



**THIS NEWSLETTER IS A BENEFIT FOR MEMBERS.**

**HAPPY NEW YEAR**

### **CAM'S NATIONAL OFFICE HAS MOVED**

CAM's national office has moved. It's one block north of our previous location. Our new postal address is:

**2200 Sherobee Road, Suite 404, Mississauga, Ontario, Canada L5A 3Y3**

***Our phone, fax and email information remains unchanged.***

***Please ensure that you update our address in ALL your records.*** We just received mail addressed to CAM at the mailing address we left in 2001.

### **SUCCESS AND SUCCESSION – CAM'S 2007 ANNUAL CONFERENCE**

We need your feedback. We had minimal returns of the speaker/program evaluation forms at the conference. What verbal responses we received indicated that the speakers and the content were excellent.

In order to deliver future conferences with the same or better value, we need a little more feed back from you. Would you please provide us with answers to the following questions?

1. Why did you attend CAM's 2007 Annual Conference? If you did not attend, why did you not attend?
2. What did you like about this conference?
3. What did you dislike about this conference?
4. What could we do differently to improve your experience at the conference?
5. What could we do to ensure you would attend the conference?
6. Any additional comments or suggestions you might have would be appreciated.

Please fax (905-848-8499) or email ([members@mover.net](mailto:members@mover.net)) your responses to us.

Thank you.

### **STATISTICS FOR 2007**

CAM's national office answers a great number of calls in the course of a year. These are down by about 4% from 2006.

▪ Referrals (Who is reputable mover that I can move with?)	1,763
▪ Inquiries (Is ABC Moving & Storage reputable?)	1,545
▪ Complaints	195

And our website was very active in 2007 with 168,000 visits and 45,000 visitors, up 18% from 2006.

These statistics will be provided to you quarterly.

### **EMPLOYMENT**

Over the last several months, CAM has been establishing an online listing of people interested in working in the moving industry. The listing is maintained in a database on our website.

We will begin our recruitment efforts again in late February or early March to ensure that you have some availability of part-time and full-time workers for the summer moving season.

### **NEW MEMBERS**

The following companies joined CAM in the last quarter of 2007.

Movers: Déménagement Monette Express (141273 Canada Inc.), Québec, QC  
KMS Van Lines Inc., Mississauga, ON

International: JLB International Shipping Ltd., West Bromwich, United Kingdom  
Meridian Moving & Storage Ltd. Hailsham, United Kingdom

Suppliers: UNIRISC, Richmond Hill, ON  
Wholesale Packaging Ltd. Toronto, ON

### **FLORIDA MOVING COMPANY FOR SALE**

CAM has been asked to assist in the sale of a highly profitable moving and storage company in Florida. It's in the southwest Gulf Coast area. What an opportunity! Think of the tax write-offs when you vacation in Florida! And think of the current advantages of the Canadian dollar!

Contact the CAM office to get in touch with the owners.

# **MOVERS' EDGE, FEBRUARY, 2008**

## **ATLAS VAN LINES (CANADA) LTD. REJOINS CAM**

The Canadian Association of Movers is pleased to welcome Atlas Van Lines as a van-line member. To quote Atlas's news release:

"I am very pleased to advise that Atlas has rejoined CAM," says Atlas Canada President and COO, Bob Clark. "We believe that there is value and benefit to both Atlas and CAM in having our van line involved with our industry's only Canadian trade association. As a major player in the moving industry it only makes sense for Atlas and its agents to be actively involved with this organization. Our own Doug Kellough, president of Salmon's Transfer, is a newly elected Director of CAM.

*Welcome back Atlas!*

## **EMPLOYMENT**

Over the last several months, CAM has been establishing an online listing of people interested in working in the moving industry. The listing is maintained in a members-only database on our website. There are currently 767 resumes on the website of which 49 are looking for work as drivers. We will begin our recruitment efforts again in late February or early March to ensure that you have some availability of part-time and full-time workers for the summer moving season.

## **NEW MEMBERS**

CAM welcomes the following companies that joined in January 2008:

Van Lines: Atlas Van Lines (Canada) Ltd., Oakville, ON

International: Specialised Moving Services Ltd., Westham, Eastbourne, East Sussex, United Kingdom

## **MOVING EQUIPMENT FOR SALE**

Déménagement Drummond – 1995 Manac 51-foot moving trailer. Franco Collard at 819-478-0323  
or 1-800-667-4153.

Abbeywood Moving & Storage Inc – used storage pallets/vaults/containers. Randy Wilson at  
416-292-1107.

## **MOVING COMPANY WANTED**

CAM has had a call from a person who wants to buy a small- to medium-size moving company. Call CAM for details.

### **CAM'S CANADIAN PROFESSIONAL MOVER COURSE**

Members have found that CAM's Canadian Professional Mover course is a great way to train sales and administrative staff who are in contact with your customers. Consumers are getting ready to move. Ensure that knowledgeable staff greet them when they contact you. The nine modules of the course include:

- Estimating Procedures
  - Long Distance Moving – Canada (2 modules)
  - Long Distance Moving – Canada/USA/Mexico
  - Local Moving
  - Permanent Storage (3 modules)
  - Office Moving
- Contact CAM for additional information or to register your employees.

### **FLORIDA MOVING COMPANY FOR SALE**

CAM has been asked to assist in the sale of a highly-profitable moving company in Florida's southwest Gulf Coast area. Think of the opportunity for tax write-offs when you vacation in Florida! And think of the current advantages of the Canadian dollar! Contact the CAM office to get in touch with the owners.

### **CAM'S NATIONAL OFFICE HAS MOVED**

CAM's national office has moved. It's one block north of our previous location. Our new postal address is:

Canadian Association of Movers  
2200 Sherobee Road, Suite 404  
Mississauga, Ontario, Canada L5A 3Y3

Our phone, fax and email information remains unchanged.

### **AMERICAN MOVING AND STORAGE ASSOCIATION ANNUAL CONFERENCE**

AMSA's 2008 Annual Education Conference & Expo is scheduled for April 1 to 5, 2008, in Orlando, Florida. Visit AMSA's website at [www.moving.org](http://www.moving.org) for details.

### **SUPPLIER MEMBERS' ANNOUNCEMENTS**

**Mover's Choice** – 2008 marks 20 years of providing moving bin and equipment rentals within the GTA. Visit their website at [www.themoverschoice.com](http://www.themoverschoice.com) for details.

**Your Moving Depot** has System Jackets and toques with logos on special until February 22. Call for details 1-888-415-8858.

Contact any of CAM's supplier members for great value, savings and specials.

# **MOVERS' EDGE, MARCH, 2008**

## **CAM'S NATIONAL COMPENSATION SURVEY**

CAM's National Compensation Survey asks for salary and benefit information for:

- Administrative – secretarial, branch manager
- Operations – dispatch, drivers, packers, helpers, summer staff
- Sales – inside sales, outside sales and sales management

The final output will be organized on a regional basis so that movers can determine the going rate for workers in their area. The results of the survey will be provided at no charge to members who participate. The fees are as follows:

	<b>Participating in the survey</b>	<b>Not participating in the survey</b>
<b>Members</b>	Free	\$100
<b>Non-members</b>	\$100	\$200

The deadline for participation is Monday, March 31. The results will be available in mid-April.

## **CAM'S CANADIAN PROFESSIONAL MOVER COURSE**

Members have found that CAM's Canadian Professional Mover course is a great way to train sales and administrative staff who are in contact with your customers. Consumers are getting ready to move. Ensure that knowledgeable staff serves them when they contact you. The nine modules of the course include:

- Estimating Procedures
- Long Distance Moving – Canada (2 modules)
- Long Distance Moving – Canada/USA/Mexico
- Local Moving
- Permanent Storage (3 modules)
- Office Moving

The price of the course has been reduced by \$50 until March 31. Don't miss this chance to train your staff.

## **CAM INVITES ATLAS VAN LINES AGENTS TO JOIN**

CAM has just sent out a letter to all Atlas Van Lines agents describing some of the benefits of membership and inviting them to join the association. CAM membership gives a member:

- A national forum for the moving industry
- Training for new sales and customer-service employees through the Canadian Professional Movers course
- Validation to consumers through our Certified Canadian Mover Program
- Access to CAM's online résumé database for finding new employees.

This invitation is extended to all non-member movers across Canada.

## **JOB FAIRS**

In early February, Bill Di Castri and his staff from Comox Moving & Storage represented CAM at the Military Family Resource Centre's job fair at CFB Comox. The job fair was focused on providing employment opportunities to youth on Vancouver Island. It was great success! We got lots of job applications, which will appear in our online résumé database shortly. This appears to be a coast-to-coast opportunity for finding employees. CAM will approach the coordinators at the Military Family Resource Centres across Canada to find potential employees.

## **EMPLOYMENT**

We now have over 1000 résumés of individuals looking for employment in the moving industry – drivers, helpers, warehouse staff, administrative personnel – full-time and part-time. The number is growing on a daily basis. Many are students looking for summer employment. Some are people looking to change careers.

The database is organized by postal code and the type of job wanted. This should help you to augment your workforce and prepare for the summer rush.

## **NEW MEMBERS**

CAM welcomes the following companies that joined in February 2008

Mover: **Northern Plains Moving & Transport Ltd.**, Fort McMurray, AB

Supplier: **Voxme Software Inc.**, Richmond Hill, ON

## **MOVER FOR SALE**

Profitable Manitoba mover for sale. \$2 million volume. Contact CAM for details.

## **MOVING EQUIPMENT FOR SALE**

Déménagement Drummond – 1995 Manac 51-foot moving trailer.  
Franco Collard at 819-478-0323 or 1-800-667-4153.

Abbeywood Moving & Storage Inc – used storage pallets/vaults/containers.  
Randy Wilson at 416-292-1107.

## **AMERICAN MOVING AND STORAGE ASSOCIATION ANNUAL CONFERENCE**

AMSA's 2008 Annual Education Conference & Expo is scheduled for April 1 to 5, 2008, in Orlando, Florida. Visit AMSA's website at [www.promover.org](http://www.promover.org) for details.

# MOVERS' EDGE, APRIL, 2008

## CAM'S NATIONAL COMPENSATION SURVEY

As you start to staff up for the summer rush, you probably should know what the going rate is for all levels of employees in your area. CAM's National Compensation Survey includes requests for salary and benefit information for:

- Administrative – secretarial, branch manager
- Operations – dispatch, drivers, packers, helpers, summer staff
- Sales – inside sales, outside sales and sales management

The final output will be organized on a regional basis so that you can determine the going rate for workers in their area.

FEES	Participating in the survey	Not participating in the survey
Members	FREE	\$100
Non-members	\$100	\$200

The deadline for participation is Wednesday, April 30, 2008, and the results will be distributed in mid-May. Those movers who have completed the survey indicate that it takes about 10 to 15 minutes to complete. **And the results are free to members who participate.**

## CAM'S MAGAZINE AND DIRECTORY

*The Canadian Mover*, CAM's magazine and directory, will be published at the end of April. Please check your listing in our online directory or in the Fall 2007 issue and send us any address changes or additions by April 15.

**Should you wish to advertise in Canada's only magazine for the moving industry, please contact us.**

## CAM'S CANADIAN PROFESSIONAL MOVER COURSE

Another area you should consider in preparing for the summer season is the training of your customer-service and sales staff. Members have found that CAM's Canadian Professional Mover course is a great training aid. Consumers are getting ready to move. **And CAM now has a new logo that graduates of the course can use on their business cards to identify themselves to the consumer as Canadian Professional Movers.**

Ensure that knowledgeable staff greets them when they contact you. The nine modules of the course include:

- Estimating Procedures
- Long Distance Moving – Canada (2 modules)
- Long Distance Moving – Canada/USA/Mexico
- Local Moving
- Permanent Storage (3 modules)
- Office Moving

We have extended the price reduction of \$50 until April 15. Don't miss this chance to train your staff.

## **CANADIAN TRUCKING HUMAN RESOURCES COUNCIL**

CAM was invited to participate in the Canadian Trucking Human Resources Council's initiative to develop an Occupational Profile for Van Foremen. This is part of CTHRC's mandate to define the various disciplines in trucking. This will assist bringing more people into the industry and allow for more immigrants.

Three CAM members participated in the first session held in Calgary at the end of March – Todd Anderson, Cam Carswell and Carmen Stang. They will form part of a steering committee to oversee the process. They indicated that working in a committee of this kind this was a learning process. It will take several more steps before the process is completed.

The work will be suspended during the busy summer months and will recommence in the fall. At that time, several current and former van foremen will be included in the process.

## **NEW MEMBERS**

CAM welcomes the following companies that joined in March, 2008:

- Cold Lake Northeastern Moving Services Ltd., Cold Lake, AB
- Consolidated Moving & Storage, Toronto, ON
- Ellis Moving & Storage Ltd., Vancouver, BC
- Emerald Moving & Storage Inc., Toronto, ON
- The Box Spot, Toronto, ON

## **MOVING EQUIPMENT FOR SALE**

~~Déménagement Drummond – 1995 Manac 51-foot moving trailer. Franco Collard at 819-478-0323 – SOLD~~

Abbeywood Moving & Storage Inc – used storage pallets/vaults/containers. Randy Wilson at 416-292-1107.

## **CERTIFIED CANADIAN MOVER PROGRAM FLYERS**

CAM has updated the Choosing a Mover flyer in both English and French. They will be available on April 4.

# **MOVERS' EDGE, JUNE, 2008**

## **CAM'S COMPENSATION SURVEY**

Thanks to everyone who took time to complete the survey. The results of CAM's compensation survey are now complete and have been emailed to all member participants.

The survey provides a unique view of the wages and salaries that are being paid in our industry.

Useable information was generated for BC, Vancouver, Alberta, Saskatchewan–Manitoba, Ontario, Toronto, Burlington–Mississauga, Ottawa region, Quebec and Montreal as well as statistics for across Canada.

The responses to some survey questions and from some geographic areas were limited. This prevented the publishing of results for those questions and those areas. We were unable to provide benefit/pension information based on the information received.

Respondents indicated that completing the survey was relatively easy and took an average of 16 minutes. Several respondents made very useful suggestions. These will be incorporated into future surveys. The next time the survey is run, we should be able to provide information on more regions and more areas of interest.

## **THE CANADIAN MOVER — CAM'S MAGAZINE AND DIRECTORY**

*The Canadian Mover* is at the printer now and will be mailed early next week. It contains listings of members, a member profile, Canadian migration information, an overview of the Canadian Professional Movers course, and an article on best practices in insurance.

## **BOARD OF DIRECTORS ACTIVITY**

Our board of directors is currently working on several projects:

- Updating the Canadian Professional Movers course
- Developing training courses for basic moving skills
- Redesigning the website
- Establishing guidelines as a standard for eco-friendly moving
- Continuing our press release program advising consumers about the best methods to hire a mover

## **NEW MEMBER**

CAM welcomes Zynpak Packaging Products Inc. of Concord Ontario, a new supplier member that joined this May.

## **CAM STATISTICS**

**Referrals Enquiries Complaints Web Visitors Total Web Visits**



<b>May 2008</b>	118	204	10	6,147 (+13%)	18,226 (+16%)
<b>May 2007</b>	175	178	14	5,423	15,742

## **MARK YOUR CALENDAR**

CAM's 13th Annual Conference will be held in Toronto on Monday and Tuesday, November 17 and 18, 2008.

The golf tournament will be held at Granite Ridge Golf Club in Milton, Ontario, on September 15, 2008.

## **MOVING SOFTWARE FOR SALE**

Techmate surveying, listing, operational software – contact Ramiro Quiros at Tippet Richardson – 416-292-4555.

## **SUPPLIER NEWS**

### ***THE MOVER'S CHOICE***

Jackie Dean-Rowley announces the opening of The Mover's Choice's new Scarborough location at 4500 Sheppard Road (Hwy 401 & McGowan) on June 5th and the opening of the Calgary location at 4911 – 77th Avenue SE on May 5th.

### ***YOUR MOVING DEPOT***

**Strap Sale** – Auto Tie Downs, Logistics & Ratchet straps - 12', 16', 20'. Lowest price of the year! Customized with your name at no extra charge. (One-time print die fee of \$100) – contact Your Moving Depot – 1-888-415-8858

# **MOVERS' EDGE, JULY, 2008**

## **BOARD OF DIRECTORS ACTIVITY**

CAM's board of directors is currently working on several projects:

- Mover training that will consist of five online courses including:
  - The Canadian Professional Movers course (update)
  - Courses for helpers, packers, van foremen and international packing – the pricing of these courses will be part of an optional enhanced membership package.
- A redesign of the website – currently in testing
- Increasing membership
- CAM's golf tournament
- CAM's 2008 annual conference

## **12TH ANNUAL GOLF TOURNAMENT**

Cam's 12th annual golf tournament is scheduled for Monday, September 15, at the Granite Ridge Golf Club north of Milton, Ontario. We have made arrangements for accommodation for out-of-town golfers at a nearby Marriott hotel.

## **13th ANNUAL CONFERENCE**

We will hold CAM's 13th annual conference on Monday and Tuesday, November 17 and 18, 2008.

- Theme:  
**Productivity in Changing Times**
- Location:  
Renaissance Toronto Airport Hotel
- Events:  
Sunday evening, informal get together for out of town delegates  
Monday morning and afternoon, conference sessions  
Monday Evening, Awards Dinner  
Tuesday morning and afternoon, conference sessions.

Conference sessions will include productivity sessions on moving operations and environmental solutions to common operating practices. Watch for details.

## **CAM ANNUAL AWARDS**

We will present the Association's three annual awards at the Awards Dinner on the evening of November 17. Please nominate those deserving founders, innovators and distinguished members of the Canadian moving community. The three nomination forms are posted [online](#).

## **NEW MEMBERS**

CAM welcomes two new members:

- Alba International Déménagements, Stains, France
- Milton's Movers, Kamloops, BC

## **CHANGE OF ADDRESS**

Long-time international member, NEER Service France, has moved to Garges les Gonesse (Paris), France.

## **CAM DIRECTORY**

The spring 2008 issue of *The Canadian Mover*, CAM's magazine and directory, was mailed out early in June. If you have not received your copy or would like another, please let us know.

Please review [your company's listing](#) and let us know if there are any changes required. We are looking for appropriate stories and articles for this fall and future issues. Your suggestions would be appreciated.

## **MOVING SOFTWARE FOR SALE**

Techmate surveying, listing, operational software – contact Ramiro Quiros at Tippet Richardson – 416-292-4555.

## **CAM SUPPLIERS**

It's summer. Our supplier members are busy, but they do have specials. Don't forget to ask for them.

## **A NEW SCAM**

We were advised that an individual was canvassing movers and asking to buy 400 wardrobes for shipment to Africa. It's a new version of the Nigerian scam, but specially suited for movers. Thought you'd want to know.

# MOVERS' EDGE, AUGUST, 2008

## 400 JOB SEEKERS ON OUR WEBSITE

Since the end of April, we have posted just over 400 résumés to the CAM website from jobseekers across Canada. Over 250 have been posted in the last 30 days. There are a few hotspots for applications but generally there are applicants across the country. We are still searching for an appropriate website in Quebec where we can advertise openings.

Visit our members-only area at [www.mover.net/cam/members](http://www.mover.net/cam/members) and enter your user name and password. Your user name is your company's contact name as it appears in the online directory and your password is your company's membership number in four digits. It's the number that appears beside "Sequence" on all your CAM invoices. Add zeros to the left as needed to make it four digits.

## MOVER.NET

CAM is prototyping a new website design. It is more user-friendly and will be easier to navigate than the current site. The opening page for the site will offer an option of English or French service and will be followed immediately by a page that directs visitors to pages for consumers, movers and job seekers.

The new design and content will help consumers to find movers and movers to find the moving-industry information they need. We expect the new design to be up and running by the end of August.

## 12TH ANNUAL GOLF TOURNAMENT

CAM's 12th annual golf tournament is scheduled for Monday, September 15 at the Granite Ridge Golf Club north of Milton, Ontario. We have made arrangements for accommodation for out-of-town golfers at a nearby Marriott hotel.

## 13TH ANNUAL CONFERENCE

We will hold CAM's 13th annual conference on Monday and Tuesday, November 17 and 18, 2008.

- Theme:  
**Productivity in Changing Times**
- Location:  
Renaissance Toronto Airport Hotel
- Events:  
Sunday evening, informal get together for out-of-town delegates  
Monday morning and afternoon, conference sessions  
Monday Evening, Awards Dinner  
Tuesday morning and afternoon, conference sessions.

The conference will include productivity sessions on moving operations and environmental solutions to common operating practices. If you have any suggestions about topics or speakers, please let us know now. Watch for details and conference announcements.

Mark your calendar now and don't miss the Canadian moving industry's only national event.

### **CAM ANNUAL AWARDS**

We will present the Association's three annual awards at the Awards Dinner on the evening of November 17. Please nominate those deserving founders, innovators and distinguished members of the Canadian moving community. The three nomination forms are posted online.

### **MOVE.COM**

MOVE.COM, the USA's largest online move referral service, is testing its service in Canada. This is the highly-successful service that AMSA is affiliated with. There will be a trial period involving several movers across the country and then we will roll it out to all CAM members.

# **CAM MOVER'S EDGE, SEPTEMBER 2008**

## **12TH ANNUAL GOLF TOURNAMENT**

CAM's 12th annual golf tournament is scheduled for Monday, September 15 at the Granite Ridge Golf Club north of Milton, Ontario. We have made arrangements for accommodation for out-of-town golfers at a nearby Marriott hotel. The deadline for hotel registration has been extended to Friday, September 5.

The forecast is for blue skies and great golf. Register now for a fun day.

## **13TH ANNUAL CONFERENCE**

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Renaissance Toronto Airport Hotel
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Sunday evening, informal get together for out-of-town delegates  
Monday morning and afternoon, conference sessions  
Monday Evening, Awards Dinner  
Tuesday morning and afternoon, conference sessions.

The conference will include productivity sessions on moving operations and environmental solutions to common operating practices. We have a great line-up of speakers from leading corporations throughout North America. Their topics are all designed to help your bottom line – motivating your team, efficient operations, greening your business, finding and retaining drivers, and managing your cashflow.

Topics include:

- Leadership and motivation
- Fleet and fuel efficiency
- "Green" warehouse design and retrofit
- Financing your business
- An update on the driver situation and what's being done about it
- Intermodal operations

Mark your calendar now and don't miss the Canadian moving industry's only national event.

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We will present the Association's three annual awards at the Awards Dinner on the evening of November 17. Please nominate those deserving founders, innovators and distinguished members of the Canadian moving community. The three nomination forms can be obtained [online](#).

## **CREDIT CARD PROCESSING RATES**

CAM has an ongoing relationship with Moneris Solutions to provide competitive rates for Visa and MasterCard processing. Members can get the latest technology and great rates for credit card processing. Call the Canadian Association of Movers' office for details.

## **400 JOB SEEKERS ON OUR WEBSITE**

Just to let you know that since July 1 over 400 job seekers have registered on our website for employment in the moving industry. They are listed on the [website](#) (members only) by postal code so you can find people in your area.

## **PROPOSED CHANGES TO RULES FOR WOOD PACKAGING MATERIAL MOVING BETWEEN CANADA AND USA**

The Canadian Food Inspection Agency (CFIA) and U.S. Department of Agriculture, Animal & Plant Health Inspection Service (APHIS) are developing a strategy that would involve a multi-year phase-in period for an eventual full implementation of the International Standard for Phytosanitary Measures (ISPM) No. 15 for wood packaging material (WPM) moving between the two countries. All WPM moving between Canada and the United States would be required to be treated in accordance with the ISPM No. 15 standard and marked with an officially-approved mark, as is the case for WPM moving in international trade.

Industry, stakeholders, exporters, importers, brokers, wood packaging manufacturers and interest groups are encouraged to provide comments on this proposed strategy to CFIA within the next 90 days. Details of the announcement can be seen on CAM's website in the [members-only area](#).

## **CAM MOVER'S EDGE, OCTOBER 2008**

Submitted by saleht on Tue, 08/05/2014 - 17:32

### **CAM'S Annual Conference 2008 — Productivity in Changing Times**

The flyer for CAM's 2008 Annual Conference – ***PRODUCTIVITY IN CHANGING TIMES*** – was mailed to you last week. The conference includes speakers from across the business spectrum:

- Joe Sherren – Management and leadership in changing times
- Ralph Stockmayer – Penske Truck Leasing – Energy efficiency for your vehicles
- Max Kreyenin – Voxme Software – Software solutions for moving business
- Nan Berezowski – Immigration for movers – hiring foreign workers
- Tony Bianca – CN Rail – Intermodal for the moving industry
- Bill Dawson – Scotiabank – Financial management for movers
- Gunars Robeznieks – Giffels – Warehouse design for movers – energy and operations efficiencies
- Josh Rose - Canadian Trucking Human Resources Council – a report on standards for van foremen

#### **We need your input in advance of the conference.**

Nan Berezowski asks that you send CAM any questions you have about immigration in advance of the conference. She will answer your questions at the conference but wants to be able to provide the best answers possible.

Once again, CAM will hold an open forum at which you can state your views on the future of CAM, concerns for the moving industry or ask any questions of members of CAM's board of directors. To ensure that you get the best information possible, please send any questions you may have to the CAM office in advance of the conference.

In both of the above sessions, questions will be welcomed from anyone present, but questions presented in advance will get the most comprehensive answers.

**DON'T MISS IT!** The conference is scheduled for November 17 and 18, 2008 at the Renaissance Toronto Airport Hotel.

**Tradeshow booths are available at the conference for supplier members. Contact CAM for details.**



## Ontario's Consumer Protection Act

On Tuesday, October 7, CAM representatives will meet with Ontario's Ministry of Small Business & Consumer Services about how the *Consumer Protection Act* affects the movers and consumers. The agenda includes:

- the estimates/10% rule
- holding goods for ransom
- demand for payment prior to unloading

If you have any concerns that we should address with the Ministry, send us an email to [members@mover.net](mailto:members@mover.net) before Friday.

## CAM'S Fall 2008 Magazine and Membership Directory

The Fall 2008 issue of *The Canadian Mover* goes to press in a week. Review your listing in the last issue of the directory or [online](#). Let us know of any changes ASAP.

## Lorne Stockley Retires

Lorne Stockley, Vice President, Government Services at United Van Lines (Canada) Ltd., will retire at the end of December 2008. Lorne began his career in the moving industry in 1965 and joined United Van Lines in 1972. He is respected by colleagues from across the Canadian moving community.

Anne Martin, President of United Van Lines (Canada) Ltd., will host a dinner honouring Lorne in Toronto on Tuesday evening, November 18, 2008. Details will be available shortly.

## [www.mover.net](http://www.mover.net)

CAM's website at [www.mover.net](http://www.mover.net) has been totally redesigned. The French version of the website will be available in a few days. Let us know what you think about the new site.

## Job Opportunity and Resumes

CAM has established a [Job Opportunities](#) page on the website in the Employment area. Members can advertise for employees using this service.

## New Members

In the past quarter, CAM welcomed eight new members:

### Canadian Movers

- Blue Line Moving and Storage (Ont) Inc., Toronto (North York), ON, Canada

- Glen's Moving & Storage Ltd., Windsor, ON, Canada
- King's Transfer Van Lines, Calgary, AB, Canada

### **International Movers**

- Hellas Europe Australia, Mascot, NSW, Australia
- Monarch Moving Systems, Mississauga, ON, Canada
- Prakash Relocations Worldwide, Bangalore, Karnataka, India
- Universal Relocations Services, Chennai, Tamil Nadu, India
- Universal Relocations, LLC, Brentwood, CA, USA

## **Moving Businesses for Sale**

Wayne's Moving in Simcoe, Ontario, is for sale. The sale includes the ongoing moving business, the storage business, and the property. Contact Mary Donnell at 519-429-3848 for details.

CAM is aware of several other moving businesses for sale across Canada (Maritimes, Ontario, Manitoba & Saskatchewan). Contact the CAM office to be put in touch with the owners.

## **Moving Equipment Wanted**

King's Transfer in Calgary is looking for used storage vaults. Contact Dennis O'Neill at 403-730-5592.

## **CAM MOVER'S EDGE, NOVEMBER 2008**

### **CAM'S Annual Conference 2008 — Productivity in Changing Times**

CAM's 2008 Annual Conference – ***PRODUCTIVITY IN CHANGING TIMES*** – opens on Sunday evening, November 16 with an informal get-together. The conference begins on Monday morning, November 17, with speakers from across the business spectrum:

- Joe Sherren – Management and leadership in changing times
- Ralph Stockmayer – Penske Truck Leasing – Energy efficiency for your vehicles
- Max Kreynin – Voxme Software – Software solutions for the moving industry
- Nan Berezowski – Immigration for movers – hiring foreign workers
- Tony Bianca – CN Rail – Intermodal for the moving industry
- Bill Dawson – Scotiabank – Financial management for movers
- Warren Webster – Giffels – Warehouse design for movers – energy and operations efficiencies
- Jeff Griffiths – consultant to the Canadian Trucking Human Resources Council – a report on standards for van foremen

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***We need your input in advance of the conference.***

Nan Berezowski asks that you send CAM any questions you have about immigration in advance of the conference. She will answer your questions at the conference but wants to be able to provide the best answers possible. This applies for all speakers.

Once again, CAM will hold an open forum at which you can state your views on the future of CAM, concerns for the moving industry or ask any questions of members of CAM's board of directors. To ensure that you get the best information possible, please send any questions you may have to the CAM office in advance of the conference before Friday, November 7. In all sessions, questions will be welcomed from anyone present, but those submitted in advance will get the most comprehensive answers.

### **CAM is Looking for a Few New Directors**

CAM is looking for three directors to be added to CAM's board of directors. These directors will help to provide additional representation. Interested and willing individuals are welcome from across the country. New directors will serve for a two-year term. They must represent a member company within CAM.

Are you interested in participating? Send us your information and we'll put you on the slate for approval at the Annual General Meeting at noon on Tuesday, November 18.

## **Survey for Drivers Working in the Mover/Van Foreman Specialty**

CAM has been working with the Canadian Trucking Human Resources Council to help define the Mover/Van Foreman specialty tasks. The objective of the effort is to help the moving industry find an adequate supply of these skilled individuals to meet its future needs. Several CAM members and their drivers have assisted in defining the position. We need your input and that of your van foremen.

The *Survey for Drivers Working in the MOVER/VAN FOREMAN Specialty* is posted to our website in Word and PDF formats. Please download the survey and return it to the CTHRC's consultants by December 12.

## **Recruit Drivers and Helpers from Britain**

Red Recruit is a highly specialized recruitment consultancy that deals with the Removals and Relocation industry. They deal with a large spectrum of candidates including Presidents, Managers, Sales Developers, Porters and Drivers. They always have highly experienced candidates who are looking for new opportunities in Canada so please feel free to email them at [jordan@redrecruit.com](mailto:jordan@redrecruit.com).

## **The Canadian Mover**

CAM's magazine and directory was mailed to you in October. Check your listing and update it as needed. The next issue will be published in April 2009. If you have a message that Canada's moving industry should hear, send it to us and we will publish it in an upcoming issue.

## **Ontario's Consumer Protection Act**

On October 7, 2008, CAM representatives met with Ontario's Ministry of Small Business and Consumer Affairs regarding the practices in the moving industry. Most of the moving industry's questions about the Consumer Protection Act were covered in the meeting that CAM held with the Ministry in August 2005. Notes on both meetings can be seen on our website.

Members should be aware that they are subject to the Act if their company is resident in Ontario, or a shipment occurs within, into or out of Ontario.

The Ministry stressed the importance of ensuring that the consumer understands the moving contract. It is proceeding with investigations and prosecutions of movers who violate the Act.

## **Obituary — Art Van Housen**

Art Van Housen passed away on October 10, 2008 at age 69. He worked in sales for Victory Packaging for 33 years until his retirement earlier this year. He is survived by his wife of 48 years, Barbara, and their three children. He was well known as a supporter of the moving industry and was a member of CAM and the New York State Moving Association. He had a passion for golf and will always be remembered for his love of the people he worked with.

## **Atlas Canada's 2008 Convention**

Atlas Canada held its 2008 Convention in Charlottetown, PEI, from October 15 to 18, 2008. Over 200 people attended representing over 65 agencies, members of the supplier community, Atlas Canada and Atlas World Group. Awards were presented in many performance categories and several seminars were held including ones related to insurance and succession. CAM had an exhibit booth and was represented at the convention by John Levi.

## **Arpin Group — Internet TV**

On October 20, Arpin launched its online television network. Besides the promotion of Arpin's services, the website has useful videos on the information a consumer should know in preparing for a move. These include topics from changing your postal address to an explanation of value protection and how it applies to a consumer's goods. The website is located at [www.arpinbroadcastnetwork.com](http://www.arpinbroadcastnetwork.com).

## **CAM'S Postal Address**

CAM's postal address changed in January 2008. We are still receiving mail at the old address but our forwarding arrangements run out at the end of December 2008. Please ensure that all your records reflect our postal address – #404, 2200 Sherobee Road, Mississauga ON Canada L5A 3Y3.

## **CAM MOVER'S EDGE, DECEMBER 2008**

### **CAM'S Annual Conference 2008 – Productivity in Changing Times**

CAM's 2008 Annual Conference – **PRODUCTIVITY IN CHANGING TIMES** – was held on Monday and Tuesday, November 17–18, 2008. 65 members attended the conference.

The overall speaker rating was 3.8 on a scale from 1 to 5 – poor to excellent.

The overall satisfaction for the conference was 4.1 for food and facilities, information, and the program.

#### ***New Directors for CAM***

Rick Taylor, chairman of CAM, welcomes four new directors to CAM's board of directors:

- Ted LeLacheur, Western Moving & Storage, Edmonton AB
- James Marshall, East Coast Moving & Warehousing, Saint John NB
- Magnus Olsen, Premiere Van Lines Ltd., Mississauga ON
- Steven Young, Household Movers & Shippers Limited, St. John's NL

A complete listing of CAM's board of directors can be seen on the website.

#### ***Awards Dinner***

130 members of the moving community attended the Awards Dinner.

Larry Rosenberg, CAM's past chairman, resigned from CAM's board of directors after 12 years of service. He was presented with a plaque that recognized CAM's appreciation for his contribution.

The Association honoured the following individuals:

- Doug Auld, Distinguished Service Award, presented by Doug Kellough
- Michael Rathbone, Innovators Award presented by Leonard Hoyt
- Vic Switzer, Founders Award presented by Ted LeLacheur

### **Deadline for Submitting the Survey for Drivers**

The deadline for completing the Canadian Trucking Human Resources Council's **Survey for Drivers Working in the MOVER/VAN FOREMAN Specialty** is December 12. It's available on CAM's website in both English and French in Word and PDF formats. Please download the survey and return it to the CTHRC's consultants by December 12.

## BMO's TV Ad

Many members expressed their distress about the portrayal of a mover in BMO's real-estate services ad that was aired on TV in early November. CAM sent a letter to BMO protesting the ad. A [PDF copy](#) of the letter can be seen in our website's members-only area.

## Billing for Fuel

A member contacted CAM regarding PetroCanada's recent change in its payment cycle from 30 days to one week. The member asked what CAM could do to help in reversing this process. CAM has limited ability to change this practice other than to advise the member to look at the practices of other fuel suppliers and choose one whose practices meet his needs. Further, 4REFUEL, a CAM supplier member, may be able to assist in this cash-flow problem as well as offering savings in driver costs at refueling time.

## AMSA's Annual Education Conference & Expo

AMSA's annual conference is scheduled for February 8 to 11, 2009 in Dallas. Contact AMSA directly for conference and registration information.

AMSA is extending its member conference registration rate to CAM members. (a savings of \$325-\$450) To receive the AMSA member registration rate, **register as NON-MEMBERS online at [www.promover.org/content.asp?contentid=1085](http://www.promover.org/content.asp?contentid=1085), and enter the code "STATE09N" on the payment page.** Early bird registration expires December 15, 2008!

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