



Update – September 4, 2020

### 1) COVID-19 Recovery Committee update

- Municipal Office: Jim and Kim met with the Customer Service Reps to walk them through the mock-up of the customer service area. This gave them an opportunity for a visual of the space and to discuss any questions or concerns at the CRC scheduled meeting this week. Some good questions came out of the meeting regarding customer service in general.
- All facilities: We now have smocks to assist employees where they may need that PPE. Please notify your manager for any re-orders but please allow time for shipping.

#### Recovery framework Changes:

- Municipal Office- Upon opening the Municipal Office doors September 14th:
  - All employees shall enter/exit either on the Dominion entrance or ground level entrance off Second St. (OPP parking area).
  - Employees are encouraged to use the back-entrance parking (south of the OPP parking lot) or on Dominion Avenue
  - 'Customer Parking only' signs will be erected in some Third St parking lot spots
  - All employees shall use their key fob to enter and exit the building for contact tracing (once they are installed)
  - With this swipe in and out, sign-in boards are no longer required for municipal office employees
  - Customers will enter and exit through Third St. They shall follow all signage while in the facility to ensure everyone's safety. This includes screening, wearing a mask, following the arrows and signage
  - No customer will be turned away; however it is strongly encouraged for customers to make appointments for all services except for payments
  - External appointments with staff - Customers will be asked to go to a 'new' waiting area by the brick wall adjacent to Council Chambers (top of Dominion St. stairs). Each employee needs to ensure they go out to meet their customer at the appointment time
  - Dominion Room is designated for external meetings only. Please try to use Teams for internal meetings.
  - Customer Break out area - A Counter will be placed across from Council Chambers for customer appointments (e.g. building plans review). This will also be used for Council members when needed
  - A midday closure will take place from 1 p.m. to 2 p.m. for high-touch point cleaning.

### 2) Municipal office moves

An office shuffle was completed this week to bring departmental staff together and to accommodate some new hires. A big shout out to those employees who were so accommodating in the office moves to your new home.

- Current Municipal Office moves include:
  - Shannon & Claire are now where Nicole & Karen used to sit;
  - Charman is in the summer students' events room;



- Kim is in Andy's old office;
- Mitch is in Kim's old office;
- Karen Mealing is in Mitch's old office;
- Nicole is at the NSSRC;
- Mike is temporarily in Jennifer May's old office; and
- Jennifer May will continue to work remotely.
  
- New Municipal Office Employees arriving September 8:
  - Emily Morden, our new Asset Management Coordinator will be in Charmen's old office; and
  - Planning Student (Riley is returning) will be where Jen G. used to sit.
  
- Municipal Office – (recruitment under way):
  - Senior Project Manager will be where Payroll was.

### **3) Ontario researchers make strides in predicting severity of coronavirus in patients**

- A team from Lawson Health Research Institute and Western University in London, ON., is reporting groundbreaking discoveries that researchers hope will lead to better outcomes for those seriously ill due to the novel coronavirus.
- The two small studies, published back-to-back this week in Critical Care Explorations, focus on identifying ways to predict the severity of illness and on understanding and treating serious blood clots.
- The findings still need to be validated with larger groups of patients.

Read the full Global News article here: [Strides made in predicting severity in patients](#)

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](mailto: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](mailto:fee@midland.ca) with details so we can promote the great work everyone is doing!