

HALTON REGION



# Simply Halton

Your Halton  
Connection  
March '05

## At Your Service

An essential aspect of providing simple access to your regional government is providing answers about which services we provide. Many of you who are accessing our programs are already familiar with what the Region provides. Here is a quick guide to the programs and services we offer:

**Business Development** - promotes the Region and offers a variety of programs, services and seminars to assist local entrepreneurs.

**Children's Services** - provides a wide range of support programs and services, including child care centres, childcare subsidy and services for children with special needs.

**Emergency Medical Services** - paramedics provide emergency pre-hospital care out of nine ambulance stations.

**Emergency Planning** - the Region has a comprehensive emergency management program to ensure Halton is prepared to respond to a natural or human-caused emergency.

**Garbage Collection/Recycling** - Halton's responsible approach to garbage collection, recycling and diversion programs ensures healthy, clean communities for decades to come.

**Halton Region Museum** - located in Kelso Conservation Area, the Museum is the centre for exploring Halton's natural and cultural heritage.

**Housing** - through the Halton Community Housing Corporation, Halton Region provides affordable and supportive housing, as well as connections to emergency housing for individuals and families in need.

**Ontario Works Halton** - Halton Region administers the provincial Ontario Works program to help Halton residents receiving social assistance back on the road to financial independence.

**Police Service** - Halton Regional Police Service provides law enforcement and crime prevention services to meet the needs of Halton's growing communities.

**Public Health Programs and Services** - promoting, protecting health, and preventing disease in the community.

**Regional Planning and Growth Management** - through the Official Plan, Halton Region is committed to long-term planning.

**Regional Roads and Transportation** - Halton Region provides a transportation network that includes 312 km. of Regional roads and 71 bridges.

**Services For Seniors** - the Region helps senior citizens live with independence, vitality and dignity through our seniors day programs and long term care services.

**Sewage Treatment** - Halton operates seven sewage treatment plants where sewage is collected, filtered, cleaned and returned to the environment.

**Water Purification** - Halton Region delivers safe, high quality drinking water to our residents through five Halton owned and operated water purification plants.

## Halton Meetings and Events

February Meetings at Regional Headquarters

Mar. 2, 9:30 a.m. - Regional Council Meeting

Mar. 22, 9:30 a.m. - Health and Social Services Committee

Mar. 23, 9:30 p.m. - Planning & Public Works Committee

Mar. 23, 1:30 p.m. - Administration & Finance Committee

Mar. 30, 9:30 a.m. - Regional Council Meeting



## Introducing a New Community Communications Medium

**Joyce Savoline**  
Regional Chairman

As a Halton resident, you told us you want more communication, engagement and consultation with regional government. You want easy access to government information and the information that makes your lives easier. That is why I am so pleased to announce the launch of "Simply Halton", a new communications opportunity brought to you monthly within the pages of your local Metroland paper.

*Simply Halton* will be a practical information source to Halton residents on programs and services that directly affect you. It will identify upcoming issues; communicate opportunities for public input, outcomes and decisions made by Council on important issues and provide a calendar of upcoming events. A major focus will be on communicating customer service initiatives at the Region.

We hope you enjoy *Simply Halton* and look forward to hearing from you.

## Halton Region Recognized as Top 100 Employer

We have recently received the honour of being named one of Canada's top 100 employers. This designation recognizes Halton as a dynamic organization and progressive employer and supports us in our efforts to attract and retain the very best staff. And the calibre of staff is important, as these are the people who deliver the programs and services critical to the quality of life we all enjoy here in Halton Region.



## Access to Government: Making It Simple

**A. Brent Marshall**  
Chief Administrative Officer

For the most part, people can't tell you which level of government provides what service. At Halton, we believe the only way to truly service our residents effectively is to offer you a single point of access for all government information, services and programs - regardless of whether they emanate from the federal, provincial, regional or local level.

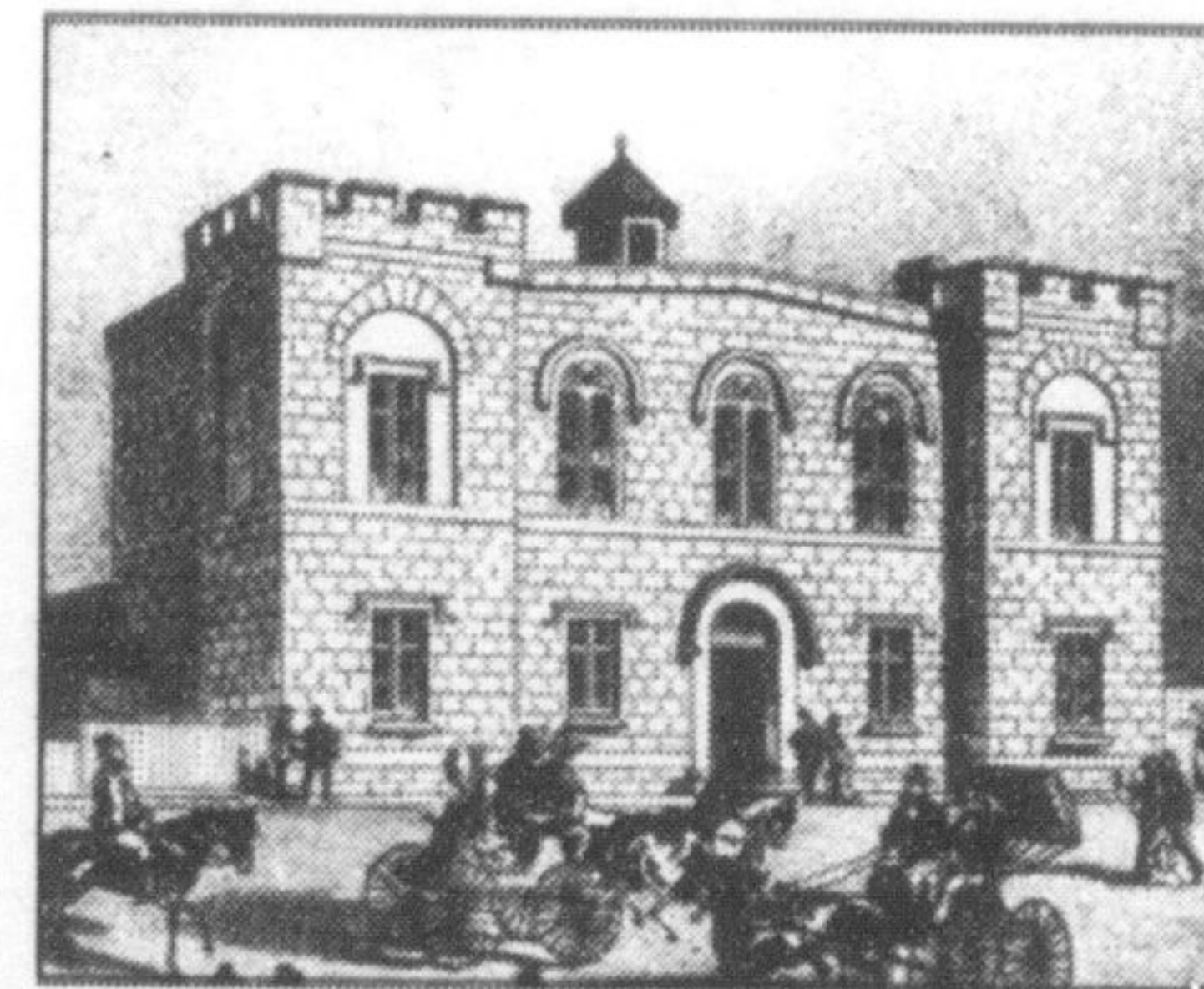
Single window service has been a priority for our government - Halton Region - for some time. We have participated in national research studies on customer service satisfaction and continually hear the same message; people want one-stop shopping and they want simplicity.

In 2000, Halton Region made a corporate commitment to citizen-centred service. Citizen-centred service is a move by governments to join together and provide seamless, coordinated access to their services. The idea is that a citizen can find information, services and programs offered by different levels of government from a single point of contact, such as a phone call or visit to a government

## Halton In History

What pulls us together as a Region is not only our attention to present day issues and our vision for the future, but also our history and connectedness to the past. Each month we will present a snap shot of Halton history that reflects on and relates to the historical progress of our Region.

The County government, or as we know it today, Regional government, has existed in Halton since 1853. In that 150-



Halton County Court House  
(Historical Atlas of Halton County, 1877)



Halton Region Administrative Building  
today.

year period, the geographical boundaries have not changed significantly, though the former small villages, townships and towns have been merged in the four local municipalities we know today as Burlington, Halton Hills, Milton and Oakville. Halton County Courthouse, once located in Milton, was the original home of the County government. Halton Region, as we know it today, was established in 1974.

location or website - regardless of whether that service is delivered at the federal, provincial, regional or local level. This is of particular importance in Halton, where our citizens are served by a two-tiered system: the regional government (Halton Region), and the four local municipalities - Burlington, Halton Hills, Milton, and Oakville. Three years ago, I directed the development of Halton's customer service strategy to enhance our current practices by optimizing each and every customer contact to meet the needs and expectations of our residents.

Over the past several years, Halton Region has employed a number of methods that are designed to be citizen-focused, and promote an effective and accountable relationship between regional government and our residents. We've had to explore new ways to raise awareness, enhance accessibility to our services, improve customer relations, and increase the number of opportunities for engaging our citizens.

As a result, our commitment to two-way communication with our residents has significantly evolved. We have launched an annual report, a citizen's reference library and public consultation guidelines. We have engaged the public in our strategic planning process, our Open Houses and Town Hall consultations. We have made more information available to our public on Halton's website. And the list continues to evolve.

The Government Access Centre at Halton Region is your "one-stop shopping single window" that simplifies access to government information, no matter what level is responsible. If you need government information, simply call Halton. Making access to government as simple as possible is our mantra.

We welcome your feedback. Contact Access Halton at [accesshalton@region.halton.on.ca](mailto:accesshalton@region.halton.on.ca)  
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