

February 10, 2026



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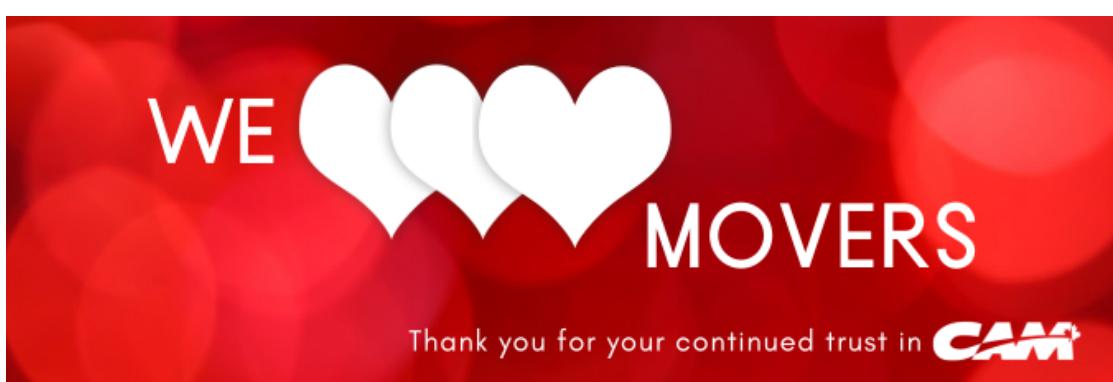
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President's Message

Nancy Irvine, CAM President



In Case of Emergency

Sometimes what I have to say is more than about moving. I hope you'll read on and consider my advice at the end.

On my last full day in England before returning home from a much-needed break, I experienced a sudden episode of short-term memory loss after taking an over-the-counter cough syrup containing dextromethorphan—a codeine derivative to which I am allergic. The incident, diagnosed as **transient global amnesia (TGA)**, led to many alarming hours in the hospital, and quite a few tests, before my memory slowly returned after a nine-hour (I think!) break of its own.

Thankfully, I was assured that, while scary, it wasn't caused by epilepsy or a stroke. From a major coughing spell and the combination of the allergy to codeine, it was simply an unwiring of my brain - unable to create new memories, so that the memory of recent events disappeared. The doctor even confirmed that TGA isn't serious - just frightening. I was, in fact, cleared to fly 6 hours later and made it home safely later that day.

I am fully recovered (except for knowledge of those 9 hours), but I don't know if my daughter is. With no clue why, I suddenly became confused and disoriented, repeating the questions she had just answered over and over again. She was able to get into my phone, contact Marian and my brother, and get advice. I've seen the texts between them on my phone, and it had to have been a scary time for all of them. Me? Didn't bother me ... I was completely oblivious!

My daughter got me to the hospital, I had bloodwork and an EKG (neither of which I remember), and slowly, I came to several hours later, wondering what happened. We stayed in the waiting room for some time to make sure my new memories were sticking, and I was remembering things from before the blackout, and then I was released with a clean bill of health (and an order to drink lots of water to flush out the rest of the cough syrup).

Why am I sharing this?

These simple steps could save your life



Out of that frightening experience came some valuable safety lessons for all of us — simple steps that can make a world of difference in an emergency. And it sure did in my case. These are my thoughts, not AIs.

- **Share access:** Make sure your children or close family members know your phone password. If they aren't present, they may be able to help someone who is.
- **Keep medical info current in your phone:** Update the medical ID section with allergies, medications, and key health details. On iPhones,

emergency crews can access this even when the phone is locked. I don't know about the other phone systems.

- **Label emergency contacts:** Use the international standard "ICE – Name" (In Case of Emergency) in your contact list so first responders can reach your loved ones quickly. For example, my daughter is labelled "ICE - Rhiannon Roberts - daughter" in the name section. Even if someone searches for "emergency" in your contact list, they will see the contacts you identified.
- **Create an emergency network:** As my local circle in Sarnia learned, having a group of friends who share ICE contacts can be invaluable when travelling or living alone.

Something to consider to pass on to your drivers out on the road and anyone who might be travelling. Preparation and communication are just as important as a packed suitcase.



GOT THE RIGHT STUFF? Let's Talk.

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DEADLINE LOOMING!

CAM Basics Webinar 2602: Traditional Marketing - this Thursday

When: Thursday, February 12, 2026 1:00-2:00 pm ET
Free to CAM members / \$30 for non-members

Presented by 2900 Creative Media

In today's fast-paced digital world, it's easy to forget the tried-and-true marketing methods that built the moving industry in the first place. This CAM webinar takes a step back to explore the power of traditional marketing — from word-of-mouth and radio spots to billboards, trade shows, vehicle wraps, and printed directories, amongst other tools.

Discover how these foundational tools can still play a valuable role alongside your online efforts to strengthen your brand and reach new customers.



[Register here](#)

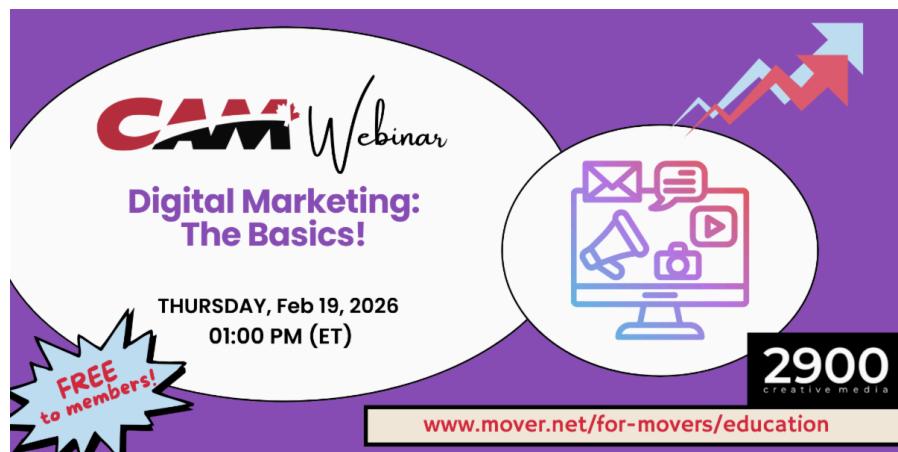
CAM Basics Webinar 2603: Digital Marketing - next Thursday

When: Thursday, February 19, 2026 1:00-2:00 pm ET
Free to CAM members / \$30 for non-members

Presented by [2900 Creative Media](#)

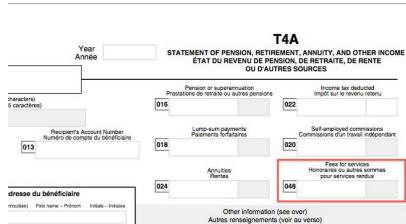
Unlock the full potential of digital marketing and get your business seen by thousands of new potential customers. This webinar covers the essential tools you need to build a successful strategy, including how to leverage Google, Bing, social media, email marketing, and online listings.

We will guide you through the fundamentals of SEO, the difference between organic and paid traffic, and specific techniques for reaching your target audience. By the end of this session, you will be equipped with simple, actionable steps to boost your brand's visibility and drive real growth.



[Register here](#)

Reminder: Trucking Industry T4A Reporting Requirements



For many years, there has been a concern within the government, including the Canada Revenue Agency (CRA), that there has been significant tax non-compliance in the trucking sector, including the misclassification of some drivers as self-employed when they would factually be employees.

As a result of this increased concern, on Dec 4, 2025, the CRA announced that the trucking industry would be required to report business-to-business fees for services on Form T4A, reversing a long-standing T4A reporting moratorium on penalties for failure to report fees for services. **Renewed enforcement of Form T4A reporting would be effective immediately.**

As a result, **trucking businesses are required to file a T4A slip for each instance where total payments for services made to a Canadian-controlled private corporation (CCPC) in the trucking industry were over \$500 in the calendar year.**

The normal filing deadline for Form T4A reporting for fees for services paid in 2025 is Feb 28, 2026, but as that date falls on a Saturday, the due date for 2025 reporting will be March 2, 2026.

[Read more](#)

[Government of Canada website](#)



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Spring Training Has Begun!

Spring Training is starting early at CAM this year—our team is kicking things off in February, right alongside the Blue Jays' return to the diamond in Dunedin. Give your team a big-league boost with CAM's Spring Training lineup:

- free packing & unpacking and helper training videos,
- lots of free webinars,
- plus discounted Canadian Professional Mover (CPM) course access during our February–May Spring Training season.

You'll find more details below in the section below.



CAM
Professional Training for Your Employees

SPRING TRAINING

FEBRUARY TO MAY

CANADIAN MOVER EDUCATION

PACKING & UNPACKING TRAINING
FREE
Self-guided training videos offering basic orientation to professional packing and unpacking of household goods.
Only available in English.

HELPER TRAINING VIDEO
FREE
Self-guided basic training video, orientating employees to professional moving, loading and unloading of household goods.
Available in English and French.

CANADIAN PROFESSIONAL MOVER (CPM)
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Survey Winners Announced



Thank you to all of you who took part in our 2025/6 version of the "What Keeps You Up At Night" survey. The information is valuable to CAM staff and the Board as we map out the next year or two. The Board is meeting on February 20th to review the survey and results will be shared in our March 10th newsletter.

In the meantime, congratulations to our three winners of a \$100 gas card who were randomly chosen from all those who participated. We can't thank all of you enough for staying engaged in your trade association!

- Céline Matton, All Matt Moving & Storage (East Farnham QC)
- Ryan Aspinall, McMinniman's Transfer (Dartmouth NS)
- Paul Drake, Mountain Moving (Stayner ON)

U.S. Truck Driver Crackdown Could Increase Rates



International Association of Movers
January 23, 2026

International moving companies around the world using trucking services in the United States could see rates rise as a government crackdown on foreign truck drivers threatens to take tens of thousands off the road.

The [Wall Street Journal](#) reported that the Transportation Department's rule would significantly reduce the number of immigrants eligible to earn commercial driver's licenses. Officials say that the change would make the roads and highways safer and follows President Trump's executive order requiring commercial drivers to be able to read and speak English well enough to understand road signs and communicate with law enforcement. Since the order was issued, Matt Muenster of transportation technology company *Breakthrough Fuel*, estimates that about 300 to 400 drivers a week have been removed from service across the United States.

Recently, CAM International Member Adi Shaked of [Orbit International Moving](#), updated IAM by saying that the Toronto-headquartered company were already starting to see signs that trucking capacity in North America could tighten in the near future.

"Industry participants should be prepared for potential rate increases and service delays in the coming months," he said. Referring to the recent actions by U.S. authorities he said that enforcement in Canada has picked up around compliance, with several trucking companies facing fines, bans, or being forced out of business altogether. *"While these measures are aimed at improving safety and compliance, they also reduce the number of trucks available in the market,"* he confirmed.

What are you experiencing? [Let us know.](#)



Snowbirds Auto Connection is a family-owned provider of reliable, damage-free, door-to-door vehicle transport throughout Canada and the U.S., including coast-to-coast shipping, cross-border relocation, and secure vehicle storage.

snowbirdsautoconnection.com



New Job Opportunities

We've just posted three new [job opportunities](#) in ON on our website. See if these new job postings fit with your career plans.

Forklift For Sale

We recently posted an ad on our website for the sale of a forklift, in addition to the 24 ft. moving truck and the 48 ft. Kentucky trailer we posted earlier. You can [view](#)



CAM Webinar 2604 - Winning the Chargeback Battle: What Every Canadian Mover Needs to Know

When: Thursday, March 5, 2026 1:00-2:00 pm ET
Free to CAM members / \$30 for non-members

Presented by SOLDI

Chargebacks can quietly drain profits and disrupt operations for moving companies. This webinar explains how chargebacks work in Canada, why movers are especially exposed, and what practical steps you can take to prevent disputes before they happen. Learn what card networks look for, what evidence actually wins cases, and how to reduce your chargeback ratio while protecting cash flow and customer trust.



[Register here](#)

Workshop - Fleet Compliance vs. Fleet Governance

Presented by FSM Training Inc.

When: Thursday, March 12, 2026, 1:00 - 3:00 pm ET
Free to CAM members / \$50 for non-members

While there is a significant relationship between fleet compliance and fleet governance, there are also significant differences. In this workshop, we will unpack the motivations and intentions to fully understand those differences from defensibility and insurability perspectives.

This workshop, led by **FSM Training Inc** will focus on the difference between the two, the fact that compliance alone does not make your company safe, and the increased expectations from both the regulatory and legal communities. The fact that nuclear verdicts are arising out of management failures and not from behind-the-wheel issues will be discussed.

The online workshop will be approximately two hours with Q&A. Participants will receive a workbook.

This workshop will not be recorded.



[Register here](#)



CAM Webinar - How to Get Started With AI

When: Thursday, April 16, 2026, 1:00 pm ET
Registration details to follow soon

Step into AI with confidence, not fear. This beginner-friendly session will break down what AI is, how it actually works in everyday tasks, and simple ways you can start using it safely and effectively. Whether you're nervous, confused, or just curious, this AI training webinar is designed to help you work smarter, not harder, with practical examples you can apply right away.



Check out our video library from the past few years of Spring Training. Here's just a sample of what is available to you and your coworkers:

- A Beginner's Guide to Estimating
- Intermediate Estimating aka "Things that will blow up your quote"
- Advanced Guide to Estimating (And How to Troubleshoot When We Miss)
- What To Do When Estimates Go Wrong
- Save Time and Money with Virtual Estimates
- Talking Sales with Larry Kruger
- Business Insurance for Movers
- Insurance Insights for Long Distance Moving
- AI in Moving - Practical Use Cases
- Moving Technology Landscape: What is Out There to Digitalize Your Business
- Building Effective Training Programs
- Is International Moving Right for My Business?
- Is Cross-Border Moving Right for My Business?

[Click here to access the videos](#)

To see the lineup of all educational opportunities, go to

<https://www.mover.net/for-movers/education>



Confirming Shipment Details: A Best Practice Reminder

CAM President Nancy Irvine, many moons ago, before tablets.



Accurate shipment estimates are the starting point for a successful, stress-free move — for both customers and movers. CAM continues to hear concerns from consumers whose final weights differ significantly from their original estimates.

While inventory apps and AI tools can be helpful for gathering initial information, they should never replace a mover's own professional verification before loading begins.

Customers rarely have the training or experience to accurately assess the size and weight of their household goods.

When movers take responsibility for confirming the estimated shipment weight or volume in advance, they protect their business from revenue loss, prevent customer disputes, and set the stage for a smoother, more transparent move.

Taking the time to confirm what's being moved ensures accurate pricing, proper equipment and staffing, and a smoother process from start to finish — benefits that reflect well on the mover's professionalism and commitment to quality service.

Do you have new staff or need a refresher on estimating? CAM, with the help of consultant Peter McCullough, produced a 4-part webinar series covering basic, intermediate and advanced estimating. And to wrap it up, what to do when estimates go wrong.

You can find all 30-minute presentations in the members-only section on CAM's website.

[View Estimating Webinar Series](#)



Health Matters
at **CAM**

Before we ramp up for the summer peak season, it's time to look inward to you and your well being. Here are two articles we ran four years ago, that are still relevant (maybe even moreso) today.

The Importance of Taking Breaks



Taking breaks enhances the development of overall strength. Even muscles grow and become stronger in response to breaks from stress. By taking periodic breaks your neurons become more resistant to diseases like epilepsy, migraines, and even dementia.

Here are just a few positive consequences of taking breaks...

Eye health improves	Prevents burnout	Better motivated	Improved productivity
Improved memory	Better problem solving	Overall better health	Better focus
Energy boost	Refocus	Regrouping	Refresh

The Canadian Government has a few guidelines to help ensure we all get the breaks we need. Just prior to the pandemic start, a provision was installed into the Canada Labour Code Part III under Break 169.1.

Their amendment took effect on September 1, 2019. It is necessary to ensure a consistent interpretation and application nationwide of the expression “break of at least 30 minutes during every period of 5 consecutive hours of work”.

Make time. It's challenging, but crucial, for safety and well-being.

Don't Skip That Vacation

30seconds.com

People who routinely forfeit their vacation days do so for any number of reasons. Here are three reasons why you still need to take time off, even if the best you can do is a staycation. People who take their vacation time:

1. are healthier.
2. are measurably more successful at work.
3. experience greater levels of well-being.

If COVID has taught us anything, it's that there's more to life than work, work, work. And while COVID has altered so many aspects of our everyday lives, the one thing you do control is not only how to spend your free time, it's allowing yourself to take that time in the first place.

[Read more](#)

Check this out!



7:54 Team Canada tradablebits.com

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On the **Team Canada** app while watching the Olympics?

Why not play the **Team Canada Memory Vault** game sponsored by CAM supplier member **Access Storage**?

See if you can beat Nancy's current score of 12:13 seconds!. (Trust us, it shouldn't be that hard for you to do!)

Team Canada app

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