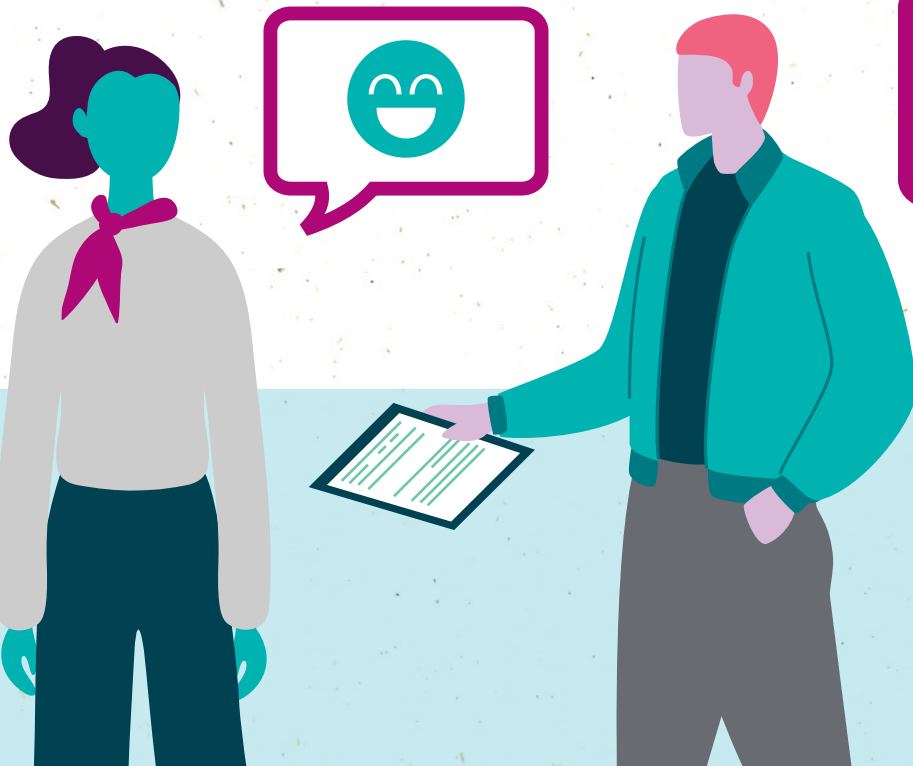


# COVID-19 Pandemic Response: Partner Debrief Summary

January 2023

In June and July 2022, Public Health Sudbury & Districts undertook a community process to collect feedback from partners about their experiences with the local COVID-19 response. Responses were collected from 16 sector-specific focus groups that were led by a facilitator. The sessions were conducted using Microsoft Teams and an online survey was made available to anyone who was unable to attend.

Participants were asked to consider strengths and challenges, key lessons learned, and what may be needed to support a future emergency response. The following report represents the themes and suggestions collected!



## What worked:

Partners identified the following actions and activities as beneficial or helpful to meet their respective client and stakeholder needs throughout their pandemic response.

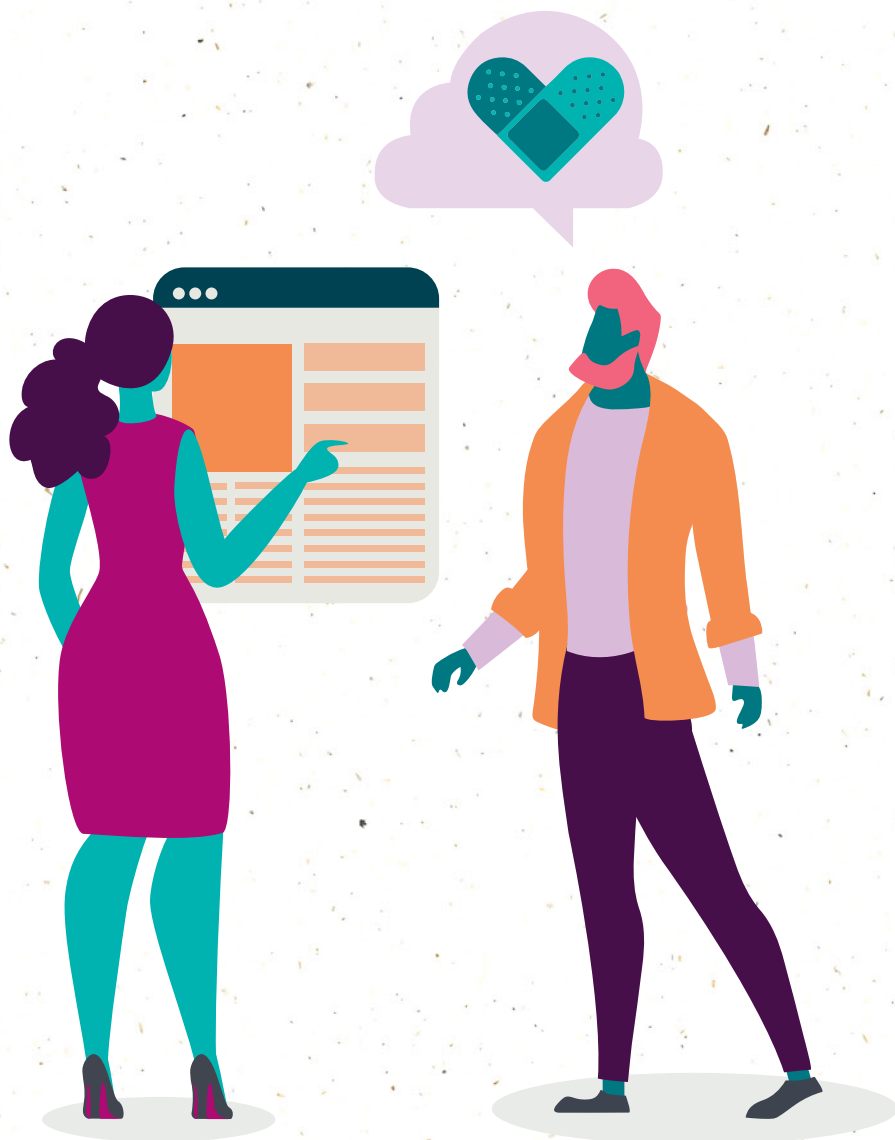
- Regularly scheduled meetings provided information and opportunities to have questions answered and concerns heard.
- Communication that was clear and consistent, despite a constantly changing information environment.
- On-the-ground presence; Public Health staff attended locations, such as congregate living\* facilities or businesses to support the implementation or enforcement of COVID-19 response measures.
- Oversight of a mass vaccination campaign that engaged all citizens.
- The provision of infection, prevention, and control expertise, including personal protective equipment and guidance on what to do during an outbreak. This was especially important for congregate living settings and health care settings.
- The coordination and management of case and contact tracing.
- Using our network of strong partnerships to marshal information, support, and resources in support of common goals.



\* Congregate living settings include long-term care homes, retirement homes, Elder Care Lodges, and other congregate settings that provide assisted-living services.

## Opportunities to strengthen:

Partners identified the following aspects and areas to improve ongoing and future pandemic response.



- Identify and share with partners the respective contact person at Public Health depending on the subject area.
- Examine Public Health's review and approval process to ensure it is responsive to stakeholders who, given the nature of their mandate, require urgent guidance to protect their clients, customers, and staff.
- Continue to collaborate with neighbouring health units to determine whether there are opportunities to better align guidance for those stakeholders who are served by two or more health units.
- Continue to advocate for greater coordination between the provincial and federal governments and work with the Ministry of Health to ensure that announcements and guidance directives are provided in a manner that benefits all.
- Use our collective voice to seek clarity on cross-jurisdictional matters and convey the importance of internet connectivity as a positive influence on pandemic response efforts.
- Work with municipalities and townships to identify accessible locations for vaccine clinics and vaccine storage.
- Provide stakeholders with our rationale when providing a decision or directive so that we continue to be transparent and accountable.

## Moving forward

To build better, more resilient, and fairer communities, Public Health understands that partnerships, collaborations, and collective action are essential elements. And so, as we continue to work in support of our clients and communities, Public Health commits to strengthening our existing relationships locally and provincially and to seek out new partnerships and collaborations. We will do this in parallel with our efforts to review and update our procedures. We will do this because we are steadfast in our desire to improve our capacity to respond to the ongoing pandemic and to be ready for emerging public health events.

**Because only together can we create healthier communities for all.**

To learn more about the feedback collected, visit [Surveys and results \(COVID-19\)](#) on our website.



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