



# COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	July 28, 2023
<b>SUBJECT:</b>	Adjusted Operating Hours for Whitehern Historic House and Gardens (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	John Summers Manager, Heritage Resource Management Planning and Economic Development Department
<b>SIGNATURE:</b>	

The purpose of this Communications Update is to provide the Mayor and Members of Council with an update on changes to the operating hours for Whitehern Historic House and Gardens. In recent months the site has experienced the cancellation of bookings involving exterior photography because of site conditions. In response a hold was placed on taking new bookings. The situation around the site continues to be challenging however and there has also been a decline in walk-in attendance.

Given the decline in attendance and bookings, the operating hours for Whitehern Historic House & Garden will be temporarily adjusted. Effective August 1, 2023, and continuing until further notice, the museum will be open by online appointment only from Sunday to Friday and will continue to be closed on Mondays as at present. The site will be open for regular operating hours on Saturdays, which have historically been the day of highest visitation during the summer months and guided tours will be offered for which tickets can be purchased online and at the door.

During this time, site staff will be focussing on project work, outreach, and interpretive planning in support of the Hamilton Civic Museum Strategy. Tourism and Culture staff will continue to carry out daily maintenance and building checks. Contract security patrols will also be maintained.

---

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**SUBJECT: Adjusted Operating Hours for Whitehern Historic House and Garden  
(City Wide) - Page 2 of 2**

---

If you have any questions regarding this communication, please contact John Summers, Manager, Heritage Resource Management at (905) 546-2424 Ext. 1747 or by email at [John.Summers@hamilton.ca](mailto:John.Summers@hamilton.ca).

**APPENDICES AND SCHEDULES ATTACHED**

N/A