



Update – August 28, 2020

1) COVID-19 Recovery Committee update




The Municipal Office will reopen to the public on September 14, 2020. Offering our employees a safe environment to work and our residents a safe convenient option in addition to appointments. Employees in the office will be returning as per their schedule. This will be re-evaluated regularly and may change at any time, based on the status of the pandemic and any feedback from employees. Please ensure you communicate with your managers as departments prepare their schedules to provide customer service with reopening Town Hall for residents.

- CRC is meeting with SLT, the Customer Service Committee and Customer Service Counter employees on Sept 1 to:
 - Finalize the in-person customer service experience.
 - CRC created a mock of the area, providing delineated pathways and waiting areas for customers when we open.
 - Discuss assisting customers, occupancy loads, appointments, and walk-ins etc.
- Visuals will be provided once barriers, floor and banners etc...have been installed.
- Banners and floor signage have come in, with more signage currently being created.
- Hallway mirrors have been erected for safety
- Municipal Office will have a ‘one stop shop’ in the east hall (past the double doors) for all employees that come in to retrieve mail, postage, supplies and A/P-Finance drop off. Expected completion date is dependant upon contractor availability.
- IT has requested no personal visits to the IT area. All support requests must be submitted to ITSupport@midland.ca and any technology returns be made to the Hugel room

2) Employee Service and Recognition

Employee Appreciation lunch will be held COVID style, with your respective “Team bubble” the week of September 14 – 18, 2020.

Employee Awards – The Customer Service and Health & Safety Committees have sent out emails for nominations. Be sure to vote.

	<p>To recognize an employee or group who not only delivers but celebrates excellence in customer service in the Town.</p> <p>Update - Gift certificate of their choice from a Midland business - \$200 value total</p>
	<p>To recognize an employee or group who has identified a safety concern and been a part of implementing process improvements to eliminate and/or reduce the safety risk.</p> <p>UPDATE - Gift certificate of their choice from a Midland business - \$200 value total</p>
	<p>To recognize an employee or group who has adopted and blazed the trail to implement initiatives of the Service Delivery Model.</p> <p>UPDATE - Gift certificate of their choice from a Midland business - \$200 value total</p>



3) Midland COVID-19 Assessment Centre Relocated

- As of today, Friday, August 28, the Midland COVID-19 Assessment Centre has been relocated from the old location at 845 King Street to its new location at 1156 St. Andrews Drive. The Centre is located inside the clinic building in the Georgian Bay General Hospital's parking lot.
- Appointments can be made by calling 705-529-1025. The call centre for booking appointments is open 8 a.m. to 8 p.m., seven days a week.

Read the GBGH's media release here: [Midland COVID-19 Assessment Centre Relocated](#)

If you think you may have COVID-19 symptoms or have been in close contact with someone who has it, first self-isolate and then use [Ontario's Self-Assessment Tool](#) to see if you need to seek further care.

Remember to pre-screen daily when entering any Town building.

Any changes within a department will now be provided to Randy to be included in an update and copied to Clerks@midland.ca for tracking.

We are looking for positive news/stories about Town departments and staff to share both internally and externally. Please email fee@midland.ca with details so we can promote the great work everyone is doing!