March 17, 2020

Dear Chief Administrative Officers:

We know that all of you are extremely busy addressing the complex challenges associated with COVID-19 in your communities and that you’re actively and continually evaluating the actions you need to take at the direction of the Provincial Health Officer, Dr. Bonnie Henry. We also know there are various corresponding non-health-specific operational questions and decisions that you’re making and that many community leaders are facing similar questions.

Therefore, as part of the provincial government’s coordination and communication on COVID-19 response, I’m reaching out to you to help clarify the various information and operational access points we’ve established for Local Governments and to offer to make myself available to you to address executive-level concerns or questions.

**Central General Resources**

In addition to the daily public updates from the Provincial Public Health Officer and the Minister of Health, there are central resources for health and non-health information and questions that your organization and communities should access:

- **Health Information:**
  - British Columbia Centre for Disease Control
  - Public Health Agency of Canada
  - **Phone:** 811 or 1-888-COVID19 (ServiceBC)

- **All Non-Health Information:**
  - **Phone:** 1-888-COVID19 (ServiceBC)

**EMBC Communication and Coordination**

Emergency Management BC (EMBC) is launching daily regional calls aimed at providing regular updates to the emergency managers of local governments and other large entities within each region, and for those representatives to raise key questions and issues to the Province.

There will be a medical health officer on each call, along with emergency management representatives. Contact your regional EMBC office if you need more information.

Municipal Affairs and Housing (MAH) will also assign a regional liaison to join the daily calls and help raise and disposition any MAH-specific issues. The Regional liaisons will be:

- **South West** – Tara Faganello  Tara.Faganello@gov.bc.ca
- **Central** - Liam Edwards  Liam.Edwards@gov.bc.ca
• **South East** – Kara Woodward [Kara.Woodward@gov.bc.ca](mailto:Kara.Woodward@gov.bc.ca)
• **North East** – Marijke Edmondson [Marijke.Edmondson@gov.bc.ca](mailto:Marijke.Edmondson@gov.bc.ca)
• **North West** – Jessica Brooks [Jessica.Brooks@gov.bc.ca](mailto:Jessica.Brooks@gov.bc.ca)
• **Vancouver Island** – Nicola Marotz [Nicola.Marotz@gov.bc.ca](mailto:Nicola.Marotz@gov.bc.ca)

In addition to these standing daily calls, EMBC is working with ministries and partners to organize topic-based discussions on issues that require specific focus or coordination, e.g. vulnerable populations or renters. If there are specific issues that you feel need to be escalated to a different level of disposition, your first line of escalation is through your emergency manager. You can also flag them for your MAH Regional liaison if you find it helpful.

**Elected Officials and Executive Communication**

**Elected Leaders Weekly Townhall**

Next week, Minister Robinson will begin hosting weekly regional calls for the Mayors and Regional Chairs to check in on key issues and concerns. The call is meant to escalate topics of strategic or critical concern that are not already being addressed through the EMBC and staff structures, and to hold discussions about future planning needs. CAO’s will also be invited to join these calls and invitations and logistics are forthcoming.

**CAO Communication**

As noted above, I am also making myself available to you for critical executive-level information-sharing and issues-escalation. I will utilize this CAO email distribution list to more directly share information or directions from the Province, which may overlap with information your emergency managers are receiving or may be specific to you in your capacity as the public service leader. I would also like to hear from you if you have questions, issues or concerns that are not being addressed through the Health and EMBC structures but ask that you utilize those channels first and reach out to me as an escalation measure.

Overall, our aim is to further good information sharing; it is also intended to create a direct channel of information-sharing with you and to ensure you have executive-level contact within government especially if you are not easily finding the information you need through standard EMBC and Health channels, and are needing input on any specific issues of concern.

I know that things are moving very rapidly on the COVID response efforts, and that each of you, your elected officials and members of community are having to make rapid choices on a whole number of very challenging issues. No one order of government can manage all of these challenges alone and we look forward to our ongoing and active partnership to work through the challenges and solutions together. Thank you so much for all your dedication and work in these challenging times.

Sincerely,

Kaye Krishna
Deputy Minister
Ministry of Municipal Affairs and Housing