



# SIoux LOOKOUT

## Hub of the North

The Corporation of the  
Municipality of Sioux Lookout  
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## MEDIA RELEASE

September 20, 2024

~ FOR IMMEDIATE RELEASE ~

### **Changes to Accessing Municipal Staff in Sioux Lookout**

*Sioux Lookout, ON* – Starting October 1<sup>st</sup>, the Municipality of Sioux Lookout is changing the way residents access staff at the Municipal Office. These new procedures will help us serve you faster and ensure staff are ready to help when you arrive, with minimal wait.

#### **What is Changing?**

- Doors to the various departments will be locked.
- You will need to check in at Customer Service, unless visiting Sioux Lookout Hydro.
- If you have an appointment, Customer Service will call the staff member, and they will meet you in the lobby.
- If you do not have an appointment, Customer Service will see if someone is available to help you.

Scheduling an appointment will help our staff be prepared for your visit and provide an opportunity to collect any information you may need when you arrive. This will help ensure that we can help you as quickly as possible, without waiting for staff to become available or while they search for answers or documents.

No appointments are needed for payments. You can still come in without an appointment if you're paying bills like taxes or utilities. We will be happy to help you, as always.

"These changes are designed to improve the quality of service we provide by making your visit more focused, timely, and productive. We thank you for your cooperation during this transition and look forward to serving you in an even more efficient and responsive way," said CAO/Clerk, Brian MacKinnon.

For more information or to make an appointment with Municipal staff, please call Customer Service at (807) 737-2700.

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**For more information, please contact:**  
Brian P. MacKinnon, CAO/Municipal Clerk  
807-738-2170 or [bmackinnon@siouxlookout.ca](mailto:bmackinnon@siouxlookout.ca)