

# Connections

... get plugged into your network

October 2016

THE CANADIAN CHAMBER OF COMMERCE  
LA CHAMBRE DE COMMERCE DU CANADA



The Voice of Canadian Business™  
**CONNECT! BRANCHÉ!**  
Le porte-parole des entreprises canadiennes<sup>MD</sup>

## #iHeartSmallBiz | who do you ♥?

Small businesses play an essential role in our communities, both big and small. From the cozy coffee shop around the corner where you spend every morning sipping your favourite latte to the local day-care where smiling faces greet you and your little one with open arms, or the hardware store with the best advice for your DIY projects to the quaint pub down the street where you retreat with a couple of pals after a long week, there are so many small businesses we just can't live without.

On Sunday, [Small Business Week](#) launches across Canada, and we invite you to share the local businesses that you love most, the ones that put a little more pep in your step and make each day an adventurous one.

Tweet, Facebook, or Instagram a photo sharing your own #iheartsmallbiz story as a sign of appreciation for all the hardworking small businesses in your community.

Don't forget to use our hashtag #iheartsmallbiz as our top picks will be featured daily on our Instagram news feed.

Small businesses make a big impact to our economy and in the fabric of our communities. We look forward to hearing about those that make a big difference for you. Let's show our #iheartsmallbiz owners and operators how much we value them as an integral part of our community, because our day-to-day wouldn't be the same without them.

Earlier this week, our economics guy - Hendrik Brakel - released his latest [Five Minutes for Business](#), and it had a small business focus.

If you missed the release on Tuesday, spend *five minutes* reading his take on a factor that threatens to make waves in the Canadian business community - that issue? A mass-retirement of business owners! A staggering 75% of small business owners will retire over the next decade, and \$1 trillion in business assets will change hands. What's it all about? [Read on.](#)

## Are you helping your small businesses succeed by lowering the cost of business?

How can you do this? As a member of ours, you have [access](#) to a number of programs that can save your members money from the gas they put in their cars to make deliveries to the pen they use to sign their purchase orders.

In fact, our programs will take your members right from ordering - on their new [Lenovo](#) computer (purchased at 30% less than published public price) through purchases using [First Data](#) payment processing. Your members can [ship their orders](#) to customers with UPS, or they can deliver them, saving money on gas when they top up the tank at [Esso](#).

They can sign for deliveries or print out their bills on products

purchased from [Novexco](#), our stationery and office supply provider. And, they can also have an analysis done of their staff or their business outlet through our [MysteryShopper](#) program - so they can be the best experience on the block.

We even help your members save money on driving for pleasure through fuel savings and preferential auto insurance rates. And, we'll help give your members peace of mind when they insure their house through our [Johnson](#) home insurance program.

Our programs are built with small business owners in mind. We want them to succeed as they are the backbone of Canada's economy. Are your members able to access all of these savings? Ensure you are promoting these programs to your members by downloading the most [recent program information](#).

## Canada Post thanks Canada's small business owners with Free Shipping Tuesdays in October

October is Small Business Month, a time to recognize the hard work and sacrifice of the thousands of small business owners across the country. Many chambers do events throughout the month to recognize the successes of small businesses in their communities.

To mark this year's Small Business Month and as a token of its appreciation, Canada Post has given small business owners four days to circle on their calendars as it introduces [Free Shipping Tuesdays](#). The special offer entitles customers to one domestic Xpresspost™ or one Expedited™ parcel shipment at no cost every Tuesday in October. The offer is open to Canada Post Solutions for Small Business™ customers.

To sign up for the program, customers should go to [canadapost.ca/freetuesdays](#). A promotion code will appear on the page each Tuesday in October to take advantage of free shipments available online.

## Anti-replacement workers Private Members Bill defeated

On September 28, Bill C-234, sponsored by NDP MP Karine Trudel (Jonquière), was soundly defeated in the House of Commons by a vote of 217-47. Several Chamber members voiced their concerns regarding the harm denying federally-regulated companies (that provide critical services) the ability to use replacement workers to continue serving the people and businesses of Canada during a work stoppage. We know that several chambers took action in their own ridings with MPs, and we wanted you to know that your voices were heard.

## Participate and receive 2017 Employer Occupation Health & Safety (OHS) Survey Results

Last year's Fasken Martineau's inaugural OHS survey provided insight into how much Canadian employers know about and are involved in their workplace's OHS, Alcohol and Drugs, and

Harassment and Violence policies and programs, and it also led to the publication of Fasken Martineau's 2016 *Employer Occupational Health and Safety Survey Report: Building a Safer Workplace*.

Through our network, Fasken Martineau would like you and your members to participate in its 2017 OHS survey; it should take no more than 10-12 minutes to complete and will be open until November 4, 2016, 8:00 pm ET.

Participation in the survey is strictly confidential; however those that wish to provide their email address (*as part of a survey answer*) will receive a complimentary copy of the final survey results and analysis of all data collected.

As an immediate next step, along with the a brief description and the parameters of the survey itself, we be pleased if you could distribute the survey link below to your members along with the pertinent information contained in this email.

**Survey link:**  
[https://www.surveymonkey.com/r/2017OHSSurvey\\_EN](https://www.surveymonkey.com/r/2017OHSSurvey_EN)

On behalf of Fasken Martineau, thank you for your support of this project. The survey responses received will not only help shape the 2017 survey report, but they will also provide us with a better understanding of the current challenges facing employers in meeting OHS legal compliance demands and assist employers in meeting their needs when developing health and safety policies, programs and training of workers and managers.

## CNIB's *EmployAbility* Campaign calls on employers to consider hiring people with vision loss

Have you ever thought about how you would do your job if you lost your sight?

Today's advancements in technology mean that working with someone who is blind is really no different than working with anyone else.

Throughout October's *National Disability Employment Awareness* month, CNIB's *EmployAbility* campaign calls on employers to look past misconceptions about hiring people who are blind or partially sighted. Job adaptations are straightforward to implement and vary depending on the type of vision loss, including magnifiers, screen enlargement software, speech output on computers and refreshable braille.

Yet despite these advances, the employment rate among Canadians with vision loss remains shockingly low: 38 per cent compared to 73 per cent of people without a sight disability. Misconceptions around the abilities of people with vision loss are often rooted in a lack of experience working with someone who is blind.

People with vision loss work in a wide range of fields – from science to engineering, law, technology, finance, creative arts – almost anything you can think of. Except for some minor accommodations, they work completely independently.

CNIB's *EmployAbility* campaign features public service announcements challenging misconceptions about working with someone with vision loss. Made possible by Government of Canada funding, they feature real people who are blind playing the roles, not actors. To view the PSAs and learn more, visit CNIB's [website](#).

## First Data: providing tools to help you and your members succeed!

First Data is not only a partner on great payment processing rates, it also helps you and your members understand the complexities of payment processing.

To help you and your members, First Data publishes information pieces that can assist in awareness and understanding of a variety of aspects of payment processing intelligence.

The most recent piece is one that helps businesses understand a [merchant card processing statement](#).

- Do you know what an effective rate is?
- Do you know what a non-qualified surcharge is?
- Do you know what interchange is?

Read this most recent flyer and understand how these terms could be affecting your own chamber statements. Just a thought - are you using the First Data program? By using the program for your own processing needs (for events, membership dues, etc.), you not only save money on your own processing, but can also earn recurring revenue.

You should feel free to share these information pieces with your members as an additional benefit of their membership.

If you are not yet promoting the First Data program, you should take a look at their offer:

- Great rates
- Current "meet or beat" offer in the marketplace
- Recurring revenue for your chamber
- Educational pieces like "understanding your statement".

Contact [Nadim Awan](#) for more information on how you can make money for your chamber with the First Data offer.

## Another chamber joins the cross-Canada network!

Please welcome our newest member of the Canadian chamber network: Memramcook Chamber of Commerce (NB), Maxime Bourgeois, president, [maxime.o.bourgeois@gmail.com](mailto:maxime.o.bourgeois@gmail.com).

## New leaders in the network

Join us in welcoming the following new chamber execs to the chamber network; if they're in your region of the country, why not personally welcome them to the network?

**Loretta Lewis**, president, Burin Peninsula Chamber of Commerce, [burinpeninsulachamber@outlook.ca](mailto:burinpeninsulachamber@outlook.ca).

**John D. Smith**, executive director, Conception Bay South Chamber (NL), [info@cbachamber.com](mailto:info@cbachamber.com).

**Coralee Rudachyk**, general manager, Dawson City Chamber of Commerce (YT), [office@dawsoncitychamberofcommerce.ca](mailto:office@dawsoncitychamberofcommerce.ca).

**Marie-Eve Castonguay**, general manager, Chambre de commerce de la région d'Edmundston Inc. (NB), [marievecastonguay@ccedmunston.com](mailto:marievecastonguay@ccedmunston.com).

**Kan Kuzmiski**, president, Oyen & District Chamber of Commerce (AB), [stitchworx@telus.net](mailto:stitchworx@telus.net).

**Emily Cowan**, executive director, Prince Edward County Chamber of Tourism & Commerce, [manager@pecchamber.com](mailto:manager@pecchamber.com).

**Deb Masters**, Interim General Manager, Woodstock District Chamber of Commerce (ON), [gm@woodstockchamber.ca](mailto:gm@woodstockchamber.ca).



## Finally, we don't know if there was lobster or turkey at the Loomis household this Thanksgiving...

but we wanted to advise those AGM delegates who entered the draw for 20 lbs of lobster, courtesy of our 2017 AGM host, the Fredericton Chamber of Commerce, that Keanin Loomis, president and CEO of the Hamilton Chamber, was the lucky recipient. Big thanks to the Fredericton Chamber for its fun promotion at our AGM in Regina; looking forward to 2017!