

PSSDC Information-Sharing Template – September 2020

Information Sharing is collected for the purpose of the PSSDC Meeting of September 2020.

Information contained in this document cannot be shared outside of the PSSDC without the approval of the member jurisdiction (author).

Jurisdictions are kindly requested to limit information sharing to a maximum of 3 pages.

Jurisdiction:		Contact
Municipal Service Delivery Officials (MSDO)		
1. <u>Priorities & Accomplishments:</u> <ul style="list-style-type: none">Briefly describe what your jurisdiction sees as its top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities.Briefly describe any significant service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months.	<ul style="list-style-type: none">Most municipalities continue to focus on delivering services in accordance with Public Health and provincial directives.Many municipalities continue to enforce mask bylaws or MOH mask orders.Many staff continue to work from home, but where required for essential services staff are being brought into the workspaces with modifications.Many services are moving online and many counter services are being consolidated. Many of these plans were underway and are being accelerated.Customer Journey Mapping has been a useful tool for some to ensure that as services are being modified the experience does not deteriorate (York Region in particular)Saskatoon has created some excellent resources for staff delivering service and enforcing restrictions.Since April, MSDO has held weekly phone calls for members to share experiences. Service Canada has begun to participate in these weekly calls and have added great information sharing.	Deb Bergey, President
2. <u>Showcase Opportunity:</u> <ul style="list-style-type: none">List any significant deliverable(s), resource(s) or application(s) that you would like to present as a showcase item at an upcoming meeting or teleconference.Please provide a brief description of the item(s) to profile, time required and any other relevant information.	<ul style="list-style-type: none">There are a few possibilities to showcase member successes such as Customer Journey Mapping of the COVID testing process in Public Health at York, Training resources in Saskatoon or some digital screening tools for staff at Peel. A number of jurisdictions are looking at counter consolidation.	Deb Bergey, President
3. <u>Issues / Needs:</u> <ul style="list-style-type: none">Briefly describe any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance (e.g. pilot).If available, provide details on problem statement, project scope and targeted outcomes/deliverables.	<ul style="list-style-type: none">Contact tracing for ad hoc interactions, i.e come into a municipal building to ask a question. No documentation of the interaction. Lower risk as staff are usually behind plexiglass and interaction is short.Scripting / training resources for staff. Messaging to the public – we are open, but restrictions are in place, some services are still limited.	Deb Bergey, President