

CASES CONSIDERED BY THE ADVISORY COMMITTEE

Government of Alberta – Alberta Health Services Personal Protective Equipment (PPE) Procurement

AHS was able to leverage its scale and leading procurement practices and strategic supply chain management to ensure Alberta was able to acquire adequate PPE and medical equipment and supplies throughout the pandemic.

Government of Alberta - Service Delivery Innovation in Alberta's Child Intervention System

This resulted in a governance structure and processes at policy, program and practice levels that would support rapid cycle learning, real-time policy making and timely implementation of service delivery innovations with the potential for becoming the new way of doing business.

Government of Alberta – Alberta Health Services' Online self-assessment tool

The AHS online self-assessment tool has been a crucial tool in the province's response to COVID-19. The tool was conceived and developed in a matter of days, all within AHS.

Government of Alberta – Alberta Emergency Management's Bits and Pieces program

Launched the 'Bits and Pieces' medical supply program to support the innovative production and procurement efforts of the government in combating COVID-19.

Atlantic Canada Opportunities Agency - Skunkworks team

ACOA helped its clients pivot to support health professionals fighting the COVID-19 pandemic, and later to meet the needs of businesses during the reopening process, all while working remotely.

City of Belleville – On-demand transit

Ridership has decreased by 80 percent, so customers can now book trips using an on-demand transit app. People can book rides any time of day for any time of service.

Government of British Columbia – Emergency Management BC's COVID-19 Supply Hub

Partnered with the Digital Technology Supercluster and the Business Council of British Columbia to create the COVID-19 Supply Hub, a made-in-B.C. online platform to co-ordinate, source and expedite medical supplies and personal protective equipment (PPE).

Government of British Columbia – Office of the Chief Public Health Officer's order on work in LTC

An order was passed and a tool was quickly coded to ensure long term care home staff only worked at one centre at a time thus reducing the chance of creating new breakouts.

Business Development Canada - Oil & Gas Sector Financing

The commercial support, being developed by BDC and EDC, is intended to help Canada's exploration and production, mid-stream, and oil-field companies navigate these uncertain times. The new measures are aimed at helping bring liquidity into the market in order to manage the challenges companies are facing due to the global pandemic and decline in oil prices.

CANNOR - Northern Business Relief Fund

CanNor launched the Northern Business Relief Fund (NBRF) to provide immediate support through non-repayable contributions for small- and medium-sized territorial businesses (SMEs) impacted by economic disruptions due to COVID-19

Canada Mortgage and Housing Corporation - Canada Emergency Commercial Rent Assistance

This program will lower rent by 75 per cent for small businesses that have been affected by COVID-19.

Canada Revenue Agency - Temporary Wage Subsidy for Employers

The 10% Temporary Wage Subsidy for Employers is a three-month measure that will allow eligible employers to reduce the amount of payroll deductions required to be remitted to the Canada Revenue Agency (CRA).

Canadian Nuclear Safety Commission - Regulatory oversight and remote inspections

This crisis has required adjustments to how the CNSC maintains oversight to ensure the health and safety of the parties involved, but it also offered opportunities to develop new and innovative ways of working, such as remote inspections, which were rapidly developed and implemented and have proven very successful and cost effective.

Canada School of Public Service – Open content by default

Standing up the open learning platform in less than a month after COVID started as an experiment in offering learning content openly by default.

CDIC, ISED, Finance Large Employer Emergency Financing Facility

The Large Employer Emergency Financing Facility (LEEFF) provides bridge financing to Canada's largest employers, whose needs during the pandemic are not being met through conventional financing, in order to keep their operations going.

Cree Health Board

Since the beginning of the pandemic, the Cree health board has made accommodations available in each of the communities for anyone who needs to self-isolate, but who can't do that easily in their own home because they live with many other people. Food and cleaning supplies are made available to the person as well. There have been 10 cases in Cree communities from the outside, zero community spread.

Employment and Social Development Canada, Canada Revenue Agency, Shared Services Canada - CERB
Canada Emergency Response Benefit: The Government of Canada provided temporary income support to Canadians affected by COVID-19, such as the Canada Emergency Response Benefit. Canada Emergency Response Benefit: The Government of Canada provided temporary income support to Canadians affected by COVID-19, such as the Canada Emergency Response Benefit.

Export Development Canada - Business Credit Availability Program

We've partnered with financial institutions to help businesses of all sizes, sectors and regions address the financial impacts of COVID-19. Qualified applicants can quickly improve their cash flow through their bank or credit union to cover rent, payroll and other business operating costs.

Finance Canada - Canada Emergency Business Account

Finance Canada - Canada Emergency Wage Subsidy

The Government of Canada is covering 75% of an employee's wages – up to \$847 per week - for eligible employers. The CEWS will allow you to re-hire your employees and avoid layoffs during the crisis.

Finance Canada - Canada Economic Response Plan (sectoral)

There are sector specific responses in culture, sport, aviation and more.

First Nations Health Management Authority

Planning and Deployment of Public Health Services including mobile testing clinics.

First Nations Health Authority

FNHA demonstrates entrenchment of Indigenous governance models within the provincial health system.

Global Affairs Canada (GAC) - Emergency Watch and Response Centre

The Government of Canada provided 24/7 consular support to Canadians abroad affected by COVID-19 in addition to creating the COVID-19 Emergency Loan Program for Canadians Abroad.

Town of Halton Hills – Free Wifi

Libraries were closed, but the municipality left the WiFi on, so people can use in the parking lot if they really need to, and they've also encouraged local restaurants to do so. This has been critical in helping local business and people apply for provincial and federal resources.

Health Canada, Treasury Board Secretariat - Email notifications

Get Updates on COVID-19 is a web-based email service that provides subscribers with critical information related to the pandemic. Subscribers to the service will get emails directing them to important and authoritative content on the Government of Canada's COVID-19 website, Canada.ca/coronavirus.

Health Canada - Regulatory innovation

Health Canada introduced innovative and agile regulatory measures to expedite the regulatory review of vital health products needed to fight COVID-19, such as personal protective equipment, testing devices, hand sanitizers and disinfectants. We developed temporary regulations and guidance to help get these products into the hands of Canadians quickly.

Health Canada, Public Health Agency of Canada, industry - Showing companies how to change manufacturing to PPE, sanitizer, etc.

For example, we worked with other departments to help new companies supply personal protective equipment, some of whom had only ever manufactured auto parts, clothing and sports equipment. We also helped many companies, such as distilleries, to navigate the complexities of health product regulations to produce hand sanitizers.

Immigration, Refugees and Citizenship Canada - Virtual citizenship ceremonies

In response to this disruption in service, IRCC assessed the concept of virtual citizenship ceremonies, streamlined into a 30-minute video interaction, utilizing the Zoom web conferencing platform, for individuals and family groups. The video ceremonies are presided by Citizenship Judges and a broad scope of departmental officials.

Immigration, Refugees and Citizenship Canada - Virtual PR process

Over a 4 week period, the IRCC cross-functional team, composed of various stakeholders from different departments, worked in an agile fashion on the future prototype with industry partners. At the end of this period, a functional prototype that is web-responsive and accessible in various mobile forms (tablets and mobile phones) was developed, meeting all business requirements.

Immigration, Refugees and Citizenship Canada, Service Canada, Canada Revenue Agency, settlement sector - Settlement webinars

Organized and delivered a series of webinars across the country, in both English and French. Information has been shared on the Government of Canada's response and support to Canadians affected by COVID-19, including the Canada Emergency Response Benefit (CERB). Permanent residents, including vulnerable clients, who are eligible for IRCC Settlement Program services, can benefit from the CERB and other Government of Canada COVID-19 response mechanisms. As such, this information is key to the clients that benefit from the Settlement Program. More than 1,300 individuals have participated in these webinars since the beginning of May 2020.

Infrastructure Canada - Rapid funding stream

A new COVID-19 funding stream that would provide an increased federal cost-share for a broader range of projects and quicker project approvals in the short-term.

Innovation, Science and Economic Development - Mobilizing industry for PPE

This strategic response focuses on leveraging existing domestic capacity and developing the industrial capability needed to manufacture critical supplies at scale by either re-tooling existing manufacturing lines or rapidly scaling up the production of businesses already producing these products.

Inuit Tapiriit Kanatami

ITK's incredible coordination via the Inuit Public Health Task Group that includes provinces and territories.

Kenora Chiefs Advisory

Planning and Deployment of Public Health Services including mobile testing clinics.

Natural Resources Canada - Creating an Emissions Reduction Fund

The Government of Canada is creating a \$750 million Emissions Reduction Fund (ERF) to incentivize the oil and gas sector – which is the source of 43 percent of Canada's methane emissions – to reduce methane.

Natural Resources Canada - Making hand sanitizer

Staff from our Great Lakes Forestry Centre in Sault Ste. Marie mixed up a batch of 160 litres - using the World Health Organization formula - to assist the local hospital with their shortage brought on by the increased demand from treating COVID-19 patients. To date, NRCan has now produced and distributed nearly 2,500 litres, benefitting various organizations, charities and hospitals across the country.

Nishnawbe Aski Nation – Rapid action to support member Nations

NAN established a COVID advisory committee on March 16, acting quickly to support their communities/member Nations.

Northern Intertribal Health Authority

The Northern Intertribal Health Authority in First Nations-led outbreak management.

Government of Ontario – Ministry of the Attorney General Fast Teams

Working with other justice sector partners and in partnership with Ontario's courts, MAG is moving toward an end-to-end digital court experience to reduce in-person visits to a courthouse. The ministry is expanding online and self-service tools (e-filing), as well as video appearances for criminal, civil, family

and small claims courts. These initiatives will allow MAG to sustain the extraordinary advances made during the COVID-19 outbreak and position Ontario at the forefront of modernizing the justice system.

Government of Ontario – Ministry of the Attorney General Reopening

When preparing for resumption of in-person court operations, the Recovery Secretariat followed the hierarchy of controls model provided by the National Institute of Occupational Safety and Health. The hierarchy of controls provides different and progressive solutions for controlling exposure to occupational hazards.

Government of Ontario – Reliable broadband and cellular service

The provincial government is investing \$150 million in reliable broadband and cellular service. This funding will help create even more economic and educational opportunities in rural, remote and underserved areas of the province.

City of Ottawa, uOttawa – Leased a building for \$1 to house families

Leased a building for \$1 to house families within Ottawa’s homelessness service system or the Violence Against Women sector who need to self-isolate, are symptomatic and/or have tested positive for COVID-19.

Government of Prince Edward Island - Virtual mental health and healthcare

The COVID-19 pandemic focused priorities, innovation, and enhanced collaboration to accelerate transformation in the provision of Virtual Care and Telehealth modalities in PEI.

Government of Prince Edward Island - Operation Isolation - All of society approach

Operation Isolation took an “all of society” approach in the level of collaboration and compliance required by us all to meet its goal – mitigation of COVID-19.

Government of Prince Edward Island - Commercial and Passenger Vehicle Road Test COVID-19 Initiative

Government of Prince Edward Island - School Food Program

The PEI departments of Education and Lifelong Learning and Social Development and Housing, in collaboration with the PEI Home and School Federation, Breakfast Clubs of Canada and community partners, assisted families and children in need through the School Food Program.

Public Health Agency of Canada, Canada Border Services Agency - ArriveCan App

The ArriveCAN mobile application was launched across Canada to support incoming travellers in completing mandatory information in response to the COVID-19 pandemic. Originally obtained through

paper and web alternatives, the ArriveCAN app was developed in partnership by the Public Health Agency of Canada and the Canada Border Services Agency.

Public Services and Procurement Canada, Canadian Embassy in China, Deloitte

The GoC rapidly developed a more secure supply of PPE within China to help under resourced hospitals and more in Canada by using every tool at their disposal.

Government of Saskatchewan – Small Business Emergency Payment

The Small Business Emergency Payment program has been well received as a responsive and timely investment. We just announced an extension.

Government of Saskatchewan – Support for local businesses

“Together We Stand” Campaign – \$1 million for province-wide marketing campaign (delivered by local Chambers of Commerce) to support local businesses.

Shared Services Canada - Tools to allow more federal employees to work from home

The GC COVID Collaboration System and the GC COVID Emergency System. The former enables federal public service employees to communicate, collaborate, and work at the unclassified level from the safety of their homes during the lockdown, while the latter enables the most senior government officials to communicate on mission-critical decisions up to a Protected B level—all without placing additional pressures on the GC network.

Six Nations of the Grand River Health Services – Health information and community response

The Six Nations rapidly built out a website that shares well presented information and community response and has a weekly radio show with updates.

SSHRC - Supporting research and researchers on COVID-19

SSHRC has undertaken key measures to address the impacts of the pandemic on Canada’s research community, and to mobilize research expertise to help inform policy and decision-making across sectors. These measures include: Rapid-response and targeted investments for research and knowledge synthesis to address COVID-19 and more.

StatsCan - Launching Canadian Statistical Geospatial Explorer

Statistics Canada leveraged its expertise in data and modern technology to launch the Canadian Statistical Geospatial Explorer (CSGE) to empower governments, businesses and Canadians with the insights they need to respond to, and recover from this pandemic.

StatsCan - Innovative Data Collection Methods during COVID-19

With the emergence of COVID-19, Statistics Canada's experimental work on crowdsourcing and web panels was swiftly moved to production and used to meet emerging data needs related to the pandemic. We leveraged our expertise to quickly scale solutions that delivered timely outcomes to Canadians. The first crowdsourcing project, Impacts of COVID-19 on Canadians, was launched within weeks of remote work and has quickly transformed into a new series of crowdsourcing surveys.

Cities of Vancouver and Victoria, BC Housing – Transition people living in encampments

Worked to secure and operate hotel and community centre accommodations to transition people living in encampments.

Veterans Affairs Canada - Overall VAC Operations during COVID-19

Veterans Affairs Canada was heavily successful during the COVID pandemic through a number of enabling, agile, and quickly rolled out initiatives that allowed our workforce to shift from the physical office to working from home.

Veterans Affairs Canada - Virtual Youth Network Summit

The VAC Youth network planned and executed a virtual summit to initiate a conversation and aid in the reposition of the department for the COVID-19 pandemic and beyond, and to enable staff at all levels of the organization to make a meaningful contribution and feel engaged in challenging times.

Veterans Affairs Canada - Virtual 75th anniversary of the Liberation of the Netherlands

A new webpage featuring numerous virtual initiatives was launched, as well as virtual learning corner. VAC also created a brand new podcast series featuring 8 Veterans from the Liberation of the Netherlands, many of which were supposed to be members of the delegation travelling to the Netherlands.

