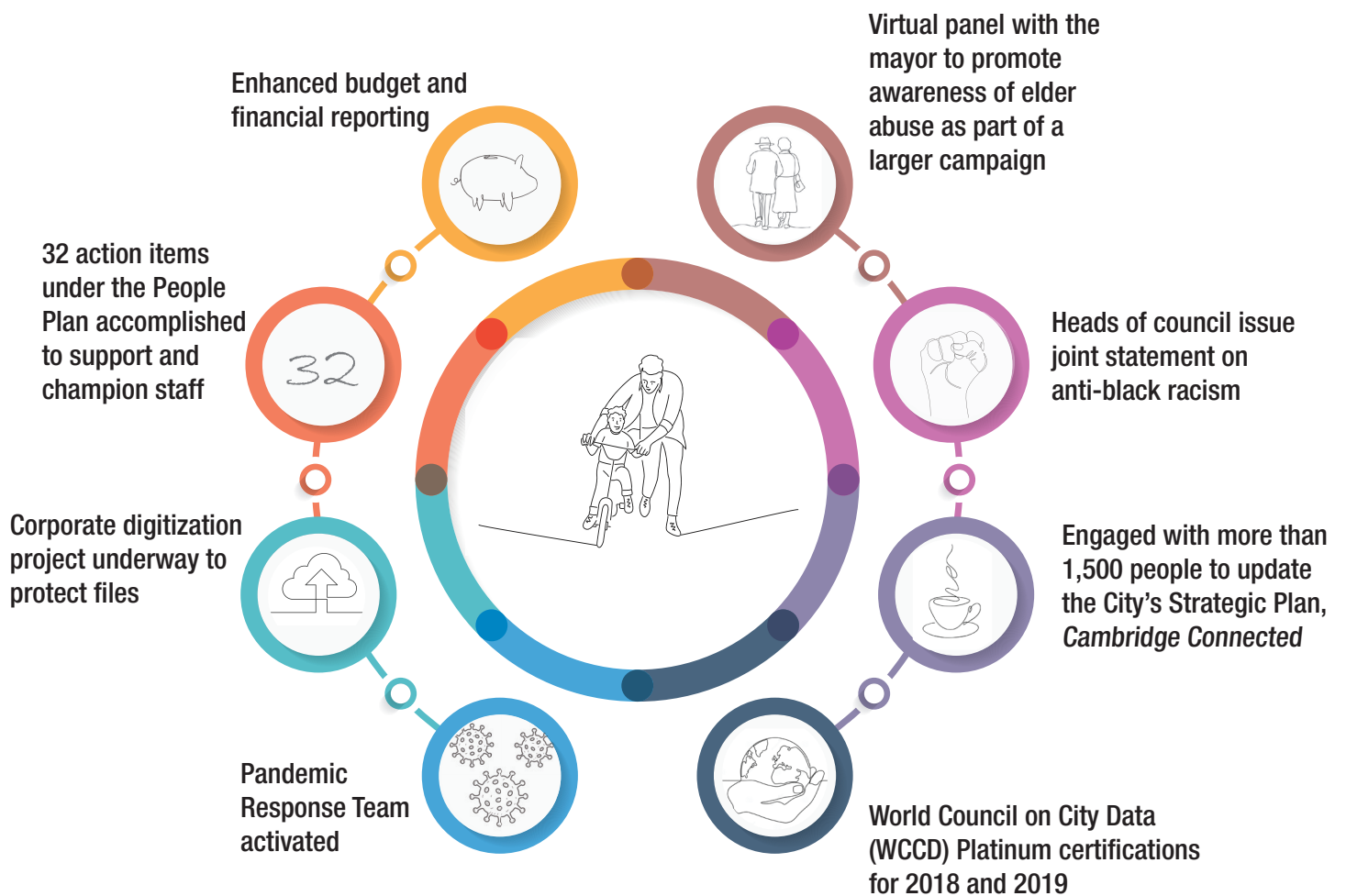




To actively engage, inform, and create opportunities for people to participate in community building, making Cambridge a better place to live, work, play and learn for all.

How we accomplished this...

PEOPLE AT A GLANCE



While 2020 was a challenging year, we continued to focus on community wellbeing by promoting a caring community - in new, virtual and creative ways amidst a global pandemic - where people can make strong connections with others and lead safe, healthy and productive lives.

PEOPLE



In 2020, the City leveraged funding from a Settlement Grant from Immigration, Refugees and Citizenship Canada to develop a Newcomer Outreach Program. We celebrated diversity and inclusion by installing a new rainbow crosswalk in downtown Galt, collaborated in innovative ways to recognize Black History Month and welcomed newcomers to Cambridge with a virtual event and new Welcome Cambridge service map (cambridge.ca/welcomecambridge). We also focused on making Cambridge a great place to live for all ages with inclusive programs such as:

- “Adopt a grandparent” volunteers connecting with isolated seniors who would benefit from some extra cheer
- Cambridge Youth Advisory Committee putting together a team for Kids Help Phone’s Never Dance Alone-A-Thon (May 31)

City staff and Council continue to advocate for long-term and compassionate solutions at regional, provincial and federal levels to address complex social issues such as homelessness and poverty, as well as funding for addictions and mental health programs.

In 2020, the City partnered with community members to approve the Cambridge Neighbourhood Table initiative and has been working with the Waterloo Regional Police Services (WRPS), as well as boosting the presence of by-law and the Ambassador Team in the cores to ensure public safety. We also approved the lease of a city owned surplus lot for the Region of Waterloo to use for affordable housing.

Importantly, with the onset of the COVID-19 pandemic, the City’s Emergency Operations Centre (EOC) was activated and dedicated pandemic response and various recovery tasks forces were created (Pandemic Working Group, Recovery Task Force, Facility Task Force, PPE Task Force, and Reinstatement Task Force).



We provided open, transparent, accountable and innovative leadership in local governance and service delivery.

This was a year that did not go as planned. Early in 2020, we launched a process to update our strategic plan, Cambridge Connected, and completed our first ever community-wide satisfaction survey. With the world-wide pandemic, consultation and engagement for this strategy had to be revised but we continued to connect with stakeholders virtually and have many conversations about how the City should prioritize, plan and act on the things that are most important to our community. The final draft is anticipated to be presented to Council in January 2021 for decision.

In addition to a comprehensive pandemic response, the City also took a proactive approach to ensuring high quality services and programs could be delivered to the community.

Leadership on this included:

Moving operations to the virtual world

- Virtual live-streamed Council meetings (cambridge.ca/councillive)
- 2020 Association of Municipalities Ontario (AMO) Virtual Conference
- Virtual celebration of 93 employees for milestone years of service
- Service Cambridge customer care portal
- Virtual all-employee staff meetings
- Improving online services and continuing to provide services during pandemic shutdown

Increasing internal and external communication

- Weekly message from the City Manager updating staff
- Increased communication to public and coordination with regional communications
- Social media contests (**#springfromhome**, **#mymaskstyle**, Halloween, Christmas parade)
- Sharing news of City initiative stories in new ways through the Year in Review and other publications
- Online maps developed to support projects such as **#OrderFromHome** and **Welcome Cambridge**



PEOPLE



Focused on employee wellness and support

- New employee recognition tools
- Wellness resources
 - Workplace mental health training
 - COVID-19 procedures training
- Redeployment of Staff policy and Working from Home (Pandemic Response) Policy

Enhancement of internal services

- Enterprise Risk Management – Corporate Risk Management Policy, Enterprise Risk Management Framework and software implementation (risk, incidents and certificates of insurance)
- Annual risk management reporting to Council
- Facilities management centralization
- Learning Management System
- AMANDA digitization plan and portal (film permits, trade licenses and permit rebates)
- New software and applications to improve employee productivity and security in the digital work environment
- cityONE capital reporting dashboard

Highlight – Ward 7 By-election

The City conducted a safe and democratic by-election that complied with both the Municipal Elections Act and Public Health guidelines. The election included in-person, proxy and curbside voting with advanced polls on September 26, October 2 and October 3.



Numerous safety precautions were in effect including: health screenings, maximum capacities, single-use pens, plexiglass barriers and enhanced cleaning. Voter turnout was 21.11% with 1,232 of eligible voters casting a ballot. On October 16, Scott Hamilton was officially sworn in as City Councillor for Ward 7.

