

December 2, 2014



CANADIAN ASSOCIATION OF MOVERS - NEW CONTACT INFORMATION

THE MAILING ADDRESS FOR CAM HAS CHANGED.

Effective immediately, our address is as shown below. Please advise all parties within your company of this change.

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

Mail sent to our current address will continue to reach the appropriate parties. This announcement is part of the transition process in the presidency of the Association. Paul Leader is in the process of assuming the presidency from John Levi. He can be reached through this national office or by email at pleader@mover.net.

NEW AFFILIATE MEMBERSHIP CATEGORY

CAM's Board of Directors has just approved a new Affiliate Member category for companies that provide moving industry-related services to consumers but that don't actually move families, such as packing services or downsizing consultants. Visit our [website](#) or contact us to learn more about this new opportunity.

CAM'S DISPUTE-RESOLUTION PROCEDURE

CAM's Board of Directors has established a dispute-resolution committee and instituted related procedures. Over the last year, we have had a significant amount of discussion about this and have determined that there is a definite need for it. The board believes that this will be a benefit to members in cases where they are not able to resolve a complaint internally. The procedure will involve bringing together the mover, the customer and a panel of CAM's directors. The dispute-resolution process may be started by either the member or the customer. The panel will provide the mover and the consumer with a resolution and judgment on the matter. The panel will consider both parties' positions, the legal issues and actions by both parties. The board hopes that members will consider this to be a resource that they can use to assist in resolving those very difficult complaints.

CAM's ANNUAL GENERAL MEETING MINUTES

CAM's Board of Directors has reviewed the minutes of the Annual General Meeting that was held on October 21, 2014. The draft version of the minutes will be circulated to the principal contacts for all members. The minutes will be on the agenda for approval at the next Annual General Meeting in the fall of 2015.

FOOD BANKS CANADA

At the 2014 Annual Conference that was held in Toronto on October 19-21, 2014, we announced that instead of giving out conference folders and speaker gifts, we would be making a significant donation to a Food Banks Canada. We have just issued a cheque to Food Banks Canada in the amount of \$1000. This is in keeping with CAM's objective of supporting food banks as initiated by Move for Hunger.

CAM's 2015 ANNUAL CONFERENCE

Win a free conference registration!

CAM's annual conference planning is underway. We've decided that the 2015 Annual Conference will be held away from Toronto, but we need your help to select a location and recruit support for the planning committee. Please fill out and return the attached [conference survey](#) and let us know what you think. ***We'll be randomly selecting one responder to win a free conference registration.***

SUBCONTRACTOR QUALIFICATIONS

This note is intended as a reminder to members about ensuring that their subcontractors meet the same standards for workers compensation insurance that members do. If some of your work is being done by subcontractors, then you are responsible for their actions. You must ensure that their workers are covered by workers compensation in order to protect your customer and also that they have sufficient liability insurance. This concern was raised by a member who was competing with another member who is not using a qualified subcontractor. If you're using your CAM certification to qualify you to a consumer, then everyone in your service group must meet that standard whether or not they are CAM members.

NEW MEMBERS

CAM welcomes five new members that joined the association in the last month.

Movers

Mackie Moving Systems, Fredericton, NB
Mackie Moving Systems, Dartmouth (Halifax), NS
Mackie Moving Systems, Middleton, NS

Affiliate

Vancouver In The Box, Vancouver, BC

Supplier

A1 Movers Services Inc., Ottawa, ON

GLOBAL MOVING SYSTEMS - MEMBER WARNING

Global Moving Systems Ltd. (UK) is displaying a CAM logo on its website. This company is not a CAM member. We have received three consumer complaints in the last two months about this company and the British Association of Removers has received significantly more. By this newsletter, we are warning members about this company. It appears to be promising services, taking payments and failing to deliver.

RECEIVER GENERAL

The Receiver General for Canada has announced that they will stop printing cheque stubs that accompany payments from all federal departments and agencies by February 2015. As of November 18, information relating to payments is being issued electronically only to those who are registered for direct deposit. The Government of Canada will phase out issuing cheques and

switch to direct deposit by February 2016. You are encouraged to enrol for direct deposit, if you have not already done so. Call the Receiver General for Canada's toll free number at 1-800-593-1666 or visit [their website](#) for more information.

2015 BAR ANNUAL CONFERENCE

The British Association of Removers will hold its 2015 Annual Conference at the Europa Hotel in Belfast, May 21-23, 2015. Members of CAM have been invited to attend. Visit BAR's [website](#) to learn about this exciting event and contact BAR directly about registrations. Don't forget to advise them if you are a CAM member.

CANADIAN PROFESSIONAL MOVER COURSE

Be sure to print your module results!

We've encountered a problem with our online course. We've not been receiving test results. If you are working on the modules, please be sure to print your test results screen as a record of completion and let us know when you've completed the course. You may be asked to provide your test results as proof of course completion. Sorry for any inconvenience while we work out the bugs.

IF YOU HAVE NEWS OR AN ANNOUNCEMENT THAT CANADA'S MOVING INDUSTRY SHOULD KNOW ABOUT, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

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