

## Celebration of Business Excellence ..... April 19, 2008

8 p.m. Island Park Retirement Suites, Campbellford

\$25 plus GST per person includes wine and hors d'oeuvres reception.

Sponsorship opportunities are available for Award Sponsor; Event Sponsor and Reception Sponsor.

If you would like your business to join in recognizing the business community, call today!

### Chamber Meetings and Special Events

**Tuesday, February 19** 8 am  
Tourism Committee, Fudge's  
Family Restaurant  
**Thursday, Feb. 21,** 5:30 p.m.  
Membership Committee,  
Chamber Office  
**Thursday, Feb. 21,** 6:30 p.m.  
Board of Directors Meeting  
Chamber Office.  
**Friday, Feb. 29,** 8 a.m.  
Annual General Meeting  
Campbellford Curling &  
Racquet Club

#### PUBLIC MEETING

#### Feasibility Study Results to be Presented about Proposed Community Recreation and Wellness Centre for Trent Hills

You are invited to a public meeting where the results of the Feasibility Study will be presented to Trent Hills Municipal Council and the Community.

**When:** Wednesday, February 13th,  
7:00 pm to 9:00 pm

**Where:** Campbellford District High  
School, Cafeteria

119 Ranney Street N, Campbellford  
You can preview the feasibility  
results on the website: [www.trenthillscmmunityfacilitystudy.ca](http://www.trenthillscmmunityfacilitystudy.ca)

For further information please  
contact: 653-2005

### OCC tables its 2008 pre-budget submission

The OCC has tabled its 2008 pre-budget submission to the Standing Committee for Financial and Economic Affairs. The OCC and its members have identified three specific themes that the provincial government should embrace and deliver on in its 2008 budget:

- I. Spurring Economic Growth
- II. A Next Generation Workforce, and
- III. Strengthening Ontario Communities

To stimulate Ontario's long-term economic growth, the OCC recommends that the government implement targeted strategies in the areas of taxation, regulation, investment in energy and transportation infrastructure. The submission recommends a continued focus on education/training and health care measures to ensure that Ontario's goal to transition to a knowledge-based economy is supported by an appropriately trained, technologically advanced, and healthy workforce.

Finally, the submission calls on the government to support Ontario communities by allocating increased funding to municipalities to fund the downloaded social services and promote local economic development.

Main recommendations include: calls to reform the provincial sales tax into a value-added-tax, reduce the corporate income tax rates to stimulate business growth, and accelerating capital depreciation to spur productivity. Another centerpiece recommendation is to address Ontario's emerging skills shortage, by creating a Premier Skills Council. An Ontario Skills Strategy balancing the needs of skilled labour with the supply of highly educated and trained individuals will require cooperation from government, private sector, and academia.

For a full text of the submission please visit [www.occ.on.ca](http://www.occ.on.ca)

For more information on the submission or on the pre-budget survey please contact Svetlana Diomin, Senior Policy Analyst, at 416 482 5222 (238), or [svetlanadiomin@occ.on.ca](mailto:svetlanadiomin@occ.on.ca).



The Voice of Business  
[www.trenthillschamber.ca](http://www.trenthillschamber.ca)

### Our Mission

To *NURTURE,*  
*SUPPORT* and  
*SUSTAIN*  
the business  
community of  
*TRENT HILLS.*

### Board of Directors

Karen Gainor, *President*  
Brian Redden—*Vice-President*  
Dorothy Noronha, *Treasurer*  
Doreen Sharpe, *Past-President*

#### Directors:

Donna Bennett  
Neil Graham  
Vann Gouweleeuw  
Denise Glover  
Elaine Tweedie

#### Chamber Staff

Nancy Allanson  
Executive Director  
Carolyn Stocker  
Administrative/Tourism Assistant  
Sandra Campbell, Diane Matheson  
Driver & Vehicle Licensing Clerks  
Sarah Smith  
Tourism Student

#### Trent Hills & District Chamber of Commerce

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Fax: (705) 653-1629  
E-mail: [info@trenthillschamber.ca](mailto:info@trenthillschamber.ca)  
[www.trenthillschamber.ca](http://www.trenthillschamber.ca)

### President's Message

We're excited to announce that MP Rick Norlock and MPP Lou Rinaldi will be the guest speakers for the Annual General Meeting taking place on Friday, February 29<sup>th</sup>, 8 am at the Campbellford Curling Club. Please see all the details on page 2 and order your tickets early.

Nominations are now open for the 2008 Celebration of Business Excellence! A handy nomination form has been included in this month's newsletter, be sure to submit your nominations by the deadline, Friday, February 29<sup>th</sup>, at 4 p.m. We also have a user friendly nomination form at [www.trenthillschamber.ca](http://www.trenthillschamber.ca) that you may also use. Don't forget to nominate as many businesses as you feel deserve the recognition! We would like to extend a special thanks to the Award Sponsors, listed on page 3.

We are pleased to welcome Neil Graham's return to the board, appointed at the January board meeting. If you are interested in volunteering your time to the Chamber, please contact myself or another board member to have your name submitted to the Nominating Committee. An election of officers will take place at the AGM, including nominations from the floor, and I highly encourage you to get involved in your chamber.

Organizations like the Chamber of Commerce, business associations, and economic departments are critically vital to the success of communities such as ours, in good - and not-so-good- times. Now, more than ever, we need to join together and actively support our fellow businesses, communicate clearly and seek solutions from our government representatives while focusing our time and efforts on achieving success for everyone!

For the past two years it has been my very great privilege and pleasure to serve the Chamber and our business community as President. The Chamber has an excellent history of being an innovative leader within our business community, working diligently to make business life better and more profitable for our membership. I am proud and honored to have had the opportunity to play a part in continuing the legacy. I look forward to working with the new President and Board as the Chamber continues moving forward to nurture, support and sustain the business community of Trent Hills and to fulfill its obligation as "The Voice of Business".

Wishing you a happy and successful business year!

*Karen Gainor, President*



## Annual General Meeting

Friday, Feb. 29th,  
8:00 am

Campbellford Curling & Racquet Club  
381 Front St. N., Campbellford

Includes Buffet Breakfast featuring fresh artisan breads, home fries, baked beans, bacon, sausage, omelettes and any style of eggs prepared fresh for you at the buffet table.

\$15 per person plus GST  
RSVP by Feb. 25

Call 653-1551 to reserve your tickets.

Reports on the annual business will be presented, 2008 Board of Directors will be elected, and a vote on any matters requiring the input of the Membership at large.

All members in good standing are eligible to cast a vote or submit nominations for the 11 board members.

Immediately following the Annual General Meeting, the Board of Directors will hold its first meeting to elect the President and Vice-President from among their number and appoint the Treasurer and Secretary. The immediate Past-President may serve one year as a member of the board of directors.

## Trent Hills Tourism Update

### Trent Hills Photo Contest

The Municipality is launching an exciting contest to encourage visitors and residents to submit their best picture of Trent Hills. Cash prizes, and two deadlines to submit photos—June 13 and December 31.

Go to [www.trenthillphotocontest.ca](http://www.trenthillphotocontest.ca) for all the details. Grab your camera and head out into the community!

### Tourism Committee News

- The 2008 Trent Hills Visitor Guide will be published early in March. If you are a tourism operator and have not already booked your ad, call us today!
- The Tourism Committee is pleased to welcome new member Keith Thompson, Water's Edge Inn.
- Early in 2008 a Strategic Plan will be prepared to look at short term goals and long-term planning.
- New this year—developing a database of visitors for a quarterly tourism e-newsletter. If you are a tourism operator and would like your contacts to receive the e-newsletter, ask them to go to [www.visittrenthills.ca](http://www.visittrenthills.ca) and register. This is a great way to let visitors know about events that may be taking place when they arrive, or to attract new visitors.

### Northumberland Tourism Advisory Committee

TAC hosted a meeting of all organizers of the Northumberland events that take place the weekend of August 15—17, including the Warkworth Long Lunch, Hastings Waterfront Festival and Antique Boat day, Cobourg Rotary Ribfest and Rural Ramble. The group will be collaborating to seek marketing and funding opportunities that will leverage existing funds. Committee members also include Nancy Allanson, Chamber Executive Director, Eileen Lum, Manager, Northumberland County Tourism and Councillor Camille Edwards.

### Passport News

The US government recently passed legislation that means the requirement for land and sea will not come into effect until June 2009 or later. US tourists will be able to use a passport, PASS card, NEXUS card. The US plans to issue PASS cards to citizens in the spring, costing \$45 for the adult cards and \$35 for children; for those with a valid passport they can apply for the card as a passport renewal for \$20. This is only valid for land and sea crossings. Children aged 18 and younger will be able to travel with proof of citizenship, such as a birth certificate. The final rule for land and sea, which is like our regulations, has not yet been released.

## Celebration of Business Excellence -Nominations Begin!

**Nomination Deadline:** All nominations must be submitted to the Chamber of Commerce by Friday, February 29, 4 pm. Nomination forms available by contacting the Chamber at 653-1551.

**Awards Ceremony:** Nominees and Award Recipients will be recognized at the Celebration of Business Excellence taking place on Saturday, April 16th, 7:30 pm at Island Park Retirement Suites, Campbellford.

### Award Categories:

**Entrepreneurial Spirit Award – 3 years or less:** Awarded to the business that has demonstrated excellence in one or more of the following categories: customer service, job creation, workplace environment, growth in business, product quality, new and innovative products, service or manufacturing techniques. *Sponsored by Business Advisory Centre—Northumberland*

**Entrepreneurial Spirit Award – more than 3 years:** Awarded to the business that has demonstrated excellence in one or more of the following categories: customer service, job creation, workplace environment, growth in business, product quality, new and innovative products, service or manufacturing techniques. *Sponsored by Luzzi's Valu-Mart*

**Small Office Home Office:** Awarded to a small office or home office (3 employees or less) that has achieved a high level of business success, a consistent level of exceptional customer service, a commitment to community involvement and sustainable financial performance. *Sponsored by Welch & Co. LLP*

**Commercial Restoration/Renovation:** Awarded to a business or organization that has distinguished itself in the overall visual impact or distinctiveness, innovative design, or commitment to heritage of the exterior and/or interior of their business. *Sponsored by Municipality of Trent Hills Community Development Office*

**Customer First:** Awarded to a business or organization that is dedicated to customer satisfaction and is willing to go the extra mile, demonstrating excellence in customer service, employee training, and innovative ideas. *Sponsored by Stone House Gardens*

**Retail:** Awarded to a business or organization that has demonstrated a commitment to excellence in retail by consistently offering exceptional customer service and could include consideration of staff knowledge, store design, merchandising, marketing/promotion and creativity.

**Business Communications:** Awarded to a business or organization that has achieved success in raising brand awareness and/or increasing business for its clients or itself, by implementing an outstanding and innovative multi-media, marketing or design communication initiative.

**Manufacturing:** Awarded to an industry or manufacturing firm that consistently offers exceptional customer service and could include consideration of community involvement, workplace safety, environmental awareness, introduction of a new product or innovation, expansion or exportation of goods, employee training/programs, an increase in productivity and sales growth. *Sponsored by RBC Royal Bank*

**Accessibility:** This new award recognizes the efforts made by businesses in improving access for people with disabilities by breaking down barriers and making it easier to obtain goods and services. Award recipients will have made significant contributions in areas such as quality customer service for people with disabilities, barrier-free environments, inclusive hiring practices, and training programs for staff. *Sponsored by Therapacc Physiotherapy and Rehabilitation.*

**Hospitality/Tourism:** Awarded to a business or organization that has demonstrated a commitment to excellence in the hospitality or tourism industry by consistently offering exceptional customer service and could include consideration of staff knowledge, quality of products and/or services offered, signage, marketing/promotion, features of facility, parking or accessibility.

**Health and Wellness:** Awarded to a business or organization that has demonstrated a commitment to promoting health and well being in the workplace and community promoting proactive lifestyle choices through educational programs and/or services offered. This business demonstrates the importance of inspiring individuals to achieve optimal health. *Sponsored by Campbellford Curves for Women*

**Environmental Award:** Awarded to a business or organization that displays a responsibility to the environment, promotes sustainability through renewable resources, and/or the protection of environmentally sensitive area. *Sponsored by ZAZU Boutique*