

Mayor and Council,
District of West Vancouver,
750 – 17th Street,
West Vancouver, V7V 3T3

Dear Mayor Goldsmith – Jones and Council Members,

In this day and age there is a tendency for the public to view the civil service in a less than complimentary way. At the same time on the occasion where service exceeds expectations, we, the public tend to dismiss it as “ that’s how it ought to be!”

I lost my mother about a month ago, and my experience being dealt with at the Capilano View Cemetery went a long way to ease all the negative associations with this event.

In 2003, when my mother’s health was poor, she had made a wish to be laid to rest at the Capilano View Cemetery, despite the fact that she had resided across the bridge on Vancouver’s west side.

I met with Sharon Lore, cemetery administration coordinator at that time and pointed out my intention to secure a location to fulfill my mother’s wish. Mrs. Lore was extremely patient, helpful and fully explained what my options were. I felt at that time that she had exceeded my expectations of a public servant’s conduct.

In May of 2009 my mother passed a way and I called Mrs. Lore again to arrange interment. Despite a 6 year interval she actually could recall our meeting in 2003. She dealt with me in a very professional way again, but always in a respectful, articulate, informative and concise manner. Even though there was an intervening long weekend and she would be away on leave, she made sure that there was a continuum of arrangements and substitutes, so that I always felt things would work out satisfactorily – and they did!

Mrs. Sharon Lore, as a “one man band” is a credit to West Vancouver. Her manner with the public, is one that, if it could be emulated throughout, would do a lot to relieve public cynicism. She is probably the best PR the District of West Vancouver could possibly have!

I am,
Sincerely,

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