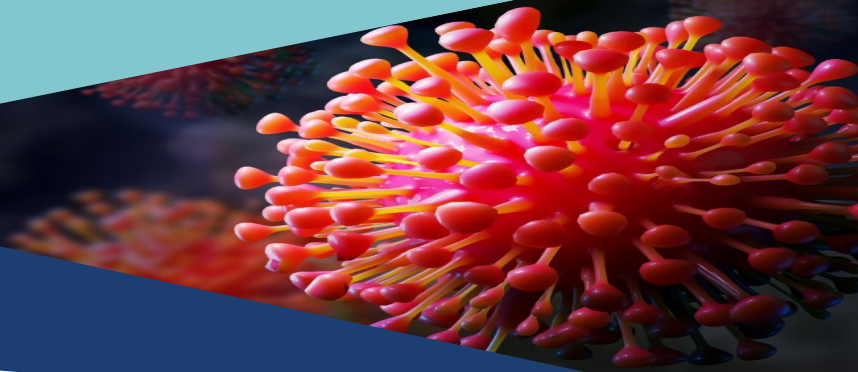


Audit of the Governance of the City's Pandemic Response



Office of the
Auditor General
City of Ottawa



Why we did this audit

Due to the significant and prolonged impact the COVID-19 pandemic had on the City of Ottawa and its residents, the Office of the Auditor General (OAG) decided to assess specific elements of the City's pandemic response. This audit focused specifically on assessing the City's governance structure, and associated mechanisms, to support its response to the pandemic.



What we found

We found that the City had an established governance structure in place, with the flexibility to scale as needed, to respond effectively to the pandemic. The success of the City's pandemic response was due to the hard work, dedication and commitment of senior leadership and staff across the City, Ottawa Public Health (OPH) and partner organizations.

Notwithstanding, the audit noted some opportunities to improve and strengthen practices for future emergencies.



We made four recommendations to ensure that:

- Roles, responsibilities and authorities of key decision makers are clearly documented and communicated when the emergency response governance structure is complex;
- The City continues to build additional capacity to support the Office of the Emergency Management for future long-standing/overlapping events;
- Communication to support transitions/demobilizations is strengthened to increase clarity for all stakeholders; and,
- The City and OPH develop a principles-based memorandum of understanding (MoU), or similar tool, that outlines how the two organizations will generally work together for different types of emergencies in the future.

For more details on this report please visit our [website](#).

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