

CAM MOVER'S EDGE, FEBRUARY 2009

CAM Activities in 2008

CAM's annual activities range across a broad spectrum of stakeholders in the moving industry – movers, van lines, suppliers, associations, consumers, consumer agencies, and government – both federal and provincial. A few of these activities include:

- Rewrite of CAM's Canadian Professional Mover course
- Redesign of CAM's website
- Implementation of a complete bilingual communications policy
- Production of a compensation survey
- Assistance to Canadian Trucking Human Resources Council in developing a driver profile
- Ongoing liaison with HHGFAA (now IAM), AMSA and NCMA

National Do Not Call List

Are you a telemarketer? If you cold-call prospective customers, then you are a telemarketer and subject to the rules under the National Do Not Call List regulations. The regulations have been in effect since September 30, 2008 and more than 6,000,000 consumers' phone numbers are now on the list. You have a good chance of contacting one of these numbers if you do not follow the rules. In January, CAM held a conference call in which the following items were discussed. Attendees gave the call a rating of EXCELLENT.

- Who is a telemarketer
- What constitutes telemarketing
- Under what circumstances you can or cannot call a number on the Do Not Call List
- What you must do to comply with the regulations
- Costs and penalties

Speed Limiters

Speed limiters are now mandatory for all trucks (over 26,000 lbs. GVW and manufactured after January 1, 1995) in Ontario and Quebec. Government and trucking associations see benefits to the economy, the environment and safety. The maximum speed for these vehicles is 105 km/h. The rules apply to ALL trucks operating in Ontario and Quebec, whatever their origin. The implementation period is from January to June 2009 during which fines will not be assessed. The announcement can be seen on our website with the regulations shown on the [Acts and Regulations](#) webpage.

2009 Canadian Moving Industry Compensation Survey

Once again CAM is conducting a survey of compensation in the moving industry. Our experience in previous surveys will help us provide you with better information on benefits and more timely results.

SUCCESS DEPENDS ON YOUR PARTICIPATION. For the survey to be valid, useful and confidential, we need input from as many movers as possible in all regions of Canada. In turn, the results will provide you with wage and salary rates for sales, administrative and operations staff.

A comprehensive set of results for Canada and all available regions is free to all members who participate.

Completing the survey will take 15 to 20 minutes of your payroll administrator's time. Watch your email for the results in mid-March.

Canadian Professional Mover Course

CAM's Canadian Professional Mover course has been reviewed, updated and re-priced to provide members with valuable training tools for sales and operations staff.

CAM's directors have rewritten several sections of the course and edited others. In the past, the cost was \$300 per individual; it is now \$300 for an unlimited number of registrants from a company.

Canadian Passports

And don't forget, effective June 1, 2009, you and your employees will need a passport for travel to the USA.

CAM MOVER'S EDGE, MARCH 2009

2009 Canadian Moving Industry Compensation Survey — Deadline Extended

The deadline for completing CAM's compensation survey has been extended to March 5.

WE NEED YOUR INPUT. THE SURVEY'S SUCCESS DEPENDS ON YOUR PARTICIPATION!

We have exceeded the number of responses from last year but we need more responses from Quebec and the Prairies. For the survey to be valid, useful and confidential, we need input from as many movers as possible in all regions of Canada. In turn, the results will provide you with wage and salary rates for sales, administrative and operations staff.

A comprehensive set of results for Canada and all available regions is free to all who participate.

Completing the survey will take 15 to 20 minutes of your payroll administrator's time. Download the survey from our [website](#), complete it and fax it to us. And then watch your email for the results in mid-March.

CAM Upgrades Its Search Engine Listings

We've upgraded CAM's search engine listings on Google, Yahoo and MSN. CAM is now a sponsored link on all three sites. This should make it easier for consumers to find CAM when they do a search for movers. Needless to say, you will benefit from any requests for moving services or inquiries.

Search engines count the links to a website when they assign the ranking in their searches. We have an online listing with that purpose in mind – it has a live link to every member. So...check your listing in our data and make sure your website listing is up to date (tell us if you change it) and add a link to CAM on your website. You can even download a CAM logo from our site.

Educational Conference Calls

We have scheduled two educational conference calls for April – one on warehouse law and the other on insurance for movers. Mark 1:00 to 2:00 pm (eastern time), April 7 and 16 on your calendar. Join us for two informative sessions that will improve your knowledge of these two important areas of your business and might even save you a bunch of money.

CAM Tools

Use the tools your membership fees are funding. The Certified Canadian Mover Program provides you with a mechanism to validate your company to consumers. The companies that are using it are getting real results.

We've added a Consumer Quiz to the website. Try it out and let us know what you think. Direct your prospects to it. It is intended to be an educational process for consumers and assist them in finding and hiring you.

Canadian Professional Mover Course

CAM's Canadian Professional Mover course has been reviewed, updated and re-priced to provide members with valuable training tools for sales and operations staff.

CAM's directors have rewritten several sections of the course and edited others. In the past, the cost was \$300 per individual; it is now \$300 (plus GST) for an unlimited number of registrants from a company.

Stay tuned for announcements about new training modules that will be included in the fee.

CAM MOVER'S EDGE, APRIL 2009

Warehouse Law & Insurance for Movers Seminars

CAM's Warehouse Law and Insurance for Movers seminars are scheduled for Tuesday, April 7 and Thursday, April 16 respectively. Don't miss these industry-related sessions.

Ontario Adopts a Harmonized Sales Tax

Starting July 1, 2010, pending legislative approval, Ontario will move to a single value-added sales tax. Four Canadian provinces and more than 130 countries have adopted a value-added tax structure, which the government claims is more efficient than a retail sales tax and would enhance the ability of Ontario businesses to compete and grow.

As we get closer to the implementation date, CAM will hold a seminar on the effects and application of the tax – how it applies to movers in Ontario and to movers moving household goods into and out of Ontario.

Employment

As the summer season approaches, you may need workers. CAM has advertised across Canada for employees for the moving industry – drivers, helpers, clerical staff.

There are now 550 new résumés posted to the website since March 1, with another 700 awaiting processing. The information can be found in our [online employment database](#) in the members-only area. Your username is your contact name exactly as shown in the membership directory or in the online directory and your password is your membership/sequence number as shown on your CAM invoices.

Company-specific employment ads can be seen in the [employment area](#) on the website. Contact CAM at members@mover.net to place an ad.

The Canadian Mover

We are currently working on producing the spring issue of *The Canadian Mover*, CAM's magazine and directory. This is the only publication that goes out to the Canadian moving industry. It's a great place for suppliers to our industry to reach their marketplace.

For CAM members, please check your listing in the fall issue or [online](#), and advise us of any updates.

For non-members, there is still time to join and be included.

2009 Canadian Moving Industry Compensation Survey

For those who participated in this year's survey, copies of the complete results were sent to you in mid-March. If you have not received yours, please let us know.

For those who did not participate and would like a copy of the complete survey results, copies in PDF format are available at \$50.00.

Equipment for Sale

CAM has posted an ad (pdf for members only) from a western Canadian mover for the sale of straight trucks and trailers.

Members wishing to post want-ads for equipment can do so by emailing the ad to CAM at members@mover.net.

Online Listings

In these recessionary times, you need to take advantage of the small opportunities to get your name and your message in front of consumers. Two websites that should be useful to you are:

- casaGURU.com – This is home-service website. It offers free listings for CAM members and will help your rating on major search engines.
- FRAUDCAST.CA – This site is sponsored by Capital One and the Better Business Bureau. The mover listing will point at CAM and has lots of potential for individual high-profile sponsorships.

Canadian Employee Relocation Council

Rick Taylor, CAM's chairman, will address the Canadian Employee Relocation Council's 2009 annual conference scheduled for Ottawa, September 27 to 29, 2009. His topic will be claims and insurance.

CAM MOVER'S EDGE, MAY 2009

BBB Listings

Ted LeLacheur informed CAM that movers were now the #1 inquiry at the BBB in Alberta, but had dropped off the top-ten list of complaints. Is this a sign of the economy slowing down or of movers in Alberta improving their operations?

Bank of Montreal TV Ad

Late last year, the Canadian Association of Movers wrote to BMO about the manner in which BMO portrayed movers in its television advertising. The commercial showed a mover as a leering, intimidating figure.

Several members have commented recently that the ad has been revised and the reference to movers has been removed. CAM has written to BMO to compliment them on this action. Our correspondence can be seen on the CAM [website](#) (pdf, members only).

Nova Scotia Trucking Safety Association Awards

The Occupational Health & Safety Committee of the NSTSA presented its Safety Excellence Award for 2008 to Jason Buchanan and Premiere Van Lines of Halifax, Nova Scotia.

Proper Lifting Techniques for Movers Seminar

Members' responses to CAM conference-call seminars have been very good. In all cases, members commented that the content provided was worthwhile and that the conference-call format was effective.

The fourth in CAM's series of conference-call seminars for movers will be held on Wednesday, May 13, 2009. Our presenter will be Linda Corkum, executive director of the Nova Scotia Trucking Safety Association.

The topic is Proper Lifting Techniques for Movers (Back Safety) and it's intended for managers, supervisors and staff – anyone who is interested in employee health and safety. The seminar will act as a learning experience for new employees and a refresher for the more experienced. A workbook on lifting technique will be provided in PDF format prior to the seminar.

Mover Wanted in the Toronto Area

A CAM member is interested in purchasing a mover in the Toronto area as an ongoing business. If you are interested, contact CAM to be put in touch with the member. All inquiries will be held in confidence.

Job Opportunities

CAM now has over 800 job seekers in its online employment directory. If you are looking for temporary or permanent employees, check CAM's [online directory](#) (members only) – it contains drivers, helpers and clerical staff.

Equipment For Sale

CAM currently has ads for tractors, trailers, straight trucks and truck-washing equipment posted to its website. The equipment is in the Toronto and Edmonton areas. The ads are posted in a [PDF](#) (members only).

Members wishing to post want-ads for equipment can do so by emailing the ad to CAM at members@mover.net. Effective May 1, the cost for posting a buy/sell ad on CAM's website will be \$25 plus GST. The ad will run for 90 days.

CAM'S Upcoming Event Dates

Mark your calendars for CAM's fall events:

- CAM's annual golf tournament – Milton, Ontario
Monday, September 21, 2009
- CAM's 2009 annual conference – Toronto, Ontario
Sunday to Tuesday, November 15 to 17, 2009

CAM MOVER'S EDGE, JUNE 2009

Speed Limiters – Ontario & Quebec

The six-month trial period for speed limiters ends on June 30, 2009. After June 30, 2009, speed limiters will be required on all trucks (over 26,000 lbs. GVW) operating in Ontario and Quebec. Maximum speed will be limited to 105 km/hour. Up to now fines and penalties have not been applied. They will be in effect on July 1, 2009.

CAM's Upcoming Events

Mark your calendars for CAM's fall events:

- CAM's Annual Golf Tournament
Milton, Ontario – Monday, September 21, 2009
- CAM's 2009 Annual Conference
Toronto, Ontario – Sunday to Tuesday, November 15 to 17, 2009

CAM's 2009 Annual Conference

CAM's Annual Conference is a unique event that is focused on moving- and general-business-related topics. The information you will receive will enhance your bottom line. Our line-up includes:

- A full-day, one-time benchmarking workshop on the factors affecting your business. It will feature Kathi Barry Albertini, the leading facilitator in the USA of moving-related profitability workshops and profit enhancement groups (PEGs). She will work with your numbers and give you real results for all operations in your business.
- An update on the state of Canada's economy
- Trends in corporate relocation
- Effective internet marketing
- An update on operations for Canada's military and government moves
- Succession planning for business owners

CAM Awards

It's time to reflect on who the leaders are in Canada's moving and storage industry and nominate them for CAM's three annual awards:

- Distinguished Service Award
- Founders Award
- Innovators Award

Nomination forms can be downloaded from our [website](#). The awards will be presented at our 9th Annual Awards Dinner on Monday, November 16, 2009.

ON THE WEBSITE AND ONLINE

Online Referrals

CAM is working with an online referral service to refer moves to CAM members. The service (HomeMag.ca and CompareMovers.ca) will refer the move requests it receives to CAM members only. The service will rely on CAM's certification process to validate movers. Registration is not required. Referrals are on a unit-cost basis and are sent to a maximum of four movers. You will be asked to pay for each referral you accept.

Job Opportunities

CAM has some very recent postings for employment in the moving industry posted to its website.

There are now over 1000 job seekers' résumés in CAM's online employment directory (for members only). If you are looking for temporary or permanent employees, check CAM's online directory – it contains drivers, helpers and clerical staff. It's arranged by postal code so you can find people who live near your business.

Equipment for Sale

CAM currently has ads for tractors, trailers, straight trucks and truck-washing equipment posted to its website (members only pdf). The equipment is in the Toronto and Edmonton areas.

Members wishing to post want-ads for equipment can do so by emailing the ad to CAM at members@mover.net. Effective May 1st, the cost for posting a buy/sell ad on CAM's website will be \$25 plus GST. The ad will run for 90 days.

Press Releases

We have been posting members' press releases to the NEWS area of the website. If you have an announcement that would interest your fellow members, please forward it to CAM and we'll post it.

Nova Scotia Trucking Safety Association

The *Proper Lifting Techniques – Back Safety* booklet flyer that Linda Corkum of the Nova Scotia Trucking Safety Association used in her recent presentation is now posted to the website (pdf). It is an excellent teaching tool for new workers and a great reminder for older workers.

CAM MOVER'S EDGE, JULY 2009

Speed Limiters – Ontario & Quebec

Speed limiters are in effect now. Effective July 1, 2009, speed limiters are required on all trucks (over 26,000 lbs. GVW) operating in Ontario and Quebec. Maximum speed is limited to 105 km/hour. Fines and penalties are now being applied.

New Members

Since January 1, 2009, CAM has welcomed 21 new members and thanks its long-time members for their renewals. Our new members include:

Movers

- Alero Moving & Storage – Calgary, Calgary, Alberta, Canada
- Alero Moving & Storage – Regina, Regina, Saskatchewan, Canada
- Alero Moving & Storage – Toronto, Mississauga, Ontario, Canada
- Alero Moving & Storage – Winnipeg, Winnipeg, Manitoba, Canada
- AMJ Campbell Van Lines, Montréal, Quebec, Canada
- AMJ Campbell Van Lines, Oakville, Ontario, Canada
- AMJ Campbell Van Lines, Tecumseh (Windsor), Ontario, Canada
- Cassidy's Transfer & Storage, Pembroke, Ontario, Canada
- Les Transports Constantineau, Montréal, Quebec, Canada
- Premiere Van Lines, Oromocto, New Brunswick, Canada
- Premiere Van Lines Inc. (Corporate), Mississauga, Ontario, Canada
- Quality Move Management, Inc., Delta, British Columbia, Canada
- Two Men and a Truck – Mid-Town Toronto , Toronto (Etobicoke), Ontario, Canada
- Two Men and a Truck – Toronto East, Toronto, Ontario, Canada
- Westmount Moving & Warehousing, Montreal, Quebec, Canada
- WJ Moving & Storage, Simcoe, Ontario, Canada

International Movers

- Gateways International, Inc., Seattle, Washington, USA
- Homepack Freight International, Karachi, Pakistan
- Homepack International, Mumbai, India
- Premiere Van Lines International, Mississauga, Ontario, Canada

Supplier

- PODS Canada, Brampton, Ontario, Canada

CAM's Upcoming Events

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Toronto, Ontario – Sunday to Tuesday, November 15 to 17, 2009

Watch your email for updates.

CAM's 2009 Annual Conference

CAM's Annual Conference is a unique event that is focused on moving- and general-business-related topics. The information you will receive will enhance your bottom line. Our line-up includes:

- A full-day benchmarking productivity workshop
- An update on the state of Canada's economy
- Trends in corporate relocation
- Effective internet marketing
- An update on operations for Canada's military and government moves
- Succession planning for business owners

Watch for *CAM's Event News* for speaker and program details and updates.

CAM Awards

The deadline for submitting nominations for CAM's three annual awards is September 9, 2009. Consider who might be a great candidate for one of CAM's awards. Let us know.

- Distinguished Service Award
- Founders Award
- Innovators Award

Nomination forms can be downloaded from our [website](#). The awards will be presented at our 9th Annual Awards Dinner on Monday, November 16, 2009.

CAM MOVER'S EDGE, AUGUST 2009

CAM's 2009 Golf Tournament — It's a Shotgun Start!

CAM's 2009 Annual Golf Tournament will be held this year on Monday, September 21. The prices are the same as last year. The venue is the same too – Granite Ridge Golf Club in Milton, Ontario. It will be held as a shotgun event with the tee-off time for everyone at 1:00 PM. Don't miss it!

CAM's New Helper Training Video

CAM's new helper training video is now available online. It's designed as an introduction to the moving profession for newly-hired helpers. It's an online course with a quiz. It costs \$315 (including GST) which gives you the following for 12 months:

- Unlimited access to the video for a year
- Use of, and feedback from, the related quiz
- Unlimited access to CAM's Canadian Professional Mover course

The video and questionnaire are currently being translated and will be available in French this month.

CAM Conference News

Make plans now to attend CAM's 2009 Annual Conference. There are some incredible air fares available now with WestJet and Air Canada. (You could even pick up a cheap air fare and golf with us on September 21.)

The conference will open with a one-day workshop on productivity. The facilitator will be Kathi Albertini, a well-known provider of Profit Enhancement Group (PEG) programs in the USA.

We will hold a free conference call in mid-September to discuss the conference and offer a few tips to members about how to obtain the maximum value from attending the productivity workshop.

Watch your email for the latest program announcements.

Ontario's Consumer Protection Act

CAM has received a few complaints regarding estimates not complying with Ontario's *Consumer Protection Act*. You should know that it applies to you if you meet any one of the following conditions:

- You are domiciled in Ontario OR,
- Your move is within Ontario OR,
- Your move begins in Ontario OR,
- Your move ends in Ontario.

You may not change the conditions of the Act by adding a clause to your estimate. The 10% rule applies. The maximum that can be charged to a consumer is the estimate value plus 10% unless the conditions of the move change.

Membership

In the past month, CAM welcomed three new members and welcomed back two old friends.

New members:

- AMJ Campbell Van Lines, Delta, British Columbia
- Globe Moving/Premiere Van Lines, Winnipeg, Manitoba
- Highland Moving & Storage Ltd., Calgary, Alberta

Returning members:

- CSS Homeward Bound, Dubai, United Arab Emirates
- Domestic Moving & Storage Ltd., St. John's, Newfoundland and Labrador

CAM Awards

Now is the time to review the leaders in Canada's moving and storage industry and submit a nomination for a deserving individual in one of the following categories.

- Distinguished Service Award
- Founders Award
- Innovators Award

The deadline for nominations is September 9, 2009. Nomination forms can be downloaded from our [website](#). The awards will be presented at our 9th Annual Awards Dinner on Monday, November 16, 2009.

CAM MOVER'S EDGE, SEPTEMBER 2009

WATCH YOUR MAIL FOR CAM'S 2009 ANNUAL CONFERENCE FLYER.

The Canadian Mover, CAM's Directory and Magazine — Fall 2009

The Fall 2009 issue of *The Canadian Mover* will be printed in late September. Please review your listing in the Spring issue or in our [online directory](#). Let us know about any changes you need made.

Swine Flu Pandemic

Every province's *Occupational Health and Safety Act* requires that you provide a safe and healthy workplace and take measures to prevent foreseeable risks. We have posted a special report on the Swine Flu Pandemic on the [movers' page](#) of CAM's website. It contains useful and useable information that you can use to protect your staff and your family against infection.

Government of Alberta

Heather Klimchuk, minister responsible for Service Alberta, is considering regulations for the moving industry. CAM has responded to this initiative stating that the *Fair Trade Practices Act* and the *Highway Safety Act* in Alberta provide sufficient protection for both consumers and movers. Ted LeLacheur, CAM's director in Alberta, has contacted the ministry and will represent CAM members in conjunction with representatives from the Better Business Bureau.

CAM's 2009 Golf Tournament — It's a Shotgun Start!!

Don't miss CAM's 2009 Annual Golf Tournament. It will be held this year on Monday, September 21, at Granite Ridge Golf Club in Milton, Ontario. Join in the hole-in-one, putting and beat-the-pro contests for prizes and libations.

Moving Equipment for Sale/Wanted

CAM is now posting the want-ads for equipment on the movers' webpage. Check [here](#) periodically for new ads. Also watch for special promotions by our suppliers that we will be highlighting in upcoming newsletters.

New Members

In the past month, CAM welcomed four new members:

- Alero Moving & Storage, Edmonton, Alberta
- Moving Again, London, Ontario
- Cargo Channels Pvt Ltd, New Delhi, India
- Western Star Trucks, Detroit, Michigan, USA

CAM Awards

Now is the time to review the leaders in Canada's moving and storage industry and submit a nomination for a deserving individual in one of the following categories:

- Distinguished Service Award
- Founders Award
- Innovators Award

The deadline for nominations is September 9, 2009.

Nomination forms can be downloaded from our [website](#). The awards will be presented at our 9th Annual Awards Dinner on Monday, November 16, 2009.

Westmount Moving & Storage

Congratulations to Joe Gagnon and the staff at Westmount on celebrating their 70th anniversary and on their "Moving Forward with Confidence" event.

CAM MOVER'S EDGE, OCTOBER 2009

*Watch your mail for the fall issue of CAM's magazine and directory.
CAM's helper training video is now available on the website in French.*

The Canadian Mover, CAM'S Directory And Magazine — Fall 2009

The Fall 2009 issue of *The Canadian Mover* will be laid out for printing on Friday, **October 2**. Review your listing in our [online directory](#) or in the Spring 2009 issue of the directory. Let us know now about any changes you need made.

CAM'S Annual Conference — Benchmarking 101: Your First Step to Profitability

Our annual conference offers you a unique opportunity to compare your operating and financial results with your peers in the industry.

- How are you doing?
- How are others in the moving industry doing?
- How can you improve your operations for a better bottom line?

Each of these questions will be addressed and answered by Kathi Albertini in a day-long Profit Enhancement Workshop. And, of course, all information submitted will be treated confidentially.

Visit the [website](#) to register and obtain a data submission form.

CAM Awards

CAM's board of directors reviewed a long list of nominees and decide to honour the following as our 2009 recipients. They were chosen for their service to the industry, the innovations they developed and the examples they set.

- Founders Award – the Armstrong Family
- Innovators Award – Chris Steer
- Distinguished Service Award – Lorne Stockley

You are invited to attend our awards dinner on Monday, November 16, 2009, at the Sheraton Toronto Airport Hotel. Tickets are \$125 plus GST or are included as part of conference registration.

Government of Alberta

CAM members will be pleased to know that the Government of Alberta has published an RFP for office moving throughout the province. One of the criteria for the bid evaluation is accreditation with CAM and/or BBB.

CAM'S 2009 Golf Tournament

There were 71 intrepid golfers at the tournament. Members arrived from Florida, New Brunswick and Nova Scotia. We had a lot of rain and a very good time. The food compensated for the weather.

Moving Equipment for Sale/Wanted

This section will be an ongoing feature of this newsletter. Supplier members are invited to advertise specials in it. Specials and items for sale are also posted on the [website](#).

- **WESTERN STAR** is offering rebates of \$1,500 to \$2,000 (USD) on their 4900 series tractors as well as additional rebates and discounts of up to \$5,000 on 2008 and 2009 models.
- **K.I.D. TRAILER & EQUIPMENT** announces its used truck program – quality used trucks of all types at reasonable prices are available.

Do Not Call List

The Canadian Radio-television and Telecommunications Commission advised CAM that a mover who is a particularly pesky telemarketer was fined \$12,500 for his calling practices. Links are posted on the [Consumers' page](#) of our website. While CAM members do not fall into this category, members should be aware that this can happen.

CAM MOVER'S EDGE, NOVEMBER 2009

CAM's Annual Conference — Benchmarking 101: Your First Step to Profitability

It's not just numbers! Each of our six sessions will provide you with information on managing a moving business in today's environment. Our annual conference offers you a unique opportunity to compare your operating and financial results with your peers in the industry.

- How does my business's performance compare to a national sample of moving businesses, and what can I do to improve?
- Where are the Canadian and the world economies going?
- What are the latest trends in corporate relocation?
- How do you effectively communicate your marketing message over the internet?
- How do you plan for succession in your business?
- What are the future plans of the moving industry's largest customer?

Each of our presenters will provide you with useful and useable information to help you manage your business and improve your bottom line.

Registration Information

CAM Awards

Join members of CAM and the Canadian moving community at our 9th Awards Dinner on Monday, November 16, 2009. We'll honour three deserving awardees for the examples they set, the companies they founded and the innovations they brought to the moving industry.

- Founders Award – the Armstrong Family
- Innovators Award – Chris Steer
- Distinguished Service Award – Lorne Stockley

Tickets are \$125 plus GST or are included as part of conference registration. [Details](#) (pdf)

Professional Mover — National Occupational Standards

Over the past two years, CAM's van-line members and many CAM members have participated in the Canadian Trucking Human Resources Council initiative to produce an occupational standard for the professional mover/van foreman driver.

The results are National Occupational Standards for the Professional Mover/Van Foreman Driver Specialty. It includes a *Chart of Competency* and a *Task Analysis*. These have been posted to CAM's website on the [Industry News](#) page in the Industry Associations section. In them you will see definitions of the skills required for a professional mover and the tasks

that they perform. From this information you can develop your program to recruit, develop and maintain a skilled workforce.

Obituaries

Gary Ralph Coates

Gary Ralph Coates passed away on Sunday, October 18, 2009. Gary had a long and distinguished career in the Household Goods Moving Industry, first in various roles at Atlas Van Lines and later as General Manager at Taylor Moving and Storage. We extend our condolences to the entire Coates family, especially his beloved wife, Janet.

Rodney "Rod" W. Evans

Rod Evans passed away at the Moncton Hospital on Sunday, October 25, 2009, at the age of 72. He was employed for 27 years with Wallace Warehouse and Cartage and was the former owner of the AMJ Campbell Van Lines franchise in Moncton. He will be sadly missed by Evelyn, his wife of 50 years, his four children, his grandchildren, his great-grandchildren and his many friends and colleagues.

CAM MOVER'S EDGE, DECEMBER 2009

Ontario Proposes Vehicle Weight and Dimension Reforms

Ontario's Ministry of Transport just introduced Phase 4 of its proposed reforms to its Safe, Productive, Infrastructure-Friendly (SPIF) vehicles regulations. The proposal can be seen on CAM's [website](#). It provides an overview of proposed changes to Ontario's allowable weights and dimensions for heavy commercial vehicles.

This is the fourth and final phase of a broader Vehicle Weight and Dimension (VW&D) Reform Project that began in 2000. Phase 4 SPIF proposes standards for straight trucks, truck-trailer combinations, buses, and specialty combinations. SPIF tractor-trailer standards were set out in regulation in previous phases of the program. See Appendix E of the online document.

The Ministry plans to seek industry input over the next several months. It plans to have the regulations in place in 2010 and in effect in 2011.

Conference Review

CAM's Annual Conference Benchmarking 101: Your First Step to Profitability

CAM's 2009 Annual Conference was marked by several successes:

- Good attendance
- Excellent speakers and topics
- Great food
- A well-attended Annual General Meeting
- Deserving awardees at our 9th Annual Awards Dinner (see our [awards page](#))
- And the highest evaluation scores from any CAM conference!

All conference presentations have been [posted](#).

Kathi Albertini's Profit Enhancement Workshop gave members an opportunity to compare financial measurements with their peers. The results and the original data-entry form that were provided to attendees are [posted](#). For anyone who did not attend or did not submit data, you can submit your data to Kathi before December 15 and receive a listing of how your results compare with Canadian averages.

The general discussion after the conference indicated that all presentations were well received. A few highlights include:

- Paul Ferley – Economist from the Royal Bank of Canada – provided members with an outlook for the direction of the North American economy and its return to positive growth.
- Andrew Pierce – Senior Vice President at Brookfield Global Relocation Services – discussed some of the trends in the relocation business and provided attendees with a copy of Brookfield’s *Global Relocation Trends 2009 Survey Report*.
- Milena Head – Assistant Professor of Information Systems at McMaster University – showed attendees some of the dos and don’ts for establishing trust on websites.
- Herb Huck – Vice President, Advanced Marketing at RBC Life Insurance – demonstrated the need for planning to ensure successful transition of a business in the event that an owner or partner is unable to continue in his or her role or decides to discontinue associating with the business.
- Jeff Steele – Director, Military Careers Support Services, National Defence Headquarters – presented a current and future view of relocation in the Canadian forces.

Profit Enhancement Group

Kathi Albertini has proposed establishing a Profit Enhancement Group (PEG) for Canada in which ten CEOs of non-competing moving companies get together and critique each other’s operations. Experience with PEGs indicates that participants can expect significant operational and profit improvements. Several members indicated their interest in participating in a PEG. Watch for further announcements and advise the CAM office if you are interested.

Annual General Meeting

Several important items came out of the Annual General Meeting. Our board of directors was reconfirmed in whole and Tom Finlay of AMJ Campbell Van Lines in Vancouver was confirmed as a director.

The executive committee will be made up of:

- Chairman: Tom Filgiano
- Vice Chairman: Leonard Hoyt
- Treasurer: Michael Johnston
- Secretary: Ted LeLacheur
- Past Chairman: Rick Taylor

New operating committees were established at the meeting. The plan for the new committees was well received by members.

- Education – to consider existing and new training programs and courses.
- Conference – to plan the next conference, including the theme, program, speakers, etc.

- Government & consumer relations – to consider ways to advance CAM's role as the voice of the moving industry with consumer protection agencies, Transport Canada, Workers Compensation Boards, Better Business Bureaus, etc.
- Membership – to promote CAM membership, through targeting, marketing, etc.

There are openings on all committees for participants. Meetings will be held as conference calls and the time commitment should not exceed an hour or two in a month. We are looking for a few good movers to serve on our committees.

We will continue our conference-call seminar series in 2010 and have a few themes planned. Send us any ideas you have for topics you would like addressed in the program.

There was some discussion about the reporting of damage on moves. Lorne MacInnes, Ferguson Moving & Storage in North Vancouver, provided a Claim Incident Report that might be useful to members. It can be seen in the [members-only area](#) along with other useful forms. If you have a form that might be useful to your fellow members and wish to share it, please send it to CAM and we'll post it.

Canadian Trucking Human Resources Council

At CAM's 2008 Annual Conference, Jeff Griffiths of Canadian Trucking Human Resources Council reported on the progress toward developing National Occupational Standards for the Professional Mover. Several CAM members participated on the steering committee that developed the guidelines. His presentation included a questionnaire that movers across Canada completed. Attendees at our 2009 Annual Conference were given copies of the ***Chart of Competency*** for the Professional Mover that was developed from the seminars that CTHRC hosted and from the results of the questionnaire.

This document and the related ***Task Analysis*** have been [posted](#). These documents can help you to develop programs for recruiting, developing and maintaining a skilled driver force.