

CAM News & Updates - March 15, 2018



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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!



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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.



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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](#)



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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.

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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