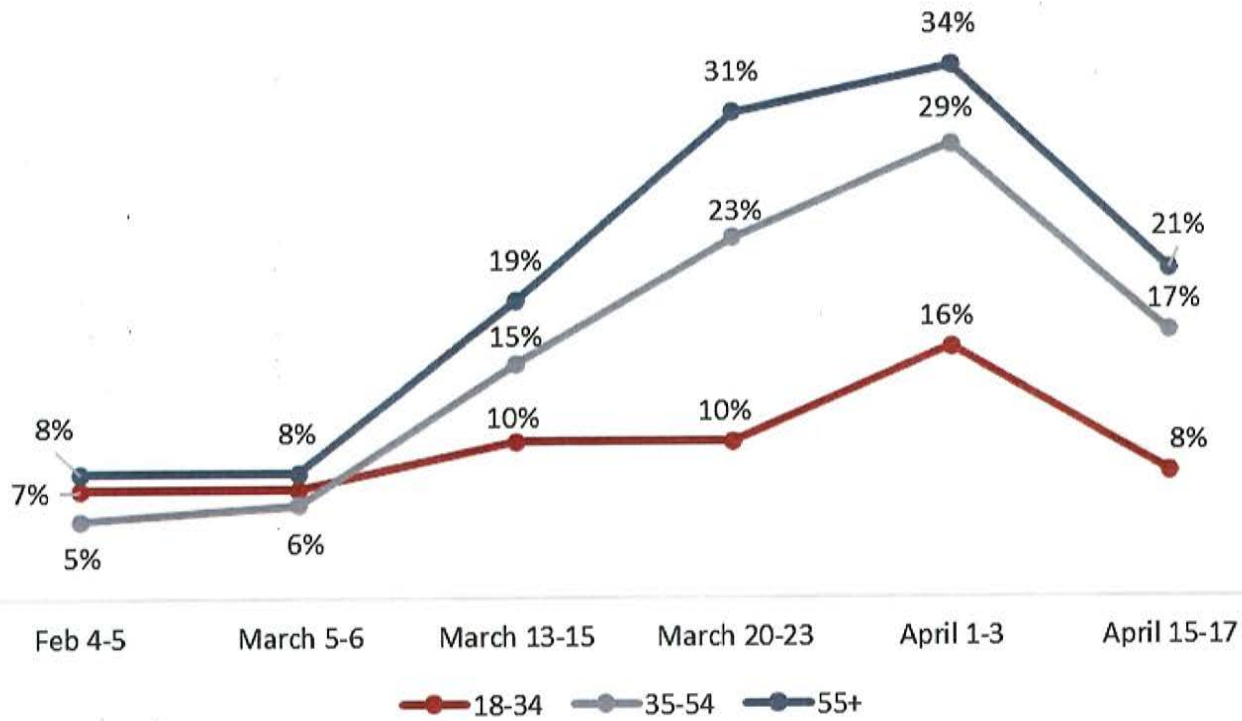
The COVID-19 outbreak continues to dominate the lives of Canadians, affecting their incomes and their stress levels as public health officials implore individuals to maintain social distancing guidelines and government’s attempt to bridge the economic chasms between previously expected income and new realities for households.

Angus Reid Institute has been tracking levels of anxiety at the personal and family level for several weeks now and finds that for the first time since early February concern levels have dropped, rather than risen. Three-in-five (61%) are now concerned about their personal risk, while 85 per cent are still worried about the risk outside of their household:

[Very/Moderately Concerned] How concerned are you about each of the following...?						
	Feb 4-5	March 5-6	March 13-15	March 20-23	April 1-3	April 15-17
Personal	7%	7%	15%	70%	73%	61%
Someone in your household	-	-	-	77%	79%	70%
Other family or friends, not in household	-	-	-	88%	91%	85%

As mentioned, a smaller, but nonetheless significant portion of Canadians say they are very concerned about the risk of contracting the illness personally. Notably, the number of Canadians who hold this view has dropped considerably over the past two weeks:

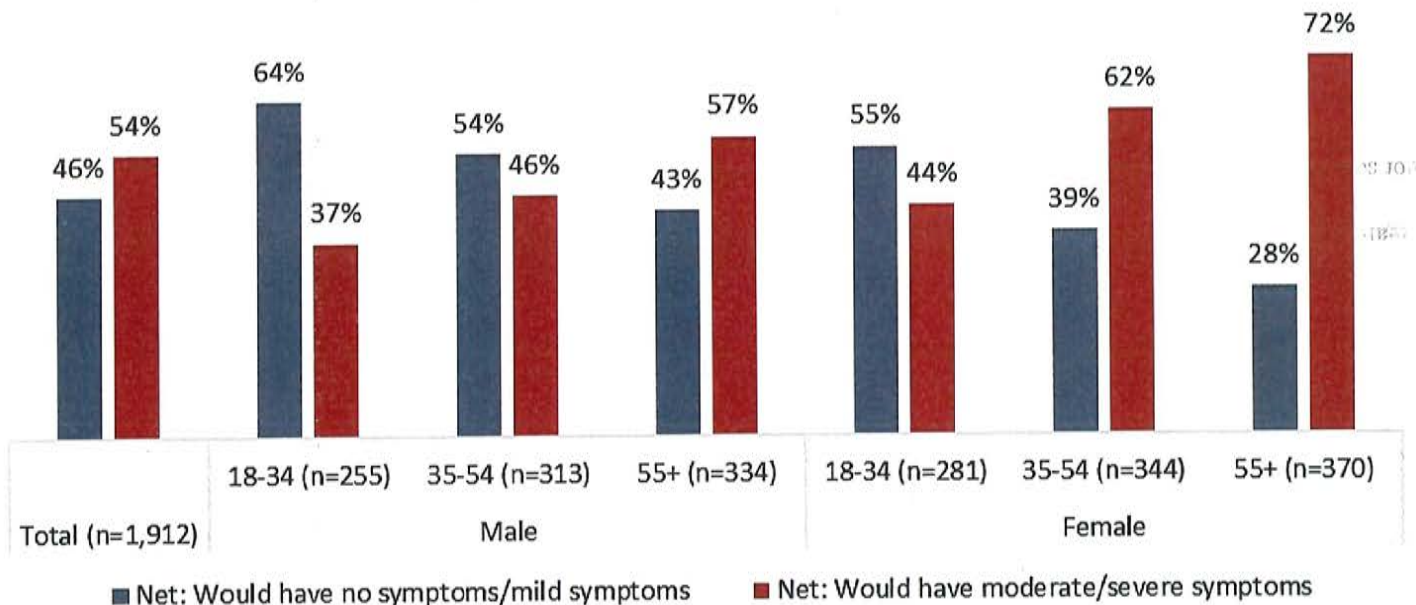
"Very concerned" about personally contracting COVID-19 by age



Anticipated severity of illness

With more understanding of the novel coronavirus emerging each day, but many questions still unanswered, the anticipated effects of becoming sick are different across the population. Men are generally less concerned about the potential severity of personally contracting the virus, but anxiety about just how difficult the illness would be to overcome rises with age across both genders, as seen in the graph below:

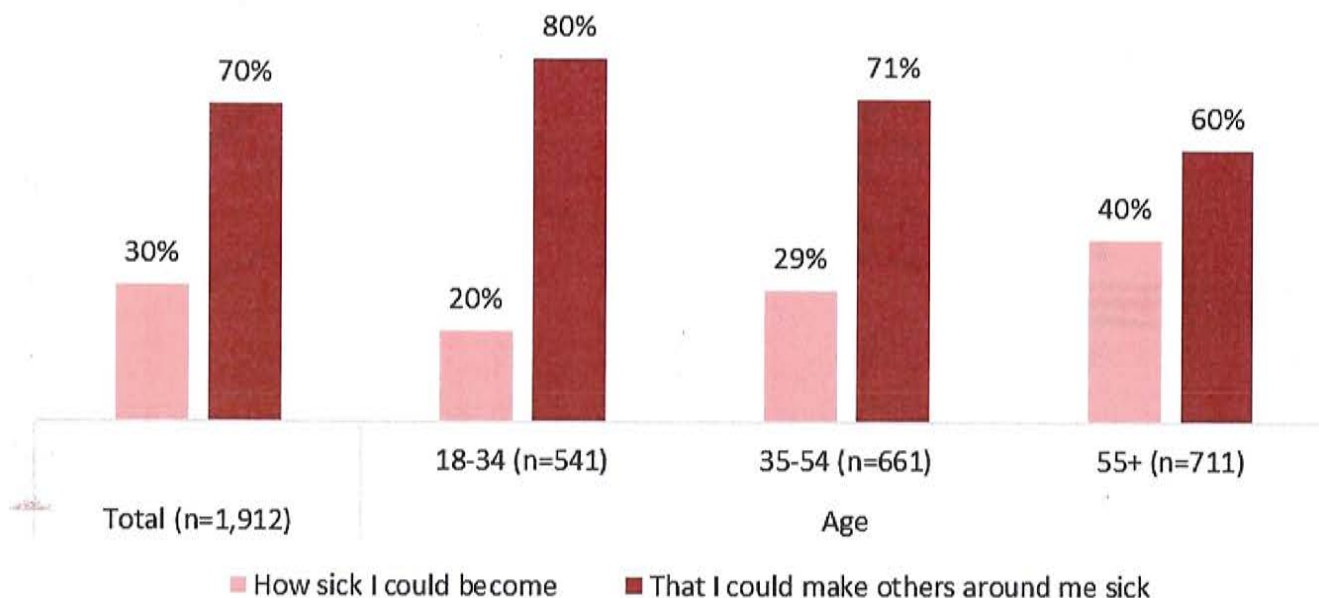
Thinking about yourself, if you were to become infected with the coronavirus, how severe would your illness be? (All respondents)



Primary concern is infecting others

When it comes to COVID-19 risk, Canadians are concerned more so about how they may affect others, rather than themselves. That said, these data have a generational tilt. Just one-in-five of those in the 18 to 34 age category say they are worried more about their own health than others, but this doubles to 40 per cent among those 55 years of age and over:

When you think of the possibility of contracting COVID-19 what, if anything, concerns you more? (All respondents)

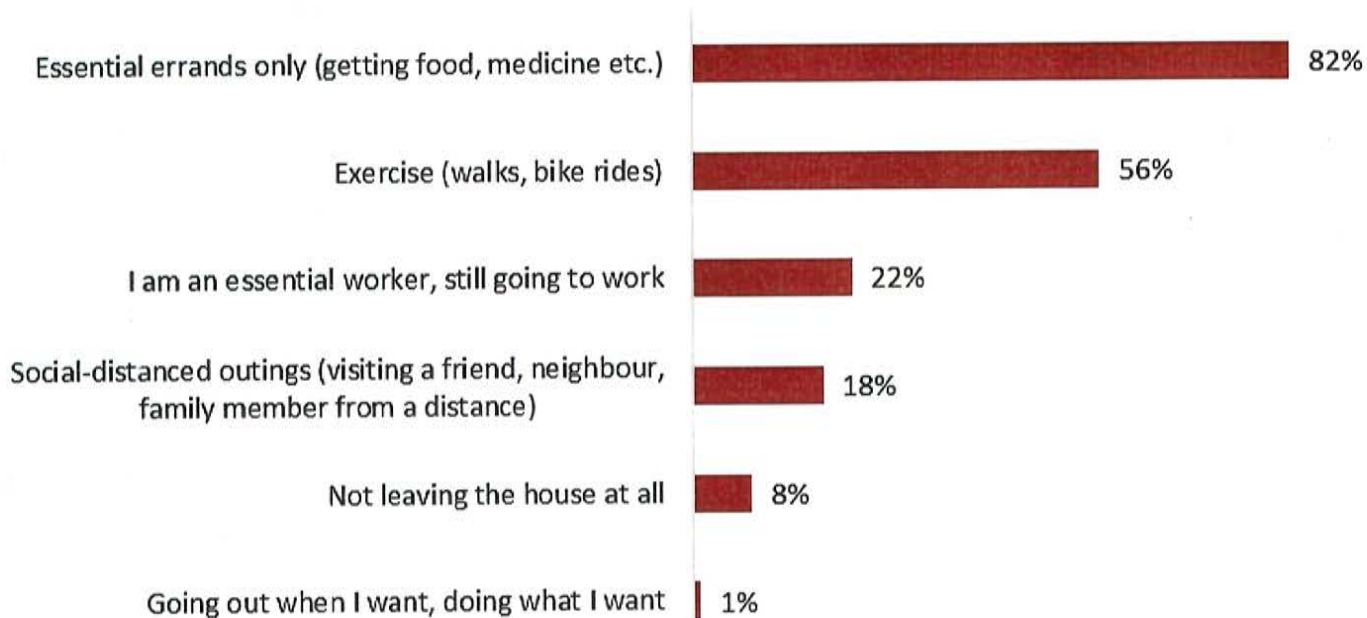


Part Two: Behaviour today and a future “return to normal”

The last two months have seen unprecedented changes in activity around the globe. Flights have been shut down, mobility restricted, and masks have become normal attire. Public health officials have asked Canadians to limit their trips outside the house to only essential activities like grocery shopping, and to stay a safe distance from others if they do go out for a walk.

While Canadians generally say they are doing as asked, few are entirely housebound. Four-in-five say they have been limiting their trips to stores for essential errands only. Meanwhile, more than half say they are exercising outside the house. Notably, nearly one-in-five are looking for ways to keep up in-person social connections – visiting friends and family from a distance. There has been confusion recently whether such behaviour constitutes “following the rules” – and while public health officials are not encouraging it, enforcement has been mixed[1].

Which of the following, if any, have you been doing? (All respondents, n=1,912)



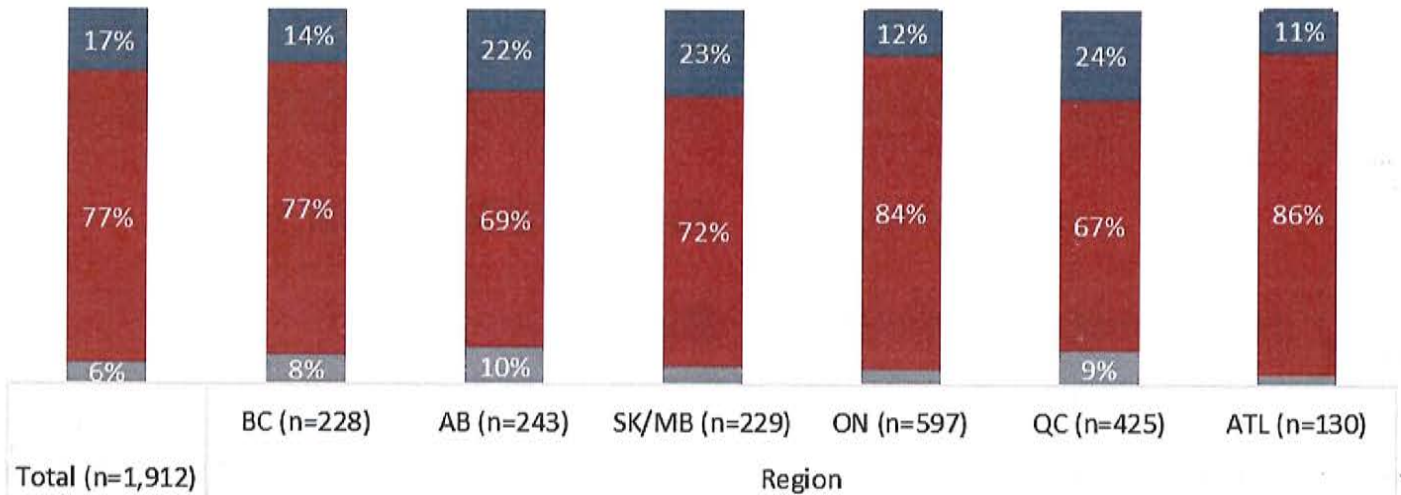
When should government lift restrictions?

As the lockdown grinds through its sixth week, conversations among political leaders, public health officials and the public have turned with increasing frequency to a timeline for lifting the most stringent restrictions on society. In America, few voices have influenced this discussion more than President Donald Trump, who has been discussing “opening the country up[2]” for weeks now.

But beyond the political rhetoric, Canadian leaders know the country cannot stay home indefinitely. Statistics Canada, for instance, reported more than one million[3] jobs lost last month. Angus Reid Institute polling indicates 45 per cent[4] of households across the country have lost work.

As they consider the risk-reward calculation, most in this country say now is not the time to lift public restrictions. Canadians who want to lift restrictions now are most likely to be found on the Prairies and in Quebec:

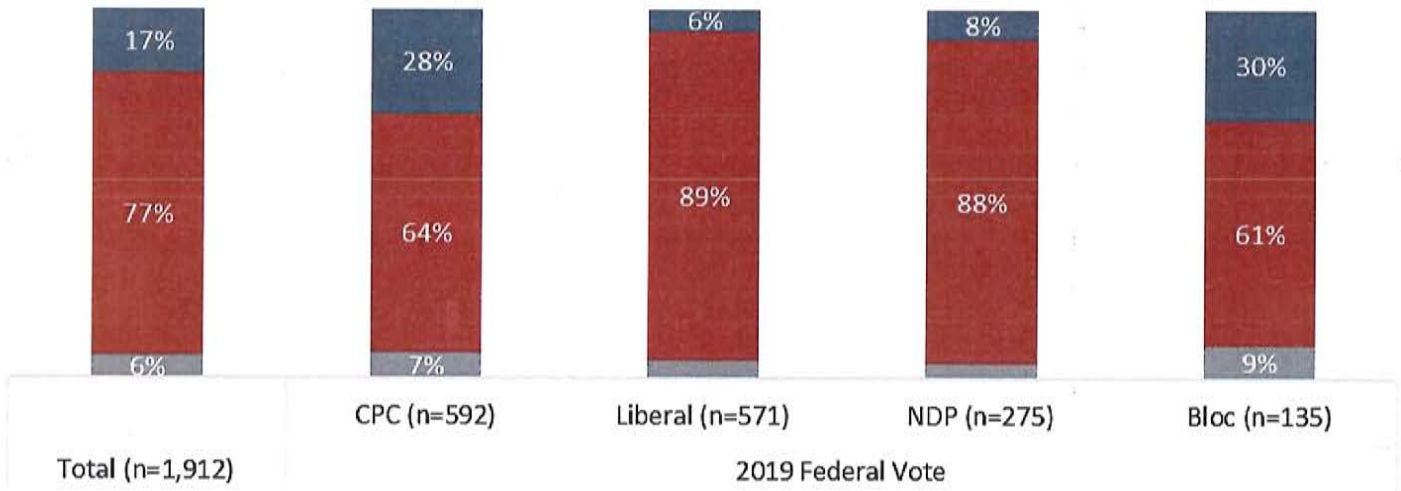
Which is closest to your own point of view? (All respondents)



- It's time to start lifting some of the public restrictions imposed since the COVID-19 outbreak in my province
- It's too soon to start lifting public restrictions imposed since the COVID-19 outbreak in my province
- Not Sure/Don't know

Those most likely to support a more immediate lifting of restrictions include past Conservative Party voters along with those in Quebec who cast ballots for the Bloc Quebecois in the October general election:

Which is closest to your own point of view? (All respondents)



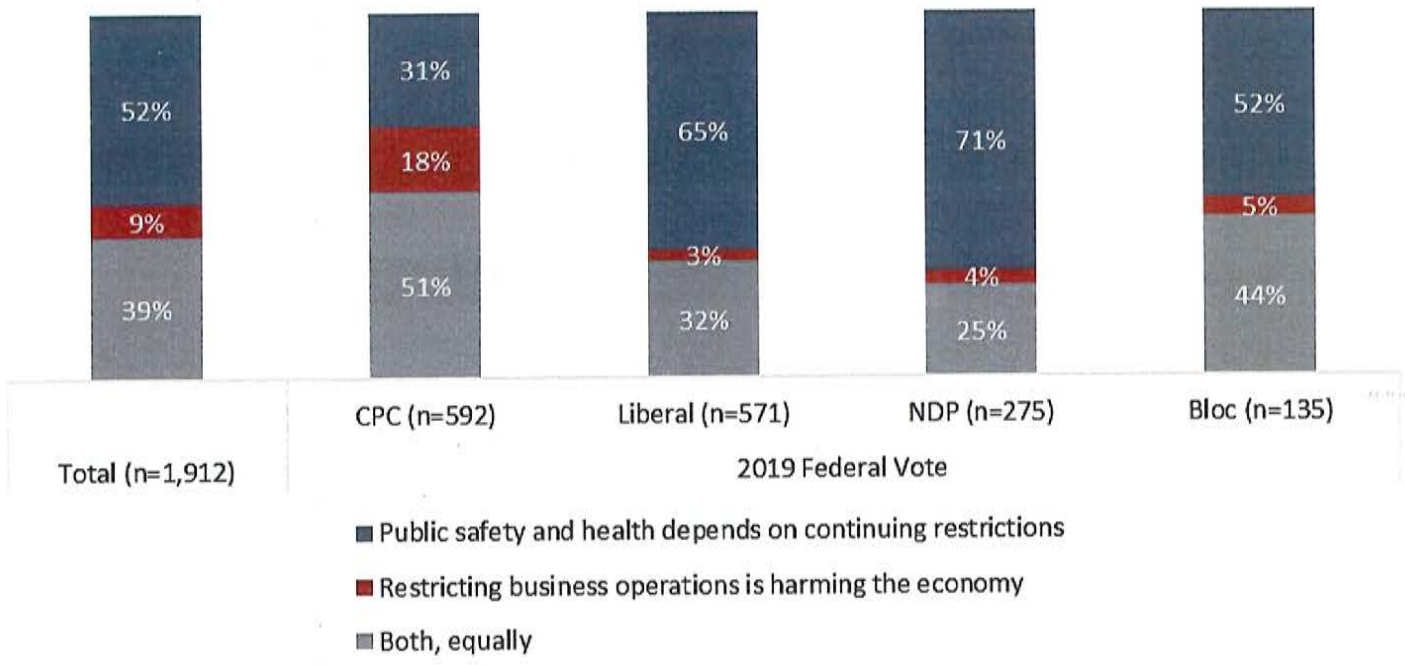
- It's time to start lifting some of the public restrictions imposed since the COVID-19 outbreak in my province
- It's too soon to start lifting public restrictions imposed since the COVID-19 outbreak in my province
- Not Sure/Don't know

Health outweighs economy as priority, but many concerned about both

For some more insight into the calculus of Canadians when it comes to the question of opening things up or sustaining a more conservative approach, the Angus Reid Institute asked respondents to share their priority assessment. What is more important in this discussion, is it health, the economy, or do both play an equal part?

For half of Canadians (52%), there is a clear priority for public health, while nine per cent say the economic harm that is being done to businesses must be the guiding argument (9%). That said, a significant number of residents say that both arguments must be considered equally (39%). This is a debate that runs along partisan lines. Past CPC supporters are far more likely to frame the debate with economic damage in mind, or at the very least, say that it has an equal claim to importance alongside the health of Canadians:

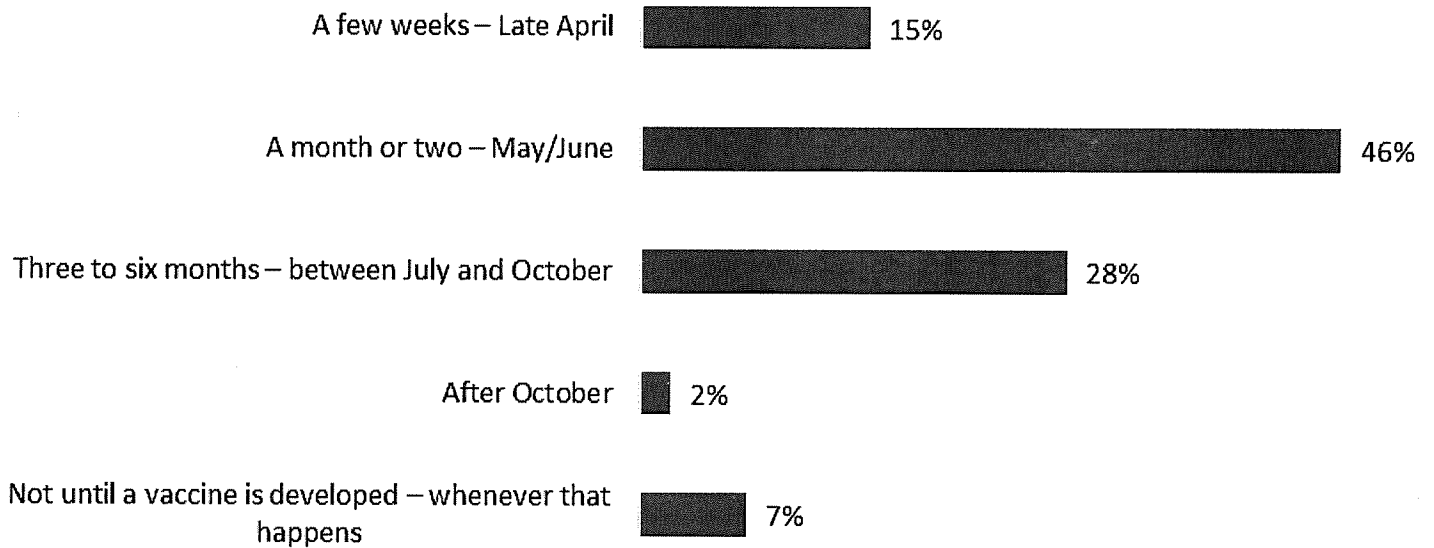
If you were a government decision maker, which point of view would carry more weight? (All respondents)



Nearly half say restrictions should lift over the next 4-8 weeks

In a recent announcement, Prime Minister Trudeau cautioned that it will be “weeks still”[5] before COVID-19 restrictions in Canada are lifted. For their part, most Canadians agree with this timeline, with 61 per cent saying restrictions should be lifted somewhere between late April and June:

**When do you think your own provincial government should start lifting restrictions on businesses, institutions, and places that have been closed since the outbreak began?
(All respondents, n=1,912)**



Likewise, this sentiment is shared by a majority of residents in each region. There are, however, significant portions of the population that would favour a slower approach. In Ontario, for instance, one-in-three say the timeline should be three to six months. Furthermore, around one-in-ten residents in all provinces except Quebec say restrictions should not be lifted until a vaccine is developed – whenever that happens:

When do you think your own provincial government should start lifting restrictions on businesses, institutions, and places that have been closed since the outbreak began?

Responses 30% and higher highlighted

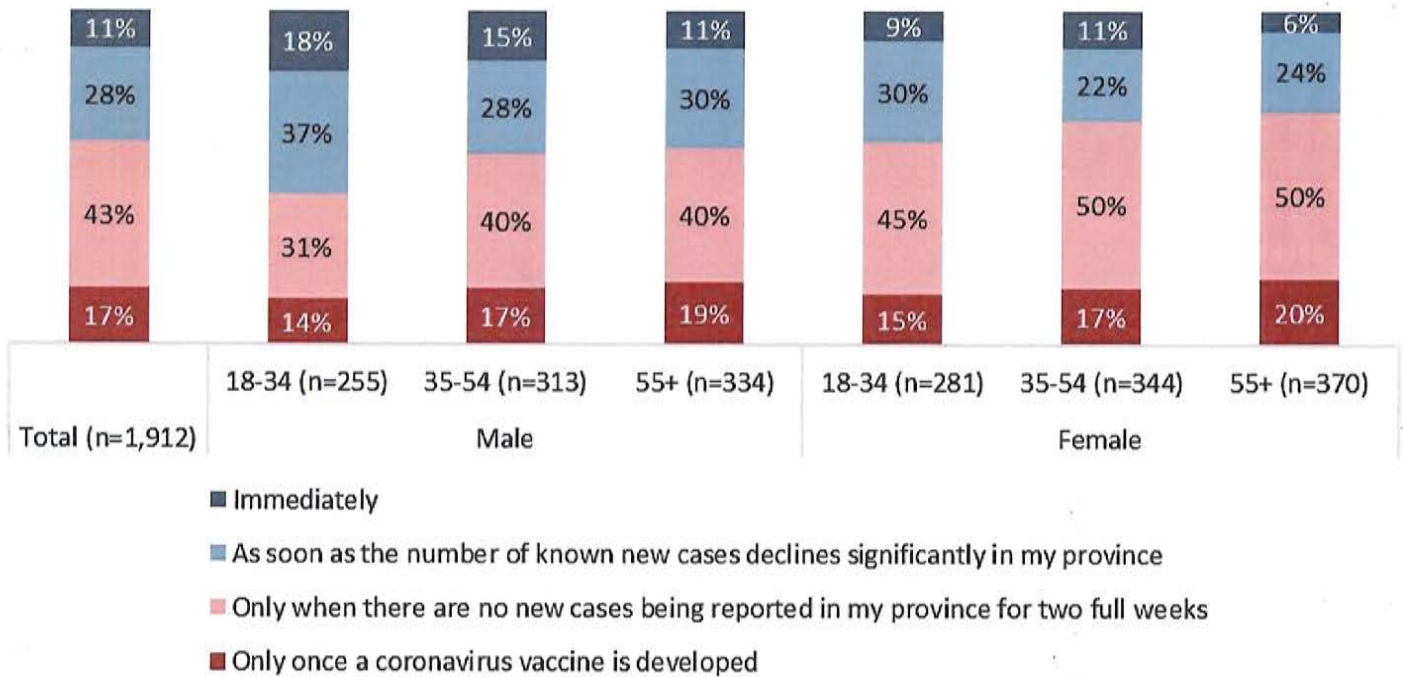
	Total (n=1,912)	Region					
		BC (n=228)	AB (n=243)	SK/MB (n=229)	ON (n= 597)	QC (n=425)	ATL (n=130)
A few weeks – Late April	15%	12%	23%	30%	11%	19%	9%
A month or two – May/June	46%	48%	46%	46%	45%	50%	43%
Three to six months – between July and October	28%	27%	22%	17%	34%	25%	32%
After October	2%	3%	2%	1%	3%	2%	2%
Not until a vaccine is developed – whenever that happens	7%	10%	7%	7%	8%	4%	14%

When restrictions lifted – most would “wait and see” before returning to society.

Early on, some speculated that a return to work and normal life might evoke images of VE-Day in Times Square, or at least Canada Day on Parliament Hill. It would seem though, that faced with the prospect of rejoining society and resuming our old lives, Canadians are more circumspect.

Very few (one-in-ten) say they would pick up former routines “immediately”. The rest are far more cautious, with a plurality (43%) saying they would wait until there were no new cases for two weeks. Others say they would not reintegrate into public life until a vaccine was developed. Notably, caution diminishes among men more than women of the same age:

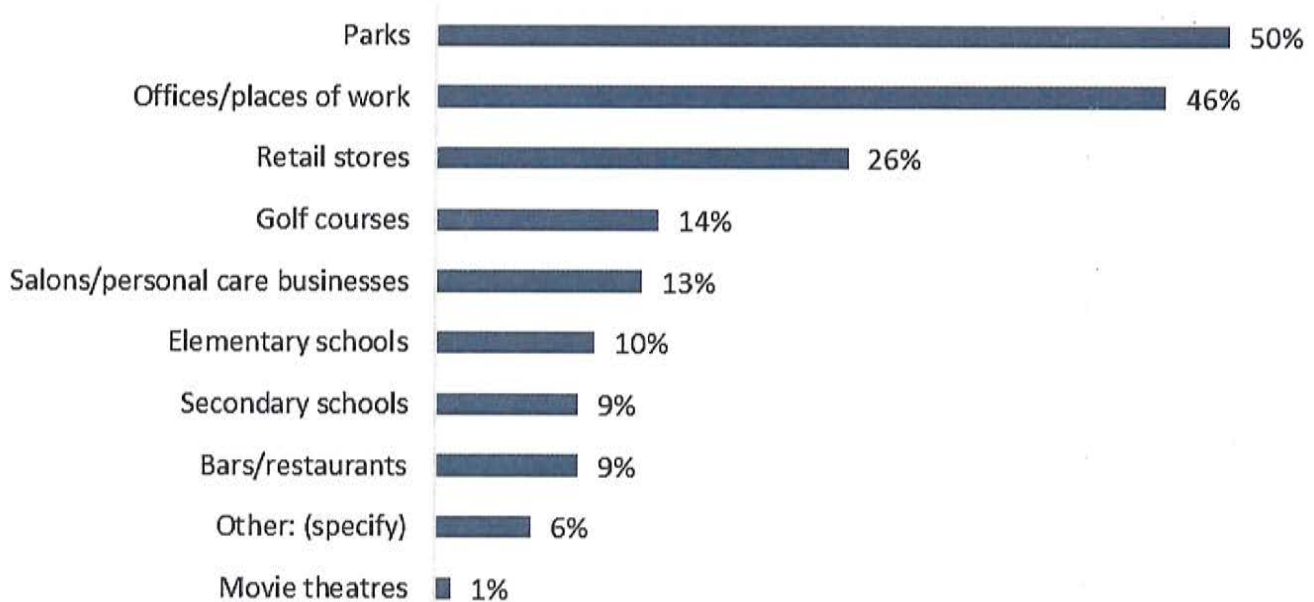
Views on how soon household would return to normal, day to day activities, including public interactions, if COVID-19 restrictions were lifted



Canadians say parks and workplaces should open first

If and when provinces do begin to loosen restrictions and open up more of their municipalities to regular activity, there is a clear – and some might say profoundly Canadian – preference for where to start. An equal number of Canadians say that parks (50%) and offices or workplaces (46%) should be first on the list, well ahead of any other choice:

If your local governments were to lift restrictions gradually, instead of all at once, where should restrictions be relaxed first? (All respondents, n=1,912)



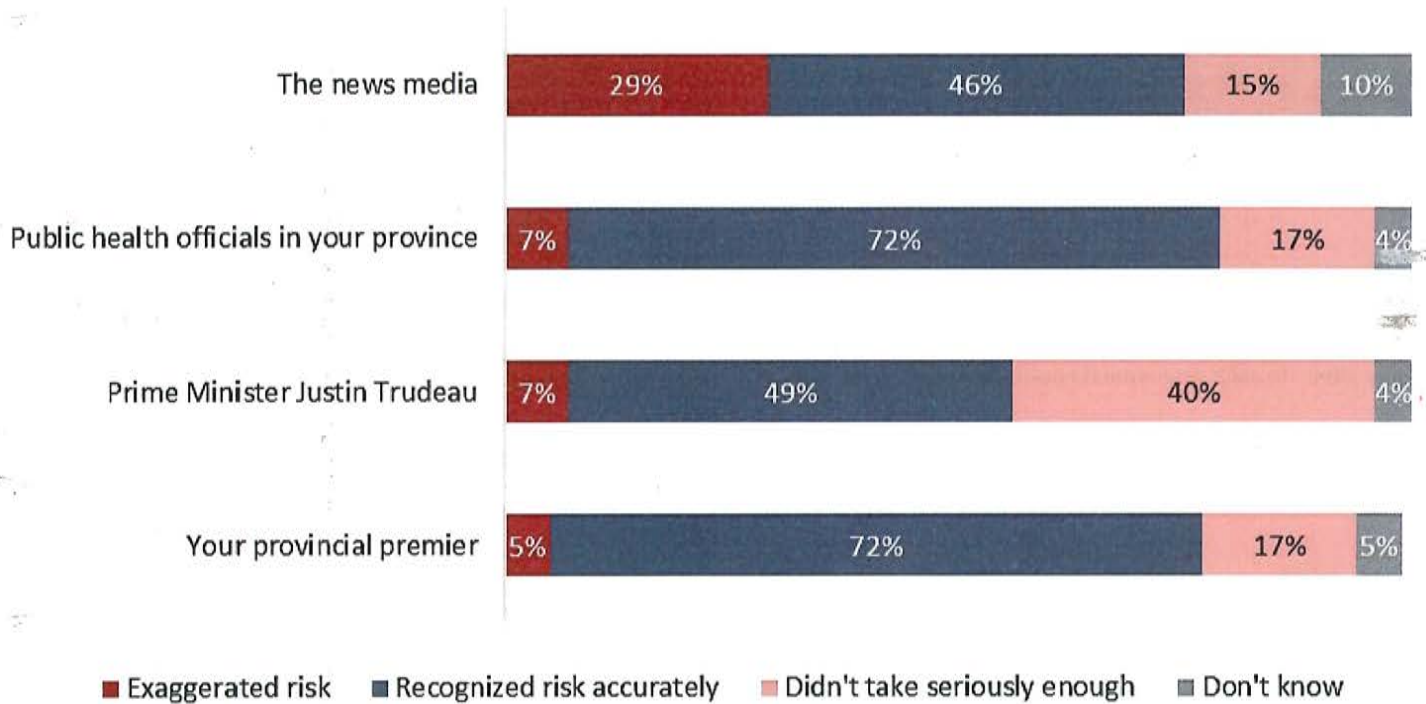
Part Three: Government performance

Canadians rate initial response of leaders, media

In the days and weeks following the initial outbreak in Wuhan, China, many observers were not sure what risk the novel coronavirus would pose to this nation or others. The World Health Organization has defended itself[6] from attacks it misled people about the risk of the virus in the early days of January, while some in Canada[7] have said that the federal government did not act quickly enough.

In terms of the Canadian response, most residents praise their provincial leadership. There is, however, a sense that the Prime Minister was slower to take the issue seriously among 40 per cent of the population. Some also feel that the media has exaggerated the risk in Canada (29%):

Would you say each...

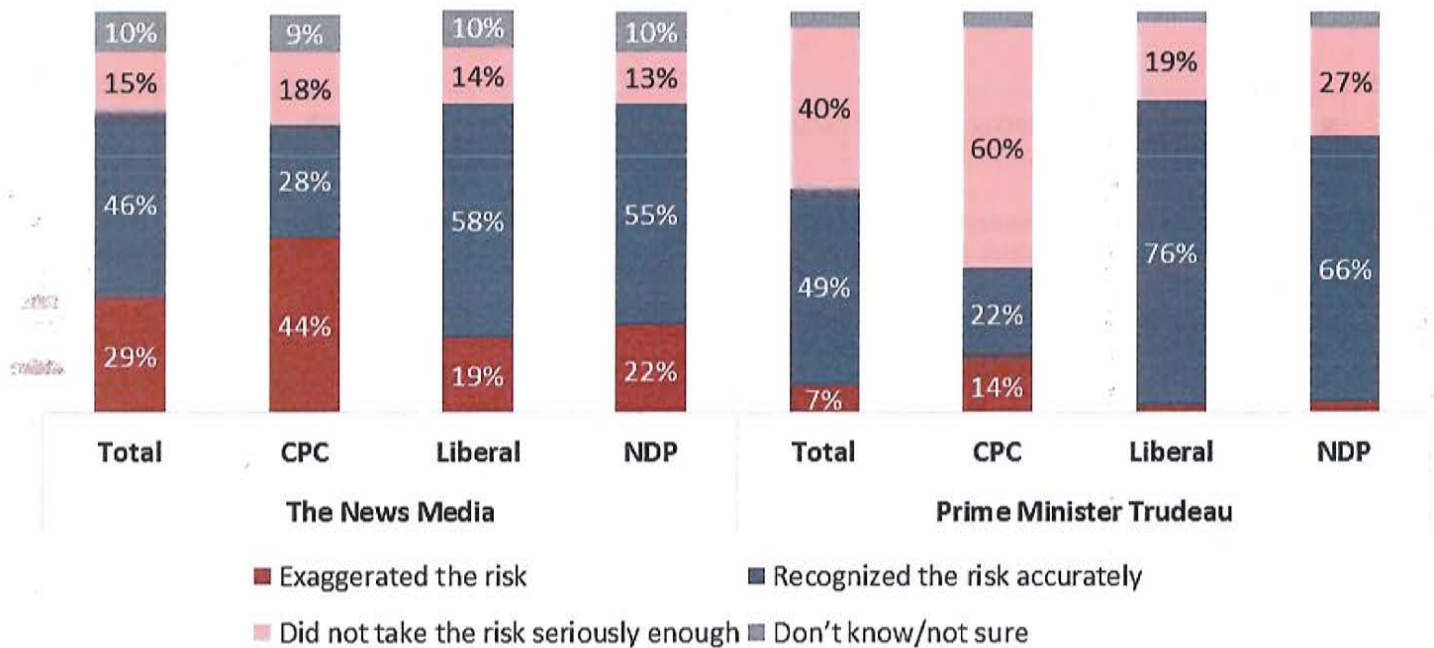


There are considerable variations in assessments of each of these groups or individuals. Albertans are least likely to trust that the media responded accurately, while Quebec residents are most likely. Meanwhile, Justin Trudeau receives his most positive assessments in B.C. and Atlantic Canada:

Percentage that say each "recognized the risk [of the coronavirus outbreak] accurately" by province							
	Total (n=1,912)	Region					
		BC (n=228)	AB (n=243)	SK/MB (n=229)	ON (n= 597)	QC (n=425)	ATL (n=130)
The news media	46%	49%	30%	43%	46%	52%	49%
Prime Minister Justin Trudeau	49%	60%	33%	52%	53%	40%	60%
Your provincial premier	72%	73%	63%	67%	68%	84%	73%
Public health officials in your province	72%	79%	75%	74%	64%	77%	81%

The response on these two items in particular are largely shaped by political preference. Those who supported the CPC in the last federal election are much more likely to say that the media exaggerated the risk, while the Prime Minister underplayed it. That said, they are not totally alone. In each case around one-in-five past Liberal and NDP voters agree with these past Conservatives:

How did each of the following respond to COVID-19 outbreak? By federal vote 2019 (All respondents, n=1,912)



Federal, provincial performance

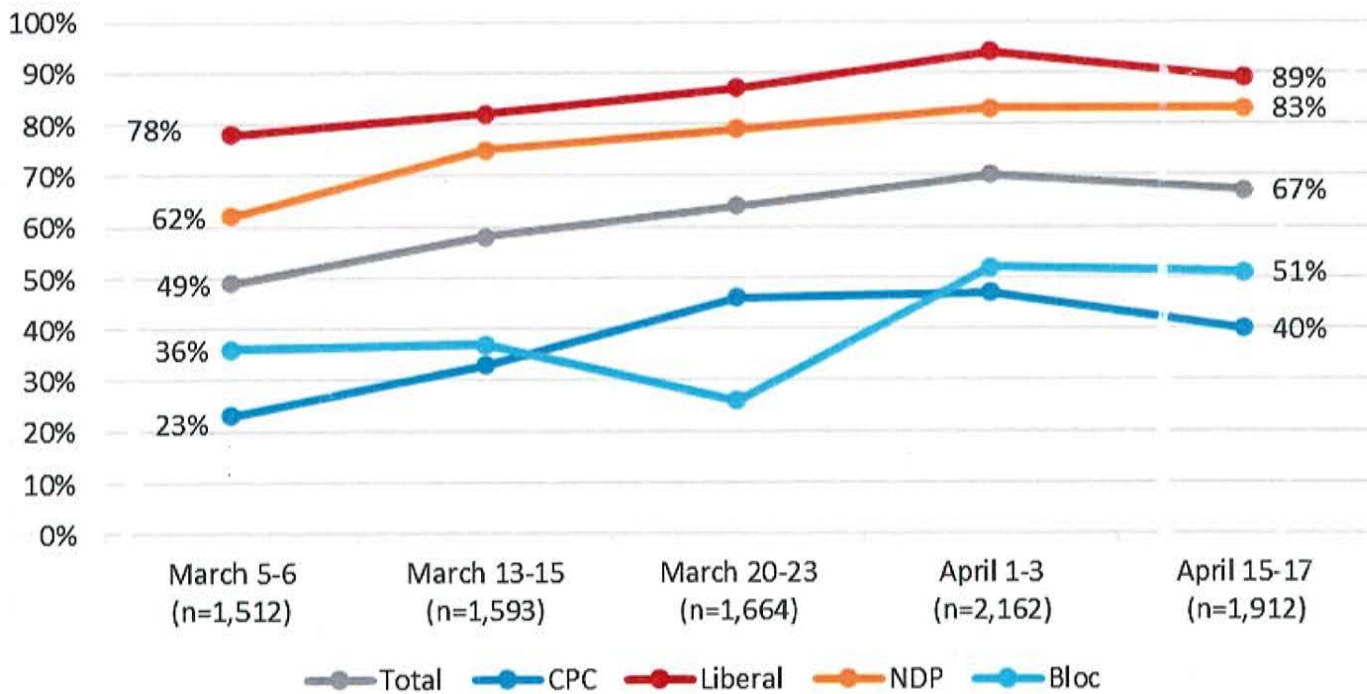
While there has evidently been some criticism of response time from some Canadians, both Prime Minister Trudeau and the federal government receive generally high ratings for their overall handling of the outbreak in Canada. Three-in-five (62%) say Trudeau has done a good job, while two-thirds (67%) say this of the federal government. The most overwhelming praise is reserved for front-line health care workers. More than nine-in-ten (94%) say that this group has done a good job:

Do you think the following are doing a good or bad job handling this whole issue regarding the coronavirus? (All respondents, n=1,912)

	Prime Minister Justin Trudeau	Your provincial premier	The chief public health officer in your province	Canada's Chief Public Health Officer, Teresa Tam	The federal government generally	Your provincial government generally	Front-line health care, i.e. hospitals and doctors' clinics etc.
Net: Good job	62%	85%	85%	69%	67%	86%	94%
Net: Bad job	35%	11%	8%	21%	29%	11%	2%
Don't know/ Can't say	4%	4%	8%	10%	4%	3%	4%

The percentage of Canadians saying the federal government has done a good job in dealing with COVID-19 has risen from 49 per cent to 67 per cent since the beginning of March. Liberal supporters and New Democrats offer substantial praise, while half of Bloc voters (51%) and two-in-five Conservatives (40%) do the same:

Say the federal government has done a "good job" of handling COVID-19 outbreak by 2019 federal vote



Provincially, each regional government now receives commendation from at least 70 per cent of residents.

Percentage that say their provincial government has done a 'good job' of handling the COVID-19 outbreak by province							
Responses 80% and higher highlighted							
	Total	Region					
		BC	AB	SK/MB	ON	QC	ATL
March 5-6 (n=1,512)	51%	62%	40%	42%	46%	60%	52%
March 13-15 (n=1,593)	69%	73%	61%	62%	59%	89%	68%
March 20-23 (n=1,664)	79%	71%	76%	78%	74%	93%	78%
April 1-3 (n=2,162)	85%	81%	70%	75%	86%	94%	85%
April 15-17 (n=1,912)	86%	86%	70%	79%	87%	93%	83%

For detailed results by age, gender, region, education, and other demographics, [click here](#). [8]

To read the full report, including detailed tables and methodology, [click here](#). [9]

[Click here for the questionnaire used in this survey](#). [10]

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Dave Korzinski, Research Director: 250.899.0821 dave.korzinski@angusreid.org [12]

Related Posts

Endnotes:

1. enforcement has been mixed: <https://globalnews.ca/news/6823524/coronavirus-driveway-beers-ok-ottawa/>
2. opening the country up: <https://www.bbc.com/news/world-us-canada-52314866>
3. more than one million: <https://www.ctvnews.ca/business/record-one-million-job-losses-in-march-statcan-1.4889552>
4. 45 per cent: <http://angusreid.org/covid-19-canadians-expect-worse/>
5. "weeks still": <https://www.cbc.ca/news/politics/covid19-restrictions-lockdown-1.5531482>
6. defended itself: <https://www.npr.org/sections/goatsandsoda/2020/04/15/835179442/we-alerted-the-world-to-coronavirus-on-jan-5-who-says-in-response-to-u-s>
7. some in Canada: <https://www.cbc.ca/news/politics/covid-19-government-documents-1.5528726>
8. [click here](http://angusreid.org/wp-content/uploads/2020/04/2020.04.17_coronavirusmidapril_releasetable.pdf).: http://angusreid.org/wp-content/uploads/2020/04/2020.04.17_coronavirusmidapril_releasetable.pdf
9. [click here](http://angusreid.org/wp-content/uploads/2020/04/2020.04.17_COVIDConcern.pdf).: http://angusreid.org/wp-content/uploads/2020/04/2020.04.17_COVIDConcern.pdf
10. [Click here for the questionnaire used in this survey](http://angusreid.org/wp-content/uploads/2020/04/2020.04.20_COVID_politics_sports_Qnaire.pdf).: http://angusreid.org/wp-content/uploads/2020/04/2020.04.20_COVID_politics_sports_Qnaire.pdf
11. shachi.kurl@angusreid.org; <mailto:shachi.kurl@angusreid.org>
12. dave.korzinski@angusreid.org; <mailto:dave.korzinski@angusreid.org>

Source URL: <http://angusreid.org/covid19-return-to-normal/>

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ADMINISTRATIVE REPORT

TO: Corporate Services Committee

FROM: B. Newell, Chief Administrative Officer

DATE: 23 April 2020

RE: Electrical Power Rate Reduction

Administrative Recommendation:

THAT the Regional District support the City of Penticton request to the Premier for the Province to be consistent in their approach to a reduction to the cost of power for all British Columbians, regardless of the vendor.

Reference:

1. City of Penticton letter – April 16, 2020

Background:

On April 1st, the Government of British Columbia announced a new, targeted, bill relief subsidy program through BC Hydro to provide immediate help to people, small businesses and industries impacted by the COVID-19 pandemic.

The subsidy will provide a credit to residential customers who have lost their jobs as a result of COVID-19 to help cover the cost of their electricity bills. The credit will be three times their average monthly bill over the past year at their home and does not have to be repaid. Small businesses that have been forced to close due to COVID-19 will have their power bills forgiven for three months. Major industries, like pulp and paper mills and mines, will have the opportunity to defer 50% of their bill payments for three months.

In addition to this new targeted bill relief, BC Hydro rates will be reduced by 1% on April 1, 2020.

The City of Penticton has proposed that the Province provide a one-time subsidy to all electrical utilities, including Fortis BC, suggesting that this subsidy is required in order to offer an equivalent program to BC Hydro's so all small business and residential customers across the province, regardless of their location, are treated equally.

