

CAM News & Updates - January 5, 2018



Happy New Year from CAM!
CAM's Board of Directors and staff wish you a prosperous 2018!

INSIDE:

Happy New Year ~ President's Message ~ Filgiano retires ~ Mark your calendar ~ 2017 Conference presentations ~ CBC/NL covers rogues ~ Pennsylvania fights rogues ~ Did You Know? ~ Like Us!

Visit Our Website!

President's Message

Happy New Year to you all!

I'm not sure which is fuller - my belly from delicious cookies this past holiday season, or my inbox! I sincerely hope you had a good Christmas break. As 2018 begins, I am excited about CAM's new beginning. We are into our final year of our business plan and judging by the energy and brainstorming going on at the committee level - we have lots of ideas for our future.

I ask that you help us out. If you are on Facebook, could you please take a moment to like and follow our page? We are trying to get social media up and running full steam by April and need people to boost our numbers. Here's our link to [Facebook](#). We're also on [LinkedIn](#), so if you participate in that forum, we'd love it if you'd like us. Every click helps us in the all-important Google searches.



Nancy Irvine
CAM President

Until next issue ...

Filgiano retires



Tom Filgiano has recently retired from the **Meldrum Group of Companies** in Montreal, QC. Tom remains a shareholder and valued source of knowledge and guidance to the Group. This being said, he has recently transitioned to the role of Chairman of the Board where he will be kept abreast of the performance of the company as a whole but will no longer play an active role in the day-to-day operations and management. Tom's brother **Paul Filgiano** now serves as President and CEO. Tom's newly-liberated schedule will make way for more serious cruising with his wife, Monique, aboard their new yacht, "Miss Moni". They are about to cast off from Annapolis, MD to sail to the Bahamas for the winter as stage one of many further planned adventures. With the expected arrival of their first grandchild in April, we understand there will be some time spent in Toronto to happily work on their additional new titles of "Pop and Nanny" as well. Tom served as a CAM Director and as Chairman during his 15 years with the Association, and was also involved on various CAM committees, most recently serving as chairman of the 2017 conference committee. We wish Tom a wonderful retirement and thank him greatly for his many years of valuable service to CAM and our industry.

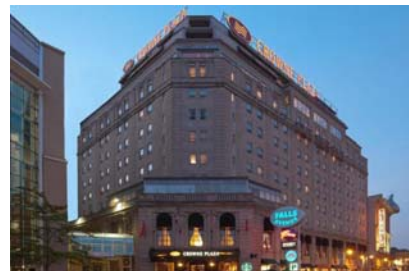
MARK YOUR CALENDARS!



Friday, September 14, 2018
Annual Golf Tournament
Lionhead Golf Club, Brampton ON

Sunday-Tuesday, November 18-20, 2018
Annual Conference & Trade Show
Crowne Plaza, Niagara Falls ON

Watch for registration details.



Crowne Plaza Fallsview

2017 Conference presentations

We've posted the [presentations](#) made at our conference in Montreal on our website. The content of these presentations was excellent and have real value - we urge you to check them out.

CBC investigates rogue movers

On December 14, 2017, **CBC News/Newfoundland-Labrador** published a story to warn consumers to protect themselves against rogue companies passing themselves off as movers. **Past CAM President Pat Greaney** was interviewed for the media investigation.

[Read more](#)

Pennsylvania fights rogue movers

Here's some breaking news out of Pennsylvania where the a new state law now requires

movers to register with Public Utility Commission or risk fines, registration suspension and having their vehicles seized. The intent is to enforce regulations that are being ignored in the underground moving market.

[Read more](#)

Did You Know?

What a fantastic year CAM 2017 was! We were busier than ever - and we have the stats to prove it. We receive a lot of calls and emails from consumers looking for reliable movers.

- In 2017, when consumers called looking for a mover, we made 1,337 referrals to you, our CAM members. This is almost 40% more than our caller referrals in 2016!
- Consumers also look for reputable movers using the online search function on our website. Consumers made 538 online contacts to you, our CAM members, in 2017.
- Consumers also made 2,297 visits to our website in December alone. During all of 2017 we had a total of 37,436 web site visits - 12% more than in 2016!
- Consumers also asked us about 493 movers for their upcoming moves - 20% more than in 2016. 44% of them were CAM members who, of course, we recommended.
- 208 complaints about movers were filed with us in 2017. As in 2016, eight out every 10 involved non-members. Complaints about CAM members are subject to our complaints-handling policy which is designed to resolve such issues. CAM members are urged to deal with these issues quickly and efficiently.
- And of course CAM's membership is holding strong. We currently have 388 active CAM members and several applications in process. *Members are urged to pay their fees to keep their memberships up-to-date.*



How can you afford to not join CAM? [Contact us](#) to find out all that CAM can do for you.

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:

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[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:

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CAM News & Updates - February 1, 2018



INSIDE:

President's Message ~ LeLacheur retires ~ More milestones ~ Mark your calendar ~ ELD update ~ For sale/For hire ~ Gas prices ~ Railroad safety ~ Did You Know? ~ Like Us!

Visit Our Website!

President's Message

Are your salespeople selling your membership in CAM as a benefit to their potential customers? As a CAM member, your customer is guaranteed that you are a validated, trusted, and professional mover. You've been through a stringent vetting process and have passed through the probationary period without a black mark against you. You continue to be a valued member of CAM, as you maintain a high performance rate and resolve issues promptly and fairly with your clients.




Nancy Irvine
CAM President

I must admit that as a salesperson, I never touted the benefit of being a CAM member, even though I saw the brochure collecting dust on the sales bookshelf. But in this day and age, with the prevalence of rogue movers, website hijacking, and likely a whole new wave of unscrupulous business tactics this summer, your salespeople should be using every advantage they can get. That CAM logo on their email signature, or a line or two about their proud membership in CAM on their quote, could be the selling point they need to make you different from the rest.

I'd be happy to chat with your team about CAM and give them some key phrasing and social media messaging that they could use. You can even use our conference call line if there's more than one in your group interested. Touch base with me at nancy@mover.net if you'd like to take me up on the offer.

Oh, if I only knew then what I know now.



**MOVING & STORAGE COMPANIES
HAVE A POWERFUL PARTNER
IN SAFETY**

SafetyDriven provides free non-judgmental safety evaluations and safety program training.

[LEARN MORE](#)

 SafetyDriven[™]
Trucking Safety Council of BC

LeLacheur retires

December 21st, 2017 marked the official retirement of **Ted LeLacheur** of **Western Moving & Storage** in Edmonton, AB, an agent for United Van Lines. Ted spent 45 years in the moving industry and served eight years in the Association in the positions of CAM Chairman, Vice-Chairman, Secretary-Treasurer and Director. He is very proud to call many of his fellow CAM members 'friends'. Ted's son **Sean**, a fourth generation LeLacheur, has been appointed President and COO of Western Moving & Storage and Ted's wife **Carol** will stay on with the company for the time being. We thank Ted for his many years of service to CAM and wish him the very best in his retirement.



More milestones

Ron Ohayon, President at Snowbirds Auto Connection just celebrated 25 years at SAC and **United Van Lines (Canada) Ltd.** is celebrating their 65th anniversary this year. Congratulations to both of these long-standing CAM members!

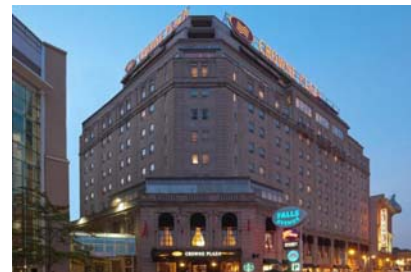
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Crowne Plaza Fallsview

Electronic logging devices update

Electronic Logging Devices (ELDs) will be coming to Canada through a two-year roll out (see the draft plan at [Canada Gazette \(Part 1 Dec. 16 2017\)](#)).

At the one-month anniversary of the roll out of the ELD mandate in the USA, the **American Moving & Storage Association (AMSA)** reported to CAM that "drivers have reported that they are actually saving time, because it used to take them a lot of time to fill out the paper logs. Some of them used to find the rules so confusing, they would stop running an hour before they ran out of hours, just to be extra careful not to go over the time. Now that they have a machine telling them they have 42 more minutes to go, they are actually able to drive a little longer than before, with more confidence they will be in compliance." AMSA also mentioned that moving TTGs (Transit Time Guide) haven't been altered as a result of ELDs and that so far, their members have not reported any issues with poor cell phone coverage (although this will be more of an issue in Canada).

You can be sure that we will have more information on ELDs at our [CAM conference](#) in November in Niagara Falls. Stay tuned for more info on that. In the meantime, here's a recent article from [Today's Trucking](#) on ELDs in Canada.

For sale

We've posted a couple of new items for sale on our website. A CAM member has some used household goods storage vaults for sale. As well, we have a moving company for sale in the Chatham area. Check out [these ads](#).

For hire

Here's a new [job opportunity](#) that we've just posted as well.

National gas prices

Wondering why it's so tough to make ends meet? Here's what we're paying at the pump.

National Gas Prices (courtesy of [CAA](#))

Today's National Avg.	119.5/litre
Yesterday (Avg.)	119.3/litre
Week Ago (Avg.)	119.2/litre
Month Ago (Avg.)	117.5/litre
Year Ago (Avg.)	104.8/litre
Lowest price in past month (1/10/2018)	115.6/litre
Highest price in past month (1/26/2018)	120.7/litre
Lowest price in past year (6/25/2017)	100.4/litre
Highest price in past year (9/6/2017)	123.1/litre

(Prices as of 01/30/2018 at 4:00am)

Railroad safety

Trains cannot stop quickly. A 100-car freight train traveling at 55 miles per hour will typically need more than a mile to stop - that's approximately 18 football fields; once emergency brakes have been



applied. Read more in **Penske's** latest *Safety Bulletin*, [Highway-Rail Grade Crossing Safety and Railroad Trespassing Tips](#) (pdf).

Did You Know?

Do you know what CAM does for its members? As part of CAM's mission, we endeavour to enhance a member's profitability by promoting their business in the marketplace. Here's how we do that for them.

- We list a member's company on CAM's [website](#). We have over 3,000 consumer visits to our website each month which is considerable exposure for members.
- We list a member's company in CAM's printed and online directories. Our printed magazine is distributed to over 1,200 readers.
- We assist in closing sales in consumer enquiries. If a consumer calls us to ask about you, we let them know you're endorsed by CAM as a reputable and professional moving business.
- We post a member's HR needs on CAM's website. We can help a member with their search for hired help.
- We advertise a member's buy/sell products and services on CAM's website. A member can send us their ad and we'll post it.
- We offer access to member suppliers and their preferred pricing. Our supplier members are specialists in our industry and they provide the best service and pricing.

How can you afford to not join CAM? [Contact us](#) to find out all that CAM can do for you.

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Safety Bulletin

Highway-Rail Grade Crossing Safety and Railroad Trespassing Tips



- Trains cannot stop quickly. A 100-car freight train traveling at 55 miles per hour will typically need more than a mile to stop — that's approximately 18 football fields; once emergency brakes have been applied.
- Modern trains are quieter than ever, and frequently operate over "ribbons of rail" without the telltale "clackety-clack" of jointed rail.
- Do not be fooled — the train you see is closer and moving faster than you think. The size and mass of trains create an optical illusion that can fool your senses. If you see a train approaching, wait for it to pass before you proceed cross the tracks.
- Never race a train to the crossing — even if you tie, you lose.
- Never drive around lowered gates — it's illegal and deadly. If you suspect a warning device like a gate arm is malfunctioning, call the 1-800 phone number posted on or near the crossing or local law enforcement.
- Do not get stuck on the tracks. Only proceed over a highway-rail grade crossing if you are sure you can completely clear the crossing without stopping. If traffic is backed up on the other side of the crossing, do not proceed over the tracks.
- If your vehicle stalls on a track while a train's coming, get everyone out on the vehicle immediately and move quickly away from the tracks in the direction the train is coming from. If move in the same direction the train is traveling, you could be injured by flying debris from the impact on your car.
- At a grade crossing with multiple tracks, always wait for a moving train to pass, and watch out for a second train on the other tracks, approaching from either direction.
- A train may extend three feet or more outside the steel rail, which makes the safety zone for pedestrians well beyond the rails themselves.
- Cross tracks ONLY at designated pedestrian or roadway crossings. Observe and obey all warning signs and signals.
- Never walk down a train track; it's illegal and it's dangerous. By the time a locomotive engineer can see a person or a vehicle on the tracks, it is too late. The train cannot stop quickly enough to avoid a collision.
- Train tracks are private property, no matter which railroad owns them. Trains have the right of way 100% of the time — over ambulances, fire engines, cars, the police and pedestrians.

CAM News & Updates - February 15, 2018



INSIDE:

President's Message ~ Power of Facebook ~ CAM events ~ NSTSA course ~ Brytor acquired ~ Longo promotion ~ QMM supports cancer fight ~ Did You Know? ~ Like Us!

Visit Our Website!

President's Message

How often do you check your competitors' websites and social media sites? Probably never. It would be a really good idea to start doing that. I'm not talking about CAM members - for the most part, all members of CAM compete fairly and within the confines of general good practice. I'm talking about the movers that aren't members of CAM.

In less than two months, I have reached out to the same non-member company to cease actions. In the first case, it appeared that this company's YELP page had "acquired" one of our members' websites and was rerouting sales inquiries to their own site. The CAM member took a screen shot of the situation, emailed it to us and we were quickly able to get that action corrected. (We were informed that it was a coding error on Yellow Pages/YELP's side).



***Nancy Irvine
CAM President***

The second situation happened this past week. One of our van lines noticed that this same company was declaring that it sold under that van line's brand. Nope. Again, this was on YELP. Fortunately, the situation is currently being corrected and hopefully has been by the time this newsletter comes out.

Coincidental? Maybe.

I strongly suggest that you, or someone on your staff, take some time and go through your listing on YELP and all of your competitors' listings. Especially beware of the reviews as another favourite activity on YELP is to use a review in your listing for another business altogether. Here's a link to the [general site](#).

Remember, 45% of all moves are done by millennials (people under 35). This generation is the first generation to only know the internet for research and rely almost entirely on what they find there.

It's not just another news story - the power of Facebook

It's the same story we've heard before - a young couple move with an internet arrangement and have no paperwork, delivery date, salesperson to follow up with and no one responding to emails or inquiries directly off their website. The difference with this story is how it evolved from a complaint into national news and stayed on **Global News'** cycle for the better part of a day, with delivery of some of these missing shipments being arranged as a result.

It started with five complaints coming into CAM within days and a consumer alert being posted on various platforms on January 31st. Within two hours, we were being contacted through Facebook by two of the victims who had seen the post. Within 22 hours of the post, we were contacted by Global News/National. The reporter had seen the post on Facebook and decided to follow up with us and see if there was a story. Within that same 22 hours, one of the victims started a Facebook group "Access Canada Movers Victims" and offered his name as a conduit for all others to contact him, as did the reporter. CAM went back to each complainant and shared the victim's and the reporter's contact information.

For the next few days, several of us worked on facts, ideas and the story line. This [Global News Report](#) (both narrative and videos) on February 7th is the end result.

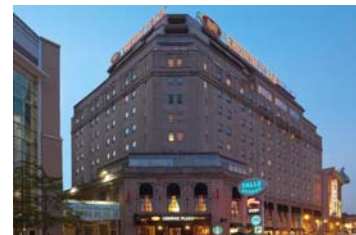
The point here is to show that Facebook will be a very valuable tool for CAM and its members to use this summer. Millennials get their research off Facebook and believe it! Since the middle of October, CAM's been posting consumer information daily. We need to show that we are a trusted and reliable Association and a great resource to refer a CAM member. Can you please take a moment and like/follow our Facebook page and the other sites (see below). Three people, none of whom had previously liked or followed us, all found our Consumer Alert and the rest just happened...and with only 110 followers on our page. Imagine if we had hundreds or thousands of followers, how much a difference we could make?

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Crowne Plaza Fallsview

Our conference theme this year is **Building Blocks for Next Generation Performance**. We're planning sessions that will help companies understand the challenges that today's trends present and the opportunities that await to help you build your company.

Watch for registration details for both events. A [Facebook Event Page](#) is now open.

NSTSA mental health course

Everyone is aware of **Bell Let's Talk** day that many of us participated in on January 31st. As fantastic as this awareness day is, Mental Health is not a one day event. Did you know that CAM member [Nova Scotia Trucking Safety Association](#) has 10 facilitators ready to assist our industry with mental health issues through the **Mental Health Commission of Canada's, *The Working Mind***. Those who have attended their courses (including from the moving and storage industry) have said "everyone should take this course". Workshop fees range from \$25 to \$50. Please contact NSTSA's **Executive Director [Linda Corkum](#)** to find out more about this opportunity.

There was an excellent article in TruckNews.com called [It's Time to Talk](#). Well worth the read.

IMS Group acquires Brytor

The **IMS Group** just announced their recent acquisition of **Brytor International Moving**. Here's a link to the [message](#) issued by their **President & CEO Jacques Monier**. Congratulations to the IMS Group and to Brytor International Moving!

Promotion for Longo

Meghan Longo has been promoted from Program Director to Chief Operating Officer at **Move For Hunger**. Congratulations Meghan! We wish you the best in your new role.



Cancer can be beaten!

Nearly 1 in 2 Canadians will be diagnosed with cancer. About half of all cancers can be prevented and research continues to improve the outlook for people with cancer. **Quality Move Management, Inc.'s Edmonton** staff member, **Myah McDermott** has signed up to shave her hair for the Hair Massacre! Her goal is to raise \$1,500 for this great cause. You can make a difference by supporting this cause. All proceeds from the Hair Massacre 2018 will go to The Children's Wish Foundation of Canada and the Alberta Cancer Foundation. To help Myah out, click [here](#). Good luck, Myah!

Did You Know?

Do you know that one of CAM's goals is to enhance the professional expertise and operational competency of its members? Towards this goal, CAM offers its **Canadian Professional Mover (CPM)** certification course for moving consultants. In 2017, 23 employees in 14 different member companies successfully completed the course and became entitled to use CAM's CPM logo and designation in their sales tools. This designation is a valuable tool that your sales force can use to set themselves apart from competitors. The online course is offered exclusively to members only and the cost is included as a benefit of CAM membership. How can you afford to not join CAM? [Contact us](#) to find out all that CAM can do for you.



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STAY CONNECTED:





A Message from Our President & CEO, Jacques Monier

We are excited to announce, The IMS Group has now completed the acquisition of Brytor International Moving which has been successfully operating in Canada since the 1960's.

We at the IMS Group are extremely happy that Brytor's management team are enthusiastic about the merger and they remain passionately committed to the continued development of the company. In addition, Michael Rathbone will act as a Consultant of the transition team for the next 2-3 months to ensure that it will be a smooth transition .

We are also pleased to introduce Jason Struss, who will be representing Brytor and the IMS Group at this year's annual conference and trade show. Jason can be reached at: Jason@Brytor.ca or 905 564 8855.

In the meantime, it is business as usual. We remain thankful of your support and relationship, and are committed to working closely with you to develop an even stronger relationship. Including Brytor current offices, we now have offices in the following service locations:

Quebec City - Montreal - Ottawa – Toronto - Calgary - Edmonton - Vancouver - Victoria

Have a great and successful 2018!

Jacques Monier

jacquesmonier@ims.brytor.ca

CAM News & Updates - March 1, 2018



INSIDE:
President's Message ~ Allied Agent of the Year ~ Head to leave IAM ~ CAM events ~ New members ~ Matco/UVL ship CAM bags ~ Healthy Heart ~ Support cancer fight ~ Company for sale ~ Job opportunities ~ Did You Know? ~ Like Us!

Visit Our Website!

President's Message

One of the benefits to belonging to an Association is the opportunity to get together with fellow members to catch up and find out how the business is going. It also can be a time for some fun, or to learn something new to help with running your business. At present, CAM has two opportunities - the Golf Tournament on September 14th and the Annual Conference and Awards Dinner, November 18th to 20th in Niagara Falls.

Although both of 2018's events will be in Southern Ontario, we hope that, if you live elsewhere, you will consider attending one of them. CAM is looking into regional events; however, I think we are still a year away from that opportunity. With so many personnel changes over the past three years, it's important that CAM focuses the remaining of this year on stabilizing and working towards a strong future. Our committees are committed to that belief and are very busy with actionable plans to take us through this year and into our 50th anniversary year.



Nancy Irvine
CAM President

Building Blocks for Next Generation Performance is the theme of the upcoming conference. Our conference committee is working very hard on putting together an outstanding program that will especially help members who are in, or close to, a major transition in their business. The agenda will focus on millennials, picking up where we left off in Montréal. However, we'll have lots of information on current practices that are going to affect our businesses going forward, including the use of Electronic Logging Devices, the legalization of marijuana and the ever-changing social media marketing challenges.

There's lots more to be announced, but I wanted to get these two events on your radar. We've got Facebook event pages set up for the [conference](#) and for [golf](#). If you don't use Facebook, please look at our website [event page](#) for updates and registration information which will be

ready soon. We're having early-bird pricing and contests, so you'll want to make sure you don't miss any of the news! If you haven't attended in a while, we hope to see you this year!

Rawlinson named Allied's 2017 Agent of the Year

Congratulations to **Rawlinson Moving & Storage (Mississauga, ON)** on being awarded the title 2017 Agent of the Year by **Allied Van Lines!** Rawlinson has been in the moving business for 133 years and an Allied Van Lines agent for 88. Well done to **Jim Carney** and everyone at Rawlinson!



See page 5

IAM leadership change

Terry Head has announced he'll be stepping down as **IAM President** at the end of 2018 or early in 2019. **Senior Vice-President Charles "Chuck" White** has been confirmed to succeed Terry. Terry, who is only the third person to serve as IAM president in its 56-year history, will step down after 21 years of faithful service to the Association and a total of almost 50 years in the industry. He advises he has no plans to quit the industry altogether. He intends to pursue a number of opportunities in the moving and relocation industry, as well as the Association and conference management arena.



Terry Head
IAM President

See page 7

MARK YOUR CALENDARS!

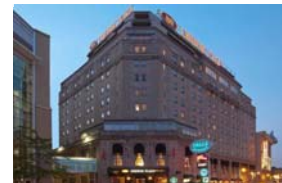


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Crowne Plaza Fallsview

Watch for registration details for both [events](#).

New members

We're pleased to announce the addition of these new CAM members:

Hercules Moving Company Inc. (North York, ON)

Quality Move Management, Inc. (Brampton, ON)

Blue Bins Unlimited Corp. (Delta, BC)

Welcome to CAM!

CAM bags donated to Yellowknife school

After our annual conference in Montreal, CAM had about a dozen business bags and some office supplies left over. **Leon Johnson at Matco Moving Solutions and Gino Di Nola at United Van Lines (Canada)** graciously arranged to pick up and ship our supplies to K'alemi Dene School in Yellowknife, NWT. Thanks to Leon, Gino, Matco and UVL for 'delivering' in a big way!

5 Surprising (and Easy) Ways to Stay Heart Healthy

Life on the road is hard. Even if you find time to exercise, you still sit for long periods of time. What's more, every freeway exit offers unhealthy temptations, everything from greasy fast foods to cigarettes. But it's not hard - or costly - to stay healthy. Shift your heart health into high gear with five surprising (and easy) tips. Read more in **Penske's** latest *Safety Bulletin*: [5 Surprising \(and Easy\) Ways to Stay Heart Healthy](#).

Cancer can be beaten!

On Friday, March 2, **Len Hoyt (Mackie Moving Systems)** will participate with hundreds of participants at Ski Wentworth, as they embark on an unforgettable adventure to Get Up There (GUT) for Colorectal Cancer. They'll be snow shoeing up the mountain and skiing down, then repeat if possible. Every donation goes toward earlier detection and cancer screening awareness in hopes of saving lives! In honour of those we've lost, please [donate and help](#) Len raise awareness & early detection of Colorectal Cancer ... it's 90% preventable, but still the 2nd deadliest cancer in Canada.

Company for sale

Southern Central Ontario Van Line agent for sale. Please contact the [CAM office](#) for more information.

Job opportunities

We have a couple of job opportunities in the moving and insurance industries posted on our website. Check them out [here](#).

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](#). How can you afford to not join CAM? [Contact us](#) to find out all that CAM can do for you.

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STAY CONNECTED:



INFORMATION BULLETIN

whatever moves you...



relax.
we carry
the load.

ALLIED

TO:	ALLIED AGENTS and DRIVERS
FROM:	Quality Assurance Department
DATE:	February 7, 2018
POLICY #:	
MEMO #:	2018-02-07-Quality-[024]-AVL 2017 Agent of the Year

2017 Agent of the Year

Everyone at Allied Van Lines is pleased to congratulate **Rawlinson Moving & Storage, Mississauga, ON**, as the **2017 Agent the Year**. This is the second year in a row that Rawlinson has been awarded the prestigious Agent of the Year title.

The Agent of the Year award recipient is selected from all qualified agents as measured against criteria for excellence in sales activity and growth, quality attainment and improvement, and hauling activity.

Rawlinson Moving & Storage has been in business for 133 years and an Allied Van Lines agent for 88. They continue to deliver high-quality service for their customers and fellow agents, and are focused on growing their sales. Bravo!

Please join us in acknowledging Jim Carney and his team on their achievement as the Agent of the Year award recipient for the second consecutive year. On behalf of Allied Van Lines, and more important, our customers, we thank everyone at Rawlinson for their dedication to quality and professionalism.



**Rawlinson
Moving & Storage**



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CANADIAN AGENT OF THE YEAR



Congratulations everyone!!!!!!!!!!!!!!!!!!!!!!

Head Stepping Down—White Stepping Up

[Online Version](#)



Head Stepping Down—White Stepping Up

The International Association of Movers (IAM) is officially announcing that Terry Head has formally confirmed that he plans to step down as IAM president at the end of 2018 or during the early weeks of 2019. The actual date will be determined as succession plans are firmed up in the coming months; however, this plan has been in the works for several years.

IAM members who attended the 55th Annual Meeting in Long Beach were given a hint when Head made reference during his State of the Association address that the 56th Annual Meeting in 2018 in Washington, DC, would be his last as president.

Head, who is only the third person to serve as IAM president in its 56-year history, will step down after 21 years of faithful service to the Association and a total of almost 50 years in the industry. He advises he has no plans to quit the industry altogether, and likes to refer to it not as retiring, but “rewiring.” He intends to pursue a number of opportunities in the moving and relocation industry, as well as the Association and conference management arena.

The IAM Executive Committee is pleased to further advise that IAM Senior Vice President Charles “Chuck” White has already been confirmed to succeed Head in the role. As most members are aware, White’s primary focus has been as an authority and industry advocate for the IAM members involved in military and government moving in the United States and overseas.

White, who has been with the Association for more than 13 years and was in the moving industry for 11 years before joining IAM, is a well-seasoned veteran who is ready, willing and able to take on the increased responsibilities in his new role as IAM president.

The Association will soon roll out details and qualification criteria in an open competitive search for an individual to serve as the Director of Military and Government Affairs who will take on many of White’s responsibilities in those areas.



International Association of Movers | 703-317-9950
membership@iamovers.org | <http://www.iamovers.org>
5904 Richmond Highway

Suite 404
Alexandria, VA 22303

[Unsubscribe](#)



CAM News & Updates - March 15, 2018



INSIDE:

President's Message ~ Matco acquires I-Care ~ QMM fights hunger ~ McLean Hallmark contest ~ New members ~ CAM events ~ Federal Government report ~ Tragedy ~ California weed law ~ IAM job opportunity ~ Did You Know? ~ Like Us!



Visit Our Website!

President's Message

Rogue movers...the bane of our existence! It's now the middle of March and you are all busy preparing for the heavy sales season coming up. For our part, to help promote our members, our Association has been very busy developing enhanced messaging for the consumer about contacting CAM to find a trusted, professional mover. Have you seen these on Facebook or LinkedIn yet? Based on monthly insight analysis, our posts are starting to make headway!



**Nancy Irvine
CAM President**

For many years, our website messaging has included references to the **Better Business Bureau**; yet CAM hasn't had any formalized relationship with them. I have been in touch with each BBB branch in Canada and have heard from a few that grievances about moving companies have taken over as the #1 complaint coming into their association.

We obviously don't want to see moving companies in that #1 position. We want to make sure that there is a clear distinction at the Bureau about CAM members vs. rogue movers. As a result, we are solidifying our relationship with the BBB and initially collaborating on a couple of social media messages.

Over the next two months, we'll be working together on continuing the "trusted movers" messaging and also making sure that correct information on the whole moving process (including the valuation procedure) is in the hands of each bureau office. We'd like to see the "4 Basic Principles" and the "5 Checks" become regular postings. Feel free to use them yourself and like and share them on our sites. It is all of our responsibility to spread these simple messages.

We are grateful for the BBB's interest in learning more about the moving business and we look forward to our new relationship with them!

5 Checks for Choosing Your Mover

Be thorough in your background research BEFORE doing business with a moving company. It could save you a lot of grief afterwards.



- ✓ Check the company's website for contact information. Make sure they have a physical location you can check out.
- ✓ Check the [Canadian Association of Movers](#) for a trusted, professional mover.
- ✓ Check out the company's BBB Business Profile.
- ✓ Check for scams.
- ✓ Check your instincts. If it sounds too good to be true, it probably is!

*Trademark of the Council of Better Business Bureaus and/or its affiliate.

Always Remember the 4 Basic Principles of Moving:

- 1** Find a reputable mover through the Better Business Bureau (BBB), your provincial government's consumer protection agency and/or the Canadian Association of Movers (CAM).
- 2** Ask at least **three movers** for estimates.
- 3** Get the terms and conditions of your move in writing.
- 4** Make sure you have **adequate insurance** protection for your goods.

*Trademark of the Council of Better Business Bureaus and/or its affiliate.

Matco Moving Solutions acquires I-Care Office Solutions

On February 28, 2018, CAM member **Matco Moving Solutions**, a fully integrated provider of residential and commercial domestic and international moving services, household goods relocation and warehousing, acquired **I-Care Office Solutions** of Edmonton, Alberta, also a CAM member. The purchase adds to Matco's growing commercial relocation business and provides Matco entry into the office systems installation and reconfiguration markets. Congratulations to both Matco Moving Solutions and I-Care Moving Solutions

More attached

Quality Move Management fights hunger in Canada

[Quality Move Management \(QMM\) held food drives](#) at four locations in Canada from October 23-December 22. Their goal was to collect 10,000 lbs. of non-perishable food, such as peanut butter, tuna, cereal, pasta, and rice, to help fight hunger during the holiday season. Their branches in Brampton, Calgary, Edmonton, and Vancouver combined to collect more than 52,000 lbs. of food - that's enough to provide 43,500 meals! Well done, QMM!

McLean Hallmark - insurance meets adventure

[McLean Hallmark Insurance Group Ltd.](#) is offering CAM members the opportunity to save on car and home insurance and maybe win a new SUV or a \$5,000 travel certificate. Their contest closes on March 31st, 2018.

More attached

New members

We're pleased to announce the addition of six **Mackie Moving Systems** branches as new CAM members. The branches are located in Alberta (Calgary), Ontario (Mississauga and Markham), Quebec (Dorval) and New Brunswick (Saint John and Moncton). Welcome to CAM!

MARK YOUR CALENDARS!



Friday, September 14, 2018
Annual Golf Tournament
Lionhead Golf Club, Brampton ON
[Facebook Event Page](#)



Sunday-Tuesday, November 18-20, 2018
Annual Conference & Trade Show
Crowne Plaza, Niagara Falls ON
[Facebook Event Page](#)

Our conference theme this year is **Building Blocks for Next Generation Performance**. We're planning sessions that will help companies understand the challenges that today's trends present and the opportunities that await to help you build your company.



Crowne Plaza Fallsview

Watch for registration details for both [events](#).

Federal Government addresses corporate wrongdoing

The **Government of Canada's** consultative process on expanding Canada's toolkit to address corporate wrongdoing closed on December 8th. Addressing corporate wrongdoing protects the integrity of markets, addresses barriers to economic growth and promotes fair competition to ensure job growth for Canadians. A [news release](#) has been published and the report summarizing what was heard during the consultation period is now available. The Government of Canada will be responding to this consultation by introducing legislation as an additional tool for holding corporate offenders to account.

Tragic passing touches Hoyt's Moving

Hoyt's Moving in Halifax recently announced the passing of **Marven and Trent Hart** on Saturday, March 3rd. Marven had been a driver for Hoyt's for many years, along with Halifax Transfer, and also was a long haul driver with United Van Lines over 25 years ago. The [Hart home caught fire](#) and Marven, along with his son Trent, who worked 3 summer for Hoyt's as well and Marven's 11 year-old granddaughter were tragically lost. Marven's wife, Pat, survived. As their home was completely gutted, Hoyt's has been collecting household goods to set up a new home for Pat. To help the family, please contact General Manager [Kim Inglis](#). Please accept our deepest condolences to the Harts and Hoyts families' loss.

Employers struggling with California's weed law

As of January 1st, 2018, Californians have the right to sell and/or purchase marijuana. According to the California Chamber of Commerce, employers have to inform their employees on the consequences of indulging on the job. Below is an extraction from the **California Moving & Storage Association's** February 2018 newsletter.

More attached

IAM seeks Director of Government & Military Relations

With the looming departure of **IAM President Terry Head** and **Senior Vice President Chuck White** succeeding him in the role, IAM is seeking an individual to take on Chuck's responsibilities.

[Read more](#)

Did You Know?

Did you know that we 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 also 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](#).

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



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STAY CONNECTED:



Matco Moving Solutions Acquires I-Care Office Solutions of Edmonton Strengthens Position in the Commercial Moving Market

EDMONTON, Alberta – February 28, 2018 – Matco Moving Solutions, a fully integrated provider of residential and commercial domestic and international moving services, household goods relocation and warehousing, has acquired I-Care Office Solutions of Edmonton, Alberta. The purchase adds to Matco's growing commercial relocation business and provides Matco entry into the office systems installation and reconfiguration markets.

Founded in 2007 by Aaron and Michelle Eicher, I-Care provides commercial moving, warehousing, installation and reconfiguration of office space, home delivery, furniture repair and rental throughout Alberta.

"I-Care has earned an excellent reputation that is unparalleled in Alberta's commercial moving space," said Wayne Wishloff, vice-president and general manager, Matco Moving Solutions. "Their professionalism, approach to customer service, and safe handling of customers' goods mirrors our own and is exactly as their name suggests. I-Care's services perfectly complement those of Matco and solidify our strength in the moving, relocation and storage space. Now we can provide a complete solution and are poised to become one of the largest commercial moving businesses in Alberta, Yukon and the Northwest Territories."

"We are excited to welcome I-Care into Matco and the Manitoulin Group of Companies family," said Don Goodwill, president, Manitoulin Group of Companies. "I-Care customers now have at their fingertips a more robust offering from Matco, and at the same time, access to a complete line of transportation and logistics solutions through the Manitoulin Group of Companies. We look forward to putting our capabilities to work for I-Care's customers to help them expand in Canada and around the world."

"We are confident our customers will greatly benefit from this transaction," said Aaron Eicher. "Matco has been in business for more than fifty years with many customers in both the residential and commercial market returning to them time and again. Our own experience tells us that this kind of trust can only be earned by caring for the goods they deliver as if they were their own and attending to every detail. It is satisfying to know that our customers are in good hands."

"We never stop looking for ways to do more for our customers," said Wishloff. "We believe the infusion of more capabilities and expertise through this transaction, together with planned advancements in technology and geographic reach, will greatly benefit our customers."

All staff and operations will relocate to the Matco office at 18151 - 107 Avenue, Edmonton. Aaron and Michelle Eicher will remain with the company for a period of time to ensure a smooth transition.

About Matco Moving Solutions

Matco Moving Solutions is headquartered in Edmonton with branches in Calgary, Fort McMurray, Inuvik, Norman Wells, Yellowknife, Hay River and Whitehorse. It provides door-to-door residential and commercial moving services to virtually anywhere in the world, as well as storage solutions. Matco is a member in good standing with The Canadian Association of Movers and The International Association of Movers.

...more

About Manitoulin Group of Companies

Manitoulin Group of Companies is Canada's leading privately owned transportation and logistics solutions provider. It has over 50 years' experience servicing a variety of industries and some of the world's largest organizations. As a single-source provider, it is able to create operational synergies that compound efficiencies across the supply chain. Its offerings include; expedited less-than-truckload/truckload, crating, customs brokerage, international freight forwarding, global time critical delivery, residential and commercial moving, heavy haul, logistics, warehousing, projects and supply chain management. Manitoulin leverages its extensive network to connect businesses across Canada and around the world. For more information, please visit www.manitoulingroup.com.

--XX--

Angela Rea PR -- for Matco
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Lexus NX draw date is April 6, 2018. Prizes may not be exactly as shown.

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Employers Can Keep Drug-Free Workplace, Despite Weed Legalization

California's new law on recreational marijuana can create some difficulties for employers. This law was enacted in 2017, but as of January 1, 2018, people in California now have the right to sell and/or purchase marijuana.

Employees may think they can use marijuana and come in to work; however, the law is unchanged in one regard: Employers have the right to have employees who are not impaired—be it under legal or illegal drugs. As a comparison, alcohol is legal, but one cannot drink it on the job.

Drug Testing

Employers still have the right to conduct pre-employment drug testing, as well as reasonable suspicion testing if a stated policy is in place.

Testing for marijuana, however, is more



problematic than for other drugs. The drug stays in the body's system far longer than other drugs or alcohol, and the results are not as precise.

Marijuana in the Workplace

There appears to be some confusion on employees' part. They may think that employers can't fire employees now that marijuana is legal, but employers still can enforce employment policies as there is nothing in the law which states that an employer has to accommodate the marijuana usage.

Other predictable problems come up, including the possibility that employees might "indulge" during their meal breaks.

It must be stressed that using marijuana while driving is just as illegal as using

(DRUG-FREE WORKPLACE continued on page 16)

(DRUG-FREE WORKPLACE continued from page 15)

alcohol while driving. A new state law makes smoking marijuana while driving or riding as a passenger illegal—a move to combat a type of intoxicated driving officials fear may become more common and more dangerous.

The best practice might be to freely inform your employees of these issues. Any ambiguities need to be clarified, and employees need to be aware of the consequences of indulging while at work.

Source: *Alert*, CA Chamber of Commerce

CAM News & Updates - April 3, 2018



INSIDE: President's Message ~ CAM conference ~ CAM magazine ~ Tippet-Richardson ~ CAM golf ~ New members ~ Inside sales ~ Kentucky Trailer ~ Did You Know? ~ Like Us!

Visit Our Website!

President's Message

Spring. Thank goodness. I realize that my friends in the Maritimes are still dealing with winter, but it is nice to see postings of crocuses poking up through the soil in Nova Scotia, while I'm working with the windows wide open in my house in Sarnia. With those little signs of Spring, I don't feel so guilty about moving last summer!

With the warm weather, our members are starting to gear up for busy moving season ahead. I wanted to let you know that we have been busy as well - posting regular messages on social media reminding consumers to start getting their quotes now, book their mover, don't be disappointed, etc.



**Nancy Irvine
CAM President**

We really want to continue to feed these messages to the consumers, and I am expecting that noticing these reminders will result in lots of visits to our website and referrals to your moving companies.

Our web sessions (i.e., visits) have increased from 2,297 (December) to 2,894 (January) to 3,212 (February). Member referrals and inquiries have also increased from 96 (December) to 119 (January) to 147 (February). I have no doubt that March's numbers will be even higher as we ramp up the messaging. That increasing trend WILL continue as consumers are made aware of our existence. Late April and May will be particularly busy as we roll our "May is Moving Month" in conjunction with the BBBs across the country. This is all good news for you.

Do you want free leads? As mentioned before, if you like/follow our various social media platforms (see links at bottom), our posts will show up on your feed, allowing friends and friends of friends to see them. That 3 minutes of your time could result in referrals that you never would have expected. And these days, when we're all fighting to get noticed with moveit.ca, allcanadamovers.com and moving24.com grabbing so many of our potential leads,

you need all the FREE help you can get!

CAM's phones and website are busy with inquiries. We hope you will be too! Happy Spring!



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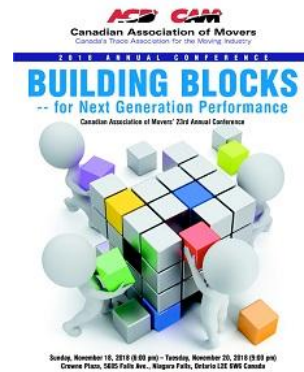
LEARN MORE



Annual Conference & Trade Show
Building Blocks for Next Generation Performance

is our conference theme this year. We're planning sessions that will help companies understand the challenges that today's trends present and the opportunities that await to help you build your company.

[Conference registration](#) is now open.



WHEN: Sunday-Tuesday, November 18-20, 2018

WHERE: Crowne Plaza, Niagara Falls ON



Crowne Plaza Fallsview

You can book a Fallsview room at the preferred room rate:
\$115 for single/double, \$145 for triple or \$165 for a quad room.
Call 1.800.519.9911 or [book online](#). Remember to request the convention room rate for the **Canadian Association of Movers**.



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Be sure to check out our new [Sponsorship Opportunities](#) packages to find one that fits your marketing plans.

[Facebook Event Page](#)

Last chance to be included in CAM magazine

Have you changed your address, primary contact person for CAM, telephone number, etc. in the last 6 months? We're about to publish the spring issue of *The Canadian Mover* magazine and member directory and we want to make sure that the information we print about your company is up-to-date. **Please send us your changes, but remember, to be included in the magazine, your membership fees must be paid up.**

Tippet-Richardson again under full ownership of Naylor Family

There's some news from **Tippet-Richardson**. Their name is once again solely represented, owned and operated by the Naylor Family.



[Read more at end](#)

MARK YOUR CALENDARS!

Friday, September 14, 2018
Annual Golf Tournament
Lionhead Golf Club, Brampton ON
[Facebook Event Page](#)



Watch for registration details for this event.

New members

We're pleased to welcome these two new CAM members.

Bedwell Moving Systems Inc. is a North American Van Lines agent in Pickering, ON.

AIS, Inc. is a customer-driven company that offers business intelligence solutions for moving companies. They help companies manage their post-move survey process with multiple tools such as custom reporting, dashboards, scorecards, and more. They have a range of products from a web-based claim management system to completing post-move surveys via phone call, email, or text message. [Click here](#) for more information on AIS. One of the newer products

they offer is an app-based platform called LaborNet that helps movers and drivers find labor across the United States. AIS is currently learning how they can help Canadian companies with this same issue (as we've already learned a lot from joining CAM). You can check out the app for free by [clicking here](#).

Inside sales can improve your moving business

Have you shopped for a car lately? If so you probably noticed that car dealers have dedicated sales people specifically assigned to respond quickly to customers shopping on their website. This is the new way that modern consumers research, shop and buy cars. Today's customers want a fast response, immediate answers, and hassle-free price quotes. Here's [more advice](#) from **Virtual Moving Technologies**.

Kentucky Trailer

A CAM member for 8 years!

[Kentucky Trailer](#) - America's leading manufacturer of custom moving vans and truck bodies for the moving and storage industry. Kentucky Trailer also offers repair, service and reconditioning on all models of trailers and truck bodies with convenient locations in Los Angeles/Fontana, California and Louisville, Kentucky. Contact Kentucky Trailer for all new and used trailer, truck body, tractor, straight truck and financing needs at 888.598.7245. They have Furniture Van rentals and pre-owned trailers available.



Did You Know?

CAM's member count has reached a new high - we currently have 407 members!

Our members represent the full span of the household goods moving industry. The Association includes independent and van-line-affiliated movers, international movers, van line head offices, suppliers, affiliates and associations. CAM promotes the finest movers and industry suppliers and provides members with recognition and business opportunities. If you are not a CAM member, then you are missing out. [Contact CAM](#) for information on [how to join](#).

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](#)

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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



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STAY CONNECTED:



Tippet-Richardson is again under full ownership of the Naylor Family

We are thrilled to announce that the name Tippet-Richardson is once again solely represented, owned and operated by the Naylor Family.

Russell Naylor was the first of our family to claim ownership of Tippet-Richardson, initially holding the position of Operations Manager at the company's inception in 1927, before advancing in the ranks and then purchasing the company, with his brother Walter. The business was then owned and operated by brothers Peter and Bruce Naylor in the late sixties and early seventies until the late 2000s, in Ontario. Meanwhile, Brenda Naylor has owned and operated Tippet-Richardson in British Columbia & Alberta since the early 2000s and has recently opened a T-R branch in Ottawa.



TIPPET-RICHARDSON

Today, Tippet-Richardson is owned and operated by the third generation of Naylor's. In 2015, Brenda, Kevin, Scott, and Mark purchased Peter's interests. Together, as of February 16, 2018, they welcome sole use of the name back into their family's hands. Tippet-Richardson operates full service offices in Vancouver, Calgary, Toronto and Ottawa.

We can assure you that the name Tippet-Richardson now represents one brand, one family, and one high quality of service throughout the world!

March 2018

CAM Mover's Edge **ACD**

CANADIAN ASSOCIATION OF MOVERS • ASSOCIATION CANADIENNE DES DÉMÉNAGEURS

CAM News & Updates

Visit our Website



Inside

President's Message ~ Intercontinental Group ~ Your Moving Depot ~ Move for Hunger ~ CAM conference ~ CAM golf ~ Sponsorship opportunities



President's Message

I had a very successful and enjoyable visit last weekend with the SIRVA ops gang in Edmonton. Thank you to all for making me feel welcome. This was the first leg of the "Van Line Tour" and I am very much looking forward to meeting MoverOne and Atlas Family movers when I attend your upcoming meetings. I'm especially interested in the very robust conversations I am having with folks about current issues –electronic logging devices, impending marijuana legislation, rogues and how to deal with them, and something very near and dear to all of you – competing with cash labour and dwindling labour pools.

Nancy Irvine
CAM President

[Read More](#)

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Toronto ■ Winnipeg ■ Calgary

Come see us at the 2018 conference in Niagara Falls for your chance to win your 2019 CAM Membership

Rob Montgomery Joins Intercontinental Group



Intercontinental Van Lines, Inc., Canada is very pleased to announce that **Robert "Rob" Montgomery** has joined the company as Director, Western Canada, effective March 26, 2018.

Rob brings to the **Intercontinental Group** over 25 years of extensive Moving & International Relocation experience. Based in Calgary, AB., Rob will focus on expanding and enhancing Intercontinental's core business in Western Canada and to take on the additional role as Team Leader in developing new business and services for the Intercontinental Group. The **Intercontinental Group/Intercontinental Van Lines, Inc.**, a Toronto/Markham based Canadian company operating for over 30 years, is a diversified International Move management company, operating Moving & Storage operations, Customs Bonded Warehousing, full international LTL/FTL transport & Logistics services, and with the 2016 merger with **Parry International**, a comprehensive Overseas Forwarding & Moving service, and coupled with an extensive & quality agency group in Canada & Worldwide.

Your Moving Depot - A CAM Member for 13 Years



Located in Oshawa, Ontario, **Your Moving Depot** was opened in January of 1995 by **Ken O'Hara** and his daughters **Kelly** and **Kim**.

Their main focus is to supply movers with van equipment, shipping documents, uniforms and promotional items. It was a perfect complement to the business to add Cascades (formerly Norampac) into the fold, so in 2004 YMD accepted an offer to direct sell boxes to movers from their manufacturing plant in Vaughan. YMD has cultivated relationships with clothing suppliers and, using their bulk buying privileges, they pride themselves on passing those savings on to their clientele, providing them with great quality logo'd "Clothes you can move in" at a reasonable price. Recognizing that movers often work beyond the hours of 9-5, YMD is open 6 days a week and are pleased to offer after-hours service by appointment to accommodate our customers. This small, family business offers a personal atmosphere where clients come in as customers, but remain as friends.

Canadian Version of Move for Hunger Video Now Available

Here's some exciting news from **Move for Hunger!** They've created a Canadian version of their short video that can be customized to show consumers that your company is an awesome mover with a social conscience that supports Move for Hunger in Canada.

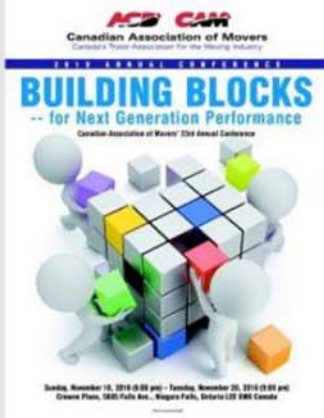
The price for their video is \$250 per mover. Here's an example with the Atlas Van Lines logo.



Your logo will appear on the truck in all scenes and whatever information you want can be added on the last slide. You'll be able to use this video in many ways: Facebook, Twitter, Instagram / YouTube / on Website / Email Signature / Link to it in Moving Quotes. Help Move for Hunger to increase the amount of food they're able to collect while being a great marketing piece for your company. If you have any questions you may contact [Dana Paslowski](#) by email or at 732.774.0521.

CAM Upcoming Events

Annual Conference & Trade Show
Sunday-Tuesday, November 18-20, 2018



Building Blocks for Next Generation Performance

is our conference theme this year. We're planning sessions that will help companies understand the challenges that today's trends present and the opportunities that await to help you build your company.

[Registration is now open.](#)

[Facebook Event Page](#)



Crowne Plaza, Niagara Falls, ON

You can book a Fallsview room at a preferred room rate:

\$115 for single/double

\$145 for triple or

\$165 for a quad room.

Call 1.800.519.9911 or [book online](#).

Remember to request the convention room rate for the **Canadian Association of Movers**.

Thank you to our sponsors!

PLATINUM



GOLD



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We couldn't do it without you!

Annual Golf Tournament Friday, September 14, 2018



Join us at the Lionhead Golf Club in Brampton, ON. Registration is now open!
Click here for [details on this event](#).

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STAY CONNECTED



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President's Message

I had a very successful and enjoyable visit last weekend with the SIRVA ops gang in Edmonton. Thank you to all for making me feel welcome. This was the first leg of my "Van Line Tour" and I am very much looking forward to meeting MoverOne and Atlas family movers when I attend your upcoming meetings. I'm especially interested in the very robust conversations I am having with folks about current issues – electronic logging devices, impending marijuana legislation, rogues and how to deal with them and something very near and dear to all of you – competing with cash labour and dwindling labour pools.

We will be dealing with pot in the workplace and ELDs at our conference in November in Niagara Falls. I will have some more information in the next issue about preparing your own HR policies for cannabis as CAM now has connected with a government-approved business that has developed a step-by-step program designed to advise and protect employers from the hazards they may face immediately as well as in future.

As for the rogues (please don't call them movers!) you'll be hearing all about them during the BBB/CAM "May is Moving Month" which will be a coast-to-coast-to-coast awareness campaign.

Finally, the labour issues. New supplier member [Audit and Information Services \(AIS\)](#) has an app called LaborNet which is up and running in the US. They are currently working out all the intricacies about having it active in Canada. It won't solve your labour issues entirely, but it will sure help your drivers who might need a pre-vetted helper anywhere in Canada. [Check it out](#) if you are interested in having a peek at the future – it's free.

I'm afraid I don't have any answers for the cash labour issue – it's hard to convince your swampers not to work for cash, even harder to explain to them about their lack of workers compensation benefits, etc. Let's face it, very few of us make that great of margins to be able bump up hourly pay by \$5 an hour to secure their loyalty. Let's keep the conversation going and see if we can figure out a way together.

Until next issue – Go Leafs Go!



Nancy Irvine
President
Canadian Association of Movers

April 2018

May 1, 2018

CAM Mover's Edge **ACD**

CANADIAN ASSOCIATION OF MOVERS • ASSOCIATION CANADIENNE DES DÉMÉNAGEURS

CAM News & Updates

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Inside

President's Message ~ Toronto Police ~ Threatened Customer ~ New member ~ Milestones ~ Cannabis legislation ~ CAM golf ~ CAM conference ~ Sponsorship opportunities



Nancy Irvine
CAM President

President's Message

There are very few people who haven't been touched by the horrific accident in Saskatchewan or the outpouring of love and support for anyone who has been affected by the tragedy.

So many of us are tied to our local hockey teams – whether it be personally or professionally, so the Humboldt bus crash hit hard for all of us. It has been wonderful to be going through social media and seeing our members engaged in several community-based Humboldt support activities, whether it be a flag at half mast, a sign out front of the business or a fundraiser of some sort. [View shares here.](#)

I personally think every day should be jersey day and I hope that April 12th becomes an annual thing. I know that touring around Sarnia that day (in my Halifax Moosehead Jersey), I ran into people who just felt “better” that they were able to openly deal with their grief in such a unifying and Canadian manner.

On behalf of the Canadian Association of Movers' 400+ members, a donation was made in mid-April to the Humboldt Broncos. As well, an equal donation was made to the Tema Conter Memorial Trust whose proceeds will be used to provide mental health support to the First Responders involved in the tragic events involving the Humboldt Broncos.

Although the record-setting Go Fund Me site is now closed, if you are interested in making a worthwhile donation, please consider, as we did, supporting the First Responders who will be dealing with that horrible day over and over for the rest of their lives. [Their fund](#) is open for the remainder of May.

Editor's note: At the time of writing this message (April 24th), the Toronto situation was barely 24 hours old and watching the news, and the replaying over and over again of the carnage, was still quite unbearable. But in amongst all the tragedy of that Monday afternoon, shone the courage and professionalism of the arresting policeman Const. Ken Lam, the pedestrians that jumped in to assist with CPR and comforting, and the huge memorials that have emerged along the blocks of this vibrant neighbourhood. Canada, once again, is in mourning.

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Toronto Police need our help!

Investigators from the **Toronto Police Financial Crimes Unit** have located a series of storage lockers containing personal goods believed to have been withheld illegally. These goods were discovered as a result of the Project Haul investigation of GREEN MOVING and STORAGE; also operating as CAPITAL MOVING and RYDER Moving. In all cases, the items, which included many personal items and documents, were not properly labelled but had been associated only to partial names or identification numbers. None of these shipments were on record through the investigation (which makes you wonder just how many shipments from Green Moving are lying in sea cans around the country right now).

Police need our help spreading the word in hopes of finding the families these shipments belong to.

Since April 13th, only two of the shipments have been identified. CAM's Facebook page has all the [information and photos](#) of the shipments in a post. Can you please take a moment and share this post on your own Facebook page? It would be nice to reunite people with their things before they get destroyed or sold at auction.

Threatened Consumer reunited with lost belongings!

Remember the Calgary “mover” who threatened to kill the customer who wouldn't pay his over-inflated charges? Due to the diligence of the consumer and the assistance of the Kingston Police, the family

found their shipment (dumped in two locations en route.) Job well done CAM members **AMJ Campbell - Kingston** and **Atlas Van Lines Canada**! Now the family has most of their household goods. The rest was picked up in Sault Ste Marie last week by CAM Members **Penfold Cartage** and **North American Van Lines** to be delivered to Kingston in short order. We sincerely appreciate all involved for making this a happy news story. Here's the [news link](#) to this very bizarre situation.

New member

CAM welcomes [Abrams Auto Transport](#) to the Association! Abrams hauls vehicles throughout Canada and the US.

Visit our [Suppliers web page](#) to find other quality industry suppliers to meet your business needs.

Milestones

Congratulations to **Blue Bins Unlimited Corp** on their 25th Anniversary. Well done to **Joe and Patricia Lopes**!

And congratulations to **United Van Lines (Canada) Ltd.** as well. Here's a shout out to **Dan Lawrence** and United on their 65th anniversary!

Do you have a milestone you'd like to share? [Let us know!](#)

Cannabis legislation

Legalisation of recreational cannabis use in Canada is scheduled to take place as early as this summer. CAM is committed to assisting our members in establishing the protocols and policies you will need to meet your duties as an employer and safeguard your employees. We have been working with a BBB-recommended organization – **Western Business Mechanics** - to breakdown the "noise" and summarize the resources we need to proceed responsibly in our industry.

A key component to the program is education, so they will begin by providing you with a free of charge, no obligation presentation "[Cannabis in the Workplace 2018](#)." Should you decide to engage them further, they will assess your current situation to custom design and price a package specific to your needs. This may or may not include a Drug and Alcohol Policy and/or Employee Handbook review and rewrite, local legislation regarding areas for consumption of recreational or medical cannabis, educational programs for managers and employees, safety concerns, and other areas of consideration.

This is an extremely complex and constantly changing situation. CAM Executive and Board members have participated in the webinar and there is so much to take in and consider as you go ahead with your own policies in the summer/fall. We do encourage you to [contact Western Business Mechanics](#) to find out more information.

[Read More on Health Effects of Cannabis Use](#)

CAM Upcoming Events

Annual Golf Tournament
Friday, September 14, 2018

Join us at the Lionhead Golf Club in Brampton, ON. Registration is now open!



We are convinced that golfing season is finally here. No more ice storms. Nancy visited Lionhead last week and they are equally as excited at the improved golf experience CAM is going to offer the event's attendees on Friday, September 14th. We are delighted to announce that **Hansen's** is now the Presenting Sponsor of the 22nd Annual golf tournament.

For you golfers: There's an early bird registration special ... register and pay before July 31st and your name is entered into a draw on August 1st for an additional foursome, compliments of CAM! If your name is drawn, you'll be able to invite 4 colleagues, friends or business contacts to enjoy the full day of golf and dinner for free! [A registration form](#) can be found on our website. We have a limit of 36 teams so don't wait too long!

For you folks that want to have some fun: We aren't doing a traditional hole sponsor deal this year. Instead, if you are interested – and there are only 18 spots available – we are having hole activities to enhance the golfing experience. It might be a game or something as simple as a treat. If you don't have the manpower to have someone on a hole all day and arrange the activity, you can provide us with \$400 and CAM will do it for you! Or you can do your own activity without giving CAM a dime. It's all about the golf experience. Nancy has a bunch of games and ideas (some even linked to our Niagara Falls conference) and will be happy to coordinate that with you. Check out our full list of ["Caddy" options.](#)

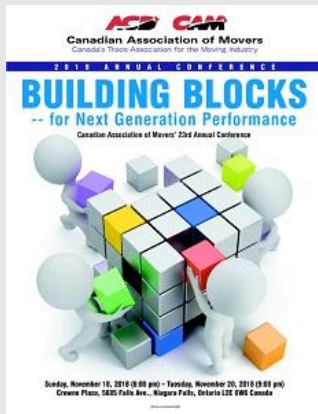
And again, thanks to Hansen's for leading the drive on this! Click here for more [details on this event.](#)

Please join the [Facebook Event Page](#) to keep up to speed on what's happening on the green.

Annual Conference & Trade Show Sunday-Tuesday, November 18-20, 2018

Keynote Presenter

If you attended last year's conference, You'll remember that almost every presenter talked about the importance of understanding and engaging millennials. Now's your chance to hear directly from the source of the most publicized study on that generation! **Dong-Ling Chen with Deloitte** will tell us what they've learned about engaging with the millennial generation - as employees and as prospective customers. Some key concepts will help you address the special challenges they present.

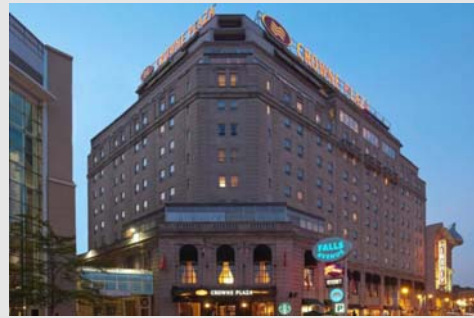


Building Blocks for Next Generation Performance

is our conference theme this year. We're planning sessions that will help companies understand the challenges that today's trends present and the opportunities that await to help you build your company.

[Registration is now open.](#)

[Facebook Event Page](#)



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HEALTH EFFECTS OF CANNABIS

There are both potential therapeutic uses for and potential health risks of using cannabis (marijuana). A chemical called delta-9-tetrahydrocannabinol (THC) is responsible for the way your brain and body respond to cannabis. While it is used by some for therapeutic purposes, there are short- and long-term physical and mental health effects that can be harmful.

SHORT-TERM HEALTH EFFECTS

While cannabis may make you feel relaxed and happy, you could experience unpleasant, unwanted or negative effects on your brain and body.

EFFECTS ON THE BRAIN

The short-term effects of cannabis on the brain can include:

- ▶ confusion
- ▶ sleepiness (fatigue)
- ▶ impaired ability to:
 - ▶ remember
 - ▶ concentrate
 - ▶ pay attention
- ▶ anxiety, fear or panic
- ▶ reduced ability to react quickly

Cannabis use can also result in psychotic episodes characterized by:

- ▶ paranoia
- ▶ delusions
- ▶ hallucinations

Emerging evidence suggests that a chemical in cannabis called cannabidiol (CBD) may help dampen some of the psychoactive effects of THC¹ such as:

¹ Bhattacharyya et al. (2010) Opposite effects of delta-9-tetrahydrocannabinol and cannabidiol on human brain function and psychopathology. *Neuropsychopharmacology* 35(3): 764–74. www.ncbi.nlm.nih.gov/pubmed/23550724

- ▶ disturbances in mood
- ▶ psychotic symptoms

There is also evidence to suggest that combining tobacco with cannabis can increase:

- ▶ the strength of some psychoactive effects²
- ▶ the risk of poor mental health outcomes,³ including dependence

Effects can be felt within seconds to minutes of smoking, vaporizing or dabbing cannabis. These effects can last up to 6 hours or longer.

If you eat or drink cannabis, these effects can occur within 30 minutes to 2 hours and can last up to 12 hours or longer.

EFFECTS ON THE BODY

The short-term effects of cannabis on the body can include:

- ▶ damaged blood vessels caused by the smoke⁴
- ▶ decreased blood pressure, which can cause people to faint or pass out
- ▶ increased heart rate, which can be a danger for people with heart conditions and can lead to an increased risk of heart attack⁵

² Ramo et al. (2015) Tobacco and marijuana use among adolescents and young adults: a systematic review of their co-use. *Clinical Psychology Review* 32: 105–121. www.ncbi.nlm.nih.gov/pubmed/22245559

³ Schauer et al. (2017) Marijuana and tobacco co-administration in blunts, spliffs, and mulled cigarettes: a systematic literature review. *Addictive Behaviors*. 64: 2011–211. www.ncbi.nlm.nih.gov/pubmed/27654966

⁴ Wang et al. (2016) One minute of marijuana secondhand smoke exposure substantially impairs vascular endothelial function. *Journal of the American Heart Association*. 5(8). www.ncbi.nlm.nih.gov/pubmed/?term=27464788

⁵ Thomas et al. (2014) Adverse cardiovascular, cerebrovascular, and peripheral vascular effects of marijuana inhalation: what cardiologists need to know. *American Journal of Cardiology* 113(1): 187–90. www.ncbi.nlm.nih.gov/pubmed/24176069



IMPAIRMENT

The THC in cannabis can impair your ability to drive safely and operate equipment. It can also increase the risk of falls and other accidents. This is because THC can affect your:

- ▶ coordination
- ▶ reaction time
- ▶ ability to pay attention
- ▶ decision-making abilities
- ▶ ability to judge distances

Cannabis use can increase the risk of accidents that lead to injury or death during higher-speed activities, such as driving, biking or skiing.

Impairment can last for more than 24 hours after cannabis use,⁶ well after other effects have faded.

People who use cannabis regularly may have trouble with certain skills needed to drive safely⁷ for weeks after their last use.

Combining alcohol with cannabis greatly increases the level of impairment and the risk of injury or death from accidents.

Combining cannabis with other psychoactive substances, especially ones that have sedative effects, such as opioids and benzodiazepines, can increase the effects of the drugs. This could increase the risk of injury or harm, particularly with activities like driving.

LONG-TERM EFFECTS

Long-term effects develop gradually over time with frequent use (daily or near-daily) that continues over weeks, months or years. These effects can last from several days to months or longer⁸ after you stop using cannabis.

EFFECTS ON THE BRAIN

The long-term effects of cannabis on the brain can include an increased risk of addiction and harm to your:

- ▶ memory
- ▶ concentration
- ▶ intelligence (IQ)⁹
- ▶ ability to think and make decisions

These effects appear to be worse for youth who start using early, and who use cannabis frequently and over a long period of time. They may not be fully reversible when cannabis use stops.

EFFECTS ON THE BODY

Some of the long-term effects of smoking cannabis on the body are similar to the effects of smoking tobacco and can include risks to lung health, including:

- ▶ bronchitis
- ▶ lung infections
- ▶ chronic (long-term) cough
- ▶ increased mucus buildup in the throat

POTENTIAL THERAPEUTIC USES

There is some evidence of potential therapeutic uses of cannabis or its component chemicals (cannabinoids).

Health Canada provides information for health care professionals and for authorized patients on the use of cannabis and cannabinoids for medical purposes. This includes information on dosing, adverse effects, warnings and more.

RISKS OF ILLEGAL CANNABIS

There may be other health and safety risks associated with cannabis obtained illegally. For example, the THC potency of illegal cannabis is often unknown, so you could end up using a stronger product than expected. This could heighten or prolong effects such as confusion or anxiety.

The quality and purity of illegal cannabis cannot be guaranteed and is frequently mixed with or contains:

- ▶ pesticides
- ▶ other drugs
- ▶ heavy metals
- ▶ moulds or fungi
- ▶ other contaminants

⁶ Leirer, V. O. et al. (1991) Marijuana carry-over effects on aircraft pilot performance. *Aviat. Space Environ. Med.* 62, 221–227. www.ncbi.nlm.nih.gov/pubmed/1849400

⁷ Karschner et al. (2016) Extended plasma cannabinoid excretion in chronic frequent cannabis smokers during sustained abstinence and correlation with psychomotor performance. *Drug Testing and Analysis* 8(7): 682–9. www.ncbi.nlm.nih.gov/pubmed/26097154

^{8,9} Meier et al. (2012) Persistent cannabis users show neuropsychological decline from childhood to midlife. *Proceedings of the National Academy of Sciences USA* 109(40): E2657–64. www.ncbi.nlm.nih.gov/pubmed/22927402

There is also the serious risk of:

- ▶ interacting with criminals or criminal organizations
- ▶ criminal charge and prosecution

MENTAL HEALTH EFFECTS

In some people, cannabis use increases the risk of developing mental illnesses like psychosis or schizophrenia, especially in those who:

- ▶ start using cannabis at a young age
- ▶ use cannabis frequently (daily or almost every day)
- ▶ have a personal or family history of psychosis and/or schizophrenia

Frequent cannabis use has also been associated with an increased risk of:

- ▶ suicide
- ▶ depression
- ▶ anxiety disorders

HEALTH EFFECTS ON YOUTH

Cannabis use that begins early in adolescence, that is frequent and that continues over time has been associated with increased risk of harms. Some of those harms may not be fully reversible.¹⁰

Adolescence is a critical time for brain development, as research shows the brain is not fully developed until around age 25.

Youth are especially vulnerable to the effects of cannabis on brain development and function. This is because THC in cannabis affects the same biological system in the brain that directs brain development.

It is important for parents, teachers, coaches and other trusted adults to be ready to talk with youth about drugs.

HEALTH EFFECTS ON PREGNANCY AND CHILDREN

Just like with tobacco, a pregnant woman or new mother's use of cannabis can affect her fetus or newborn child which can lead to health problems.

The toxins in cannabis are carried through the mother's blood to her fetus during pregnancy and in the breast milk following birth.

Heavy cannabis use during pregnancy can lead to lower birth weight of the baby. It has also been associated with longer-term developmental effects in children and adolescents, such as:

- ▶ decreases in:
 - ▶ memory function
 - ▶ the ability to pay attention
 - ▶ reasoning and problem-solving skills
- ▶ hyperactive behaviour
- ▶ increased risk for future substance use

ADDICTION

Contrary to popular belief, people can become addicted to cannabis. Individuals who use cannabis can develop a cannabis use disorder, which at its extreme can result in addiction.

Continued, frequent and heavy cannabis use can cause physical dependency and addiction.

Research has shown that THC in cannabis causes an increase in levels of dopamine, the pleasure chemical, in the brain. This motivates people to keep using it.

Addiction can develop at any age but youth are especially vulnerable¹¹ as their brains are still developing.

Some people are also more prone to becoming addicted than others. It's estimated that 1 in 11 (9%) cannabis users will develop an addiction¹² to it. This statistic rises to about 1 in 6 (17%) for people who started using cannabis as a teenager. If a person smokes cannabis daily, the risk of addiction is 25% to 50%.

¹⁰ Volkow et al. (2016) Effects of cannabis use on human behavior, including cognition, motivation and psychosis: a review. *JAMA Psychiatry* 73(3): 292–7. www.ncbi.nlm.nih.gov/pubmed/26842658

¹¹ Chadwick et al. (2013) Cannabis use during adolescent development: susceptibility to psychiatric illness. *Frontiers in Psychiatry*. 4: 129. www.ncbi.nlm.nih.gov/pubmed/24133461

¹² Volkow et al. (2014) Adverse health effects of marijuana use. *New England Journal of Medicine* 370(23): 2219–27. www.ncbi.nlm.nih.gov/pubmed/24897085

Problematic cannabis use can include some or all of the following behaviours:

- ▶ failing to fulfill major duties at work, school or home
- ▶ giving up important social, occupational or recreational activities because of cannabis use
- ▶ consuming it often and in larger amounts or over a longer period than they intended
- ▶ being unable to cut down on or control cannabis use

People who display most or all of these behaviours over a 12-month period may have cannabis addiction.

Some people can develop a tolerance to the effects of cannabis. Tolerance is characterized by a need for a larger dose of a drug to maintain the original effects. Tolerance to some of the effects of cannabis can develop after a few doses. In some people, tolerance can eventually lead to physical dependence and/or addiction.

ADDICTION HELP

Cannabis addiction can cause serious harm to your health, social life, school, work and financial future.

If you or someone you know is struggling with addiction to cannabis or other drugs, help is available.

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President's Message ~ CAM magazine ~ Furniture Medic ~ Oakeshott ~ Awardees ~ New members ~ CAM golf ~ CAM conference



Nancy Irvine
CAM President

President's Message

May is Moving Month. I hope you've heard the news on that by now! It has been a complete pleasure to team up with the Better Business Bureaus across Canada to provide relevant and trustworthy consumer tips to help people avoid the potential pitfalls of unscrupulous and fly-by-night movers.

With a recent story citing a Calgary mover charged with uttering death threats to clients, and the continued fallout from last year's Project Haul initiated by the Financial Crimes Unit of the Toronto Police Service, it is more and more imperative that the message get out to check with our organizations to find trusted, reliable movers.

Our challenge is in Quebec, where there is no BBB representation. I know you members are concerned and I've talked to several of you about getting the same messaging out. We are working on French messaging that we will get to the media. As timelines are tight for this year, I promise that French messaging will be expanded upon during the summer months.

It is my fervent hope that this year, as more and more people find out about CAM, we will make a difference this summer and save people from the traumatic experience of moving with a rogue. We know that CAM has more online awareness than ever and that people are calling us to find out more information and to get referrals. Again, as time was tight this year, additional efforts (like updating our website and making it more consumer user-friendly and embracing more social media tactics) are still in progress.

I hope, with CAM and the BBB's help, you are all very busy this summer!

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CAM magazine

Get ready because your copy of our magazine and directory, *The Canadian Mover*, will be in your in-basket shortly. We are very proud of this issue as we worked very hard to provide relevant articles and information to you. A labour of love for the CAM staff, Marian and Nancy worked collaboratively with many folks to produce May's issue. Do take a few moments to read the articles. And, of course, don't lose your directory! It's amazing how many times you'll refer back to it over the year!



To view the magazine on line, [click here](#).

Furniture Medic - a CAM member for 8 years

[Furniture Medic](#), one of the world's largest wood and furniture restoration companies, has an established reputation for excellence within the moving industry. Their insured professionals are proficient in identifying pre-existing damage and have a complete understanding of valuation and insurance limits of transit-related damage. They promptly provide accurate, detailed reports; comprehensive assessments; and verification of claims. You can trust Furniture Medic to help you preserve your relationship with your customer, repair their property and provide peace of mind.



FURNITURE MEDIC
"the prescription for damaged furniture."™

Oakeshott begins consulting

Mark Oakeshott, who spoke at our conference last year in Montreal, has left Crater and is now consulting. Mark's extensive expertise in the moving industry will provide affordable hands-on support to clients in various business activities including international moving and international supply chain, in addition to expansion and acquisition projects. As well, Mark has significant experience in implementing video surveys into a moving company's sales process. Mark can be reached at 630.272.895 or [by email](#).

Congratulations Awardees!

NSTSA Executive director wins Champions of Mental Health award

Leading up to Mental Health Week, May 7 to 13, the Canadian Alliance on Mental Illness and Mental Health (CAMIMH) announced their Champions of Mental Health awards. And this year, one of those winners is **Linda Corkum, the executive director of the Nova Scotia Trucking Safety Association (NSTSA)** based out of Bedford, although it serves all members across the province.

[Read more](#)

McWilliams wins TheMIGroup's 2017 Award

On April 25, 2018, **McWilliams Moving and Storage** won **TheMIGroup's** 2017 Transportation Partner of the year award for the Americas.

Welcome new members

CAM welcomes these new members to the Association!

Movers

Armstrong Van & Storage, Thunder Bay, ON

Neeley's Van & Storage, Sudbury, ON

Bekins Moving & Storage, Winnipeg, MB

Canada Moving, Brandon, MB

Bust a Move Moving Inc., Montreal, QC

Supplier

GoodCase Storage Container Ltd., Richmond Hill, ON - they are a Canadian-based international storage container producer, offering a modern-tech, foldable, [steel storage container](#).

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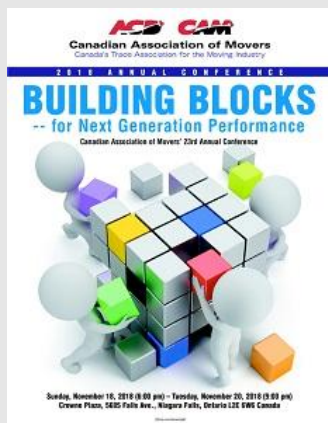
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Sunday-Tuesday, November 18-20, 2018

Why not get signed up for the conference so you are guaranteed the **Early Bird rate** (\$650 for a full registration)? If you do it now, before the crazy season starts, then you won't have missed out! You don't have to pay just yet, we can invoice you. It's going to be a heck of a conference! Here's the link to the [registration form](#).

And a big thank you again to our sponsors. We sincerely mean it when we say we couldn't do it without you. Want to join in on the action? Check out our [sponsorship package](#). Don't miss out on a summer-long promotion!

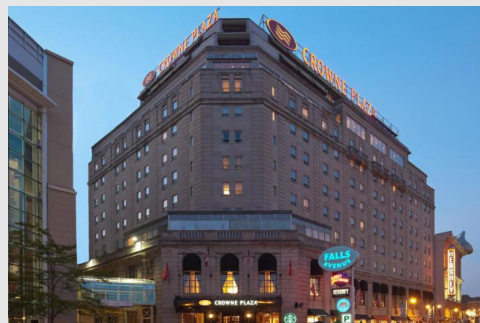


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CAM News & Updates



Mover's Edge

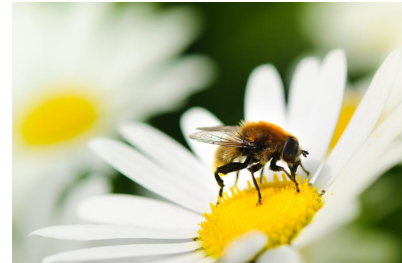
First published June 2 1998

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ALERT

On May 30th CAM was subjected to a spoofing/phishing scam. Emails were sent out to our board members from Nancy's email address requesting money be sent to cover a payment of a vendor. It is not our practice to ask our members to provide CAM with financial aid. If you receive an email from Nancy that looks suspicious, has incorrect spelling and grammar errors, please disregard. We have been assured that our internal system has not been hacked, nor that any of our data is in danger. Passwords have been changed and our IT company is doing a thorough check.

President's Message

By now you should have received *The Canadian Mover*, a definite labour of love for

CAM. I hope you take the time to read it and pass it around the office.



Nancy Irvine
CAM President

While the cover story about Project Haul and one rogue – Green Moving – is from last summer, we are still dealing with the fallout from their scamming ways. On April 25th, Jim Carney's crew from [Rawlinson Moving](#) met the Toronto Police and myself at a public storage facility in Scarborough to retrieve two stolen shipments. One of these shipments was presumed lost for 5 years and the customer was overwhelmed to see personal items coming off the truck when we delivered them later that day. You can read about that day [here](#).

Earlier this week, Steve Kieswetter dispatched a crew from [Sheffield Moving](#) to pick up another load from that same storage facility to take out to Lac La Biche, Alberta. This family, recently from Poland, were taken advantage of because their grasp of English wasn't the best.

I'm so proud of everyone who has stepped up to the plate and offered their assistance with these distressed shipments. CAM members are the best and it's great to be part of such a passionate organization. I wish you all nothing but smooth moves all summer long!

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We are *Architects* of Packaging Solutions
Serving the Canadian Moving Industry for over 25 years
Toronto ■ Winnipeg ■ Calgary

Come see us at the 2018 conference in Niagara Falls for your chance to win your 2019 CAM Membership

SIRVA Worldwide Relocation & Moving to be acquired

On May 23, 2018, **SIRVA, Inc.**, a leading global relocation and moving service provider, announced that it reached an agreement to be acquired by **Madison Dearborn Partners (MDP)**, a leading private equity firm based in Chicago with significant experience investing in and growing industrial and technology services companies.

[Read more](#)

Bradley appointed as IAM Director of Government & Military Relations

Dan Bradley (USAF Lt. Col, Ret.) is IAM's new **Director of Government & Military Relations**. Dan will take on many of Charles White's responsibilities as he transitions to President later this year. He will serve as the primary contact between the Association and its membership with the U.S. Department of Defense (DOD) and other U.S. federal agencies with whom the IAM Membership conducts business, and which have enforcement and regulatory authority over the moving, forwarding and relocation industries.



Dan Bradley
IAM Director of
Government &
Military Rel'ns

Congratulations to IAM and to Dan!



MOVING & STORAGE COMPANIES HAVE A POWERFUL PARTNER IN SAFETY

SafetyDriven provides free non-judgmental safety evaluations and safety program training.

[LEARN MORE](#)



SafetyDriven announces 2018 BC Trucking Safety Awards

On May 15, 2018, [SafetyDriven/Trucking Safety Council of BC](#) honoured seven companies for their commitment to keeping their workers and workplaces safe from injury, illness and disease.

[Read more](#)

CAM in the News

Here are some articles that CAM was mentioned in this month. These links would be excellent references for your sales staff to pass along to their potential clients when quoting because we all know that under-quoting is still going to happen this summer.

[The dos and don'ts of hiring a mover](#)

[Shady movers can take you for a ride](#)

And here's another well-written article which summarizes our industry fairly well.

[Moving industry: the wild west of the business world](#)

Storage & Transport Services needed in Toronto

[Spinal Cord Injury Ontario \(SCIO\)](#), a charitable organization of and for people with a spinal cord injury based out of Toronto, is currently looking for a logistics and storage partner to store donated equipment and transport it to the patient's house when needed. They'd like a partner who would consider providing the services in a cheque exchange. Please contact [Abhimanyu Bhandankar](#) at SCIO if you are interested.



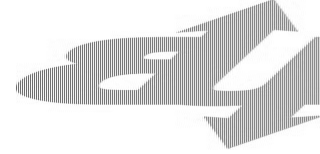
McCarte joins Premiere International

Premiere International (Toronto) has just announced that **Christina McCarte** has joined the company as Business Development Manager. Christina brings over 15 years of experience from the International Moving and Global Mobility industry. Having successfully managed corporate relocation for one of Canada's largest relocation management firm, she also led the International Division at another of Canada's leading International Moving company in exports, imports and sales. As Business Development Manager, Christina will focus on maintaining and developing international agent relations by offering competitive pricing and excellent service. Congratulations to Premiere and Christina!

Blue Bins Unlimited Corp - a CAM member for 8 years

[Blue Bins Unlimited Corp.](#) is at the cutting edge of making moving easy and eco-friendly at the same time. Since 1993, they've been providing rental plastic moving bins and moving equipment to commercial movers and installation companies across Canada. Their bins are easy to stack

and durable enough to withstand large commercial moves. Plastic moving bins ensure that clients' belongings arrive safely at their destination, without putting strain on the planet. Blue Bins can help make moving less stressful for clients and the planet. They'll deliver however many bins are wanted right to where you need them and pick them up once everything is unpacked. Bins are perfect for keeping office moves organized; they stack easily and neatly. You can also purchase labels to make sure nothing gets mixed up and, if you need a couple more bins at last minute, they can help with that.



Follow Blue Bins on social media for more tips, tricks, and advice. [Order boxes online](#) or call at 1.888.502.BINS (2467) to reserve today!

Foam cushioning kits for flat screen TVs

[Mover's Equipment & Supplies](#) now has Pro Mover Foam Cushioning Kits designed for protecting flat screen TVs in stock.

[Read more](#)

Vintage truck for sale

Rob Milne's family had a moving company in Regina, Saskatchewan, Canada from 1912 until it closed in 2013. Rob is selling an original, one-owner, 1954 Chevrolet truck with a 1929 van body that his grandfather had built in Regina. The truck has always been serviced and garaged since new. The engine was rebuilt 4 years ago and it has less than 100 miles on it. Rob will consider all offers. Contact [Rob Milne](#) if you are interested.

Here's an interview at the Access Communications Car Show in Sept 2014:



Toronto moving company for sale

A long-standing CAM member, well-established and profitable moving company is for sale. They are a downtown Toronto condo, apartment and small office specialist. Annual revenue is between 1 and 2 million dollars. Interested parties can contact the [CAM office](#) for more information.

CAM Upcoming Events

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Join us at the Lionhead Golf Club in Brampton, ON.
Registration is now open!



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Why not get in touch with our [Nancy](#) today to see what holes are left?

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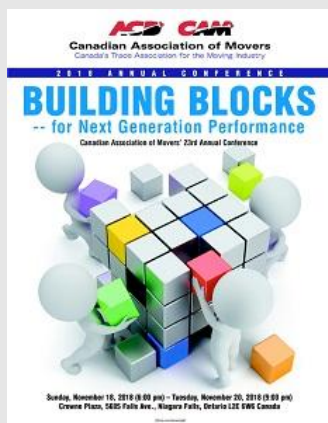
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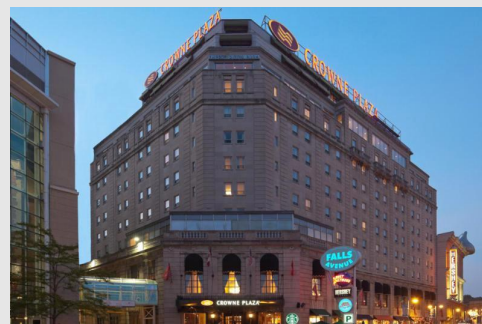


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Mover's Edge
First published June 2 1998

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- **MediaEdge partnership**
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- **CAM conference**



Nancy Irvine
CAM President

President's Message

Some people might think that an Association for Associations is a bit of overkill. Actually, that notion couldn't be further from the truth, especially in the moving business. I have just returned from four days of meetings with members of the **National Council of Moving Associations (NCMA)**. NCMA comprises of about 25 State moving associations, as well as Executive representation from **IAM**, **AMSA** and CAM. In recent years, CAM has not participated fully in these meetings. Those in attendance this year were thrilled to see us, once again, back at the table sharing our thoughts on relevant issues and bringing our neighbours up to speed on hot topics in Canada, such as our increasing rogue industry (a result in part due to deregulation) and the upcoming cannabis legalization and how that will affect HR policies across the country.

[Read more](#)

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It was very interesting to partake in a joint meeting between NCMA and State Regulators. After many years of hard work, NCMA has the regulators in many states agreeing to implement strategies to uphold current legislation and protect not only the consumer, but also the legitimate mover. These strategies include sting operations on rogue companies, keeping a very close tab on "uber type movers" (who legally can't *move* the furniture) and, of course, just generally upholding current regulations and enforcing the law.

NCMA also discussed a variety of other concerns: max/min tariffs, removing "depreciative value" from current state tariffs, simplifying valuation (you either get valuation or you don't – removing the tiers and making it a flat charge), and also offering commission for salespeople to sell valuation. There were long discussions about the impact of ELDs on moving companies as well as the ever-growing issue of texting and driving. We also talked about some marketing ideas to help movers – many of which I will be investigating (i.e. "stealing") and passing along.

One of the surprising commonalities coming out of the meeting is that approximately one third of membership in many States, as well as AMSA and CAM, are Independent movers. Independents, as you know, have different needs – some very basic – that would help them survive this challenging business. I have been working with a few of our Independent mover members who are interested in finding a way for the Independents to connect and have a support system that doesn't consume a lot of CAM administration time. Several State Associations and AMSA are going to share what they do and I hope that it will benefit our Independents as well as our smaller mover members.

Speaking of AMSA, I particularly look forward to AMSA President Scott Michael updating you on many of these subjects at our conference in November. (Don't forget to [register](#) now to take advantage of Early Bird pricing). We've narrowed his presentation down to about six items, although I'm sure question period will spark many other thoughts.

Not everything we discussed is applicable in Canada; however, it is always good to know the trends and try and stay ahead on anything "new" showing up in our country. Thanks again to NCMA for a fact-filled week. Unlike other Administrations we know, this US-based group has our back and has been more than gracious to provide us with assistance to make your membership in CAM even more valuable.

As we officially hit "Silly Season", I wish you all a smooth summer!



Nancy Irvine
President

Canadian Association of Movers

June 15, 2018

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CAM partners with MediaEdge Publishing

We're pleased to announce that, on April 30, 2018, CAM entered into a partnership with **MediaEdge Publishing** for them to produce CAM's semi-annual magazine, *The Canadian Mover*, and our bi-monthly newsletter, *Mover's Edge*. This new arrangement is just one of several new initiatives to help us get CAM's messages out and to promote our brand as the 'go to' source for moving industry information. We strongly believe that a new magazine and e-newsletter on improved digital platforms will also represent excellent investments for businesses to promote their brands. We are offering a variety of [options and opportunities](#) for businesses to advertise and promote their products and services to a major purchasing audience in both print and online formats. The transition will be happening over the summer months towards the launch of our new newsletter format in August 2018 and our new magazine format in September 2018. We believe our new direction will result in highly professional communications tools that prove to be a good fit for the marketing plans of advertisers.



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CAM Awards

The deadline for nominations for CAM's annual awards is July 27, 2018.

At a time when rogue movers are on the rise, CAM supports and rewards reputable movers who have established themselves as credible, reliable companies who adhere to a strict code of conduct.

The CAM awards recognize outstanding service by moving companies and individuals who have contributed to the growth and professionalism of the moving industry and who work in the interest of the communities they serve.

There are several awards:

Public Service Award honouring an individual or group who has performed a significant act of humanitarian achievement.

Agent of the Year Award recognizing a moving company that provides outstanding corporate citizenship and customer service excellence.

Independent Mover of the Year Award recognizing an independent mover that demonstrates outstanding performance.



Distinguished Service Award recognizing an individual who exemplifies CAM standards for quality.

Industry Service Award recognizing an individual who has performed a significant act of moving-related service in the public interest.

Industry Achievement Award recognizes an individual who demonstrates innovation, leadership and serves as an inspiration to others.

Don't let the contributions of that deserving colleague or company go unrecognized! Nominate them today for one of CAM's special awards. [Nomination forms](#) can be found on CAM's website.

5 Tips to Keep Your Freight Secure

You're rolling down the highway. You're ahead of schedule. And then a car stops suddenly in front of you. You hit the brakes. The good news: you stopped safely. The bad news: your cargo shifted. Read more in **Penske's** latest *Safety Bulletin*: [5 Tips to Keep Your Freight Secure](#).

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Annual Conference & Trade Show Sunday-Tuesday, November 18-20, 2018

Connecting with the ME generation: What you need to know about engaging Millennials



Dong-Ling Chen
Deloitte

With the abundance of misconceptions about Millennials, it is no wonder why they are often called the “me” generation. Given that in less than five years, three out of every four workers globally will be a Millennial, figuring out who Millennials are and what we are really like is at the top of most employers’ minds.

To help employers understand how best to connect with the Millennial generation, we first explore who Millennials are by debunking the common stereotypes about Millennials, before talking about what more accurately characterizes them.

We then go into specifically what Millennials look for in an employer both when choosing to join a company and deciding whether or not to stay. Finally, we explore some strategies employers and leaders can use to when looking into how they can maximize the potential of Millennials.

To find out more about the conference, or to register, please check out our [conference webpage](#). Take advantage of Early Bird pricing and register before September 14th. You'll save \$100!

Why not get signed up for the conference so you are guaranteed the Early Bird rate (\$650 for a full registration)? If you do it now, before the crazy season starts, then you won't have missed out! You don't have to pay just yet, we can invoice you. It's going to be a heck of a conference! Here's the link to the [registration form](#).

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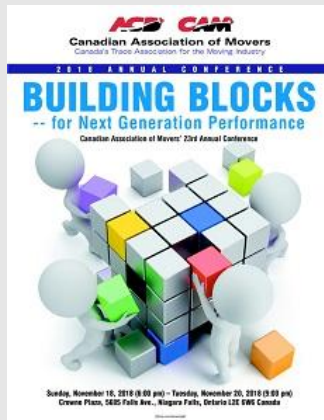
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We'd love to have you participate in our trade show this year.

We have a lovely, large and sunny exhibit room at the Crowne Fallsview.

Pricing remains the same as 2017.

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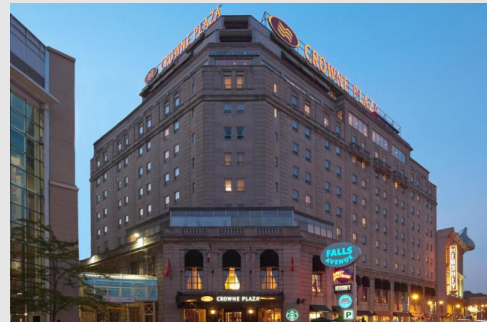


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Happy Canada Day!



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- *CAM conference*



Nancy Irvine
CAM President

President's Message

Happy Canada Day Everyone!

You are now full into moving season and, again, I wish you all the best for a smooth summer of moves. The Association has been getting a number of calls from consumers asking about coverage for loss or damage during their move. Their main complaint is that the mover who they have initially contacted for a quote is not willing or able to provide any coverage beyond the legal minimum of \$0.60 per pound.

We see this as a great opportunity for our members to not only educate their customer about what they should expect from their mover but also to provide the value added services that CAM members have at their disposal. When we get one of these calls it is easy for us to refer to our members and hopefully a new sale for you!

If you do not have a valuation protection explanation for your customers, feel free to share this link on [Frequently Asked Questions](#) on our website. You'll find other frequently asked customer questions there as well.

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Tell us your good-deeds story

The dust hasn't even settled on the spring issue of our magazine, *The Canadian Mover*, and we're already planning our fall issue. This will be our inaugural issue by our new publisher, MediaEdge Publishing. We'd like to kick off this issue with stories from you about the good that you are doing. We know you're doing good things out there in your communities and with your favourite charities. We want to hear about your activities and achievements! [Send us your stories, your pictures and your media coverage](#). Our editorial deadline is August 1st.



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Moving companies for sale

Are you thinking about expanding?

We've posted three moving companies for sale in the [Buy and Sell](#) area of our website for you to consider. Two are in the Toronto area and one is in Kelowna.

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Max-Atlas summer vacation

Max-Atlas Equipment International Inc. will be closed for their summer vacations from July 23 to

Cannabis legislation to become law

Cannabis legislation will become law on October 17th. As a business owner, you have a responsibility to ensure that you employees – and your business – are compliant with the incoming laws. You will need an effective policy. CAM may be able to help you out.

[Read more](#)



CAM Awards - 3 weeks to deadline for nominations



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Don't let the contributions of that deserving colleague or company go unrecognized! Nominate them today for one of CAM's special awards. [Nomination forms](#) can be found on CAM's website.

UBC student studying moving industry trust and efficiency

A third-year student at **University of British Columbia (UBC)** is currently researching issues surrounding accountability and administrative efficiency in long-distance moving networks. This research is being done as part of an effort to further establish trust and efficiency within the moving industry and possibly increase the competitive advantage of reputable movers. CAM supports this research as we hope it has a research outcome that will distinguish us from rogue operations.

[This study](#) is purely voluntary but could result in some excellent research to aide our industry.

[Read more](#)



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Presented by



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Sandra Crozier-McKee
Western Business
Mechanics

Curing Cannabis Confusion: A Clear Path through the Haze

The Speaker's Bureau of Canada only admits the top speakers in their fields and **Sandra Crozier-McKee** is their selected speaker on the subject of cannabis in the workplace. Her presentation "Curing Cannabis Confusion: A Clear Path through the Haze" delves into the essential actions leaders must take to ensure their policies meet the required standards under the new legislation. Her seminar is constantly evolving and updating to deliver the latest information available in the area where your business is located. A member of the Canadian Cannabis Chamber of Commerce, CCOHS-certified in "Cannabis in the Workplace", she illuminates a clear path for your organization to follow by summarizing the current relevant and reliable research.

**To find out more about the conference, or to register, please check out our [conference webpage](#).
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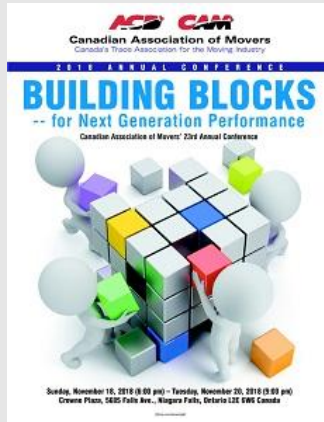
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CAM Mover's Edge **ACD**

CANADIAN ASSOCIATION OF MOVERS • ASSOCIATION CANADIENNE DES DÉMÉNAGEURS

CAM News & Updates



Mover's Edge
First published June 2 1998

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Nancy Irvine
CAM President

President's Message

It's hot. It's humid. The job is manual. There's not a lot of rest. The perfect conditions for heat exhaustion.

I'm sure you have some health information posted on the staff bulletin board. But just in case, I feel it's important to remind you of the signs of heat stroke and the remedies.

There are two types of heat exhaustion:

1. Water depletion. Signs include excessive thirst, weakness, headache and loss of consciousness.
2. Salt depletion. Signs include nausea and vomiting, muscle cramps and dizziness.

If any of your crew has symptoms of heat exhaustion, it's essential to immediately get them out of the heat and rest, preferably in an air-conditioned room. If you can't get them inside, try to find the nearest cool and shady place and have them remove any tight or unnecessary clothing and drink plenty of fluid (avoid caffeine, alcohol and energy drinks). If you have the opportunity, apply other cooling measures such as fans or ice towels.

If such measures fail to provide relief within 15 minutes, seek emergency medical help, because untreated heat exhaustion can progress to heat stroke. [Click here](#) for more information on heat exhaustion. As Sgt. Phil Esterhaus used to say on *Hill Street Blues* ... "Let's be careful out there!"

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CERC says Canadian workers more willing to move

On June 26, 2018, the **Canadian Employee Relocation Council (CERC)** announced that a new study conducted by Ipsos on their behalf reveals that a majority of working Canadians are willing to relocate, with the right conditions and incentives, to another province or city within their province. In fact, overall appetite for relocation to another province or city within their current province has increased compared to the previous iteration of the inter-provincial mobility survey in 2014. Here's the [Executive Summary](#) of the study findings. The full report can be purchased through the [CERC site](#).

[Read more](#)

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IAM and FIDI Announce Collaboration on Professional Cooperation Guidelines

On June 25, 2018, **FIDI Global Alliance** and the **International Association of Movers (IAM)** announced the signing of a Memorandum of Understanding on the use of the FIDI Professional Cooperation Guidelines. The Guidelines serve as an operational manual on how companies in the moving industry should work together to service international shipments, whether as booker, origin or destination agent.

[Read more](#)

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Welcome CAM members

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

- **Mountaineer Movers Limited** (Hamilton, ON)
- **SFI Group Limited** (Toronto, ON)
- **TWO MEN AND A TRUCK®** - Peterborough (Peterborough, ON)

Moving companies for sale

Are you thinking about expanding?

We've posted three moving companies for sale in the [Buy and Sell](#) area of our website for you to consider. Two are in the Toronto area and one is in Kelowna.

Cowan celebrates 40 years at GPS

Congratulations to **Gord Cowan** on celebrating his 40th year at [GPS Consulting Group!](#)

CAM Awards - last chance for nominations



The deadline for nominations for a CAM Award is July 27, 2018.

Do you know someone in the moving business, or a moving company that you feel should be recognized for their work to improve the industry?

There are only a few more days left before nominations close for the 2018 Canadian Association on Movers Awards. Don't miss out on recognizing someone for their awesome work! [Click here](#) to get the nomination form.

There are several awards:

Public Service Award honouring an individual or group who has performed a significant act of humanitarian achievement.

Agent of the Year Award recognizing a moving company that provides outstanding corporate citizenship and customer service excellence.

Independent Mover of the Year Award recognizing an independent mover that demonstrates outstanding performance.

Distinguished Service Award recognizing an individual who exemplifies CAM standards for quality.

Industry Service Award recognizing an individual who has performed a significant act of moving-related service in the public interest.

Industry Achievement Award recognizes an individual who demonstrates innovation, leadership and serves as an inspiration to others.

Can you answer 8 questions?

You may have seen that a third-year student at University of British Columbia is researching issues surrounding accountability and administrative efficiency in long-distance moving networks. Asrai Ord has been getting a wonderful response from our members, as well as from AMSA and IAM members to her call to answer a quick 5- minute survey. CAM President Nancy Irvine spoke to Asrai in July and clearly the results of the survey are showing patterns that we will provide us with some actionable items to address. We plan to publish her findings as part of an effort to further establish trust and efficiency within the moving industry and possibly increase the competitive advantage reputable movers have. This study is purely voluntary but could result in some excellent research to aide our industry. Grab a coffee and click here to do [the survey!](#)



[Read more](#)

CAM Upcoming Events

Annual Golf Tournament Friday, September 14, 2018

Presented by



Join us at the **Lionhead Golf Club in Brampton, ON.**

THE EARLY BIRD
CATCHES THE
~~WORM~~



**FOUR FREE
REGISTRATIONS FOR THE
2018 ANNUAL GOLF TOURNEY!**

**Time's running out – Early Bird
Deadline in 2 weeks - July
31st!**

We're looking forward to our annual
golf tournament at Lionhead Golf Club
on Friday, September 14th. Why not
register now and get your name in for
the early bird contest?
[Click here](#) to register.

Click here for more [details on this event](#). If you'd like to help out with the fun, and get some inexpensive recognition for your company, why not have a hole activity? Ask [us](#) for more information.

Please join the [Facebook Event Page](#) to keep up to speed on what's happening on the green.

Annual Conference & Trade Show Sunday-Tuesday, November 18-20, 2018

Maximize your Social ROI

Do you know the return on investment of your social or digital marketing strategy? If not, then you're not alone - but you need to fix it STAT. This session will cover how to generate low-cost, high-converting leads and follow them through your sales funnel so that they turn into profitable, life-



Rebecca Mountain
Impetus Social Inc.

long clients as soon as possible. You'll walk away with actionable tactics and strategies to apply right away - and see results within 24 hours.

We are delighted that Rebecca is joining us again. She first spoke to the CAM audience in 2012.

To find out more about the conference, or to register, please check out our [conference webpage](#).

Save \$100! Early Bird Registration until September 14th.

Why not get signed up for the conference so you are guaranteed the Early Bird rate (\$650 for a full registration)? If you do it now, before the crazy season starts, then you won't have missed out! You don't have to pay just yet, we can invoice you. It's going to be a heck of a conference! Here's the link to the [registration form](#).

And a big thank you again to our sponsors. We sincerely mean it when we say we couldn't do it without you. Want to join in on the action? Check out our [sponsorship package](#). Don't miss out on a summer-long promotion!

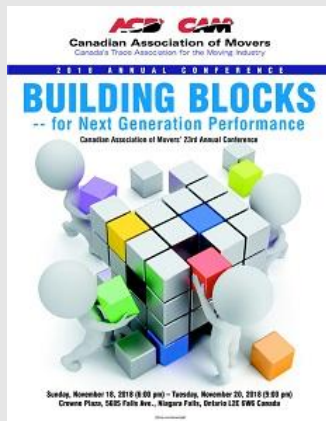
Exhibitors - Do you have your booth booked yet?

We'd love to have you participate in our trade show this year.

We have a lovely, large and sunny exhibit room at the Crowne Fallsview.

Pricing remains the same as 2017.

Please [click here](#) for the registration form.



Building Blocks for Next Generation Performance

is our conference theme this year. We're planning sessions that will help companies understand the challenges that today's trends present and the opportunities that await to help you build your company.

[Registration is now open.](#)

Join the [Facebook Event Page](#) for conference updates.



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Leadership for Workforce Mobility

Canadian workers more willing to move: Vancouver tops list of destinations

Toronto, Ontario, June 27, 2018 – A new study conducted by Ipsos on behalf of the Canadian Employee Relocation Council (CERC) reveals that a majority of working Canadians are willing to relocate, with the right conditions and incentives, to another province or city within their province. In fact, overall appetite for relocation to another province or city within their current province has increased compared to the previous iteration of the inter-provincial mobility survey in 2014.

According to CERC’s President and CEO, Stephen Cryne, “Labour mobility is vitally important to balancing Canada’s labour markets by getting the skills to where the jobs are, and we are quite encouraged by the results of this year’s survey.”

One in five working Canadians would relocate, for or a full-time job in another province (18%, +5 pts compared to 2014), for a minimum period of two years, (with relocation costs covered), and a 10% increase in pay. The proportion of working Canadians that would relocate increases significantly if more incentives and the right conditions are on offer.

Looking at those groups that are most likely to relocate for the long or short-term, those working Canadians who are male, between the ages of 18 and 34, have earned a university degree, and are not married are the most willing to relocate. Millennials (those under the age of 35) show the greatest willingness to relocate for work.

“Clearly there is a developing positive trend, particularly among young, educated professionals to be mobile,” continues Cryne, “but housing costs are a growing consideration in key centres across the country.”

The top three incentives motivating Canadians to relocate for full-time work include: a 20% increase in pay, a guarantee of returning to their current role within two years, and having their employer provide temporary housing until permanent housing is available. Relocation incentives pertaining to housing accommodations have increased in salience the most, over the past four years (30%, +13 pts since 2014).

In fact, housing supports when relocating are deemed as the most important incentives among those willing to relocate: half (51%) of working Canadians say that it is important for an employer to provide a tax-free housing allowance for up to 6 months, while four in ten (39%) say it is important for an employer to provide a non-taxable interest free loan of up to \$100,000 for the purchase of a new home in the new location.

Finally, in terms of the preferred destinations for relocation within Canada, four in ten (38%) working Canadians rank British Columbia first, followed by Ontario (17%) and Alberta (16%). Similarly, the highest proportion of working Canadians (25%) rank Vancouver as their preferred city of relocation, followed by Toronto (10%), Ottawa (10%), and Calgary (10%).

About the Study: Ipsos conducted a quantitative online survey of n=1,185 working Canadians who are self-employed or employed in either a full-time or part-time capacity. The fieldwork was conducted between April 27th and May 1st, 2018. The precision of Ipsos online surveys are calculated via a

credibility interval. In this case, the sample of working Canadians is considered accurate to within +/- 3.2 percentage points, 19 times out of 20, had all working Canadians been surveyed.

The survey was made possible with the generous support of the Canadian Association of Movers.

To arrange an interview with Stephen Cryne, please contact Susanna Shankman at 416 593 9812, or via email sshankman@cerc.ca

~30~



Canadian Employee Relocation Council (CERC)

Interprovincial Mobility Survey

Executive Summary

June 2018

Ipsos Public Affairs

GAME CHANGERS



Introduction

The 2018 Canadian Employee Relocation Council's (CERC) Interprovincial Mobility Survey marks the third edition of the ground-breaking survey first conducted in 2011 and repeated in 2014. The 2018 survey, conducted in partnership with Ipsos Global Public Affairs, reports on the attitudes 1,185 working Canadians who are self-employed or employed in either a full-time or part-time capacity, about their willingness to move for employment purposes. The fieldwork was conducted between April 27th and May 1st, 2018.

Where possible the report has identified certain trends observed since the findings of the 2014 study. The 2018 survey included new questions that asked participants to identify:

- I. the top three provinces they would prefer to move to and;
- II. the top three cities they would prefer to move to.

The report provides insights based on major industry grouping, location and demographic profiles.

The study was made possible [in part] by the generous support of:



About the Canadian Employee Relocation Council

The Canadian Employee Relocation Council (CERC) is a not-for-profit organization dedicated to improving the mobility and deployment of human capital, which are vitally important to Canada's future prosperity. Established in 1982, CERC represents the interests of its members on workforce mobility matters. Many of CERC's members are listed in Canada's Financial Post Top 500.

To further its objectives CERC offers professional development and education programs to its members and individuals employed in the mobility industry. In addition, CERC conducts extensive research on trends that have an impact on workforce mobility.

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About Ipsos

Ipsos is an independent market research company controlled and managed by research professionals. Founded in France in 1975, Ipsos has grown into a worldwide research group with a strong presence in all key markets. Ipsos ranks fourth in the global research industry.

With offices in 88 countries, Ipsos delivers insightful expertise across five research specializations: brand, advertising and media; customer loyalty; marketing; public affairs research; and survey management.

Ipsos researchers assess market potential and interpret market trends. They develop and build brands. They help clients build long-term relationships with their customers. They test advertising and study audience responses to various media and they measure public opinion around the globe.

Ipsos has been listed on the Paris Stock Exchange since 1999 and generated global revenues of €1,782.7 million in 2016.

Objectives and Methodology

- This study will inform:
 - Employers with a deeper understanding of the needs of employees in providing relocation supports.
 - Government policy makers with more insights into the 'real barriers' employees face when considering whether to relocate for work
 - Industry sectors and professional groups with an understanding of the challenges to employee mobility between regions and occupations within Canada
- For this survey, a sample of 1,185 employed adults (full-time, part-time, or self employed) from Ipsos' Canadian online panel was interviewed online. The 'credibility interval' for a sample of n=1,185 is +/- 3.2%, 95% of the time.
- Weighting was then employed to balance demographics to ensure that the sample's composition reflects that of the adult population according to Census data and to provide results intended to approximate the sample universe.
- Throughout this report, the 2018 results are tracked against data from the 2014 survey. Statistically significant increases compared to 2014 are identified graphically by green arrows ▲ while statistically significant declines are identified graphically by red arrows ▼. Both the 2014 and 2018 data reflects a base of employed (full-time, part-time, or self-employed) Canadians.
- Significant differences between demographic groups have been identified with shaded boxes – green boxes are used to identify when one demographic group is statistically higher than the other and red boxes when it is statistically lower.
- The sectors have been abbreviated in the sector banner, below is a detailed definition of each of the sectors:
 - M+C+M+T = Mining + Construction + Manufacturing + Transportation;
 - IT + Utilities = Information Technology + Utilities;
 - F+R+P+M+A = Finance + Real Estate + Professional Services + Management + Administration;
 - Wholesale + Retail = Wholesale + Retail
 - Education = Education
 - Health = Health
 - Gov't = Government
 - Arts = Arts
 - Accom = Accommodations
 - Other = Other

Reasons for this Survey

Demographic shifts of unprecedented proportions are underway in many of the world's developed nations, including Canada. There is growing concern among global CEOs about access to skilled talent.

Canadian employers from coast to coast are finding it increasingly challenging to hire the talent they need to meet their business objectives. A survey by IBM¹ found that *"55% of Canadian industry executives surveyed cite finding appropriately skilled workers in local labor markets as a top skills-related challenge."* In a report about Canadian talent shortages published by Manpower Canada², one in three (34%) employers are having difficulty filling vacancies.

Projections by the Conference Board of Canada³, and many other national and provincial research bodies, predict the problem is going to get much worse over the coming decade. One avenue for employers in addressing the skills shortages has been the use of international talent under Canada's immigration programs, but there are limitations on these programs.

The Organization for Economic Cooperation and Development (OECD), has long advocated that more interprovincial labour mobility within Canada would help to address skills shortages. And, as reported by TD Economics⁴, *"interprovincial migration adds grease to an economy's wheels."*

¹Canada's comeback *Turning the skills crisis into a competitive advantage* IBM Institute for Business Value

²Canada Talent Shortage Survey 2016/2017 Manpower Group

³Canadian Employers Need Longer Term Workforce Planning to Stay Competitive: Conference Board of Canada

⁴ Interprovincial Migration Shifts in Canada: TD Economics

Reasons for this Survey (continued)

Indeed, we know that mobility of the workforce contributes to economic growth, promotes innovation, creates jobs, and increases competitiveness. Reality is that less than one per cent of Canada's population move between provinces in a typical year.

Research conducted by the Canadian Employee Relocation Council in partnership with Ipsos Public Affairs in 2014 found that fewer than 2 in 10 Canadians would be willing to relocate to another city in Canada for employment purposes

To increase levels of domestic mobility on a national scale, a deeper understanding of the factors that motivate mobility among working people is needed.

While much is known about the supports and benefits provided by employers those benefits may not always be consistent with the needs and expectations of the modern workforce.

Executive Summary

Survey participants were asked a series of questions about their willingness to relocate for employment purposes under the following scenarios:

- A **full time job** in a city in **another province** where you would have to relocate from where you live now for a minimum of 2 years with a 10% raise and paid moving expenses by your employer
- A **full time job** in a city in **your province** where you would have to relocate for a minimum of 2 years, far enough away that you would have to move, with a 10% raise and paid moving expenses
- A **short-term job for 6 months or less** with your **current employer to another city** in Canada with accommodations supplied
- A **full time contract job for 6 months or less** where you would relocate to **another city in your province** (transportation out and back would be supplied by your employer)
- A **full time contract job for 6 months or less** where you would relocate to **a city in another province** (transportation out and back would be supplied by your employer)

Executive Summary (Continued)

- The overall appetite for employment relocation within Canada, regardless of the incentives or terms being offered, has increased compared to the previous iteration of the inter-provincial mobility survey in 2014.
- One in five working Canadians would relocate, for a full-time job in another city in their province (22%, +6 pts compared to 2014) or a full-time job in another province (18%, +5 pts compared to 2014), regardless of incentives, for a minimum period of two years, far enough away that people would have to move (with relocation costs covered), and a 10% increase in pay. The proportion of working Canadians that would relocate increases significantly if more incentives and the right conditions are on offer. More specifically, around four in ten could be persuaded to relocate, either in-province (45%, -1 pt) or out-of-province (41%, unchanged since 2014), with additional incentives and the right conditions. Therefore, a majority of working Canadians are willing to relocate for a full-time job, either to another city within their province (67%, +5 pts compared to 2014) or to another province (59%, +5 pts compared to 2014) with the right incentive package.
- The willingness to relocate for a short-term contract (of 6 months or less) has also increased since 2014. Half (52%, +6 pts compared to 2014) of working Canadians would be willing to relocate for a full-time contract job for 6 months or less to another city within their province with the right incentive package, while a similar proportion would be willing to relocate for a full-time contract for 6 months or less to another province (48%, +9 pts compared to 2014).
- Those groups most receptive to relocation tend to be workers with less established roots in their communities – men, young adults (under 35), the highly educated, and the unmarried.
- The top three incentives that are motivating Canadians to relocate for full-time work include: a 20% increase in pay (45% in-province, 44% to another province), a guarantee of returning to their current role within 2 years (43% in-province, 38% to another province), and having their employer provide temporary housing until permanent housing is available (30% in-province, 25% to another province). Relocation incentives pertaining to housing accommodations have increased in salience the most, over the past four years. In 2014, only 17% of working Canadians chose temporary housing as an important incentive for them to relocate (compared to 30% in 2018).

Executive Summary (Continued)

- The top three incentives that are motivating Canadians to relocate for full-time work include: a 20% increase in pay (45% in-province, 44% to another province), a guarantee of returning to their current role within 2 years (43% in-province, 38% to another province), and having their employer provide temporary housing until permanent housing is available (30% in-province, 25% to another province). Relocation incentives pertaining to housing accommodations have increased in salience the most, over the past four years. In 2014, only 17% of working Canadians chose temporary housing as an important incentive for them to relocate (compared to 30% in 2018). In fact, housing supports when relocating are deemed as the most important incentives among those willing to relocate: half (51%) of working Canadians say that it is important for an employer to provide a tax-free housing allowance for up to 6 months, while four in ten (39%) say it is important for an employer to provide a non-taxable interest free loan of up to \$100,000 for the purchase of a new home in the new location.
- In terms of the preferred destinations for relocation within Canada, four in ten (38%) working Canadians rank British Columbia first, followed by Ontario (17%) and Alberta (16%). Similarly, the highest proportion of working Canadians (25%) rank Vancouver as their preferred city of relocation, followed by Toronto (10%), Ottawa (10%), and Calgary (10%).
- The results of the inter-provincial mobility survey differ to what was observed in the 2017 Global Mobility Survey conducted by Ipsos on behalf of CERC, which found that Canadians, and global citizens more generally, are less willing to relocate for employment in another country, compared to the previous iteration of that survey in 2012 (<https://www.ipsos.com/en-ca/news-polls/canada-second-spot-employees-would-move-to>). Put another way, at a time when Canadians are less willing to relocate for employment abroad, there is more willingness to do so in Canada, either to another city in their province or to another province.

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FOR IMMEDIATE RELEASE

QUESTIONS? Contact william.kohudic@iamovers.org

25 June 2018

FIDI Global Alliance and the International Association of Movers Announce Collaboration on Professional Cooperation Guidelines

Guidelines to become a norm for further cooperation in the moving and relocation industry

Alexandria, VA — 25 June 2018 — Today, FIDI Global Alliance and the International Association of Movers (IAM) announced the signing of a Memorandum of Understanding (MoU) on the use of the FIDI Professional Cooperation Guidelines (PCGs). The Guidelines serve as an operational manual on how companies in the moving industry should work together to service international shipments, whether as booker, origin, or destination agent.

The PCGs were originally developed by FIDI Global Alliance for the benefit of FIDI Affiliates. Following the MoU, the PCGs are now recognised as an industry norm by both FIDI Affiliates and IAM Members.

“This is an important step in further collaboration in the moving and relocation industry, ultimately raising the standards for everyone,” said Mr. Jesse van Sas, Secretary General at FIDI Global Alliance.

“I am confident the collaboration on PCGs will prove to be a win-win-win for IAM, FIDI, and the customer base we all strive to serve,” said Mr. Terry Head, President of IAM.

Positive Impact on the Industry

The PCG document offers advice on how to work together most effectively and how to act in a conflict situation. By having both FIDI Affiliates and IAM members endorse the PCGs, the ultimate aim is that the PCGs become the reference document for successful cooperation in international relocation.

“This is a great development indeed,” said van Sas. “By having both FIDI as well as IAM endorsing these cooperation guidelines, the document gains even more momentum and recognition.”

Improved Collaboration Key

Many FIDI-affiliated moving companies have already benefited from using the PCGs, originally developed in 2016. Both FIDI and IAM are convinced that the PCGs will become the *de-facto* service level agreement between all quality movers in the future. Commenting on the standardized rules set forth in the PCGs, IAM Vice President Brian Limperopulos stated, “The global moving and relocation industry has long needed rules like the PCGs in order to resolve disputes before they affect the end-customer. The widespread adoption of these rules will result in happier customers and increased satisfaction with our members’ service worldwide.”

“We would like to thank IAM for accepting FIDI’s PCGs as an industry document,” van Sas continued. “It shows the new spirit in which industry organizations work together in an open and transparent manner, rather than competing with each other. FIDI and IAM show the lead here, encouraging us all to cooperate better.”

###

The PCGs are trademarked in Belgium by FIDI Global Alliance.

About FIDI Global Alliance

FIDI is the largest global alliance of quality-certified international moving and relocation companies. FIDI currently has over 600 Affiliates in more than 100 countries, delivering comprehensive global mobility services to families, individuals and companies. Every FIDI Affiliate complies with the rigorous FIDI-FAIM quality standard, which is regarded as the leading professional industry standard worldwide. This assures final customers that only the highest-quality moving companies are part of the network. For more information, please visit www.fidi.org

About IAM

The International Association of Movers (IAM) is the moving and forwarding industry's largest global trade association. With more than 2,000 members, it comprises companies that provide moving, forwarding, shipping, logistics, and related services in more than 170 countries. Since 1962, IAM has been promoting the growth and success of its members by offering programs, resources, membership protections, and unparalleled networking opportunities to enhance their businesses and their brands. For more information, please visit www.iamovers.org

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