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FOR IMMEDIATE RELEASE

Enhancing Our Services at the Thorndale Lions Community Centre

Thames Centre – Thames Centre is excited to announce enhanced service offerings at the Thorndale Lions Community Centre! Starting Tuesday, October 8th, a full-time customer service assistant will be available on-site every Tuesday to Thursday from 9 a.m. to 4:30 p.m. to assist residents with a wide range of municipal services.

Residents can now access services more conveniently, including municipal payments, recreational program bookings, document commissioning, marriage licenses, civil ceremony bookings, lottery licensing, well water test kit pick-ups, blue box distribution, building and planning application submissions, burn permits, and more.

This initiative reflects Thames Centre’s ongoing commitment to improving accessibility and service delivery for the community of Thorndale. Expanding customer service availability is one of the many ways we are ensuring that municipal services remain convenient and responsive to residents' needs.

“We take great pride in the unique character of our community and ensuring that all residents have equal access to essential services is important. We’re thrilled to see this service expansion come to life and deeply appreciate the dedication of our staff in making it happen.” – Mayor Sharron McMillan

“Comprehensive services for Thorndale have been a priority for over three years with two successive councils supporting the motion to bring this to fruition. Thank you to staff for making this a reality with no added cost to residents.” – Councillor Heeman

“We are continually looking for ways to bring services closer to residents and make processes more seamless. This service delivery expansion demonstrates our core value of continuous improvement and expresses the intent of our Customer Service Charter. We are dedicated to meeting the needs of Thorndale residents while striving to ensure that every interaction with the Municipality is a positive one.”- David Barrick, Chief Administrative Officer

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