

We're all in this together

First Report from the Mayor's Economic and Social Impact and Recovery Task Forces
9 April 2020

Introduction

Less than three weeks ago, we convened the first of many Zoom calls to understand the economic and social impacts of COVID-19 on Londoners and to identify actions that could be taken to respond to the needs of Londoners, our organizations and our businesses. Thank you for making time in the midst of this public health emergency to share your experience and your insights. We appreciate your openness, patience and focus on working together to meet the significant challenges before us as a community.

After more than a dozen discussions involving more than 200 people, it is clear that the economic and social impacts of COVID-19 are incredibly dire. While public health measures implemented at the national, provincial and local level are necessary, they have also highlighted an unprecedented cascade of economic and social impacts.

This is the first of many reports to the task force members of what we have heard in terms of the economic and social impacts and ideas that would be helpful to consider as we look to mitigate these impacts now and to support recovery in the future. This report is an initial report synthesizing what we have heard so far during our calls, which we are sharing with City Council, civic administration, our local Members of Provincial Parliament and Members of Parliament.

Many sectors have been forced to shut-down, while others are experiencing rapid and unprecedented transformation. Most retail businesses are closed entirely. Once bustling restaurants, usually filled with diners, are either empty or open only for takeout or delivery. Personal services businesses are closed. Businesses deemed essential, including grocery stores, pharmacies, banks, credit unions, and certain manufacturers have had to significantly modify their operations to protect the health and safety of workers and consumers. Events, festivals and artistic productions that have been planned over many months are cancelled or postponed. Post-secondary institutions, finance and technology companies have had to rapidly move most of their work and workforces to remote or online work. Some construction projects that were already underway continue, but with many new requirements. Many business owners are struggling or unable to pay rents, which makes it challenging for landlords to make mortgage payments or pay taxes. In order to get essential workers to their workplaces, transit service continues, but in a modified form that protects the health of transit operators and passengers.

Emergency shelters have moved people into hotel and motel rooms, including organizations like Atlohsa Family Healing Services who support our urban Indigenous population. Thousands of

individuals who have lost their jobs on short notice are struggling to pay rent or their mortgage. Kids are at home instead of at school, and child care facilities are closed. Many services for the most vulnerable in our community are struggling to maintain services because volunteers and financial supports are becoming more scarce. A [survey](#) of nonprofits in London and area conducted by Pillar Nonprofit Network found that 98% of responding organizations expect at least some significant impacts to their ability to deliver services. Forty-percent of London nonprofits reported a loss in income in the wake of COVID-19, while one-third responded that the organization's mission is now at risk. One-quarter of respondents to the Pillar survey reported that additional resources and tools will be required to adapt services previously delivered in person to our new reality of physical distancing.

These are, indeed, unprecedented times.

The response from Londoners has also been unprecedented. Hundreds of thousands of Londoners have made dramatic adjustments to their daily lives to protect the health of our community and limit the spread of COVID-19. This has included parents taking on additional childcare and home schooling responsibilities, neighbours checking in on one another virtually and assisting with things like grocery delivery. Faith communities and organizations are making rapid changes to how they support the physical distancing of people, students at Western and Fanshawe forgone their usual St. Patrick's Day festivities, and much more. Our educators are now adapting to remote learning, with the associated challenges of sufficient computers for all students. It is these everyday acts of service, sacrifice and adaptation that will ultimately lead our city through this crisis. We are also hearing daily of extraordinary acts of kindness and generosity — from additional donations to support those in need to Londoners springing to action to provide masks to workers — acts which reflect the very best of our city. In a time of crisis, Londoners support one another.

London Community Foundation ([COVID-19 response fund](#)), the [United Way of Elgin Middlesex](#) and the London Food Bank ([virtual food drive](#)) desperately need funds to provide the basic necessities to our most vulnerable, as well as a growing new group of needs-recipients not previously seen.

Our public health leaders at the national, provincial and local level are making us proud. From Dr. Theresa Tam to Dr. Chris Mackie and Dr. Alex Summers at the local level, their evidence-informed guidance, direction and leadership during this public health emergency has been invaluable. Similarly, the work of the nurses, doctors, personal support workers, paramedics, police officers, firefighters, frontline agency personnel and health care workers who are putting themselves at risk every day to help keep our community safe and healthy — words are not enough to express the depth of our gratitude. To everyone working in public health and health care, including retired workers who have returned to help, thank you from the bottom of our hearts for your service.

At a local level, City Manager Lynne Livingstone and her senior leadership team have provided steady and focused leadership during this emergency. The response from city employees and employees of our agencies, boards and commissions who deliver essential services has been exemplary. The leaders who serve on the community control group through our Emergency Operations Centre, which convenes daily to coordinate and manage the local response demonstrate calm, clear-headed decision making at a time when we need it most.

At its first council meeting during the shutdown, City Council unanimously supported waiving interest and penalties on unpaid property taxes and water bills that were due at the end of March and directed civic administration to report back later this month on a comprehensive local response. Most recently, this week, we also extended the licences for some businesses that have been closed or dramatically impacted by the pandemic, such as restaurants and vehicles-for-hire.

Your ongoing participation in these task forces has and will inform the comprehensive report from civic administration coming later this month. It will also inform and shape our advocacy to the provincial and federal governments.

The response from the federal and provincial governments has been rapid, decisive and bold. Since declaring a State of Emergency in Ontario, the provincial government, under the leadership of Premier Doug Ford and Deputy Premier and Minister of Health Christine Elliott, has earmarked over \$17 billion under its COVID-19 Action Plan. The province closed schools and non-essential businesses and has worked quickly to make changes that address affordability in Ontario. Changes include suspending time of use pricing for [hydro](#), increasing funding for Ontario Works (OW) and Ontario Disability Support Program (ODSP) recipients, and pressing pause on Ontario Student Assistance Program (OSAP) repayments. The province also quickly enacted job protection and eviction protections for Ontarians, ensuring that those in isolation or caring for those in isolation would not lose their job and that no one should lose their home.

Recognizing that perfection is the enemy of the good in a crisis such as this, the federal government, under the leadership of Prime Minister Justin Trudeau and Deputy Prime Minister Chrystia Freeland, has moved with remarkable speed to create the [Canada Emergency Wage Subsidy](#) and the [Canada Emergency Business Account](#) to provide immediate support for businesses. At the same time, Canada has created the [Canada Emergency Response Benefit](#) to directly support Canadians who have suddenly lost their income and has worked quickly to process hundreds of thousands of claims to date. The federal government doubled investments under the [Reaching Home Strategy](#) to enable communities to identify and secure safe and secure housing for homeless Canadians. The federal government has also shown leadership in establishing the [Indigenous Community Support Fund](#), which will flow \$305 million in direct supports for regional, urban, and off-reserve Indigenous organizations. These measures, along with a suite of others, bring the federal COVID-19 response total to over \$200-billion. Parliamentarians are continuing their work to adapt programs for individuals and businesses

based on feedback from Canadians. All federal parties are to be commended for acting swiftly in a minority government to make this happen.

In these unprecedented times, the intergovernmental coordination between federal and provincial governments on display these past weeks, particularly between Ministries of Finance, is leading to tangible results for Canadians. For example, governments have transformed the national and provincial health procurement process to secure needed personal protective equipment for front line health workers. Thousands of manufacturing and technology companies are also working through [federal](#) and [provincial](#) portals to re-tool local production toward meeting Canada and Ontario's critical needs for equipment to combat the pandemic.

Collaboration between municipalities and the provincial and federal governments is essential to meeting this challenge together, and we are seeing it happen. Provincial Ministers are in touch regularly with the Large Urban Mayors Caucus of Ontario (LUMCO), the Association of Municipalities of Ontario (AMO) and Mayors directly. Local MPPs or their staff, from all four London ridings, are listening to the issues you are raising during task force calls. At the federal level, the direct and frequent engagement of Deputy Prime Minister Freeland and Minister of Infrastructure and Communities Catherine McKenna with the Federation of Canadian Municipalities and Big City Mayors' Caucus (BCMC), and that of other Ministers, Parliamentary Secretaries and MPs directly with Mayors and Councillors is ensuring that we are able to raise the issues we are seeing in London directly with decision-makers in Ottawa. All of our local MPs or their staff, again, are listening on our task force calls. Several of the ideas raised during our discussions have already been actioned at the federal level.

This Team Canada approach is exactly what is needed at this critical time.

We, along with our colleagues on City Council, all of whom have listened intently to what you have shared on these calls or have raised with them directly, greatly appreciate your contributions to these task force discussions to date. Below, we have attempted to synthesize what we have heard and to identify actions that could be taken at the local, provincial and federal levels. We have numbered them for ease of reference.

This is an initial report based on our initial discussions. Through our continued discussions, we will identify more ideas for action both during the shutdown and as we move into recovery. Thank you so much for everything you are doing to support our community.

Regards,

Ed Holder
Mayor

Jesse Helmer
Deputy Mayor

Ideas for Action

We have organized the initial ideas proposed through the task force discussions into two time periods: **during the shutdown**, which started in mid-March; and **during the recovery**, the start of which depends on how well we all adhere to the public health measures that have been enacted at all levels of government.

During the shutdown

1. Meet the immediate needs of people who have suddenly lost their income

We know that pre-existing social determinants of health make some people more at risk. Providing cash directly to people is a way to help people immediately. The federal government has moved decisively on this issue by creating the Canada Emergency Response Benefit (CERB), which provides up to \$2,000 per month. However, gaps exist for people who have **lost only some of their income**, who **have less than \$2,000 per month in income**, or who have lost future employment opportunities such as **summer student employment**.

2. Support for renters and landlords

A provincial **temporary rent supplement** similar to the [one enacted in British Columbia](#) (up to \$500 per household per month paid directly to landlords) would help both renters and landlords and bring some stability to the rental housing market. It is critically important that the COVID-19 pandemic does not displace renters from their housing.

3. More substantial property tax relief

Waiving interest and penalties on unpaid property taxes was an initial step that slightly eases cash flow issues, but deferring taxes that would otherwise be due in June to a later date in the Fall would provide more substantial relief for property taxpayers. Allowing **repayment of these deferred taxes over a period of time** would also provide much-needed flexibility. We want to recognize that the provincial decision to allow municipalities to defer remittance of education property taxes due in June has provided additional flexibility for municipalities to enact more substantial property tax deferrals. The province proceeding with the paused education tax changes for businesses to achieve a uniform rate throughout the province would provide additional tax relief for London businesses.

4. Ensure our frontline workers supporting our most vulnerable have the equipment they need

Everyone understands why it is so critical that our nurses, doctors and other health care workers have the personal protective equipment (PPE) that they need. It is also important that **workers who are supporting our most vulnerable citizens**, including, for example, people operating supervised consumption services, street outreach programs, emergency shelters and group homes have access to the PPE they need to do their work safely. The provincial [Residential Relief Fund](#) of \$40 million will help organizations that are eligible, but it is limited to residential providers. A frequent survey of PPE inventory and needs for these agencies would aid in coordinating supply and distribution at the local level.

5. Maximizing the experience and talents of our residents

The response from retired nurses, doctors and other health care workers has been remarkable. But to make the most of the talents and skills of all of our residents, we need to eliminate barriers preventing **about-to-graduate students** and **foreign-trained professionals** from helping. We call on all relevant regulatory bodies to expedite the qualification of these talented people as a matter of urgent priority.

6. Closing the digital divide for students and families

Access to the Internet at home is not universal. Especially as students are now home from school, the impact of the pre-existing digital divide is worsening.

- a. As an immediate first step, the City of London and/or the County of Middlesex could pay the \$9.99 per month cost for the Internet service for residents of London Middlesex Community Housing who are not already connected through the [Rogers Connected for Success program](#).
- b. Outside of community housing, the federal government could expand the scope of the existing [Connecting Families program](#) led by Computers for Success, which currently offers \$10 per month Internet service to families receiving the maximum Canada Child Benefit.
- c. Barriers preventing school boards from sharing information with agencies that can help get devices or Internet access to students and families that need it should be eliminated during this emergency.

7. Clearly communicate programs in plain language

Governments at all levels are moving quickly to create new programs and supports, which is commendable. Making sure that these programs are clearly communicated in ways that make it **easy for people and organizations to access** them will be key to

success. Keep it simple. [rTraction's self-assessment tool for businesses](#) is a good example produced here in London, built on the open source code for the COVID-19 self-assessment tool in Ontario. But not everyone has Internet access. Important information should be printed and delivered to people where they live.

8. Public health messaging for children and youth

Making sure kids and youth understand the importance of physical distancing and other public health measures is very important. Prime Minister Trudeau and Dr. Theresa Tam's focus on kids is a good example of what can be done to reinforce **kid-focused messaging** during the pandemic. All levels of government should keep the audience of children and youth in mind when communicating. Peer-to-peer campaigns may be effective in reinforcing broader public health measures.

9. Ensuring women and kids at risk of domestic violence have a safe place to go

For some women and kids, home is not the safest place to be. The isolation that is required to slow the spread of coronavirus, especially over time, may be contributing to dangerous and unsafe conditions. In line with the city's strategic priority of creating a safe London for women and girls, all levels of government should support expansion and transformation of services provided by violence against women and domestic violence agencies.

10. Aligning deferrals of rent, utilities, property taxes, mortgage payments

The sudden drop in revenue for storefront businesses that are fully or mostly closed limits their ability to pay overhead costs like rent, utilities, property taxes and mortgage payments. This impact on storefront businesses in turn impacts landlords who are experiencing declining rent revenue and difficulty making mortgage and property tax payments. This problem is especially acute for businesses that have relatively high fixed costs and relatively low labour costs.

Until the shutdown is over, banks, credit unions and other lenders should work closely with commercial landlords, utility companies and the City of London to ensure that 1) **deferral programs are aligned**, in terms of the magnitude and duration of deferrals and repayment schedules and 2) **commercial tenants and commercial landlords both benefit** from these deferrals during the shutdown. Regulators of financial institutions should work with them to support these deferral programs.

11. Minimizing layoffs by organizations without an immediate year-over-year revenue decrease

The federal [Canada Emergency Wage Subsidy](#), enhanced from 10% to 75%, is a much-needed support for mature businesses and organizations that have experienced an immediate year-over-year revenue decrease greater than 30%. However, for some businesses the impact of the COVID-19 pandemic will be delayed and for some businesses that have been growing very rapidly, a **month-to-month** measurement of change in revenue may be more appropriate than year-over-year. This is also an acute issue for new businesses that do not have a full year of revenues.

12. Increase wage subsidy from 10% to 75% (already actioned)

Increasing the wage subsidy from 10% to at least 75% will allow businesses and nonprofits to retain more employees on their payrolls. The federal government has already actioned this idea.

13. Coordinating the delivery of fresh, healthy food to people who are quarantined or self-isolating

Grocery stores and other stores that sell food are doing their best to adapt and meet the needs of people who cannot or do not want to enter the store. However, there is a significant and growing need to distribute food directly to people who were food insecure before the pandemic and/or people who are now unable to leave their homes. Building on the federal government's announcement of \$100 million to food banks, the city and funding organizations in our community should support the work of existing organizations and new collaborations to solve this "**last mile**" problem of food security. Barriers preventing school boards from sharing information with agencies that can help students and families directly should be eliminated during this emergency.

14. Meeting the basic needs of our most vulnerable

An issue raised in an early meeting, the provision of comfort stations, has already been acted on by city staff, with 26 stations setup in the core area. However, there is an ongoing need for access to shower facilities.

15. Providing isolation spaces for people who are experiencing homelessness

With a doubling of support from the federal Reaching Home strategy funding, City staff have supported emergency shelter providers to move approximately 100 people who are experiencing homelessness into motel rooms. A 20-bed isolation space has also been established in partnership with the London Intercommunity Health Centre. The city

should pursue more **permanent options** to provide transitional housing with appropriate **ongoing support**.

16. Increased support for crisis mental health and phone supports

Physical distancing is creating a great deal of stress on individuals and families that are following public health advice to stay home unless necessary to go out for essential trips. Reduced access to in-person mental health services is increasing the strain on already overloaded phone supports. [Increased provincial funding for Bounceback and Kids Help Phone](#) is welcome, but there is more to be done to meet the growing and urgent needs in this area.

17. Benefits delivered through Ontario Works should be as flexible as possible

The Emergency Assistance provided through Ontario Works is helpful. Both the emergency assistance and the discretionary benefits provided through Ontario Works should be as flexible as possible to cover the wide range of situations and needs people are facing.

18. Where possible and safe, adapting essential public works projects to new mobility patterns

With auto traffic dramatically reduced during the shutdown, and only when possible and safe for workers, ensuring that essential public works projects that will be proceeding take full advantage of opportunities that may not otherwise have existed, such as full road closures, to accelerate these works now in order to minimize the disruption from construction during the recovery period. Notification of the commencement of these projects should recognize that mailed notifications to businesses that are closed may not be as effective as email notifications.

19. Front-load grants and transfer payments as much as possible

All levels of government should consider prepaying or front-loading payments for approved projects and funding programs to other levels of government, companies and organizations, rather than waiting to reimburse. This will **mitigate some cash flow challenges**.

20. A local clearinghouse matching needs for essential equipment and supplies and manufacturing capabilities

The [Ontario Together program](#), launched by the province, is building on the ingenuity of Ontario's manufacturers, scientists, engineers and others to coordinate the need for essential equipment and supplies with people who can produce it. So too is the federal

effort organized through [Public Works and Government Services Canada](#). Making such information available locally through provincial and federal portals, or building a local clearinghouse of information to do the same, would be helpful for London and our broader region.

21. Eliminate 30-day waiting period for work sharing program (already actioned)

Eliminate the 30-day wait period and loosen employee criteria for the [Work Sharing Program](#), which will allow more companies to use this program to minimize layoffs. The federal government has already actioned this idea.

22. Support of postal workers and Canada Post

The dramatic changes in our economy are putting tremendous pressure on our postal system and the essential workers who make sure letters and parcels are delivered. At a time when business revenues and personal incomes are both under pressure, it is critical that Canada Post has the human resources and personal protective equipment (PPE) needed to keep workers safe and healthy so cheques in the mail can be deposited promptly.

23. Continuation of public funding for arts, cultural events and festivals that have been cancelled

Many major performances, arts and culture events and festivals have been or may be cancelled during the shutdown. To minimize the economic impact of this abrupt shutdown and position the sector for a strong recovery, all levels of government should continue to support these cancelled events rather than reduce or clawback funding.

24. Accelerating Core Area Action plan

Some of the funds allocated to increase the range and intensity of programming in the core (#44 in the approved business case), which is not possible during the shutdown, should be re-allocated to support beautification of business façades, many of which are or will be boarded up during the shutdown. Parts of the core action plan that can proceed during the shutdown, such as increased foot patrol and permanent housing with supports, should continue and be accelerated where possible.

25. Lowering the peak load on essential services like grocery stores

The essential workers who are stocking the shelves at grocery stores and processing point-of-sale transactions, as well as the customers who are buying food and essential supplies, would benefit from measures to reduce the peak load while not requiring

workers to work more hours. **Simple-to-understand and communicate measures** to balance the load such as asking people born in certain months to shop on certain days (e.g. people born in January, February and March on Mondays, as in the case of applying for the CERB), may be a way to achieve this.

26. Security staffing

With so many businesses and organizations closed, there is increased demand for security staff, but the [process of becoming licenced for security work](#) is itself impacted by the pandemic. The provincial licencing process must be able to keep up with demand. Extending existing licences during the shutdown may be a way to accommodate demand for newly licenced security staff.

27. Emergency procurement processes (already actioned)

All levels of government that are procuring essential equipment and supplies should be shortening their procurement processes to move more quickly to acquire these products. Direct procurement may be preferable than tenders and competitions, which often take much longer.

28. Flexibility in loading/unloading and delivery times

Relaxing municipal restrictions on parking, loading and unloading, especially given new mobility patterns during the shutdown, would provide greater flexibility for businesses that are continuing operations and increased delivery of parcels by Canada Post and couriers.

During the recovery

29. Focused recovery plan for entertainment, culture, tourism and hospitality sector

The shutdown of entertainment, culture, tourism and hospitality has resulted in the cancellation or postponement of hundreds of major performances, events, conferences, even entire sport seasons, and has created a huge amount of uncertainty about future events. As we move towards recovery, **coordination of postponements**, in particular, will be very important. Pushing many events from the Spring into the Fall, for instance, may divide the available local audience to the point that the success of all events is compromised.

30. Support for recovery of the airport

The impact on London International Airport has been severe. As we move into recovery, support for regional airports that have been so significantly impacted should be a priority for the federal government.

31. Closing the digital divide in infrastructure

The COVID-19 pandemic has served to highlight some deficiencies in the London Economic Region's broadband infrastructure. Businesses have raised concerns around connectivity for workers both in urban pockets within the city as well as in surrounding small urban and rural communities. These challenges limit the ability for businesses to continue operations throughout the crisis while presenting additional barriers for vulnerable Londoners requiring access to services.

1. Aligning provincial, federal and various private sector **broadband initiatives** to fill these gaps on an urgent basis will address short and medium-term challenges while also better equipping Ontario for future pandemics. These initiatives could include both the building out of broadband infrastructure as well as making devices more readily available for vulnerable Londoners.
2. Although existing refurbishment operations are impacted during the shutdown, companies and public sector organizations with surplus computers, tablets and smartphones should be encouraged to donate these devices to Computers for Success so they can be refurbished and given to people who need them.

32. Shovel-ready infrastructure stimulus projects

Responding to the economic crisis caused by COVID-19 will be a significant challenge for London businesses. In the engineering and construction industry that builds so much of our public infrastructure, firms require clear direction that projects that have been committed to by all levels of government will be proceeding where they can be done safely. During the recovery, building London and area roads, bridges, water systems, bike lanes, transit and education and healthcare infrastructure will put thousands of Londoners back to work and fuel our local, regional and national long-term economic competitiveness.

Appendix A: List of Task Force Members

Mayor's Economic Impact and Recovery Task Force

The membership of the task force is evolving. If you are interested in being part of the task force, or have ideas for consideration, please email mayor@london.ca.

3M Canada	London Economic Development Corporation
Argyle BIA	London Health Sciences Centre
Avison Young	London Homebuilders' Association
Better Business Bureau	London International Airport
Bluestone Properties	London Regional Manufacturers Association
Canada Life	Media Sonar
Diamond Aircraft	Nestle Canada
Digital Echidna	Old East Village BIA
Digital Extremes	Old Oak Properties
Downtown London	Pathways
Drewlo Properties	Paystone
Ealing Pharmacy	Pillar Nonprofit Network
Elgin Middlesex Oxford Workforce Development and Planning Board	RBC
Fanshawe College	RBC Place London
Farhi Developments	Sifton Properties
Gateway Casinos	Small Business Centre
GDLS-Canada	St. Joseph's Hospital
Goodlife Fitness	Start.ca
Hamilton Road BIA	Sterling Marking Products Inc.
Hyde Park BIA	Sun Life Financial
InfoTech Research Group	Sunfest
Libro Credit Union	TD Bank
Liuna 1059	TechAlliance
London District Construction Association	Tourism London
London and District Heavy Construction Association	Tricar Developments
London Arts Council	Trillium Manufacturing Network
London Chamber of Commerce	Western Fair District
London Development Institute	Western University
	York Developments

We want to recognize all of the City Councillors as well as Minister of Environment, Conservation and Parks Jeff Yurek (Elgin—Middlesex—London), MPPs Teresa Armstrong (London—Fanshawe), Terence Kernaghan (London North Centre) and Peggy Sattler (London West), and MPs Karen Vecchio (Elgin—Middlesex—London), Lindsay Mathyssen (London—Fanshawe), Peter Fragiskatos (London North Centre) and Parliamentary Secretary Kate Young (London West), who have listened in to task force discussions.

Mayor's Social Impact and Recovery Task Force

The membership of the task force is evolving. If you are interested in being part of the task force, or have ideas for consideration, please email mayor@london.ca.

519 Pursuit	London District Catholic School Board
Across Languages	London Food Bank
Anova	London Homeless Coalition
Ark Aid Street Mission	London Intercommunity Health Centre
Atlohsa Family Healing Services	London Middlesex Community Housing
Big Brothers Big Sisters	London Public Library
Boys and Girls Club	London Youth Advisory Council
Centre of Hope	LUSO Community Services
Centre for Research on Health Equity and Social Inclusion	Meals on Wheels
Children's Aid Society of London and Middlesex	Middlesex County
CMHA Middlesex	Middlesex London Health Unit
Cross Cultural Learner Centre	Neighbourhood Legal Services
Crouch Neighbourhood Resource Centre	Ontario Student Nutrition Program
CSC Providence	Pathways
CSC Viamonde	Pillar Nonprofit Network
Culinary Foundation	Safe Space London
Fanshawe College	Sisters of St. Joseph
Glen Cairn Community Resource Centre	South London Neighbourhood Resource Centre
Goodwill Industries	Thames Valley District School Board
Health Services for South West	United Sikhs
Life*Spin	United Way
London Abused Women's Centre	Youth for Christ
London Cares	Youth Opportunities Unlimited
London Community Foundation	

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Appendix B: A Community Response to COVID-19

[*Spreading kindness through chalk art, local woman makes requests a reality*](#)

CTV News London, Tuesday April 7, 2020

[*COVID-19: Teen ramps up his 3D printer to make medical face shields*](#)

The London Free Press, Tuesday April 7, 2020

[*Positive signs across London, Ont. neighbourhood*](#)

CTV News London (Video), Monday April 6, 2020

[*Signs of Positivity Flood London, ON Neighbourhoods*](#)

1290 CJBK (Video), Monday April 6, 2020

[*Schulich med students team up with Middlesex-London Health Unit to help in fight against COVID-19*](#)

980 CFPL, Saturday April 4, 2020

[*London-based credit union investing to protect the most vulnerable*](#)

Blackburn News, Saturday April 4, 2020

[*Goalie equipment maker switches gears during pandemic*](#)

Blackburn News, Friday April 3, 2020

[*Ontario egg farmers donating over 100,000 eggs to food banks*](#)

CTV News London, Friday April 3, 2020

[*Helping hands support London Food Bank during COVID-19 crisis*](#)

CTV News London, Thursday April 2, 2020

[*This ukulele-strumming Londoner in a banana suit is what we all need right now*](#)

CBC News, Thursday April 2, 2020

[*Coronavirus: London acts of kindness abound in a public health emergency*](#)

CTV News London, Wednesday April 1, 2020

[*COVID-19: London bank sources masks for health-care workers*](#)

The London Free Press, Tuesday March 31, 2020

[*London Goodwill, lubricants maker team up to supply hand sanitizer*](#)

The London Free Press, Tuesday March 31, 2020

[*Western producing face shields for frontline healthcare workers*](#)

Blackburn News, Tuesday March 31, 2020

[Shulich med students team up with Middlesex-London Health Unit to help fight against COVID-19](#)
Global News, Saturday, April 4, 2020

['The hospital needs us': Western producing medical face shields for COVID-19 fight](#)
CTV News London, March 31, 2020

[More city hall financial relief for taxis, food and personal services](#)
CTV News London, Monday March 30, 2020

[Dog treat manufacturer switches gears to make food for humans](#)
CTV News London, Monday March 30, 2020

[Column: Dog biscuit maker turns to bread to keep cooking amid province's non-essential shutdown](#)
The London Free Press, Tuesday March 24, 2020

[COVID-19: Acts of kindness sustaining London through pandemic](#)
The London Free Press, Saturday March 28, 2020

[Canada Life Gives \\$100K to food banks during time of increased demand](#)
The London Free Press, Friday March 27, 2020

[Kindness, community spirit on full display in London, Ont. region](#)
980 CFPL, Friday March 27, 2020

[London Hydro donating face masks to health care workers](#)
Blackburn News, Thursday March 26, 2020

[London Hydro donates thousands of masks for front-line health care workers](#)
CBC News London, Thursday March 26, 2020

[COVID-19: Social media, video calls connect long-term care residents to community](#)
The London Free Press, Wednesday March 25, 2020

[Free financial planning advice during pandemic](#)
CTV News London, Wednesday March 25, 2020

[Community Living London calming COVID-19 fears of those with developmental disabilities](#)
CTV News London, Wednesday March 25, 2020

[Dinosaur walking the streets of London, Ont. puts a smile on people's faces](#)
CTV News London, Tuesday March 24, 2020

[Labatt to make hand sanitizer for frontline workers](#)

Blackburn News, Sunday March 22, 2020

[Local distillery, factory re-tooling to supply Ontario with much-needed medical items](#)

The London Free Press, Saturday March 21, 2020

[London's South Asian community helping out during COVID-19 outbreak](#)

CTV News London, Friday March 20, 2020

[Coronavirus: London technology firm offering free help to move workers online](#)

The London Free Press, Friday March 20, 2020

[Outpouring of community support amid outbreak](#)

CTV News London, Friday March 20, 2020

[London, Ont. announces task forces to help businesses, vulnerable during COVID-19 pandemic](#)

980 CFPL, Thursday March 19, 2020

<https://globalnews.ca/news/6704716/london-task-force-businesses-vulnerable-covid-19/>

[Mayor launches task forces as COVID-19 impacts mount](#)

CTV News London, Thursday March 19, 2020

[Column: Amid coronavirus contingencies, cancer clinics sound tiny note of hope](#)

The London Free Press, Thursday March 19, 2020

[Struggling London, Ont. businesses get a helping hand](#)

CTV News London, Thursday March 19, 2020

[Meals on Wheels asking for sanitizer donations](#)

Blackburn News, Thursday March 19, 2020

[London student task force delivers groceries to those in self-isolation during coronavirus outbreak](#)

980 CFPL, Tuesday March 17, 2020

[Student team delivers during COVID-19 crisis](#)

Western News, Monday March 16, 2020

[Food Services at Bud Gardens fills the fridge at My Sisters' Place](#)

Blackburn News, Saturday March 14, 2020

[United we stand: London grocery store donates \\$10K to COVID-19 research](#)

CTV News London, Thursday March 5, 2020