



Update – April 1, 2020

1) Centralized Customer Service – Town Main Phone Line (705-526-4275)

With many staff working from home or at remote locations with limited access to their desk phones, the automated system has now been streamlined to provide a more immediate point of contact for customers and reduce the number of voicemail messages left for staff/departments.

- When callers dial 705-526-4275, the automated message will provide 3 options:
 1. Enter a known Staff Extension;
 2. Dial 9 to Search the Company Directory by Name;
 3. Dial 0 to reach Customer Service

- ‘Dial 0’ will redirect to Melanie Bader’s work cell off-site where Melanie will:
 1. Resolve the inquiry within the first contact;
 2. Contact the responsible department immediately if the matter is urgent;
 3. Research the inquiry with responsible department for follow-up with the customer to resolve the matter, or
 4. Create a case in E11 if the inquiry requires further follow up.

2) Mid-Pen Transit reducing hours of operation

Mid-Pen Transit has reduced its hours of operation for at least the remainder of this week. The new operating schedule will be the same as the normal Saturday schedule:

Penetanguishene (Leaving GBG Hospital)	Midland South (Leaving Midland Library)	Midland North (Leaving Midland Library)
8:30 a.m.	8:45 a.m.	9:15 a.m.
9:30 a.m.	9:45 a.m.	10:15 a.m.
10:30 a.m.	10:45 a.m.	11:15 a.m.
11:30 a.m.	11:45 a.m.	12:15 p.m.
12:30 p.m.	12:45 p.m.	1:15 p.m.
1:30 p.m.	1:45 p.m.	2:15 p.m.
2:30 p.m.	2:45 p.m.	3:15 p.m.
3:30 p.m.	3:45 p.m.	4:15 p.m.
4:30 p.m.	4:45 p.m.	

The reason for this change is a combination of lower ridership, and extra caution being taken for an employee at a higher risk of contracting COVID-19, resulting in fewer transit operators being available. An update on how long this reduced schedule will be in effect will be provided later this week.

3) Town of Midland closes all recreational amenities

With the Province announcing the extension of the Declaration of Emergency on March 30 ([Ontario extends emergency declaration](#)), all outdoor recreational amenities are to be closed immediately.

The Town is complying with this order by:

- Barricading entrances to sports field parking lots;
- Barricading entrances/parking lots to parks and picnic shelters;
- Removing picnic tables from parks;
- Taping off playground equipment;
- Signs will be installed advising that amenities are closed.

Green spaces in parks, trails and ravines will remain open for pass-through access, however visitors must continue to practice physical distancing.



4) Cleaning/Disinfecting Supplies

- Cleaning/disinfecting supply packages have been assembled for each Town facility.
 - *RTU Disinfectant Spray cleaner* – Product approved by the World Health Organization for COVID-19. Please DO NOT use this on the inside of Town vehicles as it has not been tested. We are in the process of sourcing a disinfectant product that can be safely used on the interior of vehicles.
 - *Heavy-duty Tork paper towel* – please DO NOT flush this product as it needs to be disposed of in the garbage.
 - *Q-tips* – For touch screens on the printers/copiers, plastic containers supplied for each device.
 - *SDS sheets* – information for the products supplied.
- Packages can be picked up at Town Hall – please contact Shawn Berriault or Kim Crewson to arrange a pick up time and they will meet you at the Third St entrance for the supplies and obtain a signature upon pickup.
- If there are specific items you require, please let Shawn or Kim know and they will try to source it for you. Supplies are limited and being rationed by suppliers; they are doing their best to ensure all areas have what they require.

5) Council to receive report tonight on Community Relief Measures: Taxes/Utility Interest

At tonight's Council meeting, a report will be presented recommending:

- Interim tax installments be deferred to June 29, 2020;
- Interest on all utility accounts be waived until June 30, 2020;
- All returned cheque fees on tax and utility payments be waived until June 30, 2020;
- Council request the County of Simcoe to defer the June 30 payment of their levy requirement until September 30, and that they consider developing a short-term loan program for County municipalities to assist through the COVID-19 pandemic if needed; and
- Staff report back at the May 20 Council meeting with further updates and recommendations based on the financial and economic conditions at that time.

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 HR@midland.ca for tracking.