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To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
"Baas, Chris" <chris.baas@vancouver.ca>
Date: 4/2/2020 9:54:07 AM
Subject: New EOC Business Communications and Support Office

Dear Mayor and Council,

As discussed in the 2020-04-01 Staff Council Briefing on Covid19 economic impact and mitigation, in order to ensure we are providing sufficient support to our local business community during this crisis, we have established the **City of Vancouver Covid19 Business Communications and Support Office** within our Emergency Operations Centre.

- This Office will be formally launched to the public on **Friday, April 3, 2020** via press release.
- It will be a concierge service for business owners who want information from and/or want to make suggestions to the City.
- Chris Baas** is currently leading this Office.
- Points of entry into this Office for the public will be:
 - Phone, via **311**
 - Email, at COVIDResponseforBusiness@vancouver.ca
 - vancouver.ca
- We also note that the Vancouver Economic Commission has developed a very robust, up-to-date resource for the local business community > www.vancouvereconomic.com/covid-19-business-resources
- The Business Communication and Support Office will
 - Support people with navigating federal and provincial business/worker assistance programs
 - Provide information about other third-party support programs and services for business and workers
 - Provide information about City-led Covid19 economic mitigations
 - Provide information about which businesses are allowed to operate and which aren't under current provincial orders
 - Provide information about which City services to business are operational and which aren't
- Having a central office handling business communications will ensure that the City is aligned in the messaging we are delivering in response to business requests, and that this function is appropriately resourced
- This Office will also play an important role to navigate people with more complex issues that are not readily resolved within our standard communication channels to the appropriate City department or subject matter expert
- In addition to its primary public service role, this Office will also serve the important function of collecting and amalgamating information that will be communicated to City Council through the City Manager's

Office

We know that the current crisis is incredibly difficult for our local business community, and we intend to make things somewhat easier by adding this service to our EOC.

Please contact Karen Levitt or Chris Baas if you have any questions or feedback concerning this new service.

Best,
Sadhu

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Pronouns: he, him, his



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.