



Media Release

Town of Midland Municipal Office to offer restricted walk-in service beginning February 22

February 19, 2021 – Since December 21, 2020, the Town of Midland Municipal Office has been offering essential services by-appointment only, keeping the health and safety of both residents and staff a priority and to help prevent the spread of COVID-19. During this time staff have continued to work both remotely and at the office, while adhering to guidance and recommendations from the Simcoe Muskoka District Health Unit.

With the Simcoe-Muskoka District Health Unit now in the Red-Control level of the Ontario Government's COVID-19 Response Framework, the Municipal Office will begin offering restricted walk-in service on Monday, February 22, 2021. The restricted walk-in service will offer some services with no appointment needed, while some services will require an appointment, and other services will remain suspended at this time to limit the number of people inside the building.

To adhere with the current restrictions in place for the Red-Control level, there will be a limit of 5 customers in the customer service lobby. Staff will monitor the situation carefully and welcome feedback from our residents. Should the situation require changes we will react accordingly and update the public.

“The number of COVID-19 cases has declined in our region, which is positive news. However, with new variants spreading we must remain vigilant in our efforts to prevent those numbers from rising,” said Mayor Stewart Strathearn. “We welcome having walk-in customers again and the return to some sense of normalcy, however we still must ensure we only leave our homes for essential trips as much as possible. Stay home, stay safe, save lives.”

Customers will be able to enter the Municipal Office through the Third Street entrance only, from 8:30 a.m. to 1 p.m., and 2 p.m. to 4:30 p.m. The office will be closed between 1 p.m. and 2 p.m. daily for cleaning. Signage and traffic flow guides are in place to fully illustrate the rules/protocols when entering the building.

Service Status Effective Monday, February 22:

Walk-in, no appointment necessary:

- Tax and Utility Bill Payments
- Mid-Pen Transit Smartcard sales/re-loads
- Tax Certificates / Tax Statements
- Death Certificates / Burial Permits
- Garbage tags
- Parking ticket payment
- FOI fees



By-Appointment only

- Planning & Building Inquiries / Applications
- Pick-up of Building Permits
- Building Inspections
- Marriage Licenses (Midland residents only)
- Lottery Licenses
- Taxi-Cab Driver Licensing
- Dog tags (drop-off of completed applications/payment)
- Commissioner for Taking Oaths and Affidavits (Midland residents only)

Suspended Services

- Fire Permits;
- Meter Bags;
- Hawker/Peddler/Refreshment vehicle licenses;
- Seasonal boat slip permits
- Curb Cuts for driveway
- Prior-year tax bill stamps

“Ensuring that we can provide essential services in a safe manner has always been a priority for us, and with our region back in the Red-Control level now is the time to unlock our doors for restricted walk-in service,” said David Denault, Chief Administrative Officer. “The continuous change in service style has been a challenge for both residents and staff, and I want to thank all involved for their patience and ability to adjust in these uncertain times.”

The Town of Midland will continue to monitor the COVID-19 situation and provide updates on our website at [Midland.ca/COVID-19](https://www.midland.ca/COVID-19), and we encourage residents to follow our social media channels for updates as well, [@MidlandON](https://twitter.com/MidlandON) on Twitter, and [@townofmidland](https://www.facebook.com/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](https://www.simcoemuskokahealth.org).



For media enquiries, please contact:

Randy Fee | Communications & Marketing Coordinator
Town of Midland | 575 Dominion Avenue, Midland, ON L4R 1R2
705-526-4275 ext.2264 | rfee@midland.ca | [Midland.ca](https://www.midland.ca) | [Engagingmidland.ca](https://www.Engagingmidland.ca)