

# CAM MOVER'S EDGE, JANUARY, 2013

## Canadian Government's Moving Contract

The Interdepartmental Committee's (IDC) Letter of Interest of December 20, 2012, has raised several significant questions about its methodology and intent. The IDC has convened a meeting of interested parties in Ottawa on January 29.

CAM is interested and has been invited to attend. Ted LeLacheur and John Levi will attend. We need to know your opinions about the LOI prior to attending. Most of the industry's concerns are pretty obvious stemming primarily from the single-factor pricing model.

Most of you have received some communications about this matter from your van lines. Please let us know what you think CAM should address to improve this process.

## CAM's 2013 Annual Conference

CAM has scheduled its 2013 Annual Conference for Friday to Sunday, October 4 to 6, 2013 in Vancouver. The conference schedule will follow previous models:

- Friday evening – an informal get-together for attendees.
- Saturday morning and afternoon – information sessions.
- Saturday evening – CAM's 2013 awards dinner (we do need your [nominations](#)).
- Sunday morning – information sessions.
- Sunday noon – conference closes.

The host hotel will be the River Rock Casino Resort in Richmond. The hotel is served by Vancouver's main rapid transit line with access from the airport and directly to downtown. And we have negotiated a really good rate.

The International Association of Movers' conference will follow in downtown Vancouver Monday to Thursday, October 7 to 10, 2013. CAM members will receive the IAM member rate for attending. Information will follow.

Don't miss the opportunity to attend two great events in one trip and to visit one of the world's most beautiful cities!

## Membership Initiative — 1-2-Free!

### *IT'S CALLED 1-2-FREE!*

CAM needs your help in our recruiting efforts. It's a new initiative and it's simple – recruit a new member and get a credit against next year's membership fee.

- Recruit one new member (head office – mover, supplier or international) – 20% credit to your membership fee next year

- Recruit a second new member – another 20% credit
- Recruit a third new member – your membership next year is free.

The conditions are simple:

- The mover must not have been a CAM member in the last twelve months.
- The mover must be approved by CAM's board of directors.

It's easy! It's simple! Help CAM make a difference.

## **CAM's New Complaint Resolution Process**

CAM's Marketing & Internet Committee has recommended improvement to CAM's complaint-handling process – and our Board of Directors has approved it. The process requires that members resolve complaints in a timely fashion. This does not necessarily mean capitulating to unreasonable demands – just doing what you've promised by signing CAM's Code of Ethics – providing “a complaint resolution process for consumers.”

The new procedure will be as follows:

- Upon receiving a complaint against a CAM member, CAM's national office will provide details of the consumer complaint to the member involved within one day.
- As the complaint resolution process referred to in CAM's [Code of Ethics](#) implies a timely response to consumers, CAM asks members to respond to the consumer within 10 days and inform CAM.
- Members are then asked to drive the complaint process to conclusion as quickly as possible and inform CAM of their progress.
- At the member's option or when CAM feels the progress is not being made on resolution (generally 30 to 60 days after the member's receipt of the complaint from CAM), the complaint will be submitted for recommendations by a committee of CAM's Board of Directors.

It should also be noted that CAM makes no effort to resolve complaints against non-members. Instead, it records the complaint and refers the consumer to various agencies such as provincial ministries and the Better Business Bureau.

## **Canadian Federation of Independent Business (CFIB)**

Both CAM and CFIB are working on our new relationship. Watch for a communiqué about the benefits shortly.

## Movers (Rogues?) on Television

We have received links showing two of our less than reputable colleagues in action. We thought you'd be interested:

[Good Morning America airs an FBI sting against rogue movers](#)

[Would you move with these guys?](#)

***IF YOU HAVE NEWS THAT CANADA'S MOVING INDUSTRY SHOULD KNOW ABOUT, please let CAM know and we will include it in upcoming issues of this newsletter.***

# **CAM MOVER'S EDGE, FEBRUARY, 2013**

## **Canadian Government's Moving Contract**

The Interdepartmental Committee (IDC) met with members of the Canadian moving industry in Ottawa on Tuesday, January 29, 2013. In attendance were representatives from Atlas Van Lines, SIRVA Canada and United Van Lines, the IDC, Public Works and Government services Canada (PWGSC) and movers from across Canada. Ted LeLacheur and John Levi represented the Canadian Association of Movers.

The meeting was hosted by PWGSC who advised that:

- Their objective is to learn from the moving industry.
- They wish to reward positive performance.
- They would like to reduce the administrative load to the Government of Canada.
- The current costs are not sustainable.

In response, members of the moving industry indicated the RFP in the Letter of Interest was flawed and told members of the committee that:

- All members of the moving industry are willing to work with government to produce a workable contract.
- The IDC had received advice that did not relate to the reality of the situation.
  - The advice was based on a few corporate Canada moves that were not necessarily done in the peak season and did not relate in size or number to the 10,000+ moves in the government contract.
  - The pricing structure would not work as it mixed too many different kinds of moves. Their pricing model blended Arctic transfers and land-based transfers. It led to some anomalies in the cost structure and was not acceptable to the industry.
- There are people in the industry who can provide them with advice based on years of experience in moving.
- The operational side of the document that the government presented was not acceptable to the industry.
- If the government is willing to be flexible on scheduling their moves, the industry could provide the moves at more economical prices.
- At no point was the quality of life for soldiers or policemen ever mentioned by the government.

On Friday, February 1, 2013, CAM wrote to the host of the meeting reiterating the above and indicating that movers have made significant investments in people, buildings, equipment and vehicles to service this contract and the model used puts them at significant business risk.

We also advised that the moving industry has offered the services of several highly-experienced moving-industry professionals to assist in developing an RFP that would fairly

represent the interests of both the Government of Canada and members of the moving industry.

Right now we are waiting for a reply from the government.

## **AMSA's 2013 Education Conference & Expo**

The American Moving & Storage Association will hold its 2013 Conference in Atlanta from March 3 to 6, 2013. It's an excellent value both in terms of the information it provides and the networking opportunities it offers.

Don't miss this important moving industry event. Visit [www.promover.org/conference](http://www.promover.org/conference) for more information.

## **CAM's Annual Conference**

We've secured the venue for our conference in Vancouver on October 4–6, 2013. It's the River Rock Casino Hotel & Convention Centre, which is a short 20-minute ride away from the airport and from downtown by Light Rapid Transit. Book your hotel stay early to get the conference-attendee rate. They will be very happy to assist you in arranging things for you to do and places to visit for you and your family during your stay. Check them out at [www.riverrock.com](http://www.riverrock.com).

## **New Members**

Over the last few months, we have had 13 new members join CAM – 11 movers (10 Canadian and one international) and two suppliers. Welcome all. Please review the list and take time to consider them as partners in your moving operations and as suppliers of your moving equipment and expendables.

### ***Movers***

- AMJ Campbell Van Lines – Victoria, Victoria, BC
- Bow Valley Moving Company, Canmore, AB
- Déménagement Napoléon Giroux, Québec, QC
- Premiere Van Lines – Dieppe, Dieppe, NB
- Premiere Van Lines – Edmonton (2013), Edmonton, AB
- Premiere Van Lines – Victoria, Victoria, BC
- Premiere Van Lines Montreal Inc., Ville St. Laurent, QC
- Riteway Moving & Services Ltd., Calgary, AB
- TWO MEN AND A TRUCK® – Kitchener, Cambridge & Waterloo, Cambridge, ON
- TWO MEN AND A TRUCK® – Ottawa, Ottawa, ON

### ***International***

- GGL Relocations, Ruwi, Muscat, Sultanate of Oman

## ***Suppliers***

- Patafie's Moving Supplies & Rentals Inc., Ottawa, ON
- Spicers Canada Ltd., Vaughan, ON

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# CAM MOVER'S EDGE, MARCH, 2013

## Canadian Government's Moving Contract

On Friday afternoon, February 22, 2013, the Interdepartmental Committee (IDC) invited CAM to make a presentation. Our appointment is scheduled for Thursday, March 7, in Ottawa. There will be representatives of the IDC, Public Works and Government Services Canada (PWGSC) and Treasury Board in attendance. Ted LeLacheur, CAM's Chairman, and John Levi, CAM's President, will represent you, CAM's members, at the meeting. Representatives from the bidders will meet with government from March 7-12.

We intend to keep our presentation positive and provide the government with specific, useful suggestions for improving their proposed contract. There are specific things that an industry association can address with government that individual companies cannot.

WE NEED YOUR INPUT! Please reply to this e-mail **IN POINT FORM** by Wednesday, February 27. This will allow us some time to prepare CAM's presentation. Please send your input to [admin@mover.net](mailto:admin@mover.net).

***Below is what we wrote in our February 2 newsletter. It is provided as background information.***

*The Interdepartmental Committee (IDC) met with members of the Canadian moving industry in Ottawa on Tuesday, January 29, 2013. In attendance were representatives from Atlas Van Lines, SIRVA Canada and United Van Lines, the IDC, Public Works and Government Services Canada (PWGSC) and movers from across Canada. Ted LeLacheur and John Levi represented the Canadian Association of Movers.*

*The meeting was hosted by PWGSC who advised that:*

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- *The IDC had received advice that did not relate to the reality of the situation.*
  - *The advice was based on a few corporate Canada moves that were not necessarily done in the peak season and did not relate in size or number to the 10,000+ moves in the government contract.*
  - *The pricing structure would not work as it mixed too many different kinds of moves. Their pricing model blended remote transfers and land-based transfers.*

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- *There are people in the industry who can provide them with advice based on years of experience in moving.*
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- *If the government is willing to be flexible on scheduling their moves, the industry could provide the moves at more economical prices.*
- *At no point was the quality of life for soldiers or policemen ever mentioned by the government.*

*On Friday, February 1, 2013, CAM wrote to the host of the meeting reiterating the above and indicating that movers have made significant investments in people, buildings, equipment and vehicles to service this contract and the model used puts them at significant business risk.*

*We also advised that the moving industry has offered the services of several highly-experienced moving-industry professionals to assist in developing an RFP that would fairly represent the interests of both the Government of Canada and members of the moving industry.*

*Right now we are waiting for a reply from the government.*

## **CAM's Annual Conference**

As you know, CAM's 2013 Annual Conference will be held in Vancouver on October 4-6, 2013. The host hotel is the River Rock Casino Hotel & Convention Centre. Check them out at [www.riverrock.com](http://www.riverrock.com). The hotel is located 5 minutes from the airport on the rapid transit line to downtown. Two classes of rooms are available – a standard room at \$139 per night and a suite at \$159 per night.

You can now make reservations for your stay by contacting the hotel at 604-247-8900 or toll-free at 1-866-748-3718. Advise the operator that you will be attending the Canadian Association of Movers' conference. Please note that because of the International Association of Movers' conference, which follows, and the desirability of Vancouver as a vacation spot, the special rates are available for five days before and five days after our conference.

## **Clifford Hoyt — Obituary**

Cliff Hoyt passed away on February 5, 2013. Cliff spent his life in the moving industry – he was the owner of Hoyt's Moving & Storage, a long-time member of United Van Lines, a founding member of the Canadian Association of Movers, and father of several leaders in Canada's moving and storage industry. Cliff was a proud family man and was able to spend many of his last days with them. He is survived by his wife, sons and daughter, grandchildren and great-grandchildren. He will be missed by his many friends in the industry.

## GST/HST Changes for BC and PEI

As you are no doubt aware, British Columbia and Prince Edward Island have changed their tax structure, effective April 1, 2013.

- **British Columbia's HST will no longer be in effect**, and will be replaced by **GST of 5%** and provincial tax of 7%.
- **Prince Edward Island's new HST of 14%** will combine PEI's provincial sales tax of 9% with GST of 5%.

We extracted the following information from CAM's April 26, 2010, newsletter. The principles still apply.

For moves, GST or HST is applicable based on the rate in the province of delivery. Over the transition date (April 1, 2013), the new rates are applicable on moves that load on April 1 or later.

For storage, GST or HST is based on the rate for the province where the goods are stored. During this transition, storage should be invoiced separately from the invoice for the move. This differs from the normal procedure for SIT as it's usually charged as part of the bill of lading.

GST and HST rates for all provinces are as follows.

<b>Province</b>	<b>Tax Rate</b>
BC	GST 5% (effective April 1, 2013)
AB, SK & MB	GST 5%
ON	HST 13%
QC	GST 5%
NB	HST 13%
NS	HST 15%
PE	HST 14% (effective April 1, 2013)
NL	HST 13%
YU, NW & NU	GST 5%

## CAM's Enhanced Membership Requirements

On January 10, 2013, CAM's board of directors decided that prospective members need to be more closely vetted before their application is accepted. In addition to the existing documentation required for certification as a Certified Canadian Mover, mover-applicants are now asked to also provide:

- Pictures of their facility and equipment – warehouse, store, vehicles, etc.
- Reference letters from two bodies – e.g., a bank, the BBB, Chamber of Commerce, business suppliers.

A mover must have been in business for at least two years and have a favourable BBB record or reference letter from the BBB. Once they become a member, CAM will monitor their performance. There are ramifications for poor business practices and CAM may terminate a membership for ongoing complaints or service problems.

## **CAM Ad on Kijiji**

On January 15, 2013, CAM placed a 30-day ad on Kijiji, in the Greater Vancouver Area as a test site, about the benefits of checking with CAM for a reputable mover and the possible pitfalls of using a non-member. In the one month that the ad ran, there were 221 hits on it by visitors. CAM plans to run the ad in several other large city centres for a three-month period.

## **Press Releases**

CAM's marketing committee is continuing the press release program that was instituted a couple of years ago. We have recently issued the following press releases:

- January 14, 2013 – deducting moving expenses at tax time
- February 20, 2013 – consumers should protect themselves to avoid scams by rogue movers.

The purpose of CAM's press-release program is to provide consumers with information about the benefits and services of hiring a professional mover. Our [press releases](#) can be viewed on the Consumers web page on our website.

## **Job Opportunities**

Several opportunities have been posted to the [job postings](#) area in the employment section. This is where you can look for employees or employment.

***IF YOU HAVE NEWS THAT CANADA'S MOVING INDUSTRY SHOULD KNOW ABOUT, please let CAM know and we will include it in upcoming issues of this newsletter.***

## **CAM MOVER'S EDGE, APRIL, 2013**

### **The Canadian Mover – CAM's Magazine and Directory – Last Chance!**

CAM's magazine and directory – *The Canadian Mover* – will go to press on April 6. Please review your listing in the previous issue (fall 2012) or [online](#). Please let us know of any changes that need to be made – edits, additions, and/or deletions.

### **Canadian Government's Moving Contract**

Between March 7–13, van lines, auto carriers and CAM met with the Government of Canada regarding its Letter of Interest/Request for Proposal (LOI/RFP) for Household Goods Moving Services. CAM addressed some of the Canadian moving industry's concerns with the proposed contract. On March 7, Ted LeLacheur and John Levi represented CAM at the meeting. We addressed the following issues:

- industry's concerns with the proposed RFP,
- the ability of the industry to service the contract in the timeframe allowed,
- some of the service requests within the contract,
- some realities related to the moving industry, and
- the impact of the contract conditions on members of Canada's military, RCMP and employees of the government.

Further, CAM sent a [letter to the Ombudsman for the Canadian Armed Forces](#) (pdf) expressing its concern about the effects of the proposed contract on DND employees and their families.

### **Canadian Federation of Independent Business**

The agreement has now been finalized between the Canadian Federation of Independent Business and the Canadian Association of Movers. The agreement gives you access to all of CFIB's tools, discounts and benefits – each of which can significantly improve your bottom line and help in keeping you up to date in all the things that a business owner must know. The membership fee has been reduced to such a level that your savings can be enough and more to pay for your CAM membership. This offer is open to all CAM members in Canada – domestic movers, international movers, and suppliers.

A letter has been sent to all CAM members advising them of how to join. For existing CFIB members, the new fee structure will apply when you renew your CFIB membership. Visit [this page](#) to join.

A letter has also been sent to non-members. You are also invited to join CFIB at the special CAM rate, but you must join CAM first. Contact us and we will process your membership ASAP.

## **CAM's 2013 Annual Conference**

CAM's conference committee has completed the program for the annual conference earlier than ever before. The conference will be held in Vancouver on October 4-6, 2013, immediately prior to the International Association of Movers conference scheduled for October 7-10. There will be lots of time to network with colleagues, attend sessions and see the latest of our supplier members' products and services. Mark your calendar! [More >](#)

## **CAM's Online Referrals**

CAM's online referral system has been the target of some mischief lately in which multiple requests are sent without any contact information. The required fields and tracking information are being improved and will be online in a day or two.

## **Media Activity**

CAM's marketing committee is continuing the press release program that was instituted a couple of years ago. We have recently issued the following press releases:

- January 14, 2013 – deducting moving expenses at tax time
- February 20, 2013 – consumers should protect themselves to avoid scams by rogue movers
- March 27, 2013 – a 10-point plan for a summer move.

The purpose of CAM's press-release program is to provide consumers with information about the benefits and services of hiring a professional mover. Our press releases can be viewed on the [Consumers web page](#) on our website.

CAM is also starting to roll out ads across Canada on Kijiji about finding a reputable mover through CAM and cautioning consumers about rogue companies. So far, we've targeted Vancouver, Toronto and Halifax – with more to come.

## **GST/HST Changes for BC and PEI**

Don't forget that British Columbia and Prince Edward Island have changed their tax structure, effective April 1, 2013.

- British Columbia's HST will no longer be in effect, and will be replaced by GST of 5% and provincial tax of 7%.
- Prince Edward Island's new HST of 14% will combine PEI's provincial sales tax of 9% with GST of 5%.

## **New Products**

"The Packers Mate" is available at Your Moving Depot. Featured at the CAM Conference last fall, this convenient, portable packing table keeps all your tools close at hand at all times. A

one-time investment will save you money simply in time and materials wasted. Contact Kelly for a video presentation of the Packers Mate! Call 1-888-415-8858 or email [kelly@yourmovingdepot.ca](mailto:kelly@yourmovingdepot.ca).

## **New Member**

Welcome to new supplier member **Fleetmatics**, Rolling Meadows, IL, USA, which offers GPS fleet tracking systems.

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## **CAM MOVER'S EDGE, MAY, 2013**

### **The Canadian Mover — CAM's Magazine and Directory — Last Chance!**

CAM's magazine and directory – *The Canadian Mover* – will be printed in the next few days. Watch for your copy in the mail. Please [review your listing](#). If you need any changes to be made, send them to us now and we'll update your listing online and in future issues.

### **Canadian Government's Moving Contract**

We've made our representations to the Government of Canada on your behalf. We contacted bureaucrats, ombudsmen, soldiers and politicians. And now, just like the rest of the moving industry, we are waiting to hear the outcome.

### **A New Moving Association in Canada**

There is a new moving association working in Canada. If you haven't been contacted by these folks, you probably will be. It's free to join, but consider what kind of association you are joining. The basic criteria seem to be that you have a company name and a phone number – you will not be asked if you have insurance, pay your HST or GST, or have workers compensation. You should validate who you are associating with:

- Some movers who operate exclusively from cell phones
- Some movers who do not have an address
- At least one mover who has had his van line affiliation cancelled

Basically, many of the members do not qualify for CAM standards. It's your reputation that you are putting on the line by validating, by association, movers who do not meet the same standards you do.

### **CAM's Annual Awards**

Our annual awards dinner is only a few months away – October 5, 2013. The Distinguished Service Award, Industry Achievement Award, Innovators Award and the Public Service Award will be presented at the dinner to four deserving movers. Our only question is: "To Whom?" Pick up a [nomination form](#) from our website and let us know who you think the honorees should be.

### **Canadian Federation of Independent Business**

The agreement between CAM and CFIB is now in place. Consider becoming a member of CFIB. All CFIB members enjoy great consulting and cost-saving benefits. CAM members receive membership fee reductions that can offset the cost of CAM membership. Read about the [CFIB on our website](#) and make the commitment to join – it can only do you good!

## CAM's 2013 Annual Conference

CAM's conference committee has completed the program for the [annual conference](#) earlier than ever before. The conference will be held in Vancouver on October 4-6, 2013, immediately prior to the International Association of Movers conference scheduled for October 7-10. There will be lots of time to network with colleagues, attend sessions and see the latest of our supplier members' products and services. Mark your calendar!

## CAM's 2013 Golf Tournament

CAM's 2013 Golf Tournament is scheduled for Monday, September 16. It's at a new course – the Richmond Hill Golf Club at Bathurst and Highway 7 – and will be held as a shotgun start. Watch for details.

## CAM's Online Referral System

CAM's online referral system is being upgraded. The consumer requirements for making a request will require selection of at least one mover and provision of name and phone number. We are still seeing bogus messages – but we hope to have it fixed very soon.

## Van Line Anniversaries

Congratulations to Atlas Van Lines and United Van Lines on celebrating significant anniversaries. Atlas is celebrating its 50th anniversary this year and United, its 60th. They are both doing it in style – Atlas with a reception this week and its conference in Toronto in October – United with its convention last week in Las Vegas. **BEST WISHES TO THEM BOTH!**

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## **CAM MOVER'S EDGE, JUNE, 2013**

### **Ted LeLacheur Resigns as CAM Chairman**

After a year-and-a-half in his two-year assignment, Ted LeLacheur of Western Moving & Storage in Edmonton has been obliged to resign as CAM's Chairman for health reasons. We gratefully acknowledge Ted's tremendous commitment to the furtherance of CAM's objectives and, particularly, his hard work in representing the interests of all Canadian movers in our discussions concerning the federal government's Household Goods Moving Services contract. We thank you, Ted, and wish you all the very best for a quick recovery!

Tom Finlay of AMJ Campbell Van Lines in Vancouver has assumed the chairmanship. We all wish him well in this new role.

### **Canadian Government's Household Goods Moving Contract**

We are now a full year into the process since the first Letter of Interest (LOI) was sent out by Public Works & Government Services Canada. Progress to date has been that we have seen two Letters of Interest with prospective bidders responding to both. Prospective bidders have expended untold hours of management time producing responses.

As an industry, we have met with the government as a group and individually. We have submitted two Access-To-Information Requests to assist in our understanding of how the Letters of Interest were developed and what logic was used. While Access-To-Information Requests should take 30 days for the information to be provided, we have yet to see any results. We have sent a complaint to the Information Commissioner of Canada and received a response indicating that they would reply to us sometime in the future.

And now we have heard from the contracting authority (PWGSC) that another Letter of Interest is likely and will be sent out shortly. Unfortunately, they have not taken into account the fact that the industry is entering the busiest part of the moving year fulfilling the requirements of their contract during the upcoming active posting season. Please continue to advocate on behalf of yourselves as small business owners and the moving industry overall.

CAM is in constant contact with its members to represent you wherever and whenever we can.

### **CAM's Annual Awards**

OUR ANNUAL AWARDS DINNER IS ONLY A FEW MONTHS AWAY – OCTOBER 5, 2013.

The Distinguished Service Award, Industry Achievement Award, Innovators Award and the Public Service Award will be presented at the dinner to four deserving recipients. Our only

question is: "To Whom?" Pick up a [nomination form](#) and let us know who you think the honorees should be.

## **CAM's 2013 Annual Conference**

MARK YOUR CALENDAR – OCTOBER 4–6 IN VANCOUVER!

We have put together an [excellent program](#) for domestic and international movers – interactive seminars, a quality trade show and networking opportunities. Watch your mail for the conference brochure and send us your registration form early.

## **CAM's 2013 Golf Tournament**

CAM's 2013 Golf Tournament is scheduled for Monday, September 16. It's at a new course – the Richmond Hill Golf Club at Bathurst and Highway 7 – and will be held as a shotgun start. Watch for details.

## **CAM's Online Referral System**

IT'S FIXED! Consumers are now able to contact you directly through CAM's online search function. Customer name and telephone are required fields. The system now will provide you with the consumer name and telephone number, all based on the geographic search using postal codes. In May alone, our referral system enabled 66 enquiries to be sent out to our members by consumers looking for a reputable mover.

## **KIJJI**

As you may be aware, CAM has been posting advertising material on KIJJI in major metropolitan centres across Canada. We are getting excellent results. Consumers seem to be using the information to contact members and we have had complaints from local movers (non-members) indicating that our message is having a negative impact on their referrals from KIJJI. Some have indicated interest in joining CAM. Either way, members should be seeing positive results.

## **Jay's Moving Bought by Mullen Group**

The *Regina Leader Post* reported that Jay's Moving & Storage Ltd. has been purchased for an undisclosed amount by Mullen Group Ltd. of Okotoks, AB. Mullen Group expects to add up to \$40 million in annual revenue through the purchase of Jay's Moving & Storage, a 450-employee company based in Regina. Jay's Moving has 11 full-service terminals and warehouses and a fleet of over 600 trucks and trailers.

Mullen Group says Jay's will be operated as a stand-alone business within the group. Dennis Doehl, the current owner of Jay's, has agreed to remain for the rest of the year to help with the transition.

## Milne's Moving & Storage For Sale

More news from Regina, SK. Milne's Moving & Storage is currently for sale. For more information, please check out the ad in the latest issue of our magazine, [The Canadian Mover](#).

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# CAM MOVER'S EDGE, JULY, 2013

HAPPY CANADA DAY!

## July 1 — Long Weekend

The last few days of June and the first few days of July are traditionally the busiest weekend of the year for movers. CAM wishes you success and trouble-free moves over this period.

## Flooding in Alberta

The recent flooding in Alberta has resulted in tremendous loss and devastation. Our thoughts and prayers are with the folks in Alberta who are struggling through this dreadful event. We've posted some messages and images that CAM has received over the last few days on our [website](#) (pdf). We urge you to do whatever you can to support the movers and the communities affected by this horrendous occurrence.

## Statistics Canada

On Wednesday, June 26, Statistics Canada released the latest information on mobility and migration for Canadians. Below is a table comparing some of the high-level statistics from the 2006 and 2011 censuses.

Total – Mobility status 1 year ago	2006	2011	Change
Canadian population	30,897,210	32,485,215	5.1%
Non-movers	26,534,115	28,443,525	7.2%
Movers	4,363,090	4,041,690	-7.4%
Non-migrants	2,554,260	2,380,370	-6.8%
Migrants	1,808,830	1,661,320	-8.2%
Internal migrants	1,511,305	1,359,105	-10.1%
Intraprovincial migrants	1,221,560	1,116,785	-8.6%
Interprovincial migrants	289,740	242,325	-16.4%
External migrants	297,530	302,215	1.6%

**Non-movers** are persons who, on Census Day, were living at the same address as the one at which they resided one year earlier.

**Movers** are persons who, on Census Day, were living at a different address from the one at which they resided one year earlier.

**Non-migrants** are movers who, on Census Day, were living at a different address, but in the same census subdivision (CSD) as the one they lived in one year earlier.

**Migrants** are movers who, on Census Day, were residing in a different CSD one year earlier (internal migrants) or who were living outside Canada one year earlier (external migrants).

**Intraprovincial migrants** are movers who, on Census Day, were living in a different census subdivision from the one at which they resided one year earlier, in the same province.

**Interprovincial migrants** are movers who, on Census Day, were living in a different census subdivision from the one at which they resided one year earlier, in a different province.

There are a couple of key points in the above information:

- The information above includes all forms of moving – students moving to college and families moving to new residences.
- Fewer Canadians are moving both as a percentage of the population and in absolute numbers.
- From the 2006 census, Canadians moved an average of once every seven years. The 2011 census indicates that Canadians move once every eight years.

This information can be seen on the Statistics Canada website.

## **Canadian Government's Household Goods Moving Contract**

Potential bidders for the Government of Canada's Household Goods Moving Contract have been advised that a new letter of interest is in process and a meeting will be held with interested parties in July.

You should be aware that CAM submitted two Access To Information Requests in February. We have not received any information related to these.

## **CAM's 2013 Golf Tournament**

CAM's 2013 Golf Tournament is scheduled for Monday, September 16. It's at a new course – the Richmond Hill Golf Club at Bathurst and Highway 7 – and will be held as a shotgun start. Check out the [flyer](#) (pdf) and register now!

## **CAM's 2013 Annual Conference**

MARK YOUR CALENDAR – OCTOBER 4–6 IN VANCOUVER!

It's a new venue! It's a new format! And it's your opportunity to meet with movers from around the world. Attendance at the IAM conference is open to CAM members at IAM members' rates. CAM is extending the same courtesy to IAM members. The full conference flyer was mailed to you a couple of weeks ago. It can also be seen on our [website](#). Let us know you're coming!

## **CAM's Annual General Meeting**

CAM's 2013 Annual General Meeting will be held in conjunction with the annual conference in Vancouver on October 6. The official notice of the Annual General Meeting was included in the conference flyer that was recently mailed to you.

New legislation for not-for-profit corporations requires CAM to update its bylaws. A new version of CAM's bylaws will be circulated to you this summer and we will ask you to approve them at the Annual General Meeting.

## Member Updates

Phillips Moving & Storage of Toronto, ON, was recently acquired by Peter McCullough. This fall, Phillips will celebrate its 90th anniversary.

Quality Move Management of Delta, BC, was just awarded a COR (Certificate of Recognition) for its health and safety record in BC and Alberta.

Congratulations to both of these members!

***IF YOU HAVE NEWS THAT CANADA'S MOVING INDUSTRY SHOULD KNOW ABOUT, please let CAM know and we will include it in upcoming issues of this newsletter.***

## CAM MOVER'S EDGE, AUGUST, 2013

### Complaints and the Legalities of Moving

We've had several complaints over the course of the summer and thought we'd share a couple of thoughts with you.

The first is that the Conditions of Carriage on the back of your bill of lading come out of provincial legislation. They are found in your province's *Highway Traffic Act, Motor Vehicle Act, Traffic Safety Act*, etc. They are very much the same from one province to the next. They must be printed exactly as they are in the legislation or regulations. **You may not change them.** As soon as you can, we recommend that you review your bill of lading to make sure it is consistent with your legislation. The [Conditions of Carriage](#) have been posted.

During the last couple of weeks, we've had several complaints come in with movers fighting tooth and nail to avoid compensating the consumer for damage, loss or delay. We do recognize that consumers often have an expectation of compensation well in excess of what they are legally entitled to. We also know that some movers will expend significant amounts of management time in fighting minor complaints. We do not suggest that you simply concede, but we do suggest that you look at the trade-offs between the amount of management time that goes into fighting minor complaints and the time that is lost to managing your business and selling moves.

### Federal Government's Contract for Household Goods Moving Services

The Canadian moving industry was expecting an invitation in July from Public Works & Government Services Canada to meet regarding the contract for household goods moving services. We have heard nothing. As further developments occur, we will let you know.

### CAM's 2013 Annual Conference

**We want to see you in Vancouver on October 4-6!**

By now you should have received our full conference flyer that outlines the [tremendous interactive program](#) that we've put together and that will appeal to domestic and international movers alike.

Our Awards Dinner is always a big hit and this year will be the same. And there will be lots to see and talk about at our popular trade show.

And don't forget we'll be holding our Annual General Meeting where you can come and let us know what you think your association should be doing for you. All of this at a world-class venue in beautiful British Columbia!

Call us today and let us know you're coming to our biggest event of the year!

## **CAM's 2013 Golf Tournament**

### **Register today for CAM's 2013 Golf Tournament!**

It's going to be held at a new course – the Richmond Hill Golf Club at Bathurst and Highway 7 – with a shotgun start at 1:00 p.m. on Monday, September 16. Our tournament is one of our most popular events. Come on out and let us know what you think of this course. [Registration Form](#) (pdf)

## **Congratulations to Glenn C. Warner of Walker's/Capital Group of Companies**

Early in July, it was announced that Glenn C. Warner was elected to the presidency of Walker's/Capital Group. Congratulations Glenn!

We have all seen Glenn at various moving-industry functions and have worked with him on various projects. We know that this is an excellent move in succession planning for the company. At the same time, we wish Glenn E. Warner all the best in his new role as an advisor to the company.

## **BAR'S Removals & Storage Magazine**

The British Association of Removers published an article on the Canadian Association of Movers in the July issue of their *Removals & Storage* magazine. The article highlights the structure of the moving industry in Canada, the marketplace, the consumer's perception of movers, diversification and the relationships with movers and moving associations outside Canada. The [article](#) can be seen in PDF format on our website.

## **Small Deliveries**

CAM has been receiving lots of requests for movers who will do small deliveries or internal furniture moves. Is this something that you are interested in? These would each probably average one or two hours of total time and should be charged as such. Please let us know if you are interested in taking these jobs on, so we can refer callers to you.

## **CAM's Bylaws**

There is a requirement under the *Canada Not-for-Profit Corporations Act* for the Canadian Association of Movers to develop a new set of bylaws for the Association. This is currently in process by CAM's Board of Directors and will be circulated to you in mid-August. This is an important process for the Association and will be on the agenda for your approval at the Annual General Meeting on October 6 in Vancouver. When you receive the board-approved

version, would you please review it in order that you may give informed approval at the Annual General Meeting?

## **New Members**

We welcome these movers that have become CAM members over the last few months.

- Action Movers & Storage, Vancouver, BC
- AMJ Campbell Van Lines, Edmonton, AB
- AMJ Campbell Van Lines, Red Deer, AB
- AMJ Campbell Van Lines, Peterborough, ON
- Canadian Moving Services Inc., Edmonton, AB
- Déménagement et Entreposage Aarion, Montreal, QC
- Europa Moving & Storage, Toronto, ON
- Perfect Packers Moving and Storage, Burlington, ON
- TWO MEN AND A TRUCK® – Niagara, St. Catharines, ON

## **Office Closed for Civic Holiday**

CAM's office will be closed for Canada's Civic Holiday on Monday, August 5, 2013.

***IF YOU HAVE NEWS THAT CANADA'S MOVING INDUSTRY SHOULD KNOW ABOUT, please let CAM know and we will include it in upcoming issues of this newsletter.***

 Header text

 [English logo](#)
 Banner

 Tagline

- [MENUS](#)
- [Home](#)
- [About CAM](#)
  - [Awards Program](#)
  - [Board of Directors](#)
  - [Code of Ethics](#)
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  - [Education](#)
- [International](#)
  - [International Moving Resource Library](#)
- [Canadian Mover Magazine and Directory](#)
  - [Mover's Edge Newsletter](#)
  - [Acts and Regulations](#)

## Mover's Edge, September, 2013

### Federal Government's Contract for Household Goods Moving Services

In August, the government announced it would hold a meeting with the Canadian moving industry in Ottawa on Wednesday, September 4. They stated that this would be "an informal meeting with industry". The discussions will neither be recorded nor transcribed.

Information on the meeting can be seen on the [government's website](#).

#### Agenda Highlights

Financial Evaluation and Business Distribution Methodology

In the RFP, Bidders will be asked to provide rates for the following:

- General All-Inclusive Moving Service Rate (GAMS) for moves originating in Canada and the United States;
- Long-term storage (LTS);
- Personal Motor Vehicles;
- Storage-in-transit (SIT) for periods exceeding 10 days;
- Warehouse handling in and out;
- Hourly rates for labour if a move is cancelled or delayed on load day; and
- Moves involving Third Party Service Providers (GAMS3PSP):
  - Transport by air;
  - Transport by water; and
  - Transport by rail.

CAM will be represented by John Levi who will report back to members following the meeting.

### Access-To-Information Requests

In February, CAM made two Access-To-Information requests to PWGSC and DND. One requested the information related to the consulting contract and the other requested information about the methodology used in developing the Letter of Interest (LOI) and the Request for Proposal (RFP) that the LOI contained.

The information we received was of minimal value in that the first response did not provide much information into how the contract was tendered and most of the information related to the second response had been deleted.

The information has been shared with members who are potential bidders for the contract.

### CAM's 2013 Golf Tournament

- [Industry News](#)
- [Moving Equipment Wanted/For Sale \(pdf\)](#)
- [Industry Links](#)
  - [Other Movers Associations](#)
  - [Better Business Bureaus in Canada](#)
  - [Handbook, Consumer Affairs](#)
- [CAM Events](#)
  - [Events](#)
  - [Events Archive](#)
- [Contact Us](#)

It's two weeks away!

It's been a busy summer! Reports are in that some movers have had a good summer and some not. It's time for the industry to get together and swap stories.

The tournament begins at 1 pm on Monday, September 16. It's at the Richmond Hill Golf Club (Bathurst and Highway 407). And it's a shotgun start!

Use the [posted form](#) (pdf) to register or call us at 905-848-6579.

## CAM's 2013 Annual Conference

Our 2013 [annual conference](#) will register several important firsts for the Canadian Association of Movers:

- It's the first conference we've held outside of the Toronto area in 20 years;
- It's the first conference we've held that will be truly interactive – lots of opportunity for your questions and input;
- It's the first conference we've held in cooperation with another Association – International Association of Movers. (CAM members can attend at IAM member rates.)

There's lots of value in the information that will be exchanged at the conference. We will look at the future of the Canadian industry, movers' relationship with consumers, international moving, financial matters, insurance and relations with movers around the world. And if that's not enough, there will be opportunities to network with your fellow movers and our supplier community.

Join us at our Annual Awards Dinner where we will honour some of Canada's leading moving professionals:

Distinguished Service Award – Anne Martin  
 Industry Achievement Award – Paul Leader  
 Innovator Award – Bryan St. George  
 Service to the Moving Industry Award – Michael Hansen

The deadline for hotel reservations at CAM's special rate is September 4. Contact the River Rock at 1-866-748-3718 and register now.

Don't miss the opportunity to explore Beautiful British Columbia!

## CAM's 2013 Annual General Meeting

CAM's 2013 Annual General Meeting is scheduled for noon on Sunday, October 6, 2013, at the River Rock Casino Hotel & Convention Centre. The agenda for the meeting can be found in the 2013 [annual conference flyer](#) (pdf).

One of the important items that we will discuss at the meeting will be the approval of changes to CAM's bylaws as required by the *Canada Not-for-profit Corporations Act*. Copies of the new bylaws were circulated by email to all CAM members on August 12. Anyone who requires a copy can call the CAM office at 905-848-6579.

## New Members

We welcome four new members who joined CAM in August:

- AMJ Campbell Worldwide Relocations - Western Regional Office, Delta (Vancouver), BC, Canada
- CrateCanada, Ottawa, ON, Canada
- Fluent Moving & Storage, Toronto, ON, Canada
- JVK International Movers (USA) Inc., Severna Park, MD, USA

## **Job Opportunities**

Several new job opportunities have been posted in the [Employment](#) section of CAM's website. Check them out .

***IF YOU HAVE NEWS THAT CANADA'S MOVING INDUSTRY SHOULD KNOW ABOUT, please let us know and we will include it in upcoming issues of this newsletter.***

## **CAM MOVER'S EDGE, OCTOBER, 2013**

### **CAM's 2013 Annual Conference**

The 2013 Annual Conference starts this Friday, October 4. Everything is ready. You have registered. Our speakers are prepared. Speeches have been written. All the conference material has been shipped.

All that remains now is to do it!

CAM's conference will be followed by the International Association of Movers' 51st Annual Meeting.

The River Rock Casino Resort advises that its concierge is ready to assist you with day trips, tours, local transportation or anything else you may need.

We'll let you know what everyone thought of the conference program in mid-October.

### **CAM's 2013 Annual General Meeting**

CAM's 2013 Annual General Meeting is scheduled for noon on Sunday, October 6, 2013, at the River Rock Casino Hotel & Convention Centre. The agenda for the meeting can be found in the 2013 [annual conference flyer](#) (pdf). We'd like to see as many members there as possible.

### **Federal Government's Contract for Household Goods Moving Services**

On September 4, 2013, representatives of Canada's major van lines, moving companies and the Canadian Association of Movers met with representatives from Public Works & Government Services Canada in Ottawa. Information on this meeting was reported to you on September 6.

The Government presented its new Business Distribution Proposal that will be part of the upcoming RFP. A draft of the RFP was promised for this fall. As it currently stands, the Canadian moving industry is waiting to see what the new RFP will look like.

### **Canadian Federation of Independent Business**

The partnership between CAM and CFIB has been up and running for a few months now and many of you have already joined the CFIB to take advantage of their cost-saving benefits. CAM members receive membership fee reductions that can offset the cost of CAM membership. Read about the CFIB on our website and make the commitment to join – it can only do you good!

## **The Canadian Mover — CAM's Magazine and Directory**

CAM's magazine and directory – *The Canadian Mover* – will be going to press in mid-October. Please review your listing in the previous issue (spring 2013) or [online](#). Please let us know of any changes that need to be made – edits, additions and/or deletions.

### **CAM's 2013 Golf Tournament**

CAM's 2013 Golf Tournament was held on September 16 at the Richmond Hill Golf Club. Sixty golfers in 15 foursomes attended. The results speak for themselves – everyone agreed that the food was great and that they would like to come back to this golf course next year.

### **New Members**

We welcome Jean Guy Brault Déménagement of Laval, Québec, who joined CAM in September.

### ***Business Closing***

Milne's Moving & Storage Ltd. in Regina, SK, will be closing its doors on October 18. We wish Rob Milne and his crew all the best in their future plans.

### **Job Opportunities**

Several new job opportunities have been posted in the [Employment](#) section of CAM's website. Check them out.

***IF YOU HAVE NEWS THAT CANADA'S MOVING INDUSTRY SHOULD KNOW ABOUT, please let us know and we will include it in upcoming issues of this newsletter.***

# CAM MOVER'S EDGE, NOVEMBER, 2013

## CAM's 2013 Annual Conference

This was the highest rated conference we have hosted in several years.

- Attendance was 50% higher than expected – both the conference and the awards dinner were well-attended.
- Attendees rated the hotel's facilities and food as being excellent.
- The panel discussion format was very well-liked by all.
- The exhibitors had an excellent opportunity to interact with attendees.

As an Association, we learned that we could hold a successful conference outside the Toronto area and we now recognize the value of panel discussions. You will see more conference presentations in this format and also future conferences outside the Toronto area.

Many thanks to Tom Finlay, Doug Kellough and the conference committee for putting together a great conference!

## Annual General Meeting

CAM's committee chairs and officers reported to the membership at the annual general meeting held in Vancouver as part of the annual conference. Of particular note was the fact that CAM's new bylaws were approved by the members. The bylaws were submitted to Corporations Canada in late October and were accepted as written.

Members approved the slate of directors. All eligible directors returned for another term. Tom Finlay of AMJ Campbell Van Lines in Delta, BC, was installed as the new CAM chairman for 2013/14. CAM's new Board of Directors is made up as follows:

**Chair:** Tom Finlay, AMJ Campbell Van Lines, Delta, BC

**Vice Chair:** Perry Thorne, Greg & Sons Moving and Storage, Scarborough, ON

**Secretary-Treasurer:** David Ogilvy, Ogilvy & Ogilvy Insurance Brokers, Toronto, ON

**Past Chair:** Ted LeLacheur, Western Moving & Storage, Edmonton, AB

**President:** John Levi, Canadian Association of Movers (CAM), Thornhill, ON

### Directors:

Jim Carney, Rawlinson Moving & Storage Ltd., Mississauga, ON

Cam Carswell, Country Wide Moving, Saskatoon, SK

Tom Filgiano, Meldrum the Mover Inc., Montreal, QC

Doug Kellough, Salmon's Transfer Ltd., Richmond, BC

Terry Krulicki, Globe Moving/Premiere Van Lines, Winnipeg, MB

Milton Letkeman, Jay's Moving & Storage Ltd., Regina, SK

James Marshall, East Coast Moving & Warehousing, Saint John, NB

Steven Young, Household Movers & Shippers Limited, Mount Pearl, NL

**Staff:** Marian McGuire, Canadian Association of Movers (CAM), Thornhill, ON

Minutes of the Annual General Meeting will be circulated to members and posted to the website as soon as they are approved by the Board of Directors. In a Board of Directors meeting that followed the Annual General Meeting, the directors approved a set of board regulations. The new bylaws and the board regulations formalize the operations of the Association. They will not materially change the manner in which the Association operates, but will set up-to-date standards for those operations.

## **The Canadian Mover — CAM's Magazine and Directory**

We are in the final layout process for CAM's magazine and directory – ***The Canadian Mover***. Tuesday, November 5, is your last chance to send us your edits, additions, and/or deletions. Check out your listing in the previous issue (spring 2013) or [online](#) and send us your changes now!

## **Canadian Federation of Independent Business**

The partnership between CAM and CFIB has been up-and-running for almost a year now. Many of you have already joined the CFIB to take advantage of their multi-dimensional benefit programs. CAM members receive membership fee reductions that can offset the cost of CAM membership. Read about the [CFIB on our website](#) and make the commitment to join – it can only do you good!

## **Complaints Resolution**

Back in January, CAM introduced its new complaint-handling process and it has been tested this year. The process requires that members resolve complaints in a timely fashion. This does not necessarily mean capitulating to unreasonable demands. It means doing what you've promised to do by signing CAM's Code of Ethics – providing "a complaint resolution process for consumers." Through this complaint-resolution program, CAM has performed its first arbitration. The results were positive and we now have a procedure that can be used in resolving future complaints.

You should be aware that CAM makes no effort to resolve complaints against non-members. Instead, it records the complaint and refers the consumer to provincial consumer-affairs ministries and Better Business Bureaus.

## **Total Move Management Receives Award**

Total Move Management received the 2013 Mel Johnson Established Business of the Year Award from the North Grenville Chamber of Commerce on Saturday, September 28. This is in addition to being named National Best Agent for Great Canadian Van Lines in May of this year. Congratulations!

## **New Members**

CAM welcomes two new members!

**Move for Hunger**, Neptune, NJ, USA – This organization works with over 350 moving companies throughout the US and Canada to support the efforts of local food banks.

**Penske Truck Leasing**, Mississauga, ON, Canada – This company offers truck rentals and leasing for all sizes of trucks from panel vans to tandem axle tractors with sleeper cabs. Discounted rates are available to CAM members.

## **Job Opportunities**

New job opportunities have been posted in the [Employment](#) section of CAM's website. You may wish to check them out.

***IF YOU HAVE NEWS THAT CANADA'S MOVING INDUSTRY SHOULD KNOW ABOUT, please let us know and we will include it in upcoming issues of this newsletter.***

## **CAM MOVER'S EDGE, DECEMBER 20, 2013**



### **Happy Holiday from the Canadian Association of Movers**

The directors and staff of the Canadian Association of Movers wish a Merry Christmas, Happy Holidays and a Happy and Prosperous New Year to its members, their staff and their families across Canada and around the world. We thank you for all your kind wishes and look forward to working with you in the New Year.

### **Ted Lelacheur's Progress**

With all the inquiries we've had about Ted, we thought we would send out some happy news. Ted has had his stem-cell transplant and indications are that it was successful. Carol and Ted are hoping that he will be home for Christmas.

### **Administrative Monetary Penalties**

The Government of Ontario has been looking for ways to deal with companies and individuals who do not comply with its regulations and legislation. Current government procedures for penalizing rogue companies take a long time. The government has asked for opinions on this expedited penalty system. CAM has replied to the government indicating that it is in favour of the process.

### **Social Media**

CAM is making a focused effort to communicate with members through LinkedIn. We have two forums – one for domestic movers and one for international movers. If you're not already connected with us via LinkedIn, send us a note and we will get you plugged in.

### **Consumers on the Internet**

We are seeing increasing evidence of the power that consumers have through the use of the internet. Recently, a dissatisfied consumer established a website at [www.trilliummovingreviews.com](http://www.trilliummovingreviews.com). Check out this website if you're in doubt as to what a consumer can do.

## **Move For Hunger**

Doing good is good for business! CAM is actively promoting membership in Move for Hunger. It benefits your community, helps the hungry and gives you a sales advantage with prospective customers. Check it out at [www.moveforhunger.org](http://www.moveforhunger.org).

## **Bill 146 — Stronger Workplaces for a Stronger Economy Act**

The Ontario government is in the process of enacting new legislation that will provide protection for temporary workers in Ontario. The obligation to pay these individuals now falls on the employment agency and the company that uses their services. There are new record-keeping obligations and the cap on claims is no longer set at \$10,000. Acts that are affected by the new legislation will include:

- Employment Protection for Foreign Nationals Act (Live-in Caregivers and Others), 2009
- Employment Standards Act, 2000
- Labour Relations Act, 1995
- Occupational Health and Safety Act
- Workplace Safety and Insurance Act, 1997

The Act has not yet passed the Ontario legislature. We will provide you with more information as it becomes available.

## **Canadian Federation of Independent Business**

CAM is also recommending membership in the Canadian Federation of Independent Business. These folks do great things for Canadian small businesses. The price is right and the savings membership offers go straight to your bottom line.

## **Logistics Opportunity for a Canadian Mover(s)**

We advised you of this opportunity last month and we received ten expressions of interest. The contractor is in the process of contacting the respondents. This process should be complete by the end of the week.

## **CAM's Succession Process**

As previously mentioned, CAM's succession committee is looking for an individual to replace John Levi who will retire as CAM's president at the end of 2014. The committee is defining the role, its duties and responsibilities. These requirements may define the individual the committee is looking for or may be defined by the individual. If you are interested, please let us know.

## **CAM Holiday Hours**

The Canadian Association of Movers' office will be closed from December 24 to New Year's Day. During that time we will have limited access to voicemail and email. Urgent requests will be responded to within 24 hours.

***IF YOU HAVE NEWS THAT CANADA'S MOVING INDUSTRY SHOULD KNOW ABOUT, please let us know and we will include it in upcoming issues of this newsletter.***