



MEDIA RELEASE

Town of Niagara-on-the-Lake Administration Buildings to Reopen for In-Person Service on February 22

The Town continues to adjust service offerings with the gradual easing of restrictions

For Immediate Release

February 18, 2022

Beginning Tuesday, February 22, 2022, at 8:30 a.m., Town Hall and the Operations Building will reopen for in-person service to the public and resume regular hours of Monday to Friday, 8:30 a.m. to 4:30 p.m.

“Yay! I am delighted that we are ready to reopen our Administration Buildings to the public once again,” stated Lord Mayor Betty Disero. “I am looking forward to seeing the faces of our wonderful community members and want to thank them for their patience throughout this pandemic. I would also like to thank Town Staff for finding ways to offer alternative service options these last two years and enhance and modernize our services. It has been a combined effort to protect the health and safety of our community. Thank you to everyone for helping to get us to this point of a safe reopening.”

Town Hall and the Operations Building will be opening for walk-in counter service and for pre-arranged appointments with Staff. Individuals coming into Town Hall or the Operations building for their scheduled in-person meeting are required to show proof of full vaccination (via QR code only). Those visiting for a quick walk-in counter service are not required to show proof of vaccination. All customers coming into Town facilities must wear a mask, unless otherwise exempt, complete a COVID-19 screening, and maintain physical distance.

“With key public health indicators improving and in alignment with the Province’s easing of restrictions, the Town of Niagara-on-the-Lake is set to reopen its Administration facilities,” stated CAO Marnie Cluckie. “Throughout the pandemic, Staff have been here to serve residents by phone and online and found creative ways to connect. Now, we are looking forward to reconnecting in-person and welcoming residents and members of the public back into our Administration buildings.”

“Seeing customers face-to-face is something our team has missed throughout the pandemic,” stated Lauren Kruitbosch, Manager of Customer Experience and Communications. “We are committed to optimizing the benefits of in-person service while maintaining and further enhancing the comfort and convenience of the remote and digital service opportunities.”

For a complete list of service options, please visit notl.com.

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