

CAM News & Updates - February 1, 2017



**INSIDE: President's Message ~ Marketplace ~ CAM press release
QC wages ~ Migration ~ UK update ~ New members
Ogilvy Insurance ~ Mover's price list ~ Move for Hunger
Job opportunities ~ For Sale ~ Health in New Year ~ Did you know?**



Visit Our Website!

President's Message

A new year, one with potentially more economic change than has ever been experienced. It is widely accepted as a truism today that change is the only constant. I believe that to be true. What complicates the situation is the rapidity of change and level of uncertainty over a broad horizon. This level of uncertainty has only been experienced by the majority of western society during the two world wars of the last century. This is not all doom and gloom; the world survived and, in many areas, prospered. [Read more.](#)



Marketplace investigates movers

In a recent episode, **CBC's Marketplace** aired their investigation of a couple of moving companies with questionable business practices. This episode reveals in shocking detail the harm that rogue moving companies do to consumers and to the reputation of the moving industry as a whole. Consumers need to do their homework before hiring a mover and check out the mover's reputation with reliable sources, such as CAM, the Better Business Bureau and their provincial consumer protection agency. Reputable movers need to train their sales people to educate and inform consumers about the perils of hiring a sub-standard mover. **CAM Director Jim Carney** was filmed for the episode. View the [episode](#) .



MAKE YOUR COMPANY SAFER!

Moving & Storage Companies receive free services including:

SAFETY EVALUATION **MENTORSHIP PROGRAM**

Get Started Now! >

CAM press release on brand hijackings

On January 24, CAM issued a press release to warn consumers and movers to be vigilant of rogue movers hijacking reputable mover brand names in order to lure consumers to their companies. Consumers think they are hiring a brand name, professional mover only to find a rogue business showing up on moving day. Consumers need to do their homework and validate the credentials before hiring their prospective mover. From time to time, movers need to check their company name using a search engine, just to make sure links are working properly and take users to their company and not a rogue business. [Read more](#)

Quebec Statement of Wages 2016

Quebec's Committee on Standards, Equity, Health & Safety has issued a provincial Statement of Wages for 2016. Here's a link to access their [report](#) (note - you will need employer access codes).

Atlas Van Lines releases 2016 Migration Patterns

Atlas Van Lines just posted its *2016 Migration Patterns* on its [website](#). In Canada, "three of the Canadian provinces registered changes from 2015 to 2016, with Newfoundland and Labrador moving from balanced to inbound. Nova Scotia shifted from balanced to outbound, and Prince Edward moved from balanced to inbound in 2016."

Customs clearance into the UK update

According to the **British Association of Removers (BAR)**, their reps met with Her Majesty's Revenue & Customs (HMRC) concerning changes in their ToR legislation. While the legislation is not going to be reversed, changes to improve the process are expected by the end of March 2017. [Read more](#)

Welcome new members

CAM welcomes these new members to the Association.

TWO MEN AND A TRUCK® - Winnipeg, MB

Royal Moving & Storage Inc. - Mississauga, ON

[View member directory](#)

Ogilvy Insurance

20-year CAM member

Ogilvy Insurance is celebrating 93 years in business. Actively involved in CAM for the past 20 years, **David Ogilvy** has served on the CAM Board for the past 9 years and is currently its Secretary-Treasurer, a Membership Committee member, and Co-Chairman of the Convention Committee. [Ogilvy Insurance](#) has provided specialized insurance programs for movers across the country for the past 25 years with offices in Toronto and Montreal. Call them today!



Mover's Equipment & Supplies

2017 prices

Check out **Mover's Equipment & Supplies'** new rental price list for 2017 on their [website](#). Here's a [peek](#).



Move for Hunger wants your vote

Twenty-five non-profits in the USA have been chosen from nearly 500 nominations to compete for \$100,000 in funding as part of *The Renewal Awards*, a project of The Atlantic and Allstate. The competition aims to recognize local organizations driving positive change in their communities and bringing progress to the country. **Move for Hunger** is seeking your vote to be a winner of a \$20,000 grant. You can [vote](#) until Friday, Feb. 17.



Job opportunities

New job opportunities in the Kelowna and Toronto areas have been posted on CAM's [website](#).

Trailers & moving company for sale

We've posted an ad for some trailers for sale in the Toronto area on CAM's [website](#). You'll see there's a moving company in South Western Ontario for sale there as well.

Start the New Year off right

Have you been waiting for the right time to start improving your health? Have you wanted to make small changes in your life that will keep you-and others-safe on the highway? There's no better time than at the start of a new year. Here are seven great ways you can resolve to start 2017 off on the right foot from **Penske Truck Leasing**. [Start the New Year Off Right](#).

Did You Know?

CAM worked very hard to promote its members in 2016. We received calls from consumers looking for movers and **we made 951 referrals to members**. This is a 40% increase over our 2015 caller referrals! Consumers enquired about 397 movers for their upcoming moves and 42% of them were CAM members who we recommended. 183 complaints about movers were filed with us in 2016 and 8 out every 10 involved non-members. Complaints about CAM members are subject to our complaints-handling policy which is designed to resolve such

issues. And of course CAM's membership is increasing steadily. We currently boast 403 CAM members. Contact us to find out [what CAM can do for you](#).

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

Send news

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7

Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115

Email: admin@mover.net | Web: www.mover.net



Copyright © 2017. All Rights Reserved.

President's Message

A new year, one with potentially more economic change than has ever been experienced. It is widely accepted as a truism today that change is the only constant. I believe that to be true. What complicates the situation is the rapidity of change and level of uncertainty over a broad horizon. This level of uncertainty has only been experienced by the majority of western society during the two world wars of the last century. This is not all doom and gloom; the world survived and, in many areas, prospered.

We as Canadians have the unique opportunity to be leaders in promoting positive change – socially, technologically and economically. Whatever happens to our neighbours to the south will have an inevitable impact on us, but it cannot be allowed to change who we are.

In our industry, our neighbour's border may become more complicated to cross. New trade rules seem inevitable. How and when is to be determined. In the end, they will still be our biggest trading partner for the foreseeable future. We will cope.

Concurrently our second biggest trading partner, the European Union is also undergoing upheaval. The foundation of the organization is being rocked. The departure of the UK, the economic woes of Greece, Italy and others all are weakening the largest political and economic experiment of the last 100 years. How we trade with the UK and the EU will continue to evolve. We will cope.

2017 will be a challenging year, there is no doubt. Meeting the challenge head on will only make us stronger. How we meet the year – positively and with goodwill – will also make us better. I look forward to the challenge.

Respectfully,



Patrick Greaney
President
Canadian Association of Movers

February 2017


[Français](#)
[Media Partners](#)
[About Us](#)
[Blog](#)

[SITE](#)
[NEWS](#)
[PRODUCTS](#)
[SOLUTIONS](#)
[NEWSROOM](#)
[RESOURCES](#)
[CONTACT US](#)
[SIGN IN](#)

SOURCE: Canadian Association of Movers



January 24, 2017 07:00 ET

Canadian Association of Movers Warns Public about Brand Hijackings

MISSISSAUGA, ON--(Marketwired - January 24, 2017) - "I thought I'd hired a reputable brand-name company for my move but that's not who arrived on moving day." That's what consumers have been telling the Canadian Association of Movers (CAM) recently when they call to complain about their terrible moving experiences.

In the last several months, CAM has received many complaints from consumers and credible movers about rogue businesses representing themselves as reputable moving companies to the buying public. Consumers are being led to believe they've hired a professional brand name moving company but another company shows up on moving day, when the consumer has no choice but to proceed with the transaction. The experience usually ends up with the consumer's goods being held hostage for more money, delivery delays, and losses or damage to treasured possessions.

This criminal element representing themselves as reputable, professional movers is increasing at an alarming rate and the rogue businesses have found some innovative ways to scam unwary consumers lately:

- They are using brand names of reputable moving companies in their search engine advertising to mislead consumers -- this is called brand hijacking.
- They are operating under names that are very similar to well-known brand names of reputable moving companies.

Canada's long standing van lines have been especially victimized by the rogue businesses. These traditional van lines have built their reputations through years of delivering quality services to customers. These brand names signify trustworthy services at fair market value:

- Allied Van Lines Canada
- Atlas Van Lines (Canada) Ltd.
- Great Canadian Van Lines Ltd.
- Mayflower Canada
- North American Van Lines Canada
- United Van Lines (Canada) Ltd.

"The Atlas name has been hijacked numerous times in the past year by rogue companies," said Atlas Van Lines President, Barry Schellenberg. "They are using our brand name and those of our competitors to get business. As an industry, we are very concerned about the number of people who are being scammed. Consumers need to be extra diligent as a good percentage of movers listed on a search engine are rogue companies."

Consumers can take four simple steps to help protect themselves from these unscrupulous companies.

1. Check out a prospective mover's reputation with CAM. As Canada's association for the moving industry, CAM promotes quality services by reputable movers who have established themselves as credible, reliable companies who adhere to CAM's strict code of ethics.
2. Verify any logos, identifiers or affiliations being used by the mover to 'sell' their moving services. If they promote themselves using the brand of a trustworthy organization, consumers should verify it with that organization.

3. Avoid online quotes or bookings with movers who do not show a business address or contact information other than a phone number. The quotes often come from one company operating under multiple names. Rarely are they legitimate movers with trained workers and professional equipment.
4. Contact the local Better Business Bureau, for references.

Movers can take some steps to protect themselves and their brands from these fraud artists too.

1. A mover should periodically search for their company name on search engines. If they find linkages to companies other than their own, they should report the fraudulent activity to the search engine's Trademark Violation division.
2. Movers should also display any legitimate identifiers they are entitled to use -- in their correspondence, website, sales tools -- to separate themselves from the rogue element. Sales staff should be trained to encourage their customers to validate their affiliations, as well as those of their competitors.
3. They should also contact their legal representatives to ensure their brands are registered and adequate protections are in place in the event of fraudulent use.

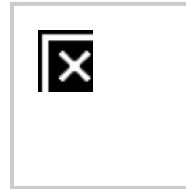
About Canadian Association of Movers (CAM)

Consumers can contact CAM for assistance in finding an ethical moving and storage company that will provide professional moving and storage services -- a mover that subscribes to [CAM's code of ethics](#), meets CAM's business standards and commits to mediation in the unlikely event of a dispute.

Contact Information

Contact Information

Canadian Association of Movers
 1-866-860-0065
 Email admin@mover.net
www.mover.net



[View Full Site](#)

About Marketwired

[Marketwired News](#)
[Community Builders](#)
[Privacy](#)
[Site Map](#)
[Accessibility](#)

Products

[Marketwired Resonate](#)
[Marketwired Influencers](#)
[News Distribution](#)
[IR/PR Newsroom \(Impress\)](#)
[Media Database \(Mediahub\)](#)

Resources

[Brochures](#)
[Case Studies](#)
[E-Books / Tip Sheets](#)
[Webinars / Videos](#)

Newsroom

[All News](#)
[Headlines Only](#)
[Advanced Search](#)
[RSS Newsfeeds](#)
[Hot Off the Wire](#)
[Personal Beat](#)
[CASL Compliance](#)

Connect With Us



MARKETWIRED IS NOW PART OF NASDAQ

Copyright ©2016 Nasdaq, Inc. All rights reserved. Legal

FW: ToR Meeting Update

From: Membership Services [mailto:membershipservices@bar.co.uk]
Sent: Tuesday, January 31, 2017 9:33 AM
Subject: ToR Meeting Update



Dear Overseas Group Member

ToR Meeting

As had been previously advised, representatives from the BAR attended a meeting with HMRC on January 30th to discuss our specific concerns relative to the changes in ToR legislation. In advance of that meeting, the BAR had identified numerous technical and operational concerns to HMRC which formed the basis for the agenda at the meeting. We are pleased to be able to report that the HMRC officers who attended, accepted that there are indeed flaws in the process of how these changes have been communicated and implemented, and they adopted a very conciliatory and reasonable approach to the concerns raised. Clearly the legislation is not going to be reversed, but we are confident that our concerns have been taken on board, and that HMRC have taken away the action to consider how to adapt the process and to consider workable solutions to allow our Members, their partners and their customers, to ensure complicity with the legislative changes. HMRC staff are extremely keen to address those issues/concerns without further delay and timelines have been agreed to advise on any further process changes or updates by the end of March. As we have previously requested, can we respectfully ask that any comments or concerns are addressed through the Overseas Group rather than directly to HMRC. Issues now actively being worked on by HMRC and the representatives from The BAR include the following;

1. A proposed new e-mail address for TOR01 online application
2. TOR01 online form:- Side notes to help shipper completing form, printable version or full view version.
3. Staffing and processing problems during peak times
4. Technical clearance issue (customs codes)

It is important to note that the date for mandatory completion is still 31st March 2017 and the focus of our attention is in obtaining resolutions to the outstanding issues by that date and we will continue to keep you updated on progress made in the interim.

Kind regards

Ian Palmer

BAR Overseas Group Chairman



**INVESTORS
IN PEOPLE**

The British Association of Removers is a company limited by guarantee registered in England & Wales having its registered office at the above address. Registered number 133531.

CAM News & Updates - March 1, 2017



INSIDE:

President's Message ~ Electronic Fingerprints ~ KID Trailer & Equipment ~ TR Overseas ~ Atlas Canada ~ Move for Hunger ~ Riga Conference ~ New members ~ CAM directory ~ Job opportunities ~ Eat wisely ~ Did you know?



Visit Our Website!

President's Message

I am two months into the position of President of CAM and it has been busy. Our industry has had national public exposure because of a rash of moving disasters. We have been highlighted on national TV, well represented by CAM Director **Jim Carney**. I have done interviews with *Global News* in Calgary, *CBC News* both in Toronto and Winnipeg, and *CBS* in New York. These queries have provided CAM with the opportunity...



[Read more](#)

RCMP introducing electronic fingerprints

The **Royal Canadian Mounted Police (RCMP)** is replacing the name-and-birth based criminal record check process with a new one using mandatory electronic fingerprints. As of February 1, 2017, the new process will apply to any organization working on Government of Canada contracts with security requirements issued by Public Services and Procurement Canada (PSPC). This process also applies to any government department who uses PSPC Contract Security Program services. Individuals who don't have valid personnel security clearances will have to obtain a Criminal Record Check through an RCMP accredited fingerprint service provider before submitting a security screening request to PSPC. Learn more about the [mandatory electronic fingerprint requirements](#) of the new criminal record check process.

K.I.D Trailer & Equipment

Another 20-year CAM member

K.I.D. Trailer & Equipment is a full service [truck and trailer](#) dealership based in Oakville, ON

since 1982. For the Canadian moving industry, we provide authorized sales, service, parts and warranty for custom-built Kentucky Trailers. We have also sourced used trucks and trailers for many CAM members in the past. **K.I.D. Truck & Trailer**



Service provides complete repairs and preventative maintenance for all medium to heavy duty trucks and trailers. We are members of **TruckPro** - the largest network of independent service facilities in Canada, which allows us to offer top-quality replacement parts at affordable prices and provide a North America-wide service warranty program. Please see our [flyer](#) or visit [TruckPro](#) for more information.

TR Overseas acquires Crown Worldwide Records Management (Toronto)

TR Overseas Moving Inc. recently purchased **Crown Worldwide Limited's Records Management** Toronto division. Their Burlington, ON property was purchased by Warehouse Properties Limited, the holding company of TR Overseas Moving Inc. The Records Management division of TR Overseas Moving Inc. has been doing business as Tippetts Records Management since December 7, 2016. Crown Worldwide Limited, a household name in the records management storage business for the last 15 years, grew the business to capacity at 130,000 cartons in their 16,000 sq.-ft. Burlington warehouse. Stew Tompkins, who has been in the records management industry for 30 years, will head up the new division as General Manager. Staff of the Crown Records division are staying on to continue to provide their professional expertise and exemplary service. TR Overseas Moving Inc. is owned by the Naylor family through the holding company Warehouse Properties Limited, which has been involved in records management services across Canada for almost 90 years. Congratulations to TR Overseas!

Atlas Canada partnering with Move for Hunger

Atlas Canada has become the first Canadian van line to partner with **Move For Hunger**, a national non-profit organization that mobilizes the relocation industry to fight hunger and reduce food waste. People tend to throw a lot of things away when they move, including perfectly good food. As proud partners of Move For Hunger, Atlas Canada's partner agents will now be collecting non-perishable food from their customers and delivering it to local food banks.

[Read more](#)

Move for Hunger's Big Truckin' Raffle

Move for Hunger is offering you a chance to win a 2018 Freightliner Truck with a 26' Morgan body. Their [raffle](#) closes June 1st at noon EST.

Young Movers Conference 2017

The Young Movers Conference is going to be held from May 11-14 in Riga, the capital city of Latvia. The conference is officially supported by FEDEMAC and IAM.

[Read more](#)

Welcome new members

CAM welcomes these new members to the Association.

Movers

John Gray Moving & Storage - Lachine, QC

Sweenie Moving - Saanichton, BC

International

Viamar Scilla Transport International Inc. - Vaughan, ON

[View member directory](#)

CAM member directory - spring issue

CAM will be publishing the spring issue of *The Canadian Mover* magazine and member directory in April.

To be included, your membership fees must be paid up.

We want to make sure that the information we print about your company is up-to-date, so please let us know if you have changed your address, primary contact person, telephone numbers, etc. You can check and update the details we currently have for your company on our [website](#).



Job opportunities

There are quite a few new job opportunities posted on CAM's [website](#). Check back regularly for new postings.

Eat Wisely to Stay Heart Healthy

A successful business is a safe business. That's why it's important to stay on top of the latest safety information and best practices. **Penske's** Safety Bulletins alert you on topics ranging from workplace safety to tips on what to do in the event of a crisis. Here's their latest Safety Bulletin, [Eat Wisely to Stay Heart Healthy](#).

Did You Know?

About 10% of CAM's members supply products and services that movers need - such as moving equipment, insurance, trucks and trailers, electronic tracking equipment. Their customers include our over 300 mover members, and a lot more. If you are a supplier to the household goods moving industry, let CAM help you to promote your business in Canada and beyond its borders through advertising, a dedicated [supplier web page](#) and vendor opportunities. Here's [why you should be a CAM supplier member](#).

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

[Send news](#)

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7

Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115

Email: admin@mover.net | Web: www.mover.net

Copyright © 2017. All Rights Reserved.



President's Message

I am two months into the position of President of CAM and it has been busy. Our industry has had national public exposure because of a rash of moving disasters. We have been highlighted on national TV, well represented by CAM Director Jim Carney. I have done interviews with *Global News* in Calgary, *CBC News* both in Toronto and Winnipeg, and *CBS* in New York. These queries have provided CAM with the opportunity to explain who we are and what we provide. Communication is key to our existence and growth. To get a message across, the public speaking mantra is to tell your audience what you are **going to tell** them, tell them what you **want** to tell them, and tell them what you **told them** (*twice*). It has been suggested that for a message to get embedded, it has to be heard at least seven times. Not necessarily to be understood, but to be clearly recognized. As professionals, don't be afraid of the fine print; explain the terms in great detail to your potential customers.

To improve our communications at CAM, we have made major strides in integrating the various social media threads into our website. Over the last few weeks, Facebook, Instagram, LinkedIn, and Twitter feeds have been connected to our website. We are working to get our website higher recognition on the various search engines. We have issued a press release to highlight our activities. We have engaged the Better Business Bureaus of the Maritimes and Alberta in our endeavours to differentiate CAM members from those who claim to be "movers".

All of these initiatives take time, but are necessary to tell the consumer who we are, what we do, and how we do it. It does not hurt to brag, but one has to be able to back up claims. Our communications cannot be negative; our messages must be positive. CAM's identity must become a first point of contact in the consumer's search for a reputable mover.

Respectfully,



Patrick Greaney
President
Canadian Association of Movers

March 2017

**YOUR TRUCK.
OUR PRIORITY.**

PROUD MEMBER OF

TRUCKPRO

K.I.D. TRUCK & TRAILER SERVICE

Established in **1982**
TruckPro member since **2004**



Service Doors



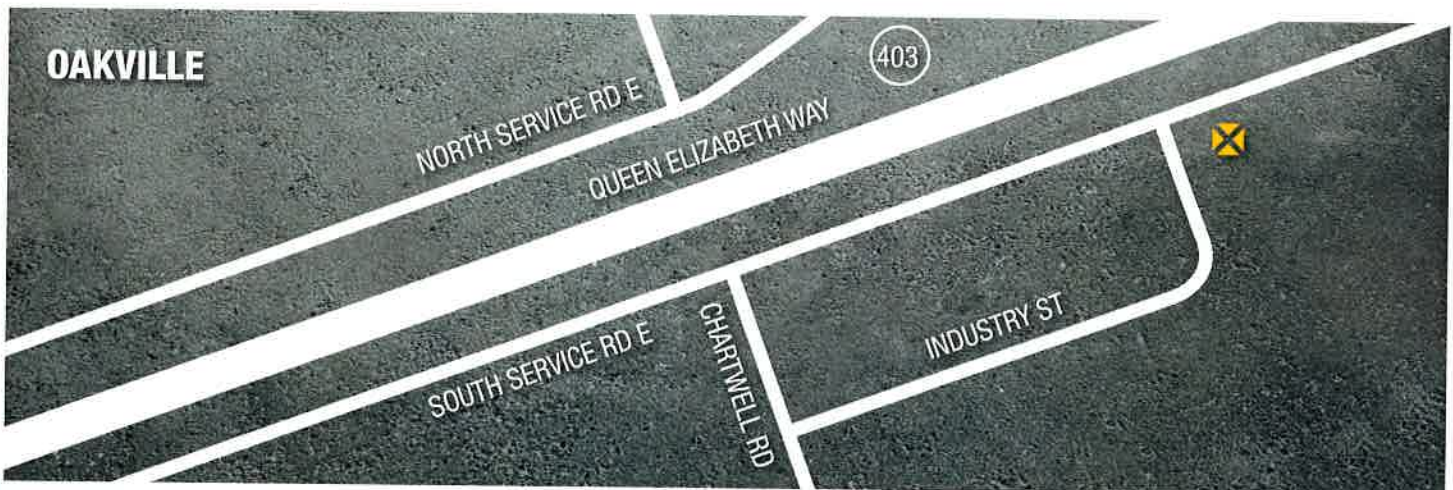
Mechanics

SERVICES

- Truck Repair
- Trailer Repair
- Suspension
- Driveline
- Brakes
- Exhaust System
- Electrical Repair
- Air Conditioning
- Mobile Service
- Oil Change
- PMP

BUSINESS HOURS

Monday to Friday: 7am to 5pm



1090 SOUTH SERVICE ROAD EAST, UNIT A, OAKVILLE, ONTARIO, L6J 2X8
TEL.: 905-842-2942 • FAX: 905-338-5600 • E-MAIL: MIKE@KIDTRAILER.CA • CONTACT: MICHAEL DWHYTIE



**FOR IMMEDIATE
RELEASE**

LEADING VAN LINE PARTNERS WITH NATIONAL NON-PROFIT TO FIGHT HUNGER AND REDUCE FOOD WASTE

*Atlas Canada and Move For Hunger Announce Collaborative Effort to
Help Feed Families In Need Nationwide*



OAKVILLE, ON – Atlas Canada, whose 130 agents across every province and territory provide local, long distance, international, cross border and specialized moving services, has partnered with **Move For Hunger**, a national non-profit organization that mobilizes the relocation industry to fight hunger and reduce food waste, to provide much-needed assistance to food banks across Canada.

People tend to throw a lot of things away when they move, including perfectly good food. As proud partners of Move For Hunger, Atlas Canada's partner agents will now be collecting non-perishable food from their customers and delivering it to local food banks.

"Atlas is the first Canadian van line to join us as a partner," **said Adam Lowy, Executive Director and Founder of Move For Hunger**. "Food insecurity is on the rise throughout Canada. We're grateful that Atlas Canada recognized the urgency of the problem, and has made a commitment to helping people in the communities they serve."

“Atlas is proud to partner with Move for Hunger and it is such a great fit for our organization” said **Barry Schellenberg, President of Atlas Canada**. “Our customers who are moving can donate food and the Atlas agents will transport it to the local food banks. This is a great way for our customers and Atlas agents to give back to their communities”.

Through the generous support of partners like Atlas Canada, Move For Hunger can continue to help the more than 800,000 Canadians who are struggling to find their next meal. For more information about Move For Hunger and how you can make a difference please visit www.MoveForHunger.org.

###

Move For Hunger is a non-profit organization that mobilizes the relocation industry to fight hunger and reduce food waste. In addition to collecting food from people who are moving to new homes, Move For Hunger helps companies and individuals across the United States and Canada organize successful food drives. To date, they have collected more than 7.6 million pounds of food. For more information, or to find out how you can host your own food drive, visit www.MoveForHunger.org.

Atlas Canada services the highest percentage of Canada’s long distance, consumer household goods moves and holds the largest market share in the corporate relocation market. Atlas has 130 agents across every province and territory that provide local, long distance, international, cross border and specialized moving services. Atlas pioneered the first national Back Check and Quality in Motion programs in the Canadian moving industry. For more information on Atlas Van Lines (Canada) Ltd. visit www.atlasvanlines.ca.

PRESS CONTACT:

Dan Beam, *Communications Manager*

Move For Hunger

dan@moveforhunger.org or (732) 774-0521 x109

Safety Bulletin

Eat Wisely to Stay Heart Healthy

According to a study released last summer by the Centers for Disease Control and Prevention, truck driving ranks as the second least heart-healthy occupation in the United States.

The study evaluated 66,000 people in 22 occupations, and ranked participants based on how well they met seven “heart healthy” goals set by the American Heart Association (AHA). Those goals include not smoking, staying physically active, maintaining an ideal weight and a healthy diet, and having normal blood pressure, blood glucose and cholesterol levels. A total of 14.3% of truckers surveyed hit just two or fewer of these goals.

Since February is American Heart Month, this is a great time for you to make a heart-healthy change. A balanced diet can help improve your heart health, your weight, blood pressure, cholesterol and blood glucose levels. Here are 8 tips from the AHA:



- 1. Count your calories.** An average American diet is 2,000 calories a day. That can change based on your age, gender and level of physical activity.
- 2. Swap your snacks.** Put down the chips, donuts or microwave popcorn. They all have trans fats (also called partially hydrogenated vegetable oils). They are dangerous for your heart. Instead, grab fruits and vegetables or nuts for a tasty treat. Fresh veggies and fruits are preferred, but canned is OK too.
- 3. Watch what you drink.** Low-fat milk (skim or 1%) is a healthier choice than whole milk. It's also important to swap the sweets and sugar-packed soda for water or other lower-calorie drinks and treats.
- 4. Think lean.** Red meat can be OK, but choosing leaner cuts with less fat (fewer than 10 grams per serving) is healthier. Round roast and sirloin are two leaner meats.
- 5. Try chicken or fish.** Chicken without skin is always a heart-healthy choice. So too is fish such as salmon, trout or herring, which contain omega-3 fatty acids that help to reduce joint pain, inflammation and cholesterol levels. Aim to eat fish twice a week.
- 6. Look for whole-grains.** Whole-wheat or rye bread, brown or wild rice, and whole-wheat or whole-grain pasta are all smart choices.
- 7. Halt the salt.** Choose low-sodium foods. Aim for no more than 2,400 milligrams of sodium per day. The lower your sodium intake, the better your blood pressure.
- 8. Watch what you eat on the road.** If you're eating fast food, choose grilled chicken, salads, low-fat milk, fruit or oatmeal. At the diner or truck stop, skip the calorie-loaded appetizers, and avoid fried foods and calorie-packed desserts.

CAM News & Updates - April 1, 2017



INSIDE:

- ~ **President's Message ~ Annual Conference**
- ~ **Golf Tournament ~ Livingston Vehicle Transportation**
- ~ **Workplace H&S ~ Team Mikey Walk for Life**
- ~ **CAM directory ~ Buy/sell & job opportunities**
- ~ **Did you know?**

Visit Our Website!

President's Message

In the last three months, CAM has received some very positive press from the news media, CBC *Marketplace* and local news articles in Manitoba and BC. **Atlas Van Lines** has produced an excellent video providing guidance to consumers on how to select a reputable mover and has given CAM a strong reference. But at the same time, our members have found that, in the digital media, we have fallen behind. Local Internet searches have found...



Read More at end

CAM Annual Conference

Join us in Montréal on November 19-21, 2017!

Change - Today's New Constant

Mark your calendar today for CAM's biggest event of the year. CAM's 22nd Annual Conference will be held from Sunday, November 19, 2017 to Tuesday, November 21, 2017 at the brand new, 4.5-star Hotel William Gray in Old Montréal, Québec. [Montréal](#) is a world-class, historic city that's celebrating its 375th birthday this year. Bring your spouse and family with you and make this a get-away you'll



remember. Watch for program and registration details.



MAKE YOUR COMPANY SAFER!

Moving & Storage Companies receive free services including:

-  **SAFETY EVALUATION**
-  **MENTORSHIP PROGRAM**

Get Started Now! >

CAM golf tournament
Mark your calendar for
September 18, 2017
at Lionhead Golf Club!

We'll be returning to the **Lionhead Golf Club in Brampton on Monday, September 18** for a terrific day on the links. Lionhead is a quality course that has a reputation for excellence. Watch for details!



Livingston Vehicle Transportation Services
Another 20-year CAM member

Livingston Vehicle Transportation Services has been moving vehicles since 1982. We are Canada's most trusted vehicle carrier. As a certified partner of CN Rail, we can move vehicles coast to coast on rail, but also have trucks carrying vehicles within all provinces. Cross-border moves are also something we take pride in providing our clients. Corporate or personal moves, we have the ability to facilitate all your clients' vehicle transportation needs.



Grand Meeting on workplace health and safety



Le Grand RENDEZ-VOUS
SANTÉ ET SÉCURITÉ DU TRAVAIL

PARLER FORMER AGIR

CENTRE DES CONGRÈS DE QUÉBEC
3 mai 2017



A Grand Meeting on health and safety at work is going to be held on May 3 in Quebec City. It offers demonstrations, workshops and over 100 exhibitors specializing in health and safety at work.

Register

Team Mikey Walk for Life

The **Mikey Network** is holding their Walk for Life in Toronto on May 27, 2017. You can walk for **Team Mikey**, donate, sponsor - all will help to raise public awareness and provide education about heart healthy lifestyles, including placing "MIKEYS" (Public Access Defibrillators) in as many high-risk locations as possible so people affected by sudden cardiac arrest might have a second chance at life.

Register

CAM member directory

Last chance to be included in spring issue

CAM will be publishing the spring issue of *The Canadian Mover* magazine and member directory in April.

To be included, your membership fees must be paid up.

We want to make sure that the information we print about your company is up-to-date, so please let us know if you have changed your address, primary contact person, telephone numbers, etc. You can check and update the details we currently have for your company on our [website](#).



Company for sale and job opportunities

There are quite a few job opportunities posted on CAM's [website](#), along with an opportunity to buy a moving company in Southwestern Ontario. Check back regularly for new postings.

Did You Know?

One of the biggest benefits of CAM membership is the exposure our members receive through CAM's communications. Your company is listed on our website and in our magazine and directory, *The Canadian Mover*, that's published in the spring and fall - and occasionally, when you have news to share, in our monthly newsletter. **Last year, consumers visited CAM's website on 33,426 occasions - to find a reputable mover, to get tips on preparing for their forthcoming move or to get advice on how to fix a move gone wrong.** That's almost 2,800 visits a month where consumers could have been looking for your company! Join CAM and let us help you to promote your business in Canada and beyond its borders.

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves

the right to include and/or edit news and announcements.

[Send news](#)

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7
Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115
Email: admin@mover.net | Web: www.mover.net



Copyright © 2017. All Rights Reserved.

President's Message

In the last three months, CAM has received some very positive press from the news media, CBC *Marketplace* and local news articles in Manitoba and BC. Atlas Van Lines has produced an excellent video providing guidance to consumers on how to select a reputable mover and has given CAM a strong reference. But at the same time, our members have found that, in the digital media, we have fallen behind. Local Internet searches have found that CAM information is located on maybe the third or fourth page. Last year, CAM trialed a service that provided advertising banners over digital media that were viewed over 300,000 times. These banners were displayed on computers, tablets and smartphones. Interestingly, the largest number of displays were on smartphones. There were two peaks in viewing: in June, which makes sense as consumers are searching for movers at this time, and in December, coincidentally around the time of CBC's *Marketplace* piece.

This is all good but it still does not give CAM or the industry the exposure we desire. To this end, we are embarking a two-pronged approach to our national digital advertising. First, we will expand our banner program which will display CAM's advertising closer to 500,000 times nationally. Second, we will initiate a program of search engine optimization which will, over time, bring CAM higher in search engine results. Our goal in all of this is to provide the consumer with a link that will provide good guidance on how to select reputable, professional, full-service mover and, furthermore, increase activity through the website for direct searches and contacts for our membership.

Respectfully,



Patrick Greaney
President
Canadian Association of Movers

April 2017

CAM News & Updates - May 1, 2017



INSIDE:
President's Message ~ Annual Conference ~ Scholarship Program ~ Golf Tournament ~ Annual Awards ~ UK Customs ~ Government contracts ~ Move for Hunger raffle ~ Job & Buy/sell opportunities ~ CAM directory ~ Did you know?

Visit Our Website!

President's Message

As we prepare for the traditional summer demand for moving services, we are confronted with issues of how consumers find a reputable mover. Service history and word of mouth have always been a major source of new and recurring business. But the moving industry's consumer base has changed. Today's consumer has more sources of information at their disposal to influence their decision. Our digital media marketing project of last year demonstrated...



[Read More](#)

CAM Annual Conference

Join us in Montréal on November 19-21, 2017!

Change - Today's New Constant

Mark your calendar for CAM's biggest event of the year. CAM's 22nd Annual Conference will be held from Sunday, November 19 to Tuesday, November 21 at the 4.5-star Hotel William Gray in Old Montréal, Québec. Montréal a world-class, historic city that's celebrating its 375th birthday this year. Bring your spouse - bring your family - make this an experience you'll remember.

[Register](#)

MAKE YOUR COMPANY SAFER!

SafetyDriven™
Trucking Safety Council of BC

Moving & Storage Companies receive free services including:

SAFETY EVALUATION **MENTORSHIP PROGRAM**

Get Started Now! >

New Scholarship Program for Truck Driver Training

CAM's Board of Directors is pleased to announce the launch of CAM's new Scholarship Program that will award applicants interested in pursuing or advancing a career in trucking for the household goods moving and storage industry. Starting this year, scholarships of \$1000 will be awarded to three successful applicants who achieve certification from an accredited truck-driving training school. The program is designed to foster interest in a career in the trucking industry and also to provide financial aid to employees of CAM member companies or their family members for this purpose. Details will follow.

CAM golf tournament

Join us on the links!

We'll be returning to the **Lionhead Golf Club in Brampton on Monday, September 18** for a terrific day on the links. Lionhead is a quality course that has a reputation for excellence. Bring your colleagues or clients for a fun event.



[Register](#)

CAM Awards

It's time to nominate that deserving colleague or company for a special CAM award. Nomination forms can be found on CAM's [website](#). **The deadline for nominations for CAM's annual awards is July 28, 2017.**

Customs clearance into the UK update

The **British Association of Removers (BAR)** say their members have continued to encounter delays as a consequence of the changes implemented to the ToR process.

[Read more](#)

Government of Canada contracts update

The **Competition Bureau, the Royal Canadian Mounted Police and Public Services and Procurement Canada** are partnering to introduce an anonymous and toll-free [Federal Contracting Fraud Tip Line](#) to improve their ability to detect and prevent fraud, collusion and corruption in contracts and real property agreements awarded by the Government of Canada.

[Read more](#)

Move for Hunger's Big Truckin' Raffle - Reminder

Move for Hunger's raffle for a chance to win a 2018 Freightliner Truck with a 26' Morgan body is still open. Remember, this opportunity is open to Canadian companies too. Their raffle closes June 1st at noon EST.

[Raffle](#)

Job & Buy/sell Opportunities

We have some new [job opportunities](#) posted on our website. We also have a new opportunity to buy a couple of [moving companies](#) posted there too. Check back regularly for new postings.

CAM member directory

The spring issue of CAM's magazine and member directory, *The Canadian Mover*, is being mailed and will be in your hands shortly. We've included some interesting articles and a conference registration form. We hope you enjoy it. Let us know if you'd like additional copies.

Did You Know?

One of the most valuable benefits that's included with your CAM membership is the unlimited access to CAM's members-only online education program - the Canadian Professional Mover's course that was revamped in 2016 and our video training for new helpers and on packing/unpacking. In 2016, CAM members made terrific use of these training tools!

- **15 members' employees became Certified Moving Professionals by having successfully completed our mover's certification course;**
- **57 new employees successfully completed our new helpers video training quiz;**
- **81 employees successfully completed our packing/unpacking video training quiz.**

And there were many more staff who simply viewed the training videos without challenging their learning by completing the quizzes. Just contact CAM for more information about how to access these valuable tools to sharpen your employees' skills.

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

[Send news](#)

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7

Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115

Email: admin@mover.net | Web: www.mover.net



Copyright © 2017. All Rights Reserved.

President's Message

As we prepare for the traditional summer demand for moving services, we are confronted with issues of how consumers find a reputable mover. Service history and word of mouth have always been a major source of new and recurring business. But the moving industry's consumer base has changed. Today's consumer has more sources of information at their disposal to influence their decision. Our digital media marketing project of last year demonstrated the growth of computers, tablets and smart phones as a means of gathering information and influencing selection. Regrettably, it would seem that the primary selection criterion for a mover is low cost. Combining digital visibility and the demand for low cost has provided rogue movers the avenue to capture market share. In our surveys, we have found that, in a typical regional Internet search, rogue movers have dominated the first listings displayed.

To counter this, we have increased our visibility with Postmedia to have CAM's banner ad show up on more searches. Concurrently, we have begun stage two of our digital campaign, consolidating our links with social media sites to ensure timely response to queries. Also we have taken steps to optimize our site to increase the odds of our site being viewed within the top 20 to 30 sites viewed.

Consumers following the links on our website will be provided with suggestions on how to select a reputable mover. CAM's initiatives in this area are not stand-alone. Members, individually and as van lines, are also developing programs targeted to provide consumers with step-by-step guidance on finding and selecting a reputable mover.

These initiatives by CAM and the member family to meet this rapidly-changing information era has inspired CAM to select the theme of our conference – ***Change – Today's New Constant***. To quote Clint Eastwood and the US Marines, "**Improvise, Adapt, Overcome**".

Respectfully,



Patrick Greaney
President
Canadian Association of Movers

May 2017

Marian McGuire - M

From: Membership Services <membershipservices@bar.co.uk>
Sent: Tuesday, April 18, 2017 3:49 AM
Subject: ToR Update



Dear Overseas Group Member

Further to numerous emails sent to HMRC voicing our significant concerns about the delays being experienced by our Members as a consequence of the changes implemented to the ToR process, we finally received their reply late on Thursday afternoon of last week to advise that *'there is no legal time frame to process applications but obviously we try to process them asap. I can tell you that processing times are about 14 days on average at the moment'*. We have again responded to that mail to advise them that the experience of our Members is that the processing of applications is currently taking 3 weeks or more. As has been stated in numerous previous mails to HMRC, we had raised exactly this issue in our face to face meetings with them in January and made them very aware of the expected upturn in the volume of activity. In response to the concerns that we had raised at that time, the HMRC representatives confirmed the following;

'To address the performance issues, I have agreed a light touch clearance process for TOR applications with NCH. Apart from consignments containing:

- *Excise goods, e.g. tobacco and alcohol*
- *Goods subject to prohibitions and restrictions, e.g. a gun collection*
- *High value goods, e.g. works of art*

applications can be given a quick face vet and then the authorisation number will be issued. This should speed up the process and we can review once the new procedure has bedded in. In the meantime, NCH is recruiting new staff to double the size of the TOR team. I believe that the combination of good guidance, additional resource, experience of the process and a risk based approach should alleviate the problems being experienced by HMRC and BAR members'.

From recent examples reported by our Members, it would appear that this is not the case and that as a consequence, the delays being experienced are overlong and causing distress to shippers, moving companies and their clients. HMRC had also stated that, as a back-up, they have the ability to outsource the work to regional offices which they clearly are not currently doing. We have again brought this matter to their attention and asked for their urgent confirmation that the resourcing (or lack of) issues are being addressed in full and without further delay. We will update you all again as soon as we receive that response.

Kind regards

Ian Palmer
BAR Overseas Group Chairman



**INVESTORS
IN PEOPLE**

The British Association of Removers is a company limited by guarantee registered in England & Wales having its registered office at the above address. Registered number 133531.

E-mail Disclaimer: This e-mail and any files transmitted with it are confidential and intended solely for the use of the intended recipient. Unauthorised use, disclosure or copying is strictly prohibited and may be unlawful. If you have received this e-mail in error please notify the sender at the above address and then delete the e-mail from your system. Any opinions expressed in this e-mail are those of the individual and not necessarily those of The British Association of Removers.

Warning: This e-mail and any attachments are believed to be free of any virus. It is however the responsibility of the recipient to ensure that they are virus free. No responsibility is accepted by The British Association of Removers for any loss or damage arising from the receipt of this e-mail or its contents.

 Please consider the environment, do you need to print this email?

Subject:

FW: Ligne antifraude pour les contrats fédéraux / Federal Contracting Fraud Tip Line

(English text follows the French)

***Ce message est envoyé pour le compte de Barbara Glover,
sous-ministre adjointe, Direction générale de la surveillance***

Veillez distribuer ce communiqué aux parties intéressées dans votre organisation

Le Bureau de la concurrence, la Gendarmerie royale du Canada et Services publics et Approvisionnement Canada s'associent pour lancer une [Ligne antifraude pour les contrats fédéraux](#), gratuite et anonyme, afin d'améliorer leurs capacités à détecter et à prévenir la fraude, la collusion et la corruption dans les ententes immobilières et les contrats conclus par le gouvernement du Canada. Les activités frauduleuses nuisent à la concurrence équitable, menacent l'intégrité des marchés, empêchent la croissance économique, augmentent les coûts et les risques liés à l'exercice d'activités commerciales et ébranlent la confiance du public à l'égard des institutions gouvernementales.

En lançant cette Ligne antifraude, les organisations partenaires souhaitent recevoir des renseignements, principalement des fournisseurs, de leurs concurrents et de leurs employés, sur des soupçons de pratiques commerciales contraires à l'éthique, y compris notamment la collusion, le trucage des offres, les pots-de-vin, la corruption et la fausse facturation.

Les personnes souhaitant offrir de l'information sur des actes répréhensibles soupçonnés dans un contrat ou un accord immobilier du Gouvernement du Canada sont encouragées à le faire dans l'anonymat en téléphonant à la ligne sans frais au 1-844-365-1616 ou en complétant le [formulaire en ligne](#). Les appels à la ligne sans frais seront répondus de 8 h 30 à 17 h 00 (heure normale de l'Est). Un service de répondeur est offert en dehors des heures ouvrables.

Les renseignements recueillis seront utilisés pour mener des enquêtes et mettre en place des mesures de diligence raisonnable, lorsque nécessaire, pour protéger l'intégrité des contrats et des ententes immobilières du gouvernement du Canada. La collaboration de ces organismes permet d'accroître la visibilité et la crédibilité de l'initiative et de potentiellement améliorer leurs capacités à identifier les tendances propres à un fournisseur précis, une industrie et/ou des activités au sein d'un emplacement géographique au fil du temps.

Mais ce n'est pas tout. Nous avons besoin de votre aide!

Vous avez tous un rôle important à jouer afin d'informer vos intervenants respectifs et de vous assurer de leur participation à cette initiative. Faire connaître la Ligne antifraude et encourager les intervenants à signaler des actes répréhensibles soupçonnés directement liés aux ententes immobilières et aux contrats gouvernements, c'est avantageux pour tous.

Outils de communication

Un ensemble d'outils de communication faciles à utiliser (des bannières et des boutons de site Internet, des affiches, des foires aux questions, un site Internet) ont été créés pour encourager et favoriser votre appui. Vous les trouverez sur la page suivante : [Trousses d'outils promotionnels](#).

Nous vous remercions à l'avance de votre aide pour faire connaître cette importante initiative. Nous vous encourageons à communiquer avec vos employés, vos partenaires, vos pairs et d'autres intervenants, maintenant et régulièrement, afin de les informer de l'existence de la Ligne antifraude pour les contrats fédéraux et de poursuivre la sensibilisation.

Questions ou des commentaires

Si vous avez des questions ou des commentaires, ou si vous avez besoin de soutien additionnel afin de faire connaître cette importante initiative, n'hésitez pas à communiquer avec Melissa Fuerth, analyste principale des politiques, à l'adresse suivante : melissa.fuerth@tpsgc-pwgsc.gc.ca.

Sincères salutations,

Barbara Glover

Sous-ministre adjointe / Assistant Deputy Minister
Direction générale de la Surveillance/ Departmental Oversight Branch
SPAC - PSPC

Bureau des petites et moyennes entreprises

Services publics et approvisionnement Canada / Gouvernement du Canada

bpmeclient.osmeclient@tpsgc-pwgsc.gc.ca / Sans frais: 1-800-811-1148

Trouvez les appels d'offres du gouvernement fédéral sur Achatsetventes.gc.ca/appels-d-offres

***This message is distributed on behalf of Barbara Glover,
Assistant Deputy Minister, Departmental Oversight Branch***

Please distribute this communication to interested parties within your organization

The Competition Bureau, the Royal Canadian Mounted Police and Public Services and Procurement Canada are partnering to introduce an anonymous and toll-free [Federal Contracting Fraud Tip Line](#) to improve our ability to detect and prevent fraud, collusion and corruption in contracts and real property agreements awarded by the Government of Canada. Fraudulent activities undermine fair competition, threaten the integrity of the markets, are a barrier to economic growth, increase the cost and risk of doing business, and undermine public confidence in government institutions.

By introducing this Tip Line, the partnering organizations seek to receive information, mostly from suppliers, their competitors, and their employees, on suspected unethical business practices including, but not limited to, collusion, bid-rigging, kickbacks, bribes, and false invoicing.

Individuals with information on suspected wrongdoing in a Government of Canada contract or real property agreement are encouraged to come forward anonymously by calling the toll-free line at 1-844-365-1616 or by completing a [form](#) online. Calls to the toll-free line will be answered between 8:30 am and 5:00 pm Eastern Standard Time. An answering service is available afterhours.

This information will be used to conduct investigations and introduce due diligence measures where warranted to protect the integrity of its contracts and real property agreements. In collaborating together it will increase the visibility and credibility of the initiative and potentially improve the ability to

identify trends specific to a particular supplier, industry and/or activities within a geographic location over time.

It doesn't end there though. We need your help.

Each of you has an important role to play in helping inform and engage your respective stakeholders. Building Tip Line awareness and encouraging participation in reporting suspected wrongdoing, as it directly relates to government contracts and real property agreements, benefits everyone.

Communication Tools

A website banner and poster were created to help facilitate, encourage and enable your support and can be found on the [promotional tools webpage](#).

We very much appreciate your efforts in helping us maximize awareness of this important initiative. We encourage you to engage your employees, partners, peers and other stakeholders now and on an ongoing basis - building and maintaining awareness around the Federal Contracting Fraud Tip Line.

Questions or comments

Should you have any questions or comments, or require additional support in an effort to increase awareness around this important initiative, please do not hesitate to contact Melissa Fuerth, Senior Policy Analyst at melissa.fuerth@tpsgc-pwgsc.gc.ca

Sincerely,

Barbara Glover

Sous-ministre adjointe / Assistant Deputy Minister
Direction générale de la Surveillance/ Departmental Oversight Branch
SPAC - PSPC

Office of Small and Medium Enterprises

Public Services and Procurement Canada / Government of Canada
bpmeclient.osmeclient@tpsgc-pwgsc.gc.ca / Toll-free: 1-800-811-1148

Find federal government tender opportunities on Buyandsell.gc.ca/tenders

CAM News & Updates - June 1, 2017



INSIDE:

President's Message ~ President Leaving ~ Annual Conference ~ Golf Tournament ~ Scholarship ~ Annual Awards ~ Steer Insurance ~ BC Trucking Awards ~ TR Westcan Expansion ~ New Members ~ Chaffey Retirement ~ ToR Update from UK ~ Compensation Survey ~ Work Safety ~ Did you know?

Visit Our Website!

President's Message

The busy season of the moving industry is just around the corner. How can CAM members best serve the moving consumer? How can CAM members differentiate themselves from those companies offering the lowest cost with the most impossible promises? Through honesty and openness. Provide the consumer with a checklist they can use to compare any services offered. Estimates and how they are calculated are very important to the consumer's decision process. Providing written guarantees and personal follow-up are things the scammers cannot compete with. Take the high road, be open and transparent. There is an old story about a man who wrestles with a pig. No one wins, but the man is covered in mud and the pig carries on quite happily. Let this be a prosperous and safe summer.



CAM President is Leaving

Pat Greaney informed CAM at the end of April that, for personal reasons, he'd be stepping down as President in October. A search is now underway to find a suitable candidate to replace Pat. Interested parties may contact the national office for [details](#). Applications will be held in confidence.

Check our Employment web page for other job opportunities.

CAM Annual Conference

Join us in Montréal on November 19-21, 2017!

Change - Today's New Constant

Some time in the next few days, you'll likely receive a copy of our spring issue of *The Canadian Mover*, CAM's magazine and member directory. Inside you'll find a conference overview and registration form. Registration for the conference is now open, as is registration at the preferred rate for Hotel William Gray in Old Montréal, Québec. Bring your spouse - bring your family - make this an experience you'll remember.



Register

CAM Golf Tournament

Join us on the links!

We'll be returning to the **Lionhead Golf Club in Brampton on Monday, September 18** for a terrific day on the links. Lionhead is a quality course that has a reputation for excellence. Bring your colleagues or clients for a fun event.



Register

New Scholarship Program for Truck Driver Training

CAM's Board of Directors is pleased to announce the launch of CAM's new Scholarship Program that will award applicants interested in pursuing or advancing a career in trucking for the household goods moving and storage industry. Starting this year, scholarships of \$1000 will be awarded to three successful applicants who achieve certification from an accredited truck-driving training school. The program is designed to foster interest in a career in the trucking industry and also to provide financial aid to employees of CAM member companies or their family members for this purpose.

Apply

CAM Awards

It's time to nominate that deserving colleague or company for a special CAM award. Nomination forms can be found on CAM's [website](#). **The deadline for nominations for CAM's annual awards is July 28, 2017.**

Steer Insurance

Here's an introduction to Steer Insurance, 17 years a CAM member

[Steer Insurance](#) was established by Chris Steer in 1969 to support the insurance and risk management needs of the moving and storage industry. As the originator of the insurance policy that the moving and storage industry has become accustomed to, we provide the broadest coverage available today at a competitive and sustainable price. Steer is a past winner of the CAM Innovator of the Year Award.



We look forward to continuing to provide advice and service that movers can count on. With offices located in Toronto and the ability to insure companies coast to coast we look forward to helping you.

BC Trucking Industry Awards CAM Member

On May 19, 2017, **SafetyDriven** (Trucking Safety Council of BC) honoured five companies for their commitment to keeping their workers and workplaces safe from injury, illness, and disease. Congratulations to CAM member **Bandstra Transportation Systems Ltd.** as one of the awardees.



[Read more](#)

TR Westcan Expands in Ottawa

TR Westcan Inc. has expanded into Ottawa with their new venture [A1 Commercial Logistics](#), a division of **TR Westcan Inc.** They now have 25,000 sq. ft. of combined commercial and HHG secure storage space.

Welcome to New Members

CAM would like to welcome these new members to the Association.

Movers

Metropolitan Movers GTA North - Concord, ON

Stallion Van Lines (1994) - Edmonton, AB

Suppliers

Advantage Box Company Ltd. - Richmond, BC

Demi-Équipe - Montreal, QC

Publica Moving Solutions - Toronto, ON

Mary Chaffey Retires

After almost 50 years in the moving industry, **Mary Chaffey** of **Household Movers** in Gander Newfoundland retired this past April 2017. Mary is looking forward to her retirement and spending lots of time with her "pride and joy" granddaughter and cruising the road either on their Harley or in her convertible. We'd like to thank Mary for her contribution and dedication to our industry.

ToR Update from UK on Channel Islands

The British Association of Removers has provided some clarification on the application of Transfer of Residence (ToR) to the Channel Islands.

[Read more](#)

Compensation Survey by Trucking HR Canada

Trucking HR Canada has developed an industry-specific compensation bench-marking study for 2017.

Learn
more

Work Zone Safety

The orange signs appear. Traffic narrows to one lane. You're in a work zone. As road construction projects increase nationwide, it's time to test your work zone safety knowledge. Here's a quick 8-question quiz from **Penske's** Safety Bulletin: [Test Your Work Zone Safety Knowledge](#).

Did You Know?

Of course you know that the summer months is the busy season for movers. But did you know that CAM makes half of it referrals during May to August? In 2016, CAM processed 911 referrals to CAM members in those four months. That's precisely half of our total referrals for the entire year. Can you afford to miss out on having CAM direct consumers to your company? Being a CAM member can help your business to prosper.

Join/renew

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

Send
News

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7

Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115

Email: admin@mover.net | Web:

www.mover.net

CAM conference image courtesy of iStock.com/wildpixel



Copyright © 2017. All Rights Reserved.



MEDIA RELEASE

AWARDED FOR COMMITMENT TO SAFETY IN BC'S TRUCKING INDUSTRY

Langley, BC / May 19, 2017 - SafetyDriven - Trucking Safety Council of BC (SafetyDriven – TSCBC) has honoured five companies for their commitment to keeping their workers and workplaces safe from injury, illness, and disease.

All five companies earned their Certificate of Recognition (COR), a designation awarded to employers with a health and safety management system that exceeds regulatory requirements. They are certified after passing audits by third parties. This group of companies achieved the highest COR audit scores in 2016.

“Getting COR strengthens morale and relationships within the organization and that can translate into higher productivity and a healthier workplace for everyone,” says Mark Donnelly, Executive Director of SafetyDriven - TSCBC.

“COR has a positive influence on a company’s safety culture which, in turn, drives down injury rates and claims costs.”

Phoenix Truck & Crane won SafetyDriven – TSCBC’s first-ever *Health and Safety Innovation Award* for mandating all of their owner-operators to become COR certified and providing them with the necessary tools and time to succeed. This Coquitlam-based company has been an active part of the Lower Mainland business community for more than 25 years and believes that excellence in health and safety will help in its continued expansion.

“Phoenix Truck & Crane, our client partner in development, testing, and launch of our integrated Health & Safety – Certificate of Recognition pilot program, deserves special recognition for both achieving their Certificate of Recognition and for helping us spearhead a new method of delivering safety certification for owner operators,” Donnelly says. “This unique approach to reaching new clients will allow us to grow our impact into the future.”

Phoenix also won the *Large Employer COR - Achievement of Excellence*, along with:

Sutco Transportation Specialists - Operating out of Salmo and West Kelowna, this family-owned business has seen continued growth throughout Canada and the Northwestern US for more than 20 years. Knowing that continued success requires progressive methods, they are early adopters of technologies and techniques.

Bandstra Transportation Systems Ltd. - This family-owned business, based in Richmond, has been in operation for more than 60 years. Whether it is adopting new technologies or developing new operating techniques, they have never backed away from the challenge.

MasonLift Ltd. - This Delta-based company provides material handling solutions and support across BC. Established 70 years ago, MasonLift has experienced many changes through the years and made adaptability part of how they do business. MasonLift also earned the **Best Overall** award.

Small Employer COR - Achievement of Excellence (4 – 19 employees)

Len's Transportation Group - Based in Surrey, this family-owned and operated firm started with unique solutions for lift trucks. They built a high level of service based on innovative solutions that now includes heavy haul of all descriptions.

SafetyDriven – Trucking Safety Council of BC is a not-for-profit organization and is also a certifying partner for the Health and Safety Certificate of Recognition (COR). SafetyDriven works with management, employees and owner/operators in B.C. trucking and related industries to strengthen safety performance and reduce the number and severity of workplace injuries, illnesses and fatalities.

-30-

Media Contact: **Mark Donnelly**, executive director, SafetyDriven - Trucking Safety Council of BC, **Phone:** 604-888-2242, **Toll Free:** 1-877-414-8001
Email: info@safetydriven.ca

Marian McGuire - M

Subject: FW: ToR – Channel Islands Update



ToR – Channel Islands Update

Dear Overseas Group Member,

Please be aware that HMRC has no authority regarding Transfer of Residence to the Channel Islands, as they are not part of the UK and have their own Customs Authorities. Any applicant should apply directly to Jersey customs.

The position for moves **to** either of the Channel Islands has not changed since the introduction of ToR, it has only changed for moves **from** the Channel Islands to the UK where the ToR regulations apply.

Please note the process, if transiting the UK, is:

Arrive in the UK, raise a T1 document to transfer to Portsmouth warehouse. Raise second T1 simply to move from warehouse to Portsmouth docks (Portsmouth quoted as it is the largest freight terminal for the Channel Islands).

Both Islands need a valued inventory from the importer. Dutiable goods will be removed from the consignment by customs until duty has been paid.

Entry into Jersey for both car and effects is via a JCE 185 document and into Guernsey is via a C16 document for effects and a C17 for vehicles. In practise the agent would arrange the clearance before shipping either by container or truck.

Other islands are available, but as they always transit Guernsey, the application process is as it would be for Guernsey. Alderney would be the most likely.

Kind regards

Chris Mackley
BAR Overseas Group Chairman



**INVESTORS
IN PEOPLE**

The British Association of Removers is a company limited by guarantee registered in England & Wales having its registered office at the above address. Registered number 133531.

E-mail Disclaimer: This e-mail and any files transmitted with it are confidential and intended solely for the use of the intended recipient. Unauthorised use, disclosure or copying is strictly prohibited and may be unlawful. If you have received this e-mail in error please notify the sender at the above

address and then delete the e-mail from your system. Any opinions expressed in this e-mail are those of the individual and not necessarily those of The British Association of Removers.

Warning: This e-mail and any attachments are believed to be free of any virus. It is however the responsibility of the recipient to ensure that they are virus free. No responsibility is accepted by The British Association of Removers for any loss or damage arising from the receipt of this e-mail or its contents.



Please consider the environment, do you need to print this email?

CAM News & Updates - July 1, 2017



HAPPY CANADA DAY!

INSIDE: President's Message ~ Did You Know? ~ Annual Conference ~ Golf Tournament ~ Annual Awards ~ Atlas Acquisition ~ McLean Hallmark Insurance ~ New Member ~ Freightliner For Sale ~ Beat the Heat

Visit Our Website!

President's Message

It's the end of June and it looks like it's going to be an exceptionally busy summer. Based on the correspondence we have already received, the consumer impact from the December CBC *Marketplace* interviews is still being felt - curiously, both positively and negatively. We've had an increased number of media contacts from across the country, as well as from local police forces asking for comments and suggestions on how CAM can help the consumer...



Did You Know?

Being recognized as a CAM member is a valuable commodity. Consumers look for this validation when selecting their mover. That's why there are companies that are using CAM logos on their websites without authorization and/or presenting themselves as being affiliated with CAM when they are not. A person or company that infringes on CAM's trademark rights by the unauthorized use of CAM's logos can be held accountable through legal action. Only paid-up CAM members may use our logos for their website, stationery, marketing and sales tools, etc. This permission is not extended to a company's agents, branches, alternate locations, partners, etc. unless they've paid for CAM membership as well. Companies whose membership has expired are required to desist from using CAM logos within 30 days of membership expiry. Members may obtain logos from [CAM's national office](#). **Members are asked to advise CAM whenever they see improper use of the logos or implied membership.**

CAM Annual Conference

Join us in Montréal on November 19-21, 2017!

Change - Today's New Constant

We're excited to announce that a tour of the Port of Montreal has been added to our conference program on Tuesday afternoon.

Registration for the conference is open, as is registration at the preferred rate for Hotel William Gray in Old Montréal, Québec. Bring your spouse - bring your family - make this an experience you'll remember.



CAM Golf Tournament

Join us on the links!

Don't miss the fun. Join us at the **Lionhead Golf Club in Brampton on Monday, September 18** for a terrific day on the links. Lionhead is a quality course that has a reputation for excellence. Bring your colleagues or clients.



CAM Awards

It's time to nominate that deserving colleague or company for a special CAM award. **The deadline for nominations for CAM's annual awards is July 28, 2017.** Remember too that CAM will provide a cash award to selected applicants interested in pursuing or advancing a career in trucking for the household goods moving and storage industry. The application form can be found on CAM's [website](#). Recipients will be invited to attend CAM's annual awards dinner.

Atlas Van Lines (Canada) Acquires Connect Logistics

On June 6, 2017, Leading van line [Atlas Canada](#), a subsidiary of Atlas World Group, Inc., announced that it has acquired [Connect Logistics](#). The deal marks Atlas Canada's first acquisition and will help the company more than double its logistics business. Connect Logistics will continue operating under its current name and leadership team.

McLean Hallmark Insurance Group Ltd.

15 years a CAM member

[McLean Hallmark Insurance Group](#) and Glenn Meyer have been insuring moving and storage companies for almost 20 years. Glenn and the Mover's Choice Team work with single truck movers to some of the largest and most sophisticated movers in the country. Glenn has often joined his clients on the job as a "Mover for a Day" to

McLeanHallmark
INSURANCE GROUP LTD.

gain an even better understanding of the challenges and insurance needs of movers. No moving business is too big or too small to be insured with this knowledgeable and innovative team. MHIG now also offers a Group Home and Auto insurance program with discounted rates for CAM members and their employees.

Welcome to New Member

CAM would like to welcome this new international member to the Association.
[Costa Logistics Packers & Movers](#) in Pakistan

2003 Freightliner FL-70 For Sale

A CAM member in the Greater Toronto Area has this equipment for sale. Check out the details on this and other buy/sell items on CAM's [website](#).

10 Tips to Beat the Heat This Summer

As the old saying goes, "It's hot enough to fry an egg on the sidewalk." Extreme summer heat doesn't only make you sweat; it also adds stress to many of your truck's components. Try these 10 tips to prepare your truck - and yourself - for the hot months to come. Here's a link to Penske's latest Safety Bulletin, [10 Tips to Beat the Heat This Summer](#).

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7

Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115

Email: admin@mover.net | Web:

www.mover.net

CAM conference image courtesy of iStock.com/wildpixel



Copyright © 2017. All Rights Reserved.

President's Message

It's the end of June and it looks like it's going to be an exceptionally busy summer. Based on the correspondence we have already received, the consumer impact from the December CBC **Marketplace** interviews is still being felt – curiously both positively and negatively. We've had an increased number of media contacts from across the country, as well as from local police forces asking for comments and suggestions on how CAM can help the consumer deal with disreputable-service suppliers. We've also received a complaint from one consumer saying she was being held to ransom by a CAM member. It turns out she had actually contracted with a non-CAM member who had made some very serious delivery promises. Regrettably, the move was sub-contracted to a CAM member for the delivery. The customer could not understand the difference and referred to the **Marketplace** piece suggesting that CAM represented all Canadian movers.

On a more positive note, we've had a lot more comments from consumers saying they'd seen the **Marketplace** story and, by viewing the CAM website, were able to see through some of the false advertising and promises being made in low-cost quotes they'd received.

Connections to our website through our online media banner also are increased in number, especially through the use of smart phones. Consumers are being directed to our website and seeking referrals to our membership. As an ongoing process we're going to be making adjustments to our website to ensure a greater representation of our membership is displayed in local area queries.

We do hope all the media attention has a generally positive impact on this year's moving season. We would like to receive any feedback from our members on how their customers came to them.

Have a prosperous and safe summer.

Respectfully,



Patrick Greaney
President
Canadian Association of Movers

July 2017



Canadian Association of Movers
Canada's Trade Association for the Moving Industry

Change — Today's New Constant

Canadian Association of Movers' 22nd Annual Conference

Sunday, November 19, 2017 (5:00 pm) – Tuesday, November 21, 2017 (9:00 pm)

Hotel William Gray, 421 Rue St-Vincent, Vieux Montréal, Québec H2Y 3A6 Canada



THE PROGRAM

An exceptional array of world-class speakers will impart their insight and experiences to attendees at the Canadian Association of Movers' 2017 Annual Conference in Montréal, Québec.

Our theme this year is *Change – Today's New Constant* because, if there's one thing that you can count on, it's that things are going to change. From the complexity of the shifting political and economic climate, to the fast-paced technological advancements, to the regulating and deregulating of day-to-day business processes, our household goods moving industry faces the challenge of keeping up to-date with the demands of the marketplace.

Our 2017 conference program itself is changing this year and will stand apart from all others. We've extended the program to two full days to provide moving professionals with a greater opportunity to connect with experts at the top of their fields who can provide cutting-edge information that will inspire innovative thinking and provide tools to help build businesses.

CAM's partners – our supplier members and sponsors who endorse CAM and its objectives – are helping CAM to deliver this quality event to you. Excellent presenters, such as keynote speaker Professor Alan Shepard, President and Vice-Chancellor of Concordia University in Montréal, one of Canada's most innovative urban universities, will deliver their views on the changes in society and business that owners and operators have to navigate today. You'll enjoy an informal reception

on Sunday evening where attendees can meet and mingle and a trade show where a variety of industry exhibitors will be available to show you their latest products and tell you about their newest services.

New this year, Monday evening will be free for you to explore all that multicultural and historic Old Montréal has to offer visitors. On Tuesday afternoon, you'll enjoy a special industry-related tour. The conference will close on Tuesday evening at CAM's very popular Chairman's Reception and Annual Awards Dinner where we honour distinguished members in the industry.

Confederation will be in full force. Montréal is a world-class, modern and dynamic metropolis. Its European heritage shines though in the beautiful 18th-century buildings and cobblestone streets of Old Montréal. A few streets over, the city's dynamic downtown reveals its cutting-edge and creative side. Montréal lives in both French and English, but its multicultural population is really what shapes the cuisine and culture offered in the host of gourmet restaurants, cafés, bars, clubs, galleries, museums and boutiques.

THE CITY

We encourage you to bring your spouse and family with you to Montréal – a captivating, charming, cosmopolitan city – where celebrations of the city's 375th anniversary and the 150th anniversary of Canadian

THE HOTEL

With a stay at Hotel William Gray, you'll be centrally located in Montréal, steps from Palais de Justice and Montréal City Hall. This brand new 4.5-star hotel, built in 2016, is within close proximity of Champ de Mars and Bonsecours Market. Only 10 km (or 6 mi. direct) from the St. Hubert Airport (YHU) and 16 km (or 10 mi. direct) from the Pierre Elliott Trudeau Intl. Airport (YUL). You'll be at home in one of the 127 air-conditioned rooms featuring refrigerators, minibars, pillow-top beds with down comforters and Frette Italian sheets, 49-inch LCD televisions with cable programming and complimentary wireless Internet access. Amenities include concierge services, babysitting/childcare (surcharge) and gift shops/newsstands. Grab a bite to eat at the hotel's restaurant with bar, or at the bar/lounge, or stay in and take advantage of 24-hour room service. Cooked-to-order breakfasts are available daily for a fee. The hotel also includes a business center, limo/town car service and express check-out.

Visit CAM's Events web page on www.mover.net for links to:

- CAM's award nomination forms.
- A detailed conference flyer and registration form.
- The Hotel William Gray room registration.
- A sponsorship registration form to promote your company.

A special room rate of \$180 per night is available for the "Canadian Association of Movers conference" until October 18, 2017.





Canadian Association of Movers
Canada's Trade Association for the Moving Industry

Change — Today's New Constant
2017 ANNUAL CONFERENCE

You have five ways to register:

Phone: 1-866-860-0065 • Fax: 905-756-1115

Online: http://www.mover.net/movers1/events/conf2017/2017Conference.pdf • Email: members@mover.net

Mail: Canadian Association of Movers,
PO Box 26004, RPO Churchill, Mississauga, ON Canada L5L 5W7

Name 1 _____ Name 2 _____
Company _____
Address _____
City _____ Prov. _____ Postal Code _____
Phone _____ Email _____

CONFERENCE FEES:

Members

Non-members

Full Conference – Monday and Tuesday \$750 \$900¹

The full conference fee will be reduced by \$200
for additional attendees from one company.

ADD: Trade show booth² \$400

Monday (only)

Conference and Awards Dinner \$500 \$550¹

Awards Dinner only \$150 \$150

Awards Dinner - Accompanied Spouses \$125 \$125

Tuesday (only) \$325 \$425¹

Sponsorship³

☐ Sunday Reception \$525

☐ Speaker \$525

☐ Monday Breakfast \$262.50

☐ Tuesday Breakfast \$157.50

☐ Awards Dinner \$525

☐ Awards Dinner Door Prize . . . \$525

☐ Industry Tour \$525

☐ Awards \$525

☐ Wine at Awards Dinner \$525

☐ Monday Lunch \$262.50

☐ Tuesday Lunch \$157.50

☐ Coffee Break \$105

☐ Exhibitors' Draw \$525

Sub-total _____

Tax (5% GST plus 9.975% QST) _____

TOTAL _____

SPECIAL FOOD REQUEST
(eg. vegetarian,
gluten-free, vegan, etc.)

1 Non-member premiums (\$85 per conference day) can be applied to CAM membership up to six months after the conference.

2 In addition to conference fees – members only

3 Sponsor will be recognized by signage and acknowledged at podium

PAYMENT: ☐ Visa ☐ MasterCard ☐ AMEX ☐ Cheque

Cardholder name _____

Card number _____ Expiry date _____

JOIN US FOR A DAY ON THE LINKS!



Canadian Association of Movers' 21st Annual Golf Tournament



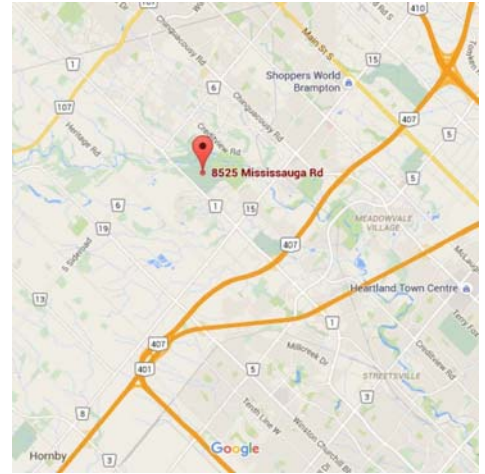
When: Monday, September 18, 2017

Registration & Lunch: 11:30 am ~ Shotgun 1:30 pm ~ Buffet Dinner 6:00 pm

Where: Lionhead Golf Club

8525 Mississauga Road, Brampton, ON L6Y 0C1

- Sharpen your skills
- Meet fellow movers
- Win a prize
- Promote your company
- Bring guests/clients
- Test your game
- Connect with suppliers
- Enjoy delicious food



We're returning to Lionhead Golf Club - a course that will excite every level of golfer. We'll be playing their Masters course which is a traditional design harmonizing with the natural surroundings of forest & rolling hills. A solid mixture of over 100 well-placed bunkers, nine ponds & two rivers make each hole distinctive & an unforgettable experience. Enjoy a pre-game snack & a great dinner after your round. Register a group or come alone & we'll match you with your colleagues. Market your company's products & services by sponsoring.

REGISTRATION FEES

I want to register for:

- Golf & dinner: \$200 x ____ = \$_____ (includes green fee, golf cart, pre-game lunch & beverage voucher & buffet dinner)
- Dinner only: \$70 x ____ = \$_____

All prices include HST. Please let us know if you have any dietary restrictions.

SPONSORSHIP OPPORTUNITIES

Sign up my company for:

- Hole sponsorship: \$200
- Competition sponsorship: \$200 (Please bring an appropriate prize)

MAIL: Send this form & payment to: **Canadian Association of Movers**, PO Box 26004, RPO Churchill, Mississauga, ON L5L 5W7
PHONE: 905-848-6579 or 1-866-860-0065 **EMAIL:** cam_national@mover.net **FAX:** 905-756-1115

Players: Form your own twosome, threesome or foursome; singles will be grouped into a foursome.

SIGN US UP! We'll golf together. We'll golf separately.

Name: _____ Company: _____

Phone: _____ Email: _____

Please add name, company if it's different from yours.

Cart 1	1.	Cart 2	3.
	2.		4.

For payment by credit card:

<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Amex	Total Amount:
Card No:	Expiry date (mm-yy):
Cardholder's name:	Cardholder's signature:

ASHLEY EGGERT

Ditoe Public Relations

(o) 317.202.2280 XT 15

(c) 260.438.7282

www.ditoepr.com

[LinkedIn](#) | [Twitter](#) | [Facebook](#)

ATLAS VAN LINES IN CANADA ACQUIRES CONNECT LOGISTICS

OAKVILLE, Ont. (June 6, 2017) - Leading van line [Atlas Canada](#), a subsidiary of Atlas World Group, Inc., announces today that it has acquired [Connect Logistics](#). The deal marks Atlas Canada's first acquisition and will help the company more than double its logistics business. Connect Logistics will continue operating under its current name and leadership team.

Founded in 1999 and headquartered in Mississauga, Ontario, Connect Logistics is one of the largest logistics companies in Canada. The company offers its more than 200 customers specialized product transportation as well as warehousing and distribution services. In recent years, the company has experienced significant growth due to expansion and vertical market growth.

"We are thrilled with the possibilities of this strategic fit "said Doug Van Fraassen, owner of Connect Logistics. "Our customers will have exposure to the asset-based services and infrastructure offered by Atlas in both Canada and the U.S. Atlas will have the opportunity to leverage the expertise of Connect Logistics' personnel and incorporate the processes used to deliver our diverse platform of logistical solutions."

Connect Logistics was founded by Doug Van Fraassen and under his leadership offers comprehensive logistics services including ground transport, air delivery, ocean delivery, tracing services and warehousing. The non-asset business has long focused on forging and maintaining strong partnerships with all parties in the supply chain to enable their clients to meet commitments to customers.

"Connect Logistics' business and operations align perfectly with our current logistics structure and will enhance what our team has worked hard to build," said Barry Schellenberg, president of Atlas Canada. "We are excited to take advantage of this opportunity to provide additional service capabilities for our current customer base and offer accretive value to our strong network of Atlas agents."

Atlas provides logistics services throughout North America on a truckload or less than truckload basis with the help of the company's nearly 500 agents across Canada and the United States.

For more information on Connect Logistics and Atlas Canada, visit www.connectlogistics.com and www.atlasvanlines.ca.

###

About Atlas Canada

Atlas Canada, a name known for quality, services the highest percentage of Canada's consumer household goods moves and corporate relocations. Atlas Canada has 138 agents across every province and territory and a network of 360 agents in the US who provide household moving, logistics, special product transportation services and warehousing. Known for innovation, Atlas was the first van line in Canada to pioneer national Back Check and Quality in Motion programs. For more information on Atlas Canada and its services, visit www.atlasvanlines.ca.

About Atlas World Group

Atlas World Group, an Evansville, Ind.-based company, is comprised of a family of companies that deliver transportation and related services globally through a network of quality agents and select service partners. Nearly 500 Atlas interstate moving agents in the United States and Canada specialize in corporate relocation, household moving services, supply chain solutions, and specialized transportation of high-value items such as electronics, fine art, store fixtures and furniture. For more information, visit www.atlasworldgroupinc.com.

//

CAM News & Updates - August 1, 2017

CAM Mover's Edge ASD
CANADIAN ASSOCIATION OF MOVERS • ASSOCIATION CANADIENNE DES DÉMÉNAGEURS



INSIDE:
President's Message ~ BC Wildfires ~ Did You Know? ~ Golf Tournament ~ Annual Conference ~ New Member ~ Latest Scam ~ Driving with Diabetes

Visit Our Website!

President's Message

By all accounts, this has been a very busy summer to date. Anecdotally, I have received reports that some members are seeing 100% more activity than last year. Estimates provided by government and corporate customers would seem to have been very low. As busy as you all are, always keep in mind that, as members of CAM, customer expectations are always very high. A perfect move is expected each and every time. Being this busy also means long hours, exhausted workers and a higher potential for missteps. Safety and customer service are still our biggest concerns and must continually be monitored.



Patrick Greaney,
CAM President

It has also been a summer of change. Most recently we have learned that Bryan McLoughlin has left The GPS Consulting Group & Insurance Agencies Inc. **and is therefore no longer chairman of our Supplier Committee. Bryan has been a huge supporter of CAM and an enthusiastic and committed Board Member. We will miss his input and wish him great success in his new ventures.**

In just over a month, we will be hosting our annual golf tournament. Please get your registrations in and make this another successful event.

BC Wildfires - you can help

British Columbia's wildfire situation continues to evolve. There are currently 152 wildfires burning in BC and, since April 1, there have been 778 wildfires in BC that have consumed 379,200 hectares. There are currently 4,500 firefighters and other personnel battling the flames, including almost 800 out-of-province folks, along with 188 helicopters and planes. At this time, there are over 19,000 evacuees who have moved to safety and a couple of sections

of provincial highways are fully or partially closed. The province has partnered with the [Red Cross](#) to help the evacuees affected by these terrible circumstances. Any help you can provide would be greatly appreciated.

Did You Know?

CAM just expanded its online search program that helps consumers find reputable movers. CAM currently has a search program on its home page by which consumers can search for movers near them, just by entering their postal code or city. A list of the 10 CAM members nearest to them within a 50 km radius used to be generated. We've just expanded that program so it now generates a list of ALL the CAM members located within a 50 km radius of the location entered into the program by the consumer. This means a lot more exposure for CAM's members. Try a search for your company [here](#). In June alone, consumers reached out to almost 100 CAM members using our online program. Can you afford to let your membership lapse? Wouldn't it be wise to join CAM and be included in this referral process? Here's how to [join](#) CAM.

CAM Golf Tournament

Just 7 weeks away!

Don't miss the fun. Join us at the **Lionhead Golf Club in Brampton on Monday, September 18** for a terrific day on the links. Lionhead is a quality course that has a reputation for excellence. Bring your colleagues or clients.



[Register](#)

CAM Annual Conference

Join us in Montréal on November 19-21, 2017!

Change - Today's New Constant

We've got a new code to register at the Hotel William Gray in Montreal.

To register at the hotel at the preferred rate for conference attendees, be sure to use code **CAN1119_003**. This rate will only be available **until October 18, 2017**. Bring your spouse - bring your family - make this an experience you'll remember. Here's a link to [register](#) at the hotel.



[Register](#)

Welcome to New Member

CAM would like to welcome this new member to the Association.

[Integrity Movers Ltd in Edmonton, AB.](#)

Latest scam by rogue mover

We were just contacted by a mover about a scam involving a hijacking of their identity. It seems the mover provided a customer with a quote. When they followed up with the customer to find out whether they'd made a decision, the customer advised them that they'd already paid

them a deposit to hold the moving date. It seems another company contacted the customer just after the mover provided the quote saying they were affiliated with the mover, would do the move for a lot less than first quoted and requested payment of a deposit which the customer proceeded to pay. The rogue business has been reported to Crime Stoppers.

Update on Driving With Diabetes

Do you feel very thirsty or hungry, even though you are eating and drinking well? Do you feel tired often? Do any cuts or bruises take extra time to heal? If so, you may be experiencing some common symptoms of diabetes. Here's a link to **Penske's** latest Safety Bulletin, [Update on Driving with Diabetes](#).

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

Send
News

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7
Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115
Email: admin@mover.net | Web:

www.mover.net

CAM conference image courtesy of iStock.com/wildpixel



Copyright © 2017. All Rights Reserved.

JOIN US FOR A DAY ON THE LINKS!



Canadian Association of Movers' 21st Annual Golf Tournament



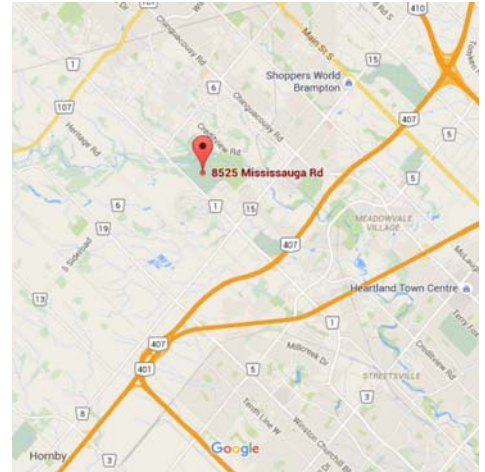
When: Monday, September 18, 2017

Registration & Lunch: 11:30 am ~ Shotgun 1:30 pm ~ Buffet Dinner 6:00 pm

Where: Lionhead Golf Club

8525 Mississauga Road, Brampton, ON L6Y 0C1

- Sharpen your skills
- Meet fellow movers
- Win a prize
- Promote your company
- Bring guests/clients
- Test your game
- Connect with suppliers
- Enjoy delicious food



We're returning to Lionhead Golf Club - a course that will excite every level of golfer. We'll be playing their Masters course which is a traditional design harmonizing with the natural surroundings of forest & rolling hills. A solid mixture of over 100 well-placed bunkers, nine ponds & two rivers make each hole distinctive & an unforgettable experience. Enjoy a pre-game snack & a great dinner after your round. Register a group or come alone & we'll match you with your colleagues. Market your company's products & services by sponsoring.

REGISTRATION FEES

I want to register for:

- Golf & dinner: \$200 x ____ = \$_____ (includes green fee, golf cart, pre-game lunch & beverage voucher & buffet dinner)
- Dinner only: \$70 x ____ = \$_____

All prices include HST. Please let us know if you have any dietary restrictions.

SPONSORSHIP OPPORTUNITIES

Sign up my company for:

- Hole sponsorship: \$200
- Competition sponsorship: \$200 (Please bring an appropriate prize)

MAIL: Send this form & payment to: **Canadian Association of Movers**, PO Box 26004, RPO Churchill, Mississauga, ON L5L 5W7
PHONE: 905-848-6579 or 1-866-860-0065 **EMAIL:** cam_national@mover.net **FAX:** 905-756-1115

Players: Form your own twosome, threesome or foursome; singles will be grouped into a foursome.

SIGN US UP! We'll golf together. We'll golf separately.

Name: _____ Company: _____

Phone: _____ Email: _____

PLEASE ADD: name, company (if it's different from yours) & preferred golf shirt size (Men S-5XL & Women XS-3XL).

Cart 1	1.	Size	Cart 2	3.	Size
	2.	Size		4.	Size

For payment by credit card:

<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Amex	Total Amount:
Card No:	Expiry date (mm-yy):
Cardholder's name:	Cardholder's signature:



Canadian Association of Movers
Canada's Trade Association for the Moving Industry

Change — Today's New Constant

Canadian Association of Movers' 22nd Annual Conference

Sunday, November 19, 2017 (5:00 pm) – Tuesday, November 21, 2017 (9:00 pm)

Hotel William Gray, 421 Rue St-Vincent, Vieux Montréal, Québec H2Y 3A6 Canada



THE PROGRAM

An exceptional array of world-class speakers will impart their insight and experiences to attendees at the Canadian Association of Movers' 2017 Annual Conference in Montréal, Québec.

Our theme this year is *Change – Today's New Constant* because, if there's one thing that you can count on, it's that things are going to change. From the complexity of the shifting political and economic climate, to the fast-paced technological advancements, to the regulating and deregulating of day-to-day business processes, our household goods moving industry faces the challenge of keeping up to-date with the demands of the marketplace.

Our 2017 conference program itself is changing this year and will stand apart from all others. We've extended the program to two full days to provide moving professionals with a greater opportunity to connect with experts at the top of their fields who can provide cutting-edge information that will inspire innovative thinking and provide tools to help build businesses.

CAM's partners – our supplier members and sponsors who endorse CAM and its objectives – are helping CAM to deliver this quality event to you. Excellent presenters, such as keynote speaker Professor Alan Shepard, President and Vice-Chancellor of Concordia University in Montréal, one of Canada's most innovative urban universities, will deliver their views on the changes in society and business that owners and operators have to navigate today. You'll enjoy an informal reception

on Sunday evening where attendees can meet and mingle and a trade show where a variety of industry exhibitors will be available to show you their latest products and tell you about their newest services.

New this year, Monday evening will be free for you to explore all that multicultural and historic Old Montréal has to offer visitors. On Tuesday afternoon, you'll enjoy a special industry-related tour. The conference will close on Tuesday evening at CAM's very popular Chairman's Reception and Annual Awards Dinner where we honour distinguished members in the industry.

THE CITY

We encourage you to bring your spouse and family with you to Montréal – a captivating, charming, cosmopolitan city – where celebrations of the city's 375th anniversary and the 150th anniversary of Canadian

Confederation will be in full force. Montréal is a world-class, modern and dynamic metropolis. Its European heritage shines though in the beautiful 18th-century buildings and cobblestone streets of Old Montréal. A few streets over, the city's dynamic downtown reveals its cutting-edge and creative side. Montréal lives in both French and English, but its multicultural population is really what shapes the cuisine and culture offered in the host of gourmet restaurants, cafés, bars, clubs, galleries, museums and boutiques.

THE HOTEL

With a stay at Hotel William Gray, you'll be centrally located in Montréal, steps from Palais de Justice and Montréal City Hall. This brand new 4.5-star hotel, built in 2016, is within close proximity of Champ de Mars and Bonsecours Market. Only 10 km (or 6 mi. direct) from the St. Hubert Airport (YHU) and 16 km (or 10 mi. direct) from the Pierre Elliott Trudeau Intl. Airport (YUL). You'll be at home in one of the 127 air-conditioned rooms featuring refrigerators, minibars, pillow-top beds with down comforters and Frette Italian sheets, 49-inch LCD televisions with cable programming and complimentary wireless Internet access. Amenities include concierge services, babysitting/childcare (surcharge) and gift shops/newsstands. Grab a bite to eat at the hotel's restaurant with bar, or at the bar/lounge, or stay in and take advantage of 24-hour room service. Cooked-to-order breakfasts are available daily for a fee. The hotel also includes a business center, limo/town car service and express check-out.

Visit CAM's Events web page on www.mover.net for links to:

- CAM's award nomination forms.
- A detailed conference flyer and registration form.
- The Hotel William Gray room registration.
- A sponsorship registration form to promote your company.

A special room rate of \$180 per night is available for the "Canadian Association of Movers conference" until October 18, 2017.





Canadian Association of Movers
Canada's Trade Association for the Moving Industry

Change — Today's New Constant
2017 ANNUAL CONFERENCE - November 19-21

You have five ways to register:

Phone: 1-866-860-0065 • Fax: 905-756-1115

Online: http://www.mover.net/movers1/events/conf2017/2017Conference.pdf • Email: members@mover.net

Mail: Canadian Association of Movers,
PO Box 26004, RPO Churchill, Mississauga, ON Canada L5L 5W7

Name 1 _____ Name 2 _____
Company _____
Address _____
City _____ Prov. _____ Postal Code _____
Phone _____ Email _____

CONFERENCE FEES:

Table with columns: Conference Fees, Members, Non-members. Rows include Full Conference - Monday and Tuesday, ADD: Trade show booth, Monday (only), Tuesday (only) with sub-items like Conference and Awards Dinner.

Sponsorship

- ☐ Sunday Reception\$525
☐ Speaker\$525
☐ Monday Breakfast\$262.50
☐ Tuesday Breakfast\$157.50
☐ Awards Dinner\$525
☐ Awards Dinner Door Prize ...\$525
☐ Industry Tour\$525
☐ Awards\$525
☐ Wine at Awards Dinner\$525
☐ Monday Lunch\$262.50
☐ Tuesday Lunch\$157.50
☐ Coffee Break\$105
☐ Exhibitors' Draw\$525

SPECIAL FOOD REQUEST
(eg. vegetarian, gluten-free, vegan, etc.)

Sub-total _____
Tax (5% GST plus 9.975% QST) _____
TOTAL _____

1 Non-member premiums (\$85 per conference day) can be applied to CAM membership up to six months after the conference.
2 In addition to conference fees - members only
3 Sponsor will be recognized by signage and acknowledged at podium

PAYMENT: ☐ Visa ☐ MasterCard ☐ AMEX ☐ Cheque

Cardholder name _____

Card number _____ Expiry date _____

Safety Bulletin

Update on Driving With Diabetes

Do you feel very thirsty or hungry, even though you are eating and drinking well? Do you feel tired often? Do any cuts or bruises take extra time to heal? If so, you may be experiencing some common symptoms of diabetes.

For over-the-road drivers, diabetes is a serious concern. A 2015 Vital Signs update from the Centers for Disease Control and Prevention (CDC) reports that the rate of diabetes among truck drivers (14%) is twice that of the general population.

There are two types of diabetes:

- **Type 1 diabetes:** This type means your body does not produce insulin, a hormone that helps your body regulate blood sugar.
- **Type 2 diabetes:** This is the most common type, and it means your body is resistant to insulin.

When left untreated, diabetes can cause you to feel tingling or numbness in your hands and feet, blurry vision or frequent urination. The good news: once your diabetes is well managed, you can drive a truck, even if you use insulin.

Insulin and Truck Driving

While some people can manage their diabetes with just oral medications, others need to use insulin. At one time, insulin use disqualified truckers from driving. Today, drivers using insulin can apply for a medical waiver from the Federal Motor Carrier Safety Administration (FMCSA) if they meet certain criteria that show their diabetes is well managed.

You need to be on insulin for one month (for type 2 diabetes) or two months (for type 1) before you can apply, and it can take up to 180 days to receive the exemption.

New Tools to Manage Diabetes

If you already have an exemption — or if you are successfully managing your diabetes without insulin — you may benefit from technology you can find in your smartphone. Free apps for Android and Apple devices allow you to chart your blood sugar readings, plan meals, keep a food journal, track your medications and view message boards.

Keeping diabetes under control is difficult when you're on the road. Some quick tips:

- Always stock your truck with enough diabetes testing supplies.
- Maintain a regular schedule for eating meals and snacks, and for taking your medications.
- Pack healthy snacks, such as fresh fruit, nuts and seeds.
- Get free health screenings (available at many popular pharmacies and supercenters).
- Make walking and other exercise a priority on off-duty time.
- Quit smoking.



CAM News & Updates - September 1, 2017



INSIDE:

President's Message ~ New CAM President ~ Hurricane Harvey ~ Did You Know? ~ Golf Tournament ~ Annual Conference ~ New Members ~ Ogilvy Insurance ~ Hunger Action Month ~ BAR Update ~ School Bus Safety

Visit Our Website!

President's Message

We are almost at the close of the "crazy season". It is time to take a breather and reflect. By all reports, this has been a very busy summer. Once again, it would seem that all the team work at play has resulted in a successful moving season. No doubt the stress levels of operations managers, dispatchers and van operators were at a peak. Nonetheless, it would appear, for the most part, that the industry and its various members have coped. At CAM, we of course have received some complaints, in some cases, very loud ones. But those numbers are extremely small considering the volume of moving business. We have had many reports, though, of horrendous moves being perpetrated on consumers by rogue movers. We have had contacts with police departments and Consumer Affairs agencies across the country. In some cases, police have taken action treating situations more as acts of fraud and theft and no longer just as civil matters.



Patrick Greaney,
CAM President

In your reflections and adjustments after this summer's activities, be resolute in your development and preparations for next year to provide detailed, open communications with your clients. Don't make promises that you can't put in writing. Remember that the stress put upon you and your employees to fulfill your contracts is nothing compared to the consumer's stress in relocating: pulling up roots, new jobs, loss of jobs, etc. Combining the mutual stresses of all parties in a move can be catastrophic. It is our sales people and van operators, those at the "coal face" with the consumer, who can minimize the effects of all the pressure.

All this being so, I must reiterate it is time to take a breather. Consider joining CAM at

our annual golf tournament at Lionhead in Brampton, Ontario on September 18th.

New President to join CAM

At the end of April, Pat Greaney informed CAM that, for personal reasons, he'd be stepping down as President. CAM's Board of Directors is pleased to announce that **Nancy Irvine** will become the new president of CAM. Pat will remain on board until the end of November to help wrap-up CAM's annual conference. Nancy will begin her transition to the role in October and will assume the presidency on December 1, 2017. Nancy brings her extensive experience in association management, constituency management, media and communications, logistics and household goods moving to CAM and our industry. Nancy lives in Sarnia, ON. Welcome to CAM, Nancy!



Nancy Irvine

Hurricane Harvey

Harvey continues to produce heavy rainfall in the Gulf area. Life threatening flooding is occurring across much of southeast Texas, with conditions in the Houston area deteriorating as the rain continues. The **American Logistics Aid Network (ALAN)** is a non-profit organization that supports disaster recovery by engaging industry to address the unmet needs of relief organizations, communities and people. Here's ALAN's interactive map on the [logistics needs](#) in the affected area. **Move for Hunger** has also issued a [message](#) on their relief efforts. Please check these links out to learn how you can help.

Did You Know?

CAM's magazine and directory, **The Canadian Mover**, is distributed to about 1400 industry contacts in Canada and worldwide. For CAM members that are listed in the magazine, this is terrific exposure for your companies in the household goods moving industry around the globe. CAM will be printing the fall issue of its magazine in the next few weeks. Please review your member listing [online](#) and send us any changed or new information about your company. If you are not a CAM member, contact us about [joining](#).

CAM Golf Tournament

Just over 2 weeks away!

You haven't registered yet? Don't wait any longer - call us now!

Join us at the **Lionhead Golf Club in Brampton on Monday, September 18** for a terrific day on the links. Lionhead is a quality course that has a reputation for excellence. Bring your colleagues or clients.



Register NOW

CAM Annual Conference

Join us in Montréal on November 19-21, 2017!

Change - Today's New Constant

We couldn't bring our program together without the support of our sponsors. A great big thanks

goes out to these esteemed companies that are supporting our 2017 annual conference so far:

- **Hansen's**
- **Kentucky Trailer**
- **Ogilvy Insurance**
- **SIRVA Canada LP (Allied Van Lines & North American Van Lines Canada)**
- **Snowbirds Auto Connection Ltd.**
- **The GPS Consulting Group & Insurance Agencies Inc.**
- **United Van Lines (Canada) Ltd.**
- **Victory Packaging**



[Register](#)

Welcome to new members

CAM would like to welcome these new members to the Association.

[Shell Canada Limited](#)

CAM members will now have access to two Shell programs. With the Shell Fleet Card™ and/or Shell Fleet Navigator™, CAM members will receive discounts off the pump price for gasoline and diesel and up to 30% off Car Washes at participating locations. Watch for more details.

[Move Management Group Inc.](#)

Their services include: debris pickups, visual/telephone/video surveys, quality control checks, transit damage reviews, on-site move supervision, visual surveys, video surveys, international surveys, carton deliveries, mover training DVDs.

Webber joins Ogilvy Insurance

Ogilvy Insurance is pleased to announce that **Chris Webber** has joined the Ogilvy moving team effective August 28th. Chris has over 15 years of experience servicing the insurance needs of movers. Chris can be reached directly at 416-623-6480 or by email at cwebber@ogilvy.ca.

Hunger Action Month

September is Hunger Action Month in the US. But hunger is a daily struggle, not just in the US, but in Canada too. **Move for Hunger** is asking all of their followers to take part in their 30 Days of Action. Every day this month, they'll provide you with an easy way that you can support Move For Hunger's mission to fight hunger and reduce food waste.

[Read more](#)

BAR update

The **British Association of Removers (BAR)** has been in further negotiation with Her Majesty's Revenue & Customs (HMRC) with regards to ongoing issues with the implementation of the

TOR01 online application process. They met with HMRC in July and expressed concerns about the HMRC not having enough trained staff to deal with the volumes of applications involved. They've also entered into correspondence with the Director of Business Tax Operations to discuss various issues including the need to extend the scope of Returned Goods Relief (RGR) and provide clearer instructions on the supplementary documentation needed to support a ToR application in order to lessen the burden on applicants. As a result, HMRC plans to issue a Customs Information Paper to publish changes.

School Bus Safety

Class is back in session! As we approach the end of summer, children are preparing for a return to school. For professional truck drivers, back-to-school season means more congested roads. So it's the perfect time to brush up on the ABC's of school bus safety. Here's a link to **Penske's** latest Safety Bulletin, [Know Your ABC's of School Bus Safety](#).

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

Send
News

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7
Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115
Email: admin@mover.net | Web:

www.mover.net

CAM conference image courtesy of iStock.com/wildpixel



Copyright © 2017. All Rights Reserved.

Canadian Association of Movers, PO BOX 26004,
RPO CHURCHILL, MISSISSAUGA, ON L5L5W7 Canada

[SafeUnsubscribe™ {recipient's email}](#)

[Forward this email](#) | [Update Profile](#) | [About our service provider](#)

Sent by cam_national@mover.net in collaboration with

Constant Contact 

Safety Bulletin

Know Your ABC's of School Bus Safety

Class is back in session! As we approach the end of summer, children are preparing for a return to school. For professional truck drivers, back-to-school season means more congested roads. So it's the perfect time to brush up on the ABC's of school bus safety.



A is for Alert — According to the National Transportation Safety Board (NTSB), nearly 500,000 buses travel more than 260 million miles across the United States every day. That means truck drivers must stay alert. Look for school zones, and obey the posted speed limits. Also, check your route for school zones and plan for extra travel time accordingly.

B is for Basics — It's illegal in all 50 states to pass a stopped school bus on an undivided road. That means you must stop when a school bus has its red lights on and its stop arm is extended. You must slow down when a bus has its yellow lights on. In general, drivers should leave a 10-foot safety zone around the bus (in front, behind and on either side) for children.

C is for Children — More than 25 million children ride to and from school (or after-school activities) on a bus each day, according to the NTSB. Watch for children in school zones, in crosswalks and at bus stops. But remember, children can be unpredictable. They won't always use a crosswalk and may dart out into the street without looking. It's your responsibility to keep them safe.

D is for Distractions — You should always limit any distractions (eating, fidgeting with the radio, talking on a hand-held cell phone) while driving. But at this time of year, staying distraction-free is even more important.

E is for Education — If you're unsure of the specific school bus safety rules in your state, get educated. Check your state's Department of Transportation (DOT) website. The DOT's Federal Highway Administration provides a full list of state-run DOT websites: <https://www.fhwa.dot.gov/about/webstate.cfm>.

S is for Slow Down — Earlier this year, two young children, excited to see their school bus arriving, ran in front of a truck carrying 75,000 pounds of mulch. The driver — through no fault of his own — couldn't stop in time. This tragedy serves as a reminder that back-to-school time is the right time to slow down. Their lives depend on it.



CAM Mover's Edge ACD
CANADIAN ASSOCIATION OF MOVERS • ASSOCIATION CANADIENNE DES DÉMÉNAGEURS



INSIDE:
President's Message ~ Annual Conference ~ Did You Know? ~ Red Cross Aid ~ Farewells ~ Brand Hijacking ~ Surviving Autumn

Visit Our Website!

President's Message

Fall is here, at least in some parts of the country. Whereas the West has had a summer, it would seem that the East, particularly Ontario and Quebec, are only now experiencing summer weather. Those of us who participated in CAM's annual golf tournament are thankful for this trend in the weather. Once again, we had a great day for our tournament and camaraderie was high.



Patrick Greaney,
CAM President

The staff at Lionhead again provided us with excellent service, both on the course and with our meals. I would particularly like to thank all our sponsors for their support and, specifically, those that not only provide sponsorship, but hosted and supervised special events - McLean Hallmark Insurance Group Ltd. (Glenn Meyer) for the hole-in-one car (sadly, no one won), Victory Packaging (Steve Stockill) for the Victory Ball competition, Livingston (Troy Colmer) for the putting competition and, last but not least, Ogilvy Insurance (David Ogilvy) for the marshmallow longest drive. I would also wish to thank our newest supplier Shell Canada for providing coffee mugs and water bottles at our reception desk.

As a special note, those of you who attended will also have had the opportunity to meet Nancy Irvine who will be assuming the role of Association President after the convention. I must thank Nancy for her support during the event, assisting everywhere a hand was needed.

It's not too early to mark your calendar for Monday, September 17, 2018 which is the date for next year's tournament.

Our next event is our annual convention in Montreal. With Conference Committee

Chairman Tom Filgiano, I visited the William Gray Hotel and can unequivocally assure you this is a fantastic venue. To date our registrations are progressing well, but please don't leave your registration and hotel booking to the last minute. The preferred room rate we have received for the hotel is an amazing value. The hotel, combined with our confirmed speakers, exhibitors and tour, will provide all participants with an event to remember. See you there!



MAKE YOUR COMPANY SAFER!

Moving & Storage Companies receive free services including:

SAFETY EVALUATION **MENTORSHIP PROGRAM**

Get Started Now! >

CAM Annual Conference

Join us in Montreal on November 19-21, 2017!

Change - Today's New Constant

Conference Program

Our conference program is in the mail. Be sure to check out the terrific sessions and the activities we've planned for the conference in Montreal and register today.

Preferred Room Rate

The **preferred room rate for conference attendees expires on October 18** so please book as soon as possible.

Sponsors

A few new sponsors are now sponsoring our conference events. Thanks to all of these CAM supporters:

- **Atlas Van Lines (Canada) Ltd. NEW**
- **Déménagement Outaouais Moving Inc. NEW**
- **Hansen's**
- **Kentucky Trailer**
- **Ogilvy Insurance**
- **SIRVA Canada LP (Allied Van Lines & North American Van Lines Canada)**
- **Snowbirds Auto Connection Ltd.**
- **The GPS Consulting Group & Insurance Agencies Inc.**
- **United Van Lines (Canada) Ltd.**
- **Victory Packaging**

We'd love to have you as a sponsor of the Conference. There are a variety of sponsorship levels available throughout the three days. If you've never sponsored before and would like to find out more about the benefits of putting your name front and centre, please contact CAM.

Register



Did You Know?

CAM's Annual Awards Dinner is one of our industry's most popular events. This year promises to be another special evening. Register for the [dinner](#) today - bring a colleague, a deserving employee, your spouse. Join us on November 21 to celebrate the achievements of these distinguished award recipients:

Distinguished Service - Don Campbell, Campbell Group of Companies (posthumously)
Industry Achievement - Bill Lyon, SIRVA
Industry Service - Shirley C. Sveda, Atlas Van Lines (Canada) Ltd.
Public Service - Premiere Van Lines - Fredericton
Independent Mover of the Year - Roger Panneton
Agent of the Year - Geldart's Warehouse & Cartage Ltd.

Aid for Hurricane and Earthquake Victims

The recent dramatic weather in the Caribbean Sea, Gulf of Mexico and Atlantic Ocean and the earthquakes in Mexico have caused unprecedented destruction. Please contact the [Red Cross](#) to find out how you can help the victims and ongoing relief efforts.

Farewells

Cheryl Chapple

Passed on September 11, 2017. Cheryl owned and operated **LH Chapple Moving and Storage**, an agent for **Atlas Van Lines** for 40 years. Helping others was also a big part of Cheryl's life, supporting charities that she held close to her heart. Cheryl is survived by her two sons, Larry (Janet), Keith (Sonya), her brother Alan Mackenzie of Nova Scotia, her sister-in-law Rhonda Mackenzie of Moncton, grandchildren, great-grandchildren, nieces and nephews.

Norm Edgar

Passed on August 2, 2017 after a valiant battle with cancer. Norm was the former owner of **Cantin's Moving & Storage**. He held a position on the Board of **United Van Lines (Canada) Ltd.** from 1974-1995 and served as Chairman of the Board from 1984-1988. Norm is survived by his wife, Wendy, his daughter Shelley (Andrew), his son Steven (partner, Trish), his grandchildren, brother Doug (Sandy), sister-in-law Sharon (Ted) Kardera, nieces and nephews.

Our sincere condolences to their families and friends.

More Brand Hijacking

CAM recently heard from an international mover about a new twist on brand hijacking. A criminal element posing as the mover with a similar name (one letter was missing from the mover's good name) sent out details to a lot of companies with instructions for transferring funds to their account. **Please be sure that the payments you make to your colleagues follow the bank details they've provided in their invoices.**

Surviving Autumn

While wind, rain and fog can happen anywhere at any time of year, in autumn the winds tend to get stronger, the rain tends to last longer and changes in temperature create more fog. That means you must be ready. When you hit inclement weather, follow these 10 safety tips in

Penske's latest *Safety Bulletin*, [10 Tips for Surviving Autumn's Wind, Rain and Fog](#).

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

Send
News

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7

Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115

Email: admin@mover.net | Web:

www.mover.net

CAM conference image courtesy of iStock.com/wildpixel



Copyright © 2017. All Rights Reserved.

Safety Bulletin

10 Tips for Surviving Autumn's Wind, Rain and Fog

The clouds start rolling in. The trees begin to sway. Droplets hit your windshield. A storm has arrived. That means you must take extra caution as you drive down the highway.

While wind, rain and fog can happen anywhere at any time of year, in autumn the winds tend to get stronger, the rain tends to last longer, and changes in temperature creates more fog. That means you must be ready. When you hit inclement weather, follow these 10 safety tips:



- 1. Plan ahead.** Check the weather forecast before you start your route. Also, perform a thorough pre-trip inspection. In particular, make sure your tires are fully inflated and your cargo is secure.
- 2. Reduce your speed.** The Federal Motor Carrier Safety Administration recommends you lower your speed by at least 1/3 on wet roads. That means, if you're on a highway with a 70 mph speed limit, you should go no faster than 45 mph. The worse the wind, rain or fog gets, the slower you should travel.
- 3. Know your load.** If you are hauling a light load or an empty, you're more likely to have trouble driving in the wind. Your trailer can act like a giant 500-square-foot wind sail, especially in strong gusts.
- 4. Drive with caution as soon as it starts raining.** When rain starts, water mixes with oil on the roadways, creating particularly slippery conditions.
- 5. Hit the lights.** Most states require you to use your low-beam headlights whenever it rains. In fog, use your low-beams, fog lights and hazards to help other drivers see you easier. Do not use high beams in fog; they make visibility worse.
- 6. Use your wipers and defroster.** Both will clear moisture from the windshield and help you maintain the highest level of visibility in rain or fog.
- 7. Watch your following distance.** Give yourself enough room so you can safely stop as needed.
- 8. Brake lightly.** When you need to stop in rain, wind or fog, go as easy on the brakes as possible. Slamming on the brakes increase your chances of entering into a skid.
- 9. Stay in your lane.** Minimizing lane changes can help you stay safe in rain, wind or fog. Also, when fog decreases your visibility, stay in the right-hand lane and let the white line (or reflectors) on the side of the road guide you.
- 10. Know when to park it.** If severe weather makes travel too risky, find the nearest truck stop or rest area and wait until the storm passes.





INSIDE:

Annual conference ~ Hotel update ~ Shell Canada ~ RM Moving Supplies Plus Ltd. ~ CERC appointments ~ Companies for sale ~ Job opportunities ~ CAM on Facebook ~ Movember



Visit Our Website!

CAM Annual Conference
Join us in Montreal on November 19-21, 2017!
PROGRAM UPDATES

Conference Program

By now you should have received our conference program. Our Conference Committee has worked very hard to bring you an outstanding program on current and upcoming changes in the moving industry. How will these affect your bottom line and will you be ready? Be sure to check out the terrific sessions and the activities we've planned for delegates and **register today**.



**Change -
Today's
New
Constant**

Monday Evening Cocktails

Ogilvy Insurance will be hosting a get-together for [cocktails and appetizers](#) after Monday's sessions for all conference and awards dinner registrants. *Your conference name tag will be required for entry.*

[Register](#)

Hotel update

Due to the interest in joining us in Old Montreal, our block of standard rooms at the Hotel William Gray, at the preferred room rate of \$180 per night, is almost sold out.

Please book as soon as possible and, if you unable to book online for your desired dates, please [let us know](#).

We may be able to get a preferred rate of \$250 per night for deluxe rooms at the William Gray or standard rooms at a



preferred rate of \$180 per night at their sister hotel, Hotel Place D'Armes, just a few minutes away.
(All rates, add tax.)

Hotel

Shell Canada increases fuel discount for CAM members

Last month we announced that **Shell Canada** became a CAM member. They've just advised us that the response from CAM members has been so positive that they are increasing the fuel discount for members to 3.5 cents off per-liter for first 6 months, after which it will roll down to 2.5 cents off per-liter. Members are able to choose whether they want to apply for Shell Fleet Card™ and/or Shell Fleet Navigator™. Thank you, Shell Canada!

[Read more](#)

R.M. Moving Supplies Plus Ltd.

An 11-year CAM member

[R.M. Moving Supplies Plus](#) recognizes that the moving industry is a difficult business. We take pride in what we do by providing top-notch customer service and a complete line of items to serve the moving industry. By ensuring that we have those products readily available, we are able to process orders fast, providing quick turn-around times for both in-town and out-of-province customers. This enables our clients to spend more time growing their business. Our loyal customer base is something we take great pride in and appreciate. We love what we do and look forward to being a part of this ever-changing industry for many years to come.



CERC appointments

The **Canadian Employee Relocations Council (CERC)** elected their Board of Directors at their annual meeting in Calgary on September 12, 2017. CAM congratulates these CAM members on their appointments:

- **Fred Haladay, Atlas Canada** (returning Director and newly-appointed Chair of the Board)
- **Dan Lawrence, United Van Lines** (completing **Larry Mitchell's** term as Director).

Companies for sale

We have a few postings on our website for moving companies for sale. Visit our Buy and Sell area for [details](#).

Job opportunities

We also have a few job opportunities posted on our website. Find out if there's an [opportunity](#) that interests you.

Like us on Facebook!

CAM is dedicating time to spruce up our social media content. We'll be posting regularly on Facebook, at least twice a week with consumer info that your customers will appreciate. As well, you'll find updated conference info and other CAM member info. Check out @canadianmover now!

Movember

It's that time of year to think about the men in our lives and get on board with fighting for their health. Find out how you can help through the [Movember Foundation](#).

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

Send
News

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7

Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115

Email: admin@mover.net | Web:

www.mover.net

CAM conference image courtesy of [iStock.com/wildpixel](https://www.istock.com/wildpixel)



Copyright © 2017. All Rights Reserved.



INSURANCE

COCKTAILS & APPETIZERS

==== JOIN US! =====

Monday, November 20th 5:00 to 7:00pm

Bevo Bar + Pizzeria

410 Rue St-Vincent, Montreal

Across the street from Hotel William Gray





Shell Fleet Card Canada

Offer for Canadian Movers Association

Shell Canada Fleet Card Solutions

Shell brings the expertise and innovation to manage today's dynamic fleet. We've created two cards that deliver the convenience, cost-saving solutions and control you've always wanted in a fleet card.

	Shell Fleet Card™	Shell Fleet Navigator™
		
Convenience	Over 1,200 Shell and Shell Flying J stations nationwide.	Universal acceptance – access to any fuel station and maintenance location in Canada, wherever MasterCard® is accepted
Control	<p>You can limit card use – according to your company policies using eTRAC™ in real time. Create and set individual and group card policies that give you complete control over your fleet. For instance, you can set purchase limits and restrictions by:</p> <ul style="list-style-type: none"> ■ Product categories ■ Dollar value ■ Time of day ■ Day of week ■ Network ■ Province ■ Volume amount 	<p>You can limit card use – according to your company policies using eTRAC™ in real time. Create and set individual and group card policies that give you complete control over your fleet. For instance, you can set purchase limits and restrictions by</p> <ul style="list-style-type: none"> ■ Product categories* (only on Shell network) ■ Dollar value ■ Time of day ■ Day of week ■ Network ■ Province ■ Location type

Shell Canada Fleet Card Solutions

	Shell Fleet Card™	Shell Fleet Navigator™
Control Cont'd	<p>eTRAC™ is an online management tool that allows you to set card spending limits and personnel access restrictions, keep track of activity in real time, view statements online, and create and download customized reports.</p> <ul style="list-style-type: none"> - Track purchases by driver, shift, site or specific fleet - View fuel spending by product type - View/Update purchase restrictions - See your fleet's transactions in real time - See Level 3 Data - Set-up Odometer prompts 	<p>eTRAC™ is an online management tool that allows you to set card spending limits and personnel access restrictions, keep track of activity in real time, view statements online, and create and download customized reports.</p> <ul style="list-style-type: none"> - Track purchases by driver, shift, site or specific fleet - View fuel spending by product type - View/Update purchase restrictions - See your fleet's transactions in real time - See Level 3 Data (Shell network transactions and where offered by other select Retailers) - Set-up Odometer prompts
Savings	<ul style="list-style-type: none"> - Car Wash Discounts - Get AIR MILES® Reward Miles 	<ul style="list-style-type: none"> - 24/7 Emergency Roadside Assistance services through Road Canada at reduced rates - 10% Discount* on products and services purchased at Jiffy Lube® locations - Car Wash Discounts - Get AIR MILES® Reward Miles <p><small>*Certain restrictions apply. Discount applies to the first \$100 (before applicable taxes) on every visit to Jiffy Lube locations in Canada using the Shell Fleet Navigator Card™. Valid for Jiffy Lube Signature Service® Oil Change services and additional preventative maintenance services which vary by location. Visit www.jiffylube.ca to locate a Jiffy Lube service center near you and view the services offered. Jiffy Lube® and Jiffy Lube Signature Service® are registered trademarks of Jiffy Lube® International, Inc. Jiffy Lube service centres are owned and operated by independent franchisees.</small></p>

Shell Canada Fleet Card Solutions

	Shell Fleet Card™	Shell Fleet Navigator™
Security	<ul style="list-style-type: none"> - Driver ID validation - Block lost or stolen cards instantly 24/7 - Email alerts about any suspicious or attempted out-of-policy transactions. - Plus, daily monitoring of transactions by a dedicated fraud prevention team to flag suspicious behavior and alerts issued as required. <p>Using eTRAC™, the Fleet Manager can set exceptions on what their company wants to be alerted on such as:</p> <ul style="list-style-type: none"> - Card used by Product - Card used by Time - Card used by weekdays, and/or - Exceeded transaction report. <p>Exception reports can be viewed anytime in eTRAC™ and can be set to auto-email instantly to assigned recipient at the time the exception occurs.</p>	<ul style="list-style-type: none"> - High level of security protection – chip and PIN security - Driver ID validation - Block lost or stolen cards instantly 24/7 - Email alerts about any suspicious or attempted out-of-policy transactions. - Plus, daily monitoring of transactions by a dedicated fraud prevention team to flag suspicious behavior and alerts issued as required. <p>Using eTRAC™, the Fleet Manager can set exceptions on what their company wants to be alerted on such as:</p> <ul style="list-style-type: none"> - Card used by Product - Card used by Time - Card used by weekdays, and/or - Exceeded transaction report. <p>Exception reports can be viewed anytime in eTRAC™ and can be set to auto-email instantly^ to assigned recipient at the time the exception occurs.</p> <p>^Transactions at non-Shell branded locations can take up to 48 hours to appear on the account.</p>

Plus, a dedicated Shell Account Manager and access to 24/7 customer service.

Offer for Canadian Association of Movers

With the Shell Fleet Card™ and/or Shell Fleet Navigator™, members of the Canadian Association of Movers receive discounts off the pump price for gasoline and diesel and up to 30% off Car Washes at participating locations.

Plus, use your AIR MILES® Card every time you fuel up to get Reward Miles.

For more information, visit www.shell.ca/fleetcards.

Please indicate you are a member of the Canadian Association of Movers to avail of the special member fuel discount

- Fuel discount: **3.5 cents off per-liter for first 6 months, after which will roll down to 2.5 cents off per-liter**
(Discount will appear on the account's e-Invoice from Shell; discount does not apply at Shell Flying J or other non-Shell branded locations)
- Monthly Card Fees: \$0 for Shell Fleet Card™ ; \$1 for Shell Fleet Navigator™

For application inquiries, pls contact:

Kirk Tingey

Email: kirk.tingey@shellcards.ca

Phone: 800.661.2278 Ex. 44604 | Direct: 801-624-4604 | Fax: 801-384-1482





INSIDE:

President's Message ~ Annual conference ~ Hotel update ~ Toronto Police Service ~ The Mover's Choice Inc. ~ Companies for sale ~ Job opportunities ~ Onboard Fire Safety

Visit Our Website!

President's Message

In three weeks we will be engaged in our annual conference, this year in Montreal. As we have said in all our recent announcements, this will be event focused on CHANGE. Our speakers will address many aspects of change as applies to all of our business endeavours.

Over the preceding few months our members have been confronted with a very busy season that, in many areas, was much unexpected. This year we experienced, I believe, more incidents of consumer complaints involving their understanding of "released liability". It would seem that either they don't want to understand what it means or that it has not been completely explained. To reiterate, to all of us this means that the carrier's liability to the shipper is limited to \$0.60/lb for damages and/or losses if no additional coverage is agreed to. This is a very minimal amount considering the importance to the shipper of the goods being shipped.



Patrick Greaney,
CAM President

I believe we must look to ourselves in how we present this very significant issue to our customers. As professionals, we must be extremely open about the significance of this responsibility. As movers, we know that there is the potential for damages and items that may go astray. As such, we must utilize the most efficient methods possible...

Read more

CAM Annual Conference **Join us in Montreal on November 19-21, 2017!** **REGISTER TODAY**

Our registration numbers are growing. We have such an excellent program this year. With all the change going on in our industry, wouldn't you want to hear about it first hand? If you've been putting off registering, don't wait any longer. We need to know you're coming to Montreal now so please **register today!**



*Change - Today's
New Constant*

We have 15 vendors registered for our trade show and they are waiting to show you their latest, and the industry's best, products and services.



Register

Hotel update

Due to the interest in joining us in Old Montreal, our block of standard rooms at the Hotel William Gray, at the preferred room rate of \$180 per night, is sold out.

We may be able to get a preferred rate of \$250 per night for deluxe rooms at the William Gray or standard rooms at a preferred rate of \$180 per night at their sister hotel, Hotel Place D'Armes, just a few minutes away. Let us know if you [need a room](#).

(Add tax to all rates.)



CAM assists Toronto Police

The **Toronto Police Service (TPS)** has been responding to numerous consumer complaints

regarding several 'rogue' movers. Unfortunately, the situation is not unfamiliar ... the consumer moved in good faith only to have all of their possessions unlawfully withheld from them for months, or the moving company demanded exorbitant additional fees to deliver their goods.

On October 24th, officers from the Financial Crimes Unit of the TPS conducted simultaneous Search Warrants at two locations associated to Green Moving and Storage. They successfully [seized](#) several shipments. CAM has arranged for the delivery of goods back to the victims courtesy of some of our member companies. These shipments will be completed in the coming weeks in time for the Holiday Season.

The Mover's Choice Inc.

[A 10-year CAM member](#)

We take immense pleasure in introducing to you [The Mover's Choice Inc.](#), a 29-year-old company in the moving equipment rental industry. Let our unbeatable [prices](#), high-caliber equipment and excellent customer service speak for itself. Ask us about our [Monthly Special Pricing](#). Visit [our website](#) or call us at 905-6702778. You are one phone call away from saving your company tons of money!!!



Companies for sale

Thinking about expanding? We have a few postings on our website for moving companies for sale. Visit our Buy and Sell area for [details](#).

Job opportunities

Need a change of scenery? We have a few job opportunities posted on our website. Find out if there's an [opportunity](#) that interests you.

4 Things to Know About Your Fire Extinguisher

You wouldn't dream of starting your route without checking your gas gauge or tires. But when was the last time you checked your onboard fire extinguisher? Read more in **Penske's** latest *Safety Bulletin*, [4 Things to Know About Your Fire Extinguisher](#).

Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

Send
News

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7
Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115

Email: admin@mover.net | Web:

www.mover.net

CAM conference image courtesy of iStock.com/wildpixel



Copyright © 2017. All Rights Reserved.

President's Message

In three weeks we will be engaged in our annual conference, this year in Montreal. As we have said in all our recent announcements, this will be event focused on CHANGE. Our speakers will address many aspects of change as applies to all of our business endeavours.

Over the preceding few months our members have been confronted with a very busy season that, in many areas, was much unexpected. This year we experienced, I believe, more incidents of consumer complaints involving their understanding of "released liability". It would seem that either they don't want to understand what it means or that it has not been completely explained. To reiterate, to all of us this means that the carrier's liability to the shipper is limited to \$0.60/lb for damages and/or losses if no additional coverage is agreed to. This is a very minimal amount considering the importance to the shipper of the goods being shipped.

I believe we must look to ourselves in how we present this very significant issue to our customers. As professionals, we must be extremely open about the significance of this responsibility. As movers, we know that there is the potential for damages and items that may go astray. As such, we must utilize the most efficient methods possible to avoid or at least minimize damages. Concurrently we must be meticulous in documenting the goods that have been picked up and then delivered. Lastly, as professionals, we must present the need for appropriate levels of coverage to the customer to minimize their exposure to loss or damage. How we as an industry and members of CAM handle this aspect of the services provided is extremely important and must be presented as a priority, openly and transparently. This is a fundamental point that differentiates CAM members from the rogues.

Coincidentally, over this past season, we were approached by a joint task force of the RCMP and the Toronto Police Service to assist consumers that had fallen prey to a consortium of rogue movers operating in the Toronto region. Initially, having received complaints for hijacking, inflated billings and outright fraud, the joint task force investigated and identified one group with up to 85 shipments being held to ransom. CAM was contacted and asked if we could assist the victims involved. Our membership leadership agreed to assist. In the end, they could only complete documentation on eight shipments and secured a warrant to seize those shipments from a warehouse run by the consortium. In implementing the warrant, multiple locations were raided. Only three of the eight shipments described in the warrant were located at the prime warehouse. The others have either been moved to other locations or the owners succumbed to the demands and delivered the shipments. The owners were arrested and have been charged with multiple offences. This is a first and, hopefully, not the last time people who take advantage of people requiring moving services are taken to task. If nothing else comes of this, at least consumers will become aware of their responsibility to look beyond the low prices being offered as enticement.

The three shipments were removed to the Toronto Police Property Unit. As the mover of record for the Toronto Police, Bedwell/Guardian handled this move.

As for the final delivery to the owners, Premiere Van Lines has again stepped up to move two of the shipments to their owners. Rawlinson Moving & Storage Ltd. will be handling the other local delivery.

At this point, I wish to thank the Association leadership, membership and, very importantly, Marian McGuire for the past year. It has been an honour to have been able to serve. I pass on the mantle of President at the end of November to Nancy Irvine. She has already jumped in to support the organization and I know she will continue to serve the Association faithfully.

Respectfully,

A handwritten signature in black ink, appearing to read 'Greaney', with a stylized flourish at the end.

Patrick Greaney
President
Canadian Association of Movers

November 2017

CAM News & Updates - December 1, 2017



INSIDE:

Holiday hours ~ President's Message ~ Annual Conference ~ Annual General Meeting ~ Annual Awards Dinner ~ Move for Hunger ~ McLean Hallmark ~ Spicers Canada ~ New members ~ Mark your calendar ~ Thomson retires ~ Vaults for sale ~ Job opportunities ~ Sleep matters ~ Like Us!

Visit Our Website!

CAM's holiday hours

The Canadian Association of Movers' office will be closed during the holidays, **from noon on Friday, December 22 and until 9 AM on Tuesday, January 2, 2018** (Eastern time). During that time we will have limited access to voicemail and email.



President's Message

After a couple of months of shadowing Pat Greaney, I am pleased and excited to represent you as your President for at least the next five years. There are several things I'd like you to know about me.

I'm a listener - I have spent the last month getting to know many of our 400 members, meeting with many of our supplier and mover members in one-on-one situations. It's important for me to understand the challenges you have and how CAM can help. I've had lots of impressive conversations and my notebook is full of ideas, questions, brainstorming notes all with a positive feel for our future. If I haven't got to you yet, don't worry, I will. I invite you to reach out to me at any time if you have something to say! Don't hold back - my philosophy is that everyone has a voice and I hope to hear yours.



Nancy Irvine
CAM President

I'm also a planner - the golf tournament is booked for Lionhead Golf Course in Brampton on Friday, September 14, 2018. Note the date change. This has been done to accommodate those who are going to Montreal for the CERC conference that weekend.

Also, by the end of December our conference site in Niagara Falls will be booked and preparations will be starting for the November 18-20, 2018 meetings. Any suggestions on topics you'd like to hear about should be sent to me. Please mark the dates now - these are great opportunities to meet and talk with friends and colleagues.

I'm also a communicator - social media is so important for us. We learned at the conference that almost half of all moves in the US are done by millennials (ages 15-35) who spend 5 hours a day on their smart phones. Instagram, Facebook, LinkedIn, Twitter - CAM needs to be there. We're in the infancy stage and hope that you will help us by following our various pages and sharing when you can.

Have a wonderful holiday season and enjoy your family time before things ramp up again in the Spring!

CAM Annual Conference - Montreal, November 19-21, 2017



Change. A six-letter word that has taken on such meaning since our annual conference in Montreal just two weeks ago. Engaging millennials, blockchain technology and partnering with our competitors were only some of the emerging concepts we heard about from our seven outstanding speakers. We'll post all of the presentations on our website for you to reference very soon.

One thing is for sure: we have challenges ahead. We need to offset rogue movers by improving and expanding our messaging on social media. We need to understand and deal with upcoming pot legislation and other rules coming down the pipe including ELD. We need to counterbalance the labour and skills shortage by finding swampers and drivers who want to work in the moving industry. Can we possibly make our industry "sexy"? Let's figure that out together!

Thanks to our sponsors and exhibitors for supporting the event and to all the attendees who helped to make it a very rewarding experience. ***We'll be posting pictures on our website very soon.***

CAM's Annual General Meeting



CAM itself is changing. **CAM Directors and Presidents at the 2017 Annual Conference** After years of leadership, it's time to say goodbye to several of our veteran leaders. We thank them for their service and wish them a wonderful retirement from CAM. Speaking of CAM, our new Chair is **Cam Carswell of Country Wide Moving** in Saskatoon. Cam is looking forward to enhancing our government relations.

As we heard in Montreal, it's important to have millennials engaged. We've responded by inviting younger moving professionals and suppliers to voice their opinion and ideas on our Board of Directors and various committees. We're excited about this coming year and following up on the "buzz" created at the conference.

CAM's Board of Directors will be reviewing the minutes of the Annual General Meeting that was held on November 20, 2017 at their next meeting. Once approved, the draft version of the minutes will be circulated to the principal contacts for all member companies. They will then be on the agenda for approval by members at the next Annual General Meeting in the fall of 2018.

CAM's Awards Dinner



Almost 200 attendees celebrated the CAM 2017 Awards Dinner with presenters and recipients in a lavish ceremony held at Hotel William Gray in Montreal. Our heartfelt congratulations again to all of our award winners.

Distinguished Service: **Don Campbell, Campbell Group of Companies** (presented posthumously)

Industry Achievement: **Bill Lyon, SIRVA**

Industry Service: **Shirley C. Sveda, Atlas Van Lines (Canada) Ltd.**

Public Service: **Premiere Van Lines -Fredericton**

Independent Mover of the Year: **Roger Panneton**

Agent of the Year: **Geldart's Warehouse & Cartage Ltd.**

Move for Hunger honours CAM member

Move for Hunger made a special presentation to one of CAM's members, **Tippet-Richardson Moving & Storage/TR Westcan Inc.** Calgary, at our recent annual awards dinner. This mover collected nearly 40,000 lbs of food since joining Move for Hunger. They are truly passionate about helping the community they serve and Move For Hunger is honoured to assist them with their hunger relief efforts. Accepting the award from **CAM Past Chairman Perry Thorne** was **Gord Smith of A1 Commercial Logistics**. Congratulations to everyone at Tippet-Richardson Moving & Storage/TR Westcan Inc. for a job well done. For more information on Move For Hunger, click [here](#).



Gord Smith (l.) and Perry Thorne

McLean Hallmark Insurance Group acquires Steer Insurance Moving and Storage Program

McLean Hallmark Insurance Group Ltd. is pleased to announce they have acquired Steer Insurance's moving and storage program.

McLean Hallmark already offers specialty products for the Moving and Storage industry through their Movers Choice Program. This acquisition puts Movers Choice in a much stronger position to grow the program and provide its clients with more choice by having up to four insurance companies within the program willing to compete for their business and offering diversified product offerings in this segment. **Glenn Meyer**, will serve as the lead client executive. Glenn's entire 23-year career has been focused in this segment. His knowledge and relationships with industry publications and partners are stronger than ever.

"We are excited to have found an innovator like McLean Hallmark to look after our Moving and Storage program," said **Mark Puddy, President of Steer Insurance**. "After years of a close working relationship we made the decision to move our clients to the McLean Hallmark Mover's Choice program. Their expertise and experience combined with the best selection of insurance markets allow them to offer our clients a wider array of services."

McLean Hallmark already has close relationships with many members of the Canadian Association of Movers and offers Group Home and Auto discounts to CAM members.



McLean Hallmark is excited for this new step in being a leader in the Moving and Storage industry.



Spicers Canada acquires Shippers Supply

On November 6, 2017, **Spicers Canada** signed a definitive Purchase Agreement to acquire **Shippers Supply**, a leading distributor of shipping, packaging and warehouse supplies with diverse manufacturing capabilities headquartered in Edmonton, Alberta. The [acquisition](#) is expected to have been completed by November 30, 2017.



Welcome new members

CAM welcomes these new supplier members to the Association.

[Moveware](#) (Burlington, ON)

[Virtual Moving Technologies](#) (Schenectady, NY)

Visit CAM's dedicated [webpage](#) for more information about CAM's supplier members.

MARK YOUR CALENDARS!



Friday, September 14, 2018

Annual Golf Tournament at Lionhead Golf Club, Brampton ON

Sunday-Tuesday, November 18-20, 2018

Annual Conference & Trade Show, Niagara Falls ON

Thomson retires

Ellen Thomson

After 33 years in the moving industry, Ellen Thomson has chosen to retire from the excitement, pressure and camaraderie of the challenging relocation industry. Her career started in 1984 when she was hired by **Maxine Laws from Highland Moving in Edmonton**. Ellen's tools of the trade at that time were her car, a calculator, a telephone, telephone book, a typewriter and, of course, her business savvy and wits. No Smartphones! So much has changed! She later moved on to work with **Williams Moving & Storage, Western Moving** and then completed her career with **Matco Moving Solutions**. All were agents of **United Van Lines** - a unique family of movers that many in the industry would attest to.

As an outside sales representative, Ellen was convinced she had seen more real estate (the good, the bad and the ugly) than most realtors! The hundreds and hundreds of families she dealt with, along with the different circumstances for many of the relocations, has been a highlight of her career. She is retiring to her Silversmith studio which she has been developing over the last 25 years (so if you ever need wonderful handcrafted pieces of jewelry for special occasions ... she is your lady). Ellen promises to continue to grow, learn and create even more beautiful pieces in the future. **Leon Johnson at Matco Moving Solutions** advised that Ellen mentioned on numerous occasions before she retired how thankful she was to the moving industry for providing her with friendships over such a long, productive and exciting career.

Have a wonderful retirement, Ellen - everyone here at CAM is quite jealous! We wish you very well on this next step.

Used vaults for sale

Armstrong Moving in Mississauga ON is selling used household goods storage vaults. Visit our [website](#) for details.

Job opportunities

We've posted a new job opportunity on our website. Find out if there's an [opportunity](#) that interests you.

Sleep well last night? Here's why it matters

Driving a truck is hard work. Driving a truck when you're tired can be almost impossible. That's why you must get a good night's sleep. Read more in **Penske's** latest *Safety Bulletin*, [Sleep Well Last Night? Here's Why it Matters](#).

Don't forget to Like Us!

As CAM begins and grows its social media, it's so important for us to gain likes and followers to help get "noticed".

So check us out:

[Facebook](#)

[LinkedIn](#)

[Instagram](#)

[Twitter](#)



Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7
Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115
Email: admin@mover.net | Web:

www.mover.net

CAM conference image courtesy of iStock.com/wildpixel



Copyright © 2017. All Rights Reserved.

STAY CONNECTED:



Safety Bulletin

Sleep Well Last Night? Here's Why it Matters

Driving a truck is hard work. Driving a truck when you're tired can be almost impossible. That's why you must get a good night's sleep.

You've probably heard people talk about how *much* sleep you need (some experts, like the Centers for Disease Control and Prevention, say you need 7-9 hours a night). But a recent study published in the *Accident Analysis & Prevention* journal shows that how long you sleep may not be as important as how well you sleep. Quality sleep can help you stay alert on the road.



How can you get a good night's sleep? Try these tips:

- **Keep it safe** – Park your truck in an area you trust – a favorite truck stop or rest area is ideal.
- **Keep it quiet** – Use ear plugs, a fan or another “white noise” device to block out unwanted sounds. Also, silence your smartphone.
- **Keep it dark** – Close the shades inside your truck, or use an eye mask to block out light.
- **Keep it comfortable** – Make sure your cab or room isn't too hot or too cold. Also, upgrade to a more comfortable pillow or mattress in your sleeper.
- **Keep it calm** – Develop a calming bedtime routine. Wash your face, brush your teeth, and change into comfortable clothes. Avoid big meals, caffeine, spicy foods or large drinks two-to-three hours before you go to sleep.

What if you're *still* sleepy? If you get 7-to-9 hours of sleep a night and still feel tired (or if you wake up many times a night), it could be a sign of a problem such as sleep apnea. That means you stop breathing during sleep for at least 10 seconds at a time.

You may have heard that, in late summer, the Federal Motor Carrier Safety Administration (FMSCA) withdrew its proposed rule regarding testing and treating truck drivers for sleep apnea. But that doesn't mean you shouldn't worry about it. Sleep apnea can be life threatening.

So, if you're still not well rested, get tested for sleep apnea by your doctor. It doesn't mean you'll go out of service. If your sleep apnea is mild, you can still drive, and if it's moderate to severe, you can drive again once your sleep apnea is controlled with a CPAP (continuous positive airway pressure) breathing machine.



CAM News & Updates - December 20, 2017



The board of directors and staff of the Canadian Association of Movers wish you, your staff and your families all the best for a happy holiday season and success in 2018.

CAM's holiday hours

The Canadian Association of Movers' office will be closed during the holidays, **from noon on Friday, December 22 and until 9 AM on Tuesday, January 2, 2018** (Eastern time). During that time we will have limited access to voicemail and email.

INSIDE:

Holiday hours ~ CFIB & CAM ~ Mark your calendar ~ Vaults for sale ~ Job opportunities ~ Speed safety ~ Like Us!

Visit Our Website!

CFIB and CAM

The **Canadian Federation of Independent Business (CFIB)** has informed CAM that our current 2013 agreement with them is in the process of winding down. CFIB are working on a new "Association" program which CAM will be invited to participate in. Details will not be available for several months. In the meantime, CFIB members will be contacted by their rep to renew under CFIB's standard rates. If you have any concerns, please feel free to contact [Nancy Irvine](#).



Friday, September 14, 2018

Annual Golf Tournament at Lionhead Golf Club, Brampton ON

Sunday-Tuesday, November 18-20, 2018

Annual Conference & Trade Show at the Crowne Plaza in Niagara Falls ON

Used vaults for sale

Armstrong Moving in Mississauga ON is selling used household goods storage vaults. Visit our [website](#) for details.

Job opportunities

If you are looking for a change, check out our job opportunities on our website. Find out if there's an [opportunity](#) that interests you.

6 Speed safety tips

If you're like most truck drivers, you've noticed big changes in speed limits lately. Read more in **Penske's** latest *Safety Bulletin*, [6 Speed Safety Tips](#).

Don't forget to Like Us!

As CAM begins and grows its social media, it's so important for us to gain likes and followers to help get "noticed".

So check us out:



[Facebook](#)

[LinkedIn](#)

[Instagram](#)

[Twitter](#)

Canadian Association of Movers

PO Box 26004, RPO Churchill, Mississauga ON Canada L5L 5W7

Tel: 905-848-6579 | Toll-free: 1-866-860-0065 | Fax: 905-756-1115

Email: admin@mover.net | Web: www.mover.net



Copyright © 2017. All Rights Reserved.

STAY CONNECTED:



Safety Bulletin

6 Speed Safety Tips

If you're like most truck drivers, you've noticed big changes in speed limits lately.

In some states, freeway speed limits for passenger cars can rise as high as 80 mph. Other states hold the line at 65 mph.

Yet for large trucks, agencies like the National Highway Traffic Safety Administration (NHTSA) and the Federal Motor Carrier Safety Administration (FMCSA) are proposing mandatory speed limiters. They recommended truck speed limits of 60, 65 or 68 mph. While their mandate is on hold right now, speed remains a hot topic.

And no wonder. Speeding took three of the top 20 positions on the FMCSA's list of 2016 driver violations. And in 2015, "speeding of any kind" was the most frequent driver-related crash factor in fatal truck crashes.

The bottom line: driving at a "safe speed" gets confusing these days. So use these 6 general rules to stay safe:

- 1. Keep it under 65 mph.** Groups like the American Trucking Association believe that driving 65 mph or slower will improve safety, save on fuel and save on truck repairs.
- 2. Keep your distance.** Leave a distance of at least 5 seconds between you and the car or truck in front of you when you're driving over 40 mph. Double that distance when driving in bad weather.
- 3. Slow down for bad weather.** If you hit a rain shower, reduce your speed by one-third. So, if you're driving at 65 mph in dry weather, slow down to about 45 mph when the roads turn wet. If you hit snow-packed roads, reduce your speed by one-half.
- 4. Stay alert when crossing state lines.** Each state sets its own truck speed limit. So when you hit that state line, watch for the signs and make sure you're following that state's laws. It can save you from a potentially costly violation.
- 5. Be extra careful in work zones.** Reduce your speed to the posted work zone limit, merge well ahead of lane closures, and be prepared to slow down or stop suddenly.
- 6. Keep lane-changing to a minimum.** It's a good way to stay safe on freeways with significantly higher passenger car speed limits.

