

# Hospital surveys coming in the mail

*Results will tell HHS what it's doing right and wrong*

Halton Healthcare Services (HHS) wants to know how Milton and Oakville residents feel.

That's the aim behind new patient satisfaction surveys set to be mailed to resi-

dents who received emergency care at either Milton District Hospital (MDH) or Oakville-Trafalgar Memorial Hospital (OTMH) between October and December, 1999.

The aim is to find out what's right — and what isn't — with patient services.

"This information will help guide our future directions and improvements," said HHS president and CAO Roger Sharman.

"The results will provide us with a better understanding of what we're doing well and where we aren't meeting patient expectations."

The survey will be mailed randomly to 400 hospital patients. Of those, 300 will be

sent to those who received care at OTMH, with the remainder going to those who visited MDH.

"The emergency questionnaire asks people to evaluate items including waiting time, registration process, physician and nursing care received, communication, discharge and billing," said Lisa Droppo, HHS Ombud. There is also room for personal comments.

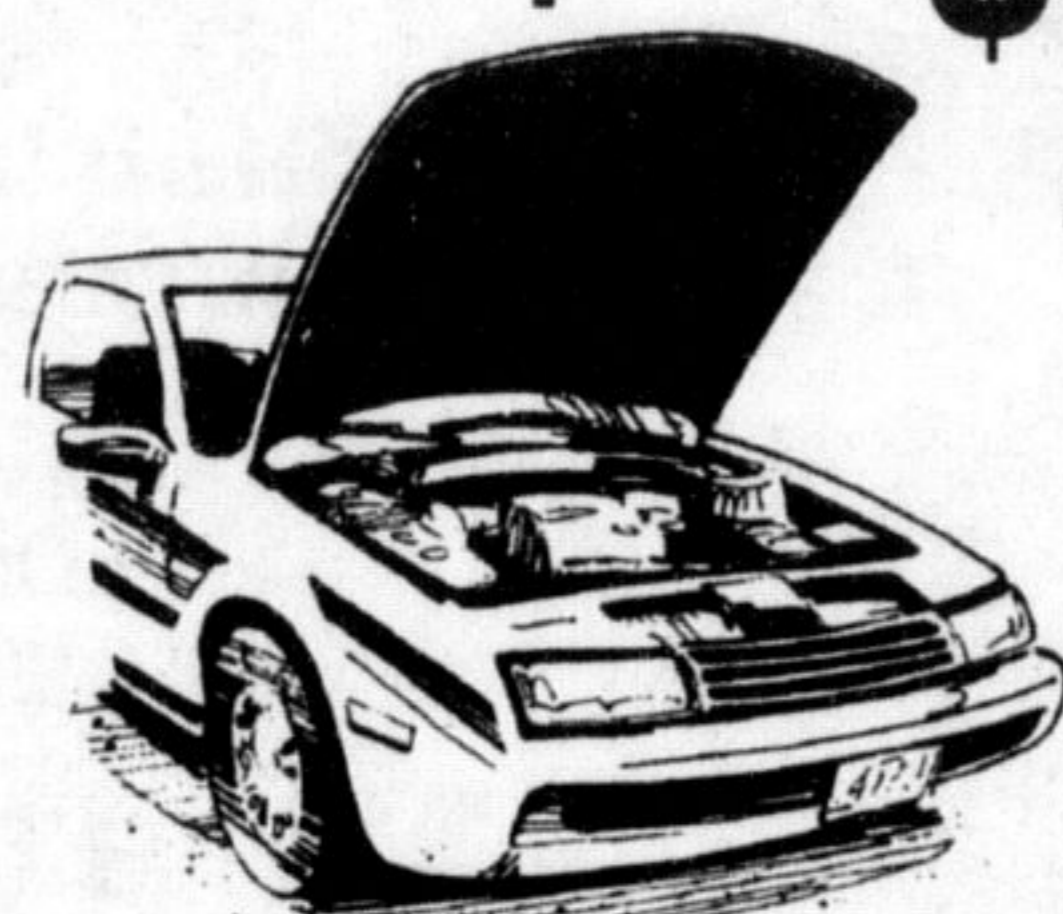
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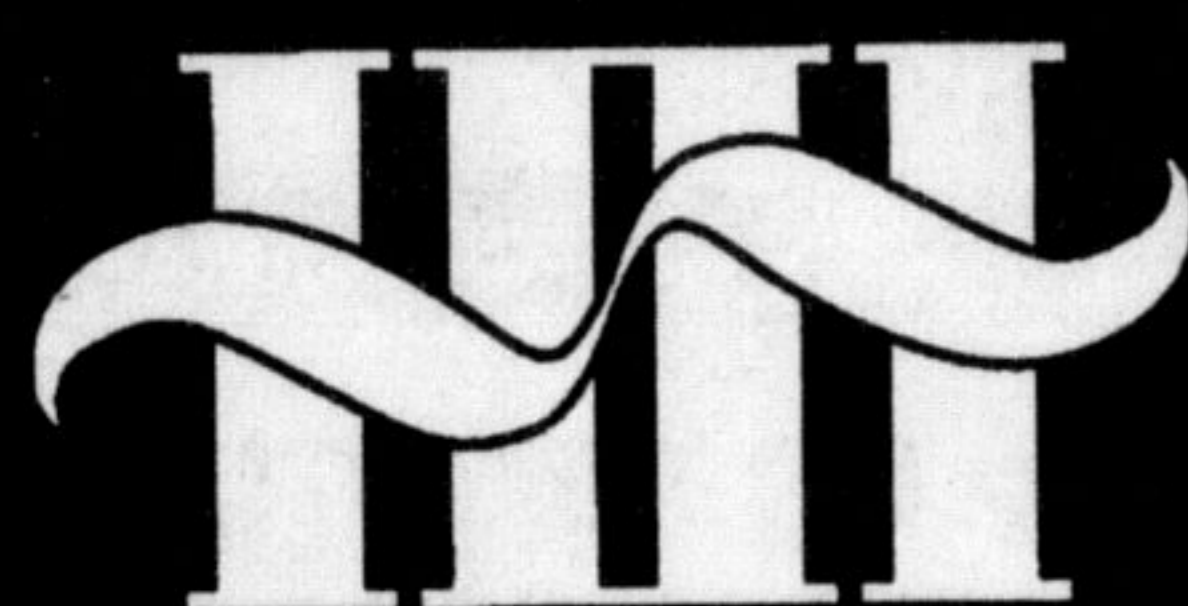
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### GET CONNECTED WITH THE NEW HYDRO CORPORATION!

The Town of Halton Hills will incorporate Halton Hills Hydro under the Ontario Business Corporations Act ("OBCA") before November 7, 2000. The Town will be the initial sole shareholder of the Halton Hills Hydro and its three affiliate Corporations. The Boards of Directors for these new corporations will be responsible for the conduct of these new corporations by balancing the need for competitive electricity prices to customers with the desire to maximize the return on its investment for the Halton Hills ratepayers. The various Boards' responsibilities will relate to the distribution of hydro; data communication via fiber optics; and services such as street lighting, design and maintenance, water heater rentals and water billing services.

#### BOARDS OF DIRECTORS

To reflect its for-profit orientation, the Town is seeking several commercially oriented senior business leaders to become members of the Boards of Directors to help Halton Hills Hydro and its affiliate corporations make important decisions about their future.

Preference will be given to residents or ratepayers of the Town of Halton Hills, if they meet other criteria in several of the following areas: corporate finance experience; regulated industry experience; competitive energy market experience; previous Board experience; knowledge of legal and regulatory processes; understanding of energy, telecommunication services or other competitive markets; network/infrastructure industry experience; and retail, marketing and product development knowledge. To express your interest in the Director positions, please send a detailed resume to S. Andrews, CAO, Town of Halton Hills, 1 Halton Hills Drive, Halton Hills (Georgetown), ON L7G 5G2 or by fax to (905) 873-1431 no later than April 13, 2000.

We thank all the applicants for your interest, however only those chosen for an interview will be contacted. 26

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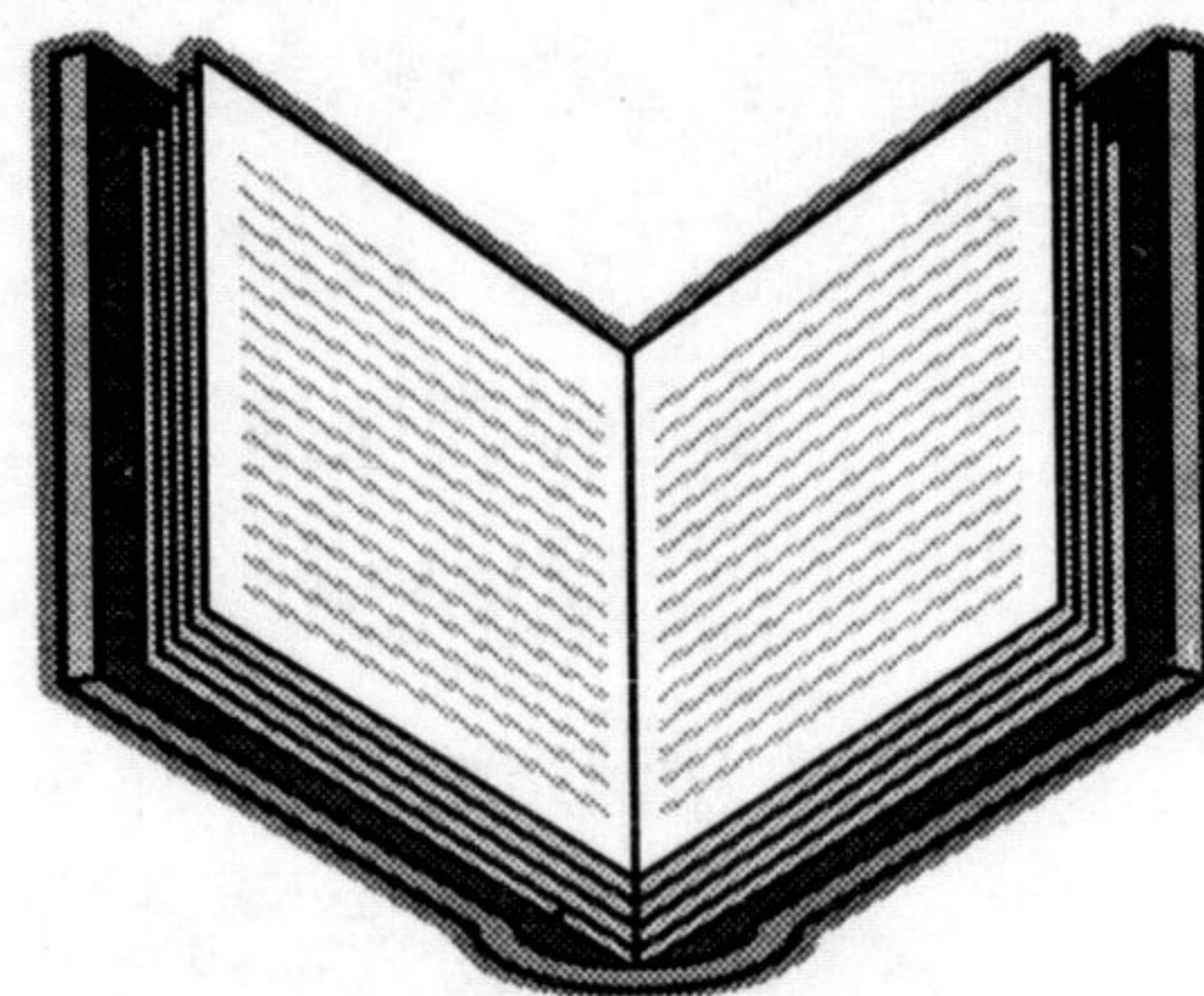
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