

# Connections

... get plugged in to your network

October 2009

## *Another AGM comes and goes!*

The city of Victoria provided a spectacular early fall backdrop for the Canadian Chamber's annual general meeting.

Chambers will receive an event-at-a-glance summary in this month's mailing but, in the meantime, you can access information about the AGM on our Web site including speaker presentations, photos and policy resolution information. .

## *Chamber of Commerce Executives of Canada (CCEC) accepts position on National Board*

As of the AGM in Victoria, it is official that the CCEC will now have a designated seat on the Canadian Chamber's board of directors.

As part of the Chamber's strategic plan to more fully engage the chamber network, this most recent appointments is seen as a positive step towards maintaining closer working relationships with all members across the country.

CCEC President Valerie Roy, who assumed her presidency in October, will be the first CCEC representative on the CCC board; we look forward to welcoming her to our December board meeting to be held in Ottawa. Valerie is the CEO of the Greater Moncton Chamber of Commerce.

## *Canadian Chambers' Competition: we all win!*

One popular component of the AGM which made its return in Victoria was the chamber competition - an opportunity for chambers to showcase successful projects under a specified theme each AGM.

This year's theme was *Best Non-Dues Project* and there were entries from across the country. Three finalists presented their projects during the AGM and delegates voted on a "People's Choice" award winner.

Without further ado, the competition awards went to:  
**2009 Best Non-Dues Revenue Project** - St. Thomas & District Chamber of Commerce.  
**Silver Award** went to Penticton & Wine Country Chamber of Commerce

**Bronze Award** went to Spruce Grove & District Chamber of Commerce.

**People's Choice Award:** St. Thomas & District Chamber of Commerce.

Congratulations to all finalists and thank you for sharing your knowledge and experiences. All chambers win through the sharing of your best practices. Chambers can access the finalists' projects on our Web site.

Thanks to all chamber that submitted projects. We will hold the 7th Chambers Competition at next year's AGM - watch for details mid-2010. In the meantime, if you have suggestions for the 2010 theme, please forward them to Jennifer Hagen, [jhagen@chamber.ca](mailto:jhagen@chamber.ca).



Newly sworn-in Canadian Chamber Chair Shauneen Bruder presented Canadian Chambers Competition awards at the recent CCC AGM Gala.

Left to right in photo: Shauneen Bruder, Bob Hammersley, President & CEO, St. Thomas & District Chamber of Commerce; Jason Cox, President, Penticton & Wine Country Chamber of Commerce; Norm Shaw, President and Brenda Johnson, Executive Director, Spruce Grove & District Chamber of Commerce.

For more AGM photos visit: the [photo gallery](#).

## *Chamber executive and chief volunteer survey: It's not too late to complete!*

A few weeks ago, the Chamber distributed three surveys to executive directors - one for chamber executives to complete; one for your volunteer chair/president etc. and the final one for your past chair.

This survey is designed to investigate potential issues and challenges that are faced by executive directors and chairs. This is an opportunity to pass on experiences and we expect the information will be helpful in addressing common concerns and in helping new directors and chairs in becoming effective, more quickly.

This opportunity for chamber data comes to us from Bruce Anderson, volunteer President with the Regina Chamber of Commerce, whose full-time gig is with the University of Regina. Thanks Bruce for this opportunity to develop some in-the-field data.

If you have not already completed the appropriate survey, you are encouraged to do so and also pass along the appropriate survey to your chair and past chair for their input.

The questionnaires do take some time, but the results will be worthwhile. The results will be made available to chambers and published in other media.

Links to the survey are as follows:

[Executive director/chief staff person survey.](#)

[Current chief volunteer \(e.g. chair\) survey.](#)

[Past chair survey](#)

## *How can small and medium-sized businesses benefit from e-business?*

The *Survey of Electronic Commerce and Technology* by Statistics Canada revealed that in 2007 only 7% of small and medium businesses were selling online.

The global market will be valued at \$600 billion in 2010 and taking advantage of this is key to growth for businesses today.

You may wish to share the following program with your SME members - so that they can explore ecommerce options for their own operations. The Small Business Internship Program can help SME businesses move e-commerce goals a step forward.

This program provides small and medium-sized enterprises with financial support to hire a post secondary student intern to assist them in their adoption of e-business strategies to increase their productivity and competitiveness.

## *New chamber members*

This month the Canadian Chamber network has expanded a little farther and we'd like to welcome two new chambers to the chamber network:

**Bowen Island Chamber of Commerce (BC)**, Suzanne Carvell, Manager, [manager@bowenisland.org](mailto:manager@bowenisland.org).

**Hanna & District Chamber of Commerce (AB)**,

Becky Linn, Chamber Manager, [hannachamber@telus.net](mailto:hannachamber@telus.net)

## *New chamber managers*

**Judy Marshall**, Executive Director, Aurora Chamber of Commerce (ON), [jmarshall@aurorachamber.on.ca](mailto:jmarshall@aurorachamber.on.ca).

**Trish Parsons**, Manager, Kitimat Chamber of Commerce, [kitimatchamber@telus.net](mailto:kitimatchamber@telus.net).

**Anne McMullin**, President, North Vancouver Chamber of Commerce (BC), [anne@nvchamber.bc.ca](mailto:anne@nvchamber.bc.ca).

**Roxanne Osicki**, General Manager, Peace River & District Chamber of Commerce (AB), [roxanne@peacriverchamber.com](mailto:roxanne@peacriverchamber.com).

**Darlene Hartford**, Peachland Chamber of Commerce, [peachlandchamber@shawcable.com](mailto:peachlandchamber@shawcable.com).

**Howard Wilson**, President, Thunder Bay Chamber of Commerce, [harold@tb-chamber.on.ca](mailto:harold@tb-chamber.on.ca).

If you are a new manager or have changes that you would like the network to know about - let Stacey Roy know, [sroy@chamber.ca](mailto:sroy@chamber.ca).

## *Events to keep in mind*

### **November 19th - Montreal**

#### *International Executive of the Year Award Dinner*

An annual event, hosted by The Canadian Chamber of Commerce, this year's honouree is E. Hunter Harrison, President & Chief Executive Officer of CN. Registration and information is available online at [www.chamber.ca](http://www.chamber.ca).

Please watch for an important **Member Satisfaction Survey** coming your way in the next couple of weeks! We want your honest feedback on how we're doing, what we could be doing, and more.

Also contained within this survey will be a chance for you to put forward your chamber's opinion on what our top policy priorities should be for the coming year.

Your comments will be anonymous (unless you chose otherwise!).

### **Chamber Development and Services**

*We're here to help you make the most of your chamber's membership with the Canadian Chamber of Commerce.*

Jennifer Hagen, Director, Chamber Development & Services, 1-800-661-2930, x232, [jhagen@chamber.ca](mailto:jhagen@chamber.ca)

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