Service not satisfactory

Dear Sir.

Sometimes dealing with merchants is like washing your car and then watching it rain.

 When times are good and business is more than one can handle effectively, customers can get lost in the shuffle. This is the time merchants should redouble their public relations efforts.

A customer who is told, "Yes, we can take your order, but be prepared to wait, as I must serve my regular clientele first," will know that clients can count on reliable service from a merchant who plans on staying in business over the long haul.

The customer may take his business elsewhere the first time but he will be thinking about the service the regular clients are receiving and will want to become one of them later on.

No company is perfect and no company can stay in business at the other extreme.

Recently at the beginning of the heat wave we placed two orders with a local company. Three weeks later we found that no action had been taken on either. When we finally did receive part of the order, we found the second part had received no attention.

I'm sure that this business has many valued regular customers who are well-served, but somehow I don't feel motivated to become one of

Kit Woode

Seniors, women hardest hit by disabilities

According to a statistical profile of disabled persons released by the Government of Ontario this month for 1988, seniors and women are the hardest hit by disabilities.

In Ontario, an estimated 937,000 adults and 114,000 children are disabled, representing 20 per cent of the province's total population. Seven per cent of disabled adults are between the ages of 19 and 24 while 36 per cent are over 65. .

According to the Canadian Health and Disability Survey, conducted for the Decade of the Disabled, proclaimed in 1986, "the prevalence of disability among adults rises sharply with age."

'The survey also concludes that women comprise 15 per cent of disabled persons over age 15, while men account for 12 per cent. And elderly women are the group most represented within the disabled population, says the survey. Women over 65 account for 21 per cent of all disabled adults, while non-disabled females comprise only only five per

cent of the senior population.

And senior disabled women tend to live alone, often unmarried, said the

"Of disabled women 65 years and older, 61 per cent (120,000) were either single, separated, divorced or widowed while only 24 per cent (32,000) of disabled men fit into those categories."

In other words, 79 per cent of the 152,000 unmarried disabled Ontarians over age 64 were women, according to the survey.

The Canadian Health and Disability Survey defines disabled persons as those who have difficulty performing two or three of 17 'normal' functions, such as getting in or out of bed, cutting food, reading regular newsprint, and walking up and down a flight of stairs. Disabled is dif-ferent from impaired and handicapped, because impairment is described as the loss of a specific ability and a handicap is that which keeps the individual from functioning normally, according to the government

Disabled persons tend to be less educated than non-disabled persons. said the survey.

"Among adults in Ontario, those with a disability tend to have a lower level of education than those without. While 39 per cent of disabled adults have eight years or less of schooling, the comparative figure for non-disabled adults is much lower at 16 per cent."

The reason for this, said the report, is that the disability tends to interfere with the student's uninter-

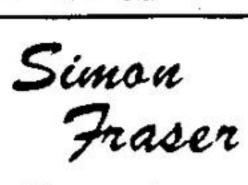
rupted learning. But many disabled people are employed. Of the 604,000 disabled Ontarians of working age, only 154,000 (25 per cent) reported that they had a long-term health problem that completely prevented them from working.

And although disabled adults have jobs, almost half have an average income of less than \$10,000 annually.

Tenth Campaign

Interculture Canada, the country's leading intercultural exchange organization, has lounched its tenth annual recruitment campaign for students, aged 15 to 18, interested in studying abroad for one full school

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* * * *

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Rolling and bowling

The Georgetown Lawn Bowling League held their "jitney" Wednesday with teams from Halton and Peel competing for prizes. The warm weather kept some

potential bowlers at home, said club president Bill Geggle, (Herald photo)

teresting attractions.

township of Erin.

as can be.

House Tavern.

industry has fostered a number of in-

North of Georgetown is

Ballinafad, so named by an Irish set-

tler who took a shine to the adjoining

The historic Credit River, along

which Indians once traded with

French voyageurs, winds through

Halton Hills on its way to Lake On-

tario, linking Georgetown and Glen

Williams with Terra Cotta to the

north and Norval to the south.

Again, the two villages are as unlike

But for the sense of pride and com-

munity that villagers share in their

fine old churches, Norval has large-

ly relinquished its ties with the past,

opting instead for the attractions of

modern commerce, which blossoms

here in interesting shops, a long-

established boat building business,

and the ever-popular Hollywood

Terra Cotta, by contrast, clings

tenaciously to the same scenic

village character it has always had.

The Credit meanders idyllically past

the English-style Terra Cotta Inn

and the always welcoming general

"Good service.

good price-

good coverage.

Firm bond unites Halton Hills

EDITOR'S NOTE: The following is one article in a continuing series being used to promote Halton Hills by the local Tourism Committee.

Out for a drive along country miles, one wouldn't expect the communities rolling by to have much in common, other than meeting the same essential needs of their citizens.

But in Halton Hills regional government has bonded a series of disparate communities together in one large town, striking among them a balance of entwined empathies and good-natured rivalries.

It's a heady mixture that isn't lost on visitors who "Head for the Hills." In spite of any lack of knowledge about the town on their part, they find themselves feeling right at home here.

Fun and relaxation are the "keys to the town", unlocking wildly varying adventures as one proceeds from hamlet to village to sprawling suburb. Predominant among Halton Hills'

communities is Georgetown, the largest urban centre, with 16,000 residents and a host of opportunities .for sightseeing, shopping and recreation.

Just ten miles west on Highway 7 is Acton, whose citizens see their

By Betty Sojka

Herald Special

Tickets are available at the

Ballinafad General Store for the

Beach Party Dance to be held Aug.

6. The cost is \$12 per couple and the

menu is Potluck. Bring a sassy sum-

mery dish to tantalize the Beach

Party attendees. There will be

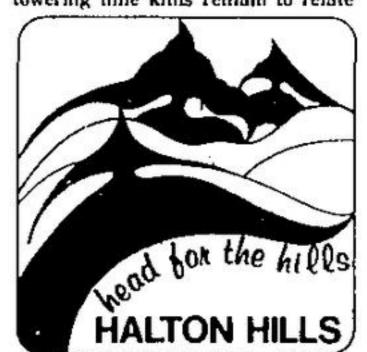
prizes for the best suited up as well

as great music for dancing put on by

The Ballinafad Ladies lost their

numbers swell by thousands each weekend, thanks to the retail magnet of the Olde Hide House, Canada's largest leather store.

Between Acton and Georgetown is Limehouse, named for the limeproducing industry on which the village's welfare once rested. The towering lime kilns remain to relate



their remarkable story.

Equally proud of its industrial heritage is Glen Williams, just outside Georgetown. Here, paper and textile mills met the growing southern Ontario in the late 1800s. dustrial hub, but the local tourism

demands of a large portion of The village today is no longer an in-

In Halton Hills, every settlement has a story to tell, and some treasures to show you. Back to the beach in Ballinafad

> hit and then touching first base to get the runner who had led off. The Women's Institute is still trying to get more names for their petition to try to address the traffic problem in the village. The cars are travelling quite quickly through Ballinafad these days. With the population increasing steadily and with the added children in the area, this traffic problem is of a major concern. The petition can be signed at the General Store.

Elaine Bowman made a brilllant

double play by catching a fast hard

game this week to Double Trouble. Your Pocketbook Will SEE The Difference

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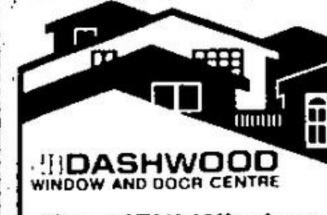
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UIC offers freebie there for the asking

There are very few "freebles" in life, but believe it or not, unemploy-

ment insurance offers you one! If you work in insurable employment for at least 20 weeks, in the year before you turn 65, you could qualify for what we call "special severance benefits."

Special severance benefits are paid to someone who qualifles, when

Legion Lines

By J.T. Hayes

Herald Special In regard to the Warriors Day Parade, Sat. Aug. 20, Sargeant-atarms Ernie Peasey has advised that the bus will leave for the CNE at 8:30 am sharp. Returning bus leaves the Exhibition ast 4:30 p.m. A few seats will be available on a first come, first served basis. People requiring tickets should call Ernie at 877-2645.

Car Club winners in the draw held July 28 were 277 Wayne Norton, 311 Ron Richie and Dean Hancock, 41 Ross Hunter, 65 Barb Curry, 393 Jerry Donovan, 248 Bill Simpson and Cecilia Reid.

In the Saturday afternoon meat draw this weeks winners were -Harold Badham, Mary Russell, Bill Simpson, Bryon Bloxam, Cecil Reld, Eric Howell, Ken Jones, Jim Doucette, Colin Gibson, Steven Clayton, Frank Nickelson. Red Roshier won the roasdt.

The branch fishing Derby at Glen Haffy last Sunday saw a group of 25 spend a most enjoyable day. Biggest fish of the day went to Newt Monk. Herman reminds you all to mark your calender for Sept. 18, your last chance this year.

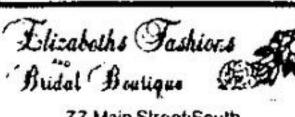
Entertainment in the lounge Aug. 6 is Mr. Dan and Aug. 13 it's Boots.

they turn age 65. We figure out what your benefit rate would be, and we pay you a three-week lump sum at that rate. You don't have to be looking for work; you don't have to send in report cards; you don't even have

to be unemployed! All you have to do is file a claim at your local Canada Employment Centre. As soon as you celebrate your 65th birthday, come in and fill out an application. We'll ask to see proof of your age, and you'll also be asked to supply a Record Of Employment from your employer. If you've worked in insurable employment for at least 20 weeks in the year prior to filing, you should qualify. That's all there is to it. ...You'll receive a three-week lump sum cheque in the mail.

If you've turned age 65 recently, and you have been working, but you haven't filed, come in and see us right away. You may still qualify.

If you've reached age 65, but you are continuing to work, you're still entitled to your three-week lump sum. At the end of your 65th birthday month, you stop making contributions to the unemployment insurance system. Your employer will lasue you a Record Of Employment at that time, even if you don't stop working.



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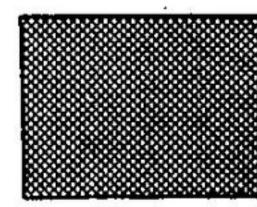
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