



By Cory Soal
R.H.A.D.

... Lend Me Your Ears

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



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Serving the community of Halton Hills and surrounding areas since 1992

OPINION

A LITTLE KINDNESS GOES A LONG WAY

PLEASE BE CONSIDERATE AND UNDERSTANDING WHEN VISITING TOWN FACILITIES AND BUSINESSES, WRITES RICK BONNETTE

Be kind. Two little words with big meaning.

I'm putting this message out as a reminder to residents for when they access our facilities, dine indoors, go to a movie or any place where they are asked to show proof of a double vaccination.

This is the world we live in now. The town and select businesses are all complying with provincial legisla-



RICK BONNETTE
Column

tion designed to support everyone's health and safety.

Please remember that kindness costs nothing, and that we are all doing what we have been asked.

Inspiring experience

I recently had the pleasure of speaking to Amy Robling, a student at Christ the King Secondary School who attended Camp Molly. Here is a glimpse into Amy's experience.

"Camp Molly is a leadership camp that selected 30 young women, 15 to 18 years old, in the Halton region to

experience the many careers in the fire services. To attend this camp, we had to write a 250-word essay on why a career in the fire service interests us.

"Five other women from Halton Hills were also selected (Abigail Scott, Cassidy Warner, Sara Arese-nault, Shayne Klimsiak, and Sophia Jesus). I speak for all of the women that attended Camp Molly 2021 that it was an unforgettable experience.

"I made so many new friendships and learned about fire suppression, fire investigation, water rescue, auto extraction and many more attributes of the fire service. I am so thankful I got to experience Camp Molly and I felt like I belonged right when I stepped foot in the fire department."

A fitting tribute Saturday, Oct. 2 was the

Henry Thomas Shepherd Park dedication. Mr. Shepherd was a Georgetown resident, veteran of both the First and Second World Wars, the first Black chief of the Georgetown Fire Department, a founding member of the Royal Canadian Legion (Branch 120), a member of the Lorne Scots and a well-respected member of our town.

His legacy remains strong among the residents of Halton Hills and surrounding communities.

The Halton Hills community overwhelmingly supported the park being renamed to honour Mr. Shepherd.

Rick Bonnette is the mayor of Halton Hills. Follow him on Twitter at @RickBonnette1 and Instagram at @rick_bonnette1.

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