



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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## OPINION

# HILLSVIEW GEORGETOWN IS COMING ALIVE AGAIN

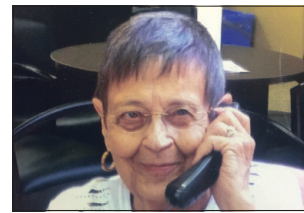
## SAFETY MEASURES STILL IN PLACE, BUT PROGRAMS RESUMING, WRITES FLORENCE RIEHL

Sounds of laughter, friends greeting friends — all indicating that Hillsview Georgetown Centre is coming alive after two years of on and off again openings and closures.

Thank you to all who have been diligent about your own safety and that of others.

Thank you to Heather, Sherry, Kim, Kaitlyn and the Town of Halton Hills for their concerns and their advice for us to follow the rules set down by the Halton Health Department.

What does all this mean for us looking forward? At present the status quo will remain in place.



FLORENCE RIEHL  
Column

Life at the centre will continue as is.

Once more, the Wednesday drive-thru lunches have been successful. They are sold out each week and will continue until the end of March.

Sherry emails every Thursday to let you know what the meal is for the fol-

lowing Wednesday. It is your job to get on the phone Friday morning from 9 a.m. onward.

I realize it seems like you have to wait a long time to get through, but please persevere. It is worth it in the long run.

Programs are building slowly and we look forward to having you back at the centre.

Remember to call if you would like to attend any drop-in activities.

Please note, masks continue to be mandatory at the centre.

The board of directors has voted to increase the drop-in activity fees to \$2

per person, effective May 2. This goes to support the operating costs of the centre, as well as align all of the drop-in activities.

A heads up that on Sunday, March 13, Daylight Saving Time begins, and we all move an hour ahead. On March 20, we have the first day of spring. The future looks good.

Happy St. Patrick's Day to you all, whether you are Irish or not.

*Florence Riehl is an active member of the Hillsview Active Living Centre in Georgetown. She can be reached at [freeflo@sympatico.ca](mailto:freeflo@sympatico.ca).*

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