



... 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



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NEWS

TOWN PREPARES FOR WINTER MAINTENANCE

REETI ROHILLA

rrohilla@metroland.com

Town of Halton Hills staff are preparing for snow with vehicle testing, employee training and stockpiling salt and sand to maintain roads and sidewalks.

The town's response to heavy snow will be carried out in priority sequence — focusing first on main arterial roads, then collector roads and finally, residential and rural roads.

Over 1,100 kilometres of roads, 160 kilometres of sidewalks, and 27 municipal parking lots fall under the town's Winter Control Pro-

gram, said Bill Andrews, commissioner of Transportation and Public Works.

"There is a lot of work to do and staff operates in a planned manner," said Andrews.

Regional roads, including Trafalgar Road and Regional Road 25, and arterial roads such as Queen Street and Guelph Street are cleared first, then collector roads like Delrex Boulevard and Churchill Road S., followed by local urban and rural roads, Andrews said.

Residents are asked to note the following:

- Heavy snowfall or successive storms extend winter

control activities, resulting in delays getting to local roads.

- A townwide parking prohibition on streets is in effect between 2 a.m. and 6 a.m. until April 15 for nighttime snow clearing operations.

- Municipally maintained sidewalk snow clearing starts at the beginning of a snow event and staff endeavour to complete sidewalk clearing within 48 hours after the event has ended.

- Residents are asked to assist with clearing snow from fire hydrants and sidewalks not maintained by the town; consider helping a neighbour who may have dif-

ficulty.

- Residents are asked not to shovel snow onto roadways per By-law #90-68.

- Residents are asked to ensure garbage and blue boxes are kept off roadways and the bylaw requires people to ensure that basketball nets are not placed on the road, or roadside.

- Residents are encouraged to report basketball nets encroaching on a roadway to Enforcement Services at 905-873-2601 ext. 2330.

For additional information, contact Public Works at 905-873-2601 ext. 2603 or visit the town website (haltonhills.ca).

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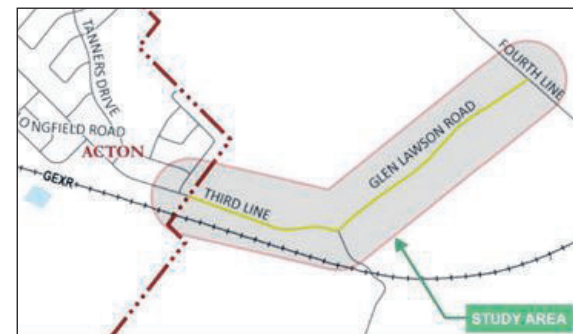
DD BATH DELIGHTS

Georgetown Market Place
280 Guelph Street, Georgetown, ON L7G 4B1
✉ dyannadreams@gmail.com

Notice of Completion of Schedule C Municipal Class Environmental Assessment Study



The Town of Halton Hills has completed a Schedule C Municipal Class Environmental Assessment (MCEA) study, as outlined in the Municipal Engineers Association MCEA, for Glen Lawson Road / Third Line from the Acton Urban Boundary to Fourth Line.



An Environmental Study Report (ESR) has been prepared to document the planning and decision-making process for this study. The ESR has been placed on public record for a thirty (30) day review period from and including November 17, 2022 to December 17, 2022 at the following locations:

The Town of Halton Hills
1 Halton Hills Drive
Halton Hills, ON, L7G 5G2
8:30 a.m. to 4:30 p.m.

A copy of all study materials and documents can be accessed online at haltonhills.ca/GlenLawson