



... Lend Me Your Ears

By Cory Soal
R.H.A.D.

CUSTOMER SERVICE IS A PRODUCT SLOWLY BECOMING EXTINCT.

My definition of quality customer service and goal is to provide continued, effective hearing for the patient. There are many issues and parts of this task - please do not think I am saying that I have succeeded in creating an A+ practice. It takes a lot of work, dedication and time to achieve excellence. Regardless of business, it all boils down to customer service. The product purchased - and this can relate to any device - needs to be serviced regularly, the patient needs to understand and use their product properly. Wherever you shop, ask yourself this: Can I follow up with the same person who sold and serviced my product when I need them? Does the person who serviced you remember your name and needs? Will that person be there for me in the future?

As a local business person and proud lifelong resident of this community, I wish to thank all who have allowed me to serve the community since 1992.

The Georgetown



HEARING CLINIC

We care about your hearing!

Professional Arts Building
99 Sinclair Ave., Suite 210, Georgetown
905-873-6642

Serving the community of Halton Hills and surrounding areas since 1992

Destination Downtown consultant proposes 'parklets' for Main Street Georgetown

ALEXANDRA HECK
aheck@metroland.com

It's a simple way to get more people in the downtown of any city.

Let local restaurants rent out parking spaces in front of their buildings and turn them into miniature patios.

On a sunny summer day, these spots are highly sought-after commodities in the GTA for those thirsty for both sun and refreshments.

Ron Palmer of the Planning Partnership, a consulting firm commissioned by the town of Halton Hills in the Destination Downtown project says that 'parklets' could become a feature of downtown Georgetown.

He gave an update to the town's planning, public works and transportation committee about the progress on Destination Downtown, after holding public consultation meetings, and honing preferred layouts for the downtown based on public input.



The Planning Partnership

Of the photos provided for residents in the Destination Downtown consultation, 91 per cent liked the downtown buildings with patio spaces out front.

One of the main focuses of the plan is to embrace and fully utilize public space, by creating a downtown square, civic square and public parks.

"We have a six-step work program," said Palmer. "We're at step four."

He says that a parklet is a perfect way to expand public space.

"We're not talking about getting rid of the use of parking spaces totally along Main Street," said Palmer, after councillors raised concerns about the current need for street parking in the down-

town.

Coun. Jane Fogal said that there is already one condo application that is asking for exceptions in reducing the number of available parking spaces and asked if the plans could include a set parking standard.

Palmer stressed the costliness of parking spots, adding that some are \$60,000 each to build. He said that in the future, as the downtown grows, the town will need to find solutions, such as a parking authority.

"Parking authorities don't

lose money," he said.

Coun. Bryan Lewis said that if there is to be underground parking, would the town be able to pre-determine if the soil beneath is acceptable for that development. Staff said they would follow up.

"I like what I'm seeing," said Mayor Rick Bonnette, in response to Palmer's update.

The Planning Partnership is going to continue refining the details of the plan and move onto the secondary plan development by January 2019.

EVERY EVENT SHOULD BE A SPECIAL EVENT

- WEDDINGS
- RELIGIOUS CELEBRATIONS
- BRIDAL & BABY SHOWERS
- BIRTHDAYS
- RETIREMENTS
- CELEBRATIONS OF LIFE

Celebrate with us



THE CLUB AT
NORTH HALTON

363 Maple Av. West | Georgetown, ON
northhaltongolf.com | **905-877-5236**

WEDDING INNOVATIONS
presented by the
National BRIDAL SHOW

September 21-23, 2018
International Centre

BOOK TODAY!
Don't miss out
Secure your spot today
75% SOLD OUT

Custom solutions from our expert marketing team to maximize your ROI. Reach highly targeted, engaged couples and wedding planners.

For more information: info@nationalbridalshow.com • 289-293-0711
www.nationalbridalshow.com | @NationalBridal