

## **Emergency Social Services Branch – Activated Response COVID-19 Pandemic**

There is currently one MOJ staff working in the ESS activated response in a .8 position and three MOJ staff who are fulfilling ESS tasks alongside their regular MOJ duties.

The one staff who is solely working on ESS tasks answers the COVID-19 Referral Line, monitors the COVID-19 Mutual Aid Facebook page, assists residents with food & basic needs deliveries, facilitates access to accommodation for residents who require a space to self-isolate and liaises with local agencies to provide the most up to date information to residents and the ECC.

These activities are over and above the work that is done by Community Outreach Services and other local organizations like the Jasper Food Bank.

### **EMERGENCY SOCIAL SERVICES STATISTICS FOR THE LAST MONTH**

- 146 meals delivered
  - Meals were donated by the Community Dinner program, Coco's Café and Easy Eats by Pursuit and are made available to residents through the activated ESS response.
- 4 deliveries of basic needs
- 8 volunteers trained and ready for food running or Friendly Phone Calls requests
- 50+ posters and flyers delivered and hung for Friendly Phone Calls
- 4 people helped in finding self-isolation accommodation

### **COVID-19 MUNICIPAL REFERRAL LINE**

The referral line was set up as an information line for residents, but has also been utilized by potential visitors with inquiries about visiting Jasper during the pandemic.

#### **53 phone calls on the referral line:**

- March 23 – 29                      16
- March 30 – April 5                14
- April 6 – 12                         10
- April 13 – 19                        7
- April 20 – 27                        6

#### **Some of the questions asked and concerns brought up on the referral line:**

- Can we visit Jasper?
- When driving through on Highway 16 or from Highway 93 can we stop in Jasper for gas or food?
- What camping is allowed in JNP?
- Can I get through the park gates?
- Can repair companies from Hinton and surrounding areas come into the townsite/park to do work?
- Questions on social distancing – people are confused about who to let into their home etc.
- Where to file a complaint if they feel someone isn't practicing social distancing/quarantining?
- Parks trail information – what is open/closed and who can access?
- What is open at the transfer station for recycling?
- General complaints about people in the community not following AHS protocols.

### JASPER COVID-19 MUTUAL AID FACEBOOK PAGE

This group was created on March 18 as a place for residents to coordinate support for people who are isolated during the COVID-19 outbreak. The goal is neighbours helping neighbours and useful information sharing. The group has resulted in countless community connections, with residents running errands for one another, delivering prepared meals to one another and making masks for each other. It has also been a place for information sharing about public health information and how some businesses have adapted to the pandemic.

#### **Stats:**

- 1,642 members
- 586 posts
- 3,522 comments
- 18,751 reactions (likes, dislikes, loves)