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CAO APPROVAL

The Chief Administrative Officer approved the following recommendation:

Report Number: CAOP 32/2022

Approved: March 25, 2022

That the Chief Administrative Officer and City Clerk **EXECUTE** the signing of the TELUS Business Connect Agreement for 2022 for the implementation of a call triage system designed to enable additional Disability Management Specialists to support the call volume to the DMS On-Call Line re: COVID-19 exposure calls when needed, satisfactory in form to the City Solicitor, in financial content to the Chief Financial Officer and City Treasurer, and in technical content to the Executive Director of Human Resources.

Report Number: CAOP 32/2022

Clerk's File: SI/14334

Anna Ciacelli

Deputy City Clerk/Supervisor of Council Services
March 28, 2022

Department Distribution

Executive Director of Human Resources
Purchasing Manager
Financial Planning Administrator
Commissioner, Corporate Services / Chief Financial Officer / City Treasurer
Chief Administrative Officer

External Distribution