



Media Release

Town of Midland Municipal Office to offer services by-appointment only, effective December 21, 2020

December 17, 2020 – With the province recently moving the Simcoe Muskoka District Health Unit into the Red-Control level of the [COVID-19 Response Framework](#), and with the growing number of COVID-19 cases in our region, in part due to the recent outbreak at Georgian Bay General Hospital, the Town of Midland will be offering services “by appointment only” at the Municipal Office, effective Monday, December 21, 2020. This change will continue for the 28-day period consistent with the new framework level and will be re-evaluated accordingly.

“In an effort to alleviate any added pressure on our health professionals, our Emergency Control Group at the Town has made the decision to revert back to our “by appointment only” model,” said Mayor Stewart Strathearn. “This change in service delivery will allow staff to control the number of customers in the Municipal Office at a given time, adhering to the response framework restrictions.”

For a list of services available, and information on how to book an appointment, please visit Midland.ca/COVID-19. When customers with an appointment arrive at the Municipal Office they can:

- Call 705-526-4275 ext. 2255; or
- Email service@midland.ca

Signage will be posted at the Municipal Office advising customers of this process.

“We appreciate the cooperation of our residents during this time and encourage everyone to adhere to the public health guidance on restricting trips outside of the home for only essential reasons such as work, school, groceries/pharmacy, health care, assisting vulnerable individuals, or exercise and physical activity,” said David Denault, Chief Administrative Officer. “Our staff have done a tremendous job of not only working together to establish health and safety protocols when the office was reopened in September, but to also adjust in short order to the new realities of being moved to the Red-Control level and ensuring we can continue to provide the services our residents expect.”

The Municipal Office will be closed from December 24, 2020 to January 1, 2021 for the holidays and will reopen on Monday, January 4, 2021, continuing to offer services by appointment only. Essential community services such as Water and Wastewater, Fire and Policing are not impacted by this change. For any urgent situations regarding essential Town services during the holiday closure including watermain breaks, residents can call the after-hours line at 705-527-4424

The Town of Midland will continue to monitor the COVID-19 situation and provide updates on our website at Midland.ca/COVID-19, and we encourage residents to follow our social media channels for updates as well, [@MidlandON](#) on Twitter, and [@townofmidland](#) on Facebook.

For more information on the state of COVID-19 in our area, please contact the Simcoe Muskoka District Health Unit at 705-721-7520 or 1-877-721-7520 or visit their website at simcoemuskokahealth.org.



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