



March 17, 2020

COVID-19 virus Notice of Office Procedures

Despite the recent developments with the COVID-19 virus, Ironworkers Local 771 is committed to providing the same exceptional level of service to all of our members. However, for the wellness of our Members and staff, we have made the decision to close our office to all outside visitors starting Tuesday, March 17th, 2020.

What does this mean?

UNTIL FURTHER NOTICE

- We will no longer allow member walk-ins for any reason.
- Should you require a meeting with one of our staff members, you may email requests to info@local771.ca and our staff will arrange for a phone appointment.
- We are currently staffed to answer phones as normal; however, we recommend you correspond with our office via email. This will allow us to serve you better, should our staff need to work remotely.
- Dispatch will be done via phone and email only.
- For fastest service, we recommend that you submit all correspondence, including forms, via email when possible.
- Medical & dental forms can be found at <https://local771.ca/member-services/forms/> follow the instructions on each form and submit them via email to winnclaims@coughlin.ca
- Should you need to submit a paper form documents can be dropped off in our mail box in the front doors of the Hall, all documents will be subject to a 24 hour holding period before processing.
- Members who typically come in and pay for their dues in the office should plan to make their payment another way, such as:
 - Pay by cheque in the mail.
 - Pay by credit card over the phone, we can now process Debit Visa.
 - Pay by e-transfer to info@local771.ca (Please include the members name in the message)

Ironworkers Local 771 will do our best to respond to all correspondence in a timely manner, however there may be some delay in response time. We appreciate your patience and understanding on this matter. We will provide additional updates as the situation changes, and also recommend checking <https://local771.ca/covid-19-announcement-from-771/> for more information.

Should you have any questions or concerns, please do not hesitate to reach out to our office.

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