

## 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 Gouweleew  
Denise Glover  
Elaine Tweedie

### Trent Hills & District Chamber of Commerce

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www.trenthillschamber.ca

## President's Message

This is an incredibly exciting month for business owners! Funding and incentive programs from both the municipal and federal governments are providing contributions that will allow you to grow and develop your business.

Developing and implementing a Downtown Community Improvement Plan has been a key area of focus for the Trent Hills Economic Development Committee. That plan is now a realization with the April 23<sup>rd</sup> launch of the program. Our appreciation is extended to council for recognizing the value of downtown revitalization and investment and providing the necessary support for this program.

The Federal Government has stepped up to the plate in support of the Eastern Ontario Development Program (EODP) with a \$20 million, short-term contribution to a program aimed at addressing socio-economic challenges in rural Eastern Ontario. The EODP is managed by FedNor while Northumberland Community Futures Development Corporation delivers the program in our region. There are six funding elements including: Business Planning, Skills Development, Youth Interns, Local Initiatives, Community Capacity and Access to Capital. This is an important source of funding available to your business- deadline to apply is May 18<sup>th</sup>! Do take advantage of this.

*Partners In Action* has been the Chamber's theme this past year - and an important partner in the business community is our government representatives. On Thursday, May 24<sup>th</sup> you will have an opportunity to hear from Mayor Macmillan, MPP Rinaldi and MP Norlock at a **Partners In Action Breakfast Meeting**. They all have very hectic schedules and we appreciate that they are taking the time to hear from the business community of Trent Hills.

Wishing you continued business success,  
*Karen Williams Gainor, President*

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## Trent Hills invests in downtown revitalization

The Municipality of Trent Hills is pleased to announce the launch of the Downtown Community Improvement Plan that has been designed to encourage downtown revitalization and investment.

The Community Improvement Plan was originally identified as a downtown revitalization opportunity by the Trent Hills Economic Development Committee through the Business Retention & Expansion Survey. For the past year the Municipality has been working to develop the plan through both community and stakeholder consultation and discussions with the Ontario Ministry of Municipal Affairs and Housing. The result is a Downtown Community Improvement Plan that consists of a variety of program incentives and grants that are available for downtown businesses in Campbellford, Warkworth and Hastings to apply towards property improvements.

"The Municipality values the important role of our downtowns in reflecting the image of Trent Hills to visitors and local citizens and we will continue to support investment with launch of the Downtown Community Improvement Plan," notes Trent Hills Mayor Hector Macmillan.

Karen Gainor, Chairperson for the Trent Hills Economic Development Committee, states "A downtown area is not only the heart of a community; it is

the direct reflection of a community. When a community's downtown is clean, attractive, filled with unique and interesting businesses and alive with local and tourist activity, it speaks of a healthy and vibrant community. The implementation of the Community Improvement Plan will support and encourage the restoration and enhancement our downtowns to ensure that they will prosper with diverse businesses and services that will continue to benefit our residents as well as attract tourists and other businesses. This is an extremely exciting and progressive development for our community."

The Downtown Community Improvement provides the following financial incentive programs:

- Planning & Building Fee Rebates
- Parkland Dedication Exemption
- Property Tax Increment Equivalent Grant
- Commercial Façade Improvement Grant
- Residential Conversion & Rehabilitation Grant
- Design Studies Grant

For more information on the Downtown Community Improvement Plan please visit our website at <http://trent01.sitemajic.com/cip.html> or contact Brenda Otto, Community Development Officer, Municipality of Trent Hills, (705) 653-1900 ext 239 E-mail: [brenda.otto@trenthills.ca](mailto:brenda.otto@trenthills.ca)



## Member Benefits

Special low rates  
Exclusively for members of  
the Chamber of Commerce

**1.75%**

On Visa credit  
receipts with  
electronic deposits

**\$0.10**

On Interac Direct  
Payment  
receipts with elec-  
tronic deposits

**1.89%**

On MasterCard  
credit receipts with  
electronic deposits

Terminal rental fee is \$32  
per month plus applica-  
ble taxes. For more infor-  
mation and to apply,  
call Paul DiStasi  
at (416) 436-9633  
TD MERCHANT SERVICES

## Funding program deadline May 18th

The Eastern Ontario Development Program (EODP) is a \$20 million, short-term contribution to a program aimed at addressing socio-economic challenges in rural Eastern Ontario. The EODP is managed by FedNor and is delivered by the 15 Community Futures Development Corporations located throughout Eastern Ontario. The EODP consists of six funding elements listed below with a brief description. *Refer to Guidelines at [www.northcfdc.ca](http://www.northcfdc.ca) for complete program details including information on eligible applicants.*

**Business Planning**—projects will support community-based initiatives that stimulate business development opportunities within Northumberland County.

**Local Initiatives Program**—projects will stimulate business and economic development opportunities and may support activities such as: community economic development projects; research projects, marketing/promotional activities, tourism events, seminars/workshops, technology innovation projects, and small scale capital projects.

**Skills Development Fund**—In acknowledgement of the significant financial investment required to train employees, applications may include direct training costs, travel and other related expenses.

**Youth Intern Initiative**—Provides recent college or university graduates with skills gained from full-time work experience in business and/or community development fields. The internships will demonstrate the advantages of living and working locally.

**Community Capacity Initiative**—Projects that will strengthen the local area by incrementally addressing local needs and priorities and will result in long term benefits including job creation, economic diversification and enhanced business competitiveness.

**Access to Capital Program**—Projects will normally support incremental activity that assists and encourages the revitalization of commercial or retail properties, and that serve as a catalyst to staging existing properties for efficient and regenerated use of land, in turn providing for job creation and/or retention.

**Deadline to apply is 4 p.m on May 18th.** For more information contact Wendy Curtis, General Manager, Northumberland CFDC  
E-mail: [wendyc@northcfdc.ca](mailto:wendyc@northcfdc.ca)  
(905) 372-8315 ext. 227



TRENT HILLS & DISTRICT  
CHAMBER OF COMMERCE

## *Partners in Action Breakfast Meeting*

Join us on

**Thursday, May 24th, 7:30 am  
at Pine Ridge Golf Course**

to hear from your local, provincial and  
federal governments

As the Voice of Business it is important to create opportunities for the business community to communicate with all levels of government.

**7:30 am**

Breakfast Buffet

**8:00 am**

### **GUEST SPEAKER PRESENTATIONS**

*Municipality of Trent Hills*

**Mayor Hector Macmillan**

*Northumberland-Quinte West*

*Provincial Representative*

**MPP Lou Rinaldi**

*Northumberland-Quinte West*

*Federal Representative*

**MPP Rick Norlock**

**8:45 am**

### **QUESTION AND ANSWER PERIOD**

#### **Pre-registration required:**

Chamber members: \$15.90 Non-members: \$21.20  
Includes Buffet Breakfast  
Call the Chamber at 653-1551 to order your tickets.

Presented by your

*Government Relations Committee.*

Partners in Action is a theme that the chamber has adopted for this year in recognition of the power of the partnership to achieve success.

**Chamber Office & Visitor Information Centre**  
51 Grand Road, Box 376  
Campbellford, ON K0L 1L0  
Phone: 653-1551 Fax: 653-1629

**Vehicle and Driver Licensing Office**  
653-1579  
Monday to Friday—9 a.m. to 5 p.m.  
Saturday—9 a.m. to 1 p.m.

Monday to Friday—9 a.m. to 5 p.m.  
Saturday and Sunday—11 a.m. to 3 p.m.  
Beginning May 19 weekend hours 9 am to 5 pm

**STATUTORY HOLIDAY CLOSURE:**  
The Chamber office and Licensing Office will be closed on Monday, May 21

## Chamber Meetings and Special Events

**Thursday, May 10, 8 am**  
Government Relations Committee, Chamber office.

**Thursday, May 15, 8 am**  
Tourism Committee, Main Street Diner.

**Tuesday, May 22, 5:30 pm**  
Membership Committee, Chamber office.

**Thursday, May 24, 7:30 am**  
Partners in Action Breakfast Meeting: Guest Speakers Mayor Macmillan, MPP Rinaldi and MP Norlock. Pine Ridge Golf Course.

**Thursday, May 31, 7:00 pm**  
Board of Directors meeting, Chamber office.



Together We Can Make It Happen

## **SERVICE EXCELLENCE**

### **Training Session**

**Wednesday, June 6**

**9 am to 3:30 pm**

Island Park Retirement Suites, Campbellford

This program provides the basics of excellent and consistent customer service and focuses on the important role of the individual in building client loyalty and creating a positive impression of the operation. Recognition includes a lapel pin.

#### **BENEFITS TO BUSINESS**

- Helps create a consistent service standard within the company
- Provides employees with tools and techniques to build customer loyalty

#### **TOPICS COVERED**

- Customer Loyalty
- Service Commitments
- Teamwork
- Communication
- Connections
- Challenges
- WOW Them

Chamber Member Fee:

Chamber Member Course Fee: \$58.30 per participant  
Includes lunch, refreshment breaks, resource manual, lapel pin and certificate.

**Call the Chamber at 653-1551 to reserve.**

**Maximum of 16 participants. Pre-registration required.**