

## Show of support

Buildings, facilities and other edifices are all well and good, but it is the people who occupy them that give a town or city its soul.

When Georgetown resident Sherry Cartwright told us of the heartless theft of her walker last week we knew a story of her plight would likely result in kind offerings of help.

We didn't expect nearly two dozen offers of assistance.

*"I have a walker that my mother used to use."*

*"We have an extra walker that the woman who had hers stolen is welcome to."*

*"Who would do such a thing? I have a walker she can have."*

The emails and phone calls poured in late last week. People who work in the health equipment industry offered to lend a hand, as did many who simply had an unused walker at home.

"They made my day," said a grateful Cartwright, who accepted two walkers last Thursday (only hours after the story appeared in print) from two women who stopped by her apartment.

"I am surprised but I also knew that Georgetown is a good community."

Make that a great community.

One mindless, gutless and senseless act was quickly erased and overshadowed by an outpouring of support from strangers for a woman in need.

Those people who offered to help showed the true character of Halton Hills— people who are willing to help out a complete stranger simply because it is the right thing to do.

We thank everyone who responded to this story and wish Sherry and her beloved pooch Charlotte many hours of happy walks together now that she has her 'wheels' back.

### WEB POLL RESULTS

(Go to [www.theifp.ca](http://www.theifp.ca))

Should the Halton Catholic District School Board make uniforms mandatory for its elementary school students?

- No (53%)
- Yes (47%)

### The Independent & Free Press

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### Letters policy

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Anonymous letters will not be published. Letters should not exceed 150 words and may be edited for content and/or length.

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## Letters to the editor

### Store manager really delivers...

Dear editor,

Living in a smaller town or region definitely has its benefits. You get to know your neighbours, you can see familiar faces wherever you travel and your local retailers get to know you and your needs.

It is with great thanks that I wish to highlight the local Sobeyes store in Acton. I was preparing for a large family barbecue and had decided to slowly smoke some back ribs. Fortunately, the local Sobeyes had these on sale, so I hopped into the car to get a load of ribs.

I went Thursday night— sold out. I went Friday night— sold out. I spoke to the meat manager and he said more would arrive Saturday. I went Saturday morning, noon and late afternoon— sold out!

I spoke with Brian, the store manager, and explained my problem and he offered to call around to other stores to see what he could do.

Brian eventually called me back, said he had located the ribs in Kitchener and was driving out personally to get these and would

deliver them to my home before 9 p.m.

I couldn't believe it when he drove in at 7:30 p.m. and delivered thick, meaty ribs anyone would be proud to serve.

Thank you Brian for caring so much about your customers.

*Grant Drummond, Limehouse*

### ...super service

Dear editor,

I always try to support local businesses — it isn't always about price and most times a few dollars saved is a false economy.

I was in the market for a new barbecue and looked at the big box stores and decided to go for a Weber. I took a flyer from a big box store to Appleby Systems on Guelph Street to see what they have and how it compared. I soon learned that the specifications on the same model were different, with the big box store offering being of a much lower quality.

I decided on the model I wanted and jokingly said "If you can have it on my deck by dinner time we have a deal".

Helen checked with her husband Paul, who confirmed he could do it and I bought it. This was all done with my three little boys running

amuck in the store and who were treated in a lovely manner.

Paul wheeled my gleaming new barbecue into my garden. He wasn't happy with my natural gas connection, so he replaced it. He took away my old barbecue and all the used brushes etc.— all for recycle. Throughout the installation he engaged my inquisitive boys— explaining why and what he was doing.

Paul even gave my fireplace a quick once-over before he left.

I tried to pay Paul for the connection and he refused. Local delivery and installation is included.

The whole experience from start to finish was exemplary. I work in a customer service-focused industry and this I would rate as the best.

So what did this fantastic service cost me? Absolutely nothing. In pure product terms the barbecue was the same price and I got a deal on a Weber cover and brush. Factor in the better quality appliance, delivery and installation and I am much better off.

How can you put a price on getting a warm and fuzzy feeling when spending money? When your nine-year-old says "they are really nice people" as you leave a store they have just treated like a playland?

Priceless.

*Duane Taylor, Georgetown*