

CAM MOVER'S EDGE, JANUARY 20, 2014

Year of the Reputable Mover

The Canadian Association of Movers declared 2014 to be the YEAR OF THE REPUTABLE MOVER. We have begun our campaign with letters to all provincial governments and worker's compensation boards across Canada. The letters addressed the fact that while legislation and regulation (consumer protection, transportation, revenue and taxation, and the *Criminal Code of Canada*) were sufficient to prosecute the rogues in our industry, very little was being done. We will continue to press government to enforce the law.

Our immediate next step is to post a new introduction page for our website. It's called TRUST and you will be able to see it at www.mover.net/trust. This page will be linked from Quebecor's consumer website that provides general information that ranges from entertainment to weather.

We will also be posting a rogues page. This will contain warnings to consumers about rogues' false claims on their websites – illegitimate use of logos, ridiculous claims, fictitious reviews on consumer websites, etc.

Your input on these initiatives or suggestions for other actions would be appreciated. Write to us at admin@mover.net.

Household Goods Moving Services Contract

The Government of Canada's Household Goods Moving Contract is still in process. The request for information (RFI) that was promised for early January has not yet appeared. The general timetable for this is:

- Mid-December 2013 – current contract extended to September 30, 2014.
- Early January 2014 – Canada intends to publish a final complete RFI (not seen as of January 20)
- February 2014 – final RFP to be posted for 45 days
- End of April 2014 – awarding of contract
- October 1, 2014 – service commencement of contract

This is the fourth version of the process that began in the spring 2012. Watch for developments.

CAM's 2014 Event Schedule

CAM's 2014 event schedule is as follows:

- January 1 to December 31 – Year of the Reputable Mover

- April 4 – editorial deadline for the Spring 2014 issue of its magazine – *The Canadian Mover*
- August 15 – editorial deadline for the Fall 2014 issue of its magazine – *The Canadian Mover*
- September 15 – CAM's annual golf tournament at Richmond Hill Golf Club, Vaughan, ON
- October 19–21 – CAM's 2014 annual conference – Sheraton Toronto Airport Hotel

CAM's Job Board

Check it out on our [website](#). There are new jobs posted.

CAM's Year-End Statistics

CAM had a very busy 2013, according to our year-end statistics on referrals to members, enquiries about members and non-members, complaints about members and non-members and visits to CAM's website. Here's what's kept us busy:

Referrals to members	1,990
Enquiries about movers	467
Complaints about movers	196
Website visits	150,470

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.

YEAR OF THE REPUTABLE MOVER

The **Year of the Reputable Mover** will be a major initiative for the Canadian Association of Movers through 2014. As you are well aware, rogues (thieves and fraudsters) have become a significant problem in the moving industry. CAM's efforts to deal with these businesses are focused where it is believed they can be most effective. Your suggestions on how to conduct this campaign are necessary to its success and your participation is critical.

We have written to the provincial ministries responsible for consumer protection, transportation, justice and revenue asking for their input and assistance in our efforts. We are in communication with Better Business Bureaus across the country and the federal ministries of Justice, Transport and Industry asking these agencies to enforce their regulations to help protect consumers and assist them in finding a reputable mover.

The key success factor in this program will be to get the message out to consumers on how to protect themselves. We have opened a new webpage at www.mover.net/trust that helps the consumer understand why hiring a CAM member is so important. And, of course, if you are not a member, you should be!

SUCCESSION

CAM has established a succession committee to find a suitable candidate to replace John Levi who is scheduled to retire as president of CAM on December 31, 2014.

The committee has defined the role to be a part-time position in which the successful candidate would be the representative of the Association to the Canadian moving industry, consumers, media, government and non-government agencies, as well as moving associations around the world. The committee is looking for a candidate who will have a track record of leadership in either an Association-management position or moving-industry position. He or she will have demonstrated skills in both written and oral communications, organizing diverse groups, government relations and consensus building. The candidate must have a reasonable level of proficiency in computer operations.

The successful candidate would assume the role on November 1, 2014 which would be the beginning of a two-month transition period.

Interested parties may submit an application to admin@mover.net. All applications will be held in confidence with only CAM staff and members of the committee knowing the name of the applicant.

NEW MEMBERS

We'd like to welcome these new members to CAM.

International

Déménagement Patrick SA, Crissier, Switzerland

IMS Relocations Limited, Dartford, Kent, United Kingdom

Mover

Déménagement La Capitale (DLC), Montréal, QC
Elite Moving & Transportation Ltd., Concord, ON
LeDrew's Express, St. John's, NL
Steve's Moving & Storage, Kitchener, ON
Viktoria Professional Services, Toronto (Etobicoke), ON

Supplier

Move Complete Inc., Toronto, ON

SUPPLIER MEMBERS

Wherever you need to go, PENSKE will help you get there with commercial and consumer truck rentals and leases. Contact CAM for details on promotions and rates for CAM members.

Supplier members have a standing invitation to post a short (25 to 40 words) notice of upcoming specials, discounts, promotions, etc. in CAM's monthly newsletter. Please send us your submission a week before month-end.

1-2-FREE!

CAM is once again offering its recruitment promo in 2014. **1-2-FREE!** is your opportunity to recruit a new member and get a credit against your next year's membership fee.

- Recruit one new member (head office - mover, supplier or international) and receive a 20% credit to your next membership fee.
- Recruit a second new member and get another 20% credit.
- Recruit a third new member and your next membership is free.

The conditions are simple:

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

PAYMENT CARD CRIME

CAM has received a warning notice from the Canadian Anti-Fraud Centre. The warning notice is titled 'payment card crimes' and is particularly applicable to movers. We have posted the information to the movers' webpage on our website. Check it out and save yourself some money and heartache.

MOVING-RELATED CHARITIES

CAM is a supporter of Mover for Hunger, the organization that collects surplus food and distributes it to local food banks. Please contact adam@moveforhunger.org and let Adam Lowy know that you will support this worthwhile effort.

We have just been approached by the Niagara Furniture Bank (<http://niagarafurniturebank.com/>) about a similar effort where surplus furniture that one of your customers might have and would like to dispose of can be donated. This charity is part of the Furniture Bank Association of North America (<http://www.furniturebanks.org/>).

You have wondered in the past what to do with consumers' surplus food and now you have a solution for the same problem with surplus furniture.

The Niagara Furniture Bank is looking for a volunteer to assist in training its volunteers in the proper methods of moving furniture. The Bank can be contacted through its website.

CAM MEMBERSHIP

CAM membership has become the sign of a reputable mover. It is increasingly becoming recognized by governments, consumer agencies and most importantly by consumers as a mark of the mover that can be trusted.

CAM works for its members in a broad range of areas:

- it represents you to the media - TV, radio and newspapers;
- it lobbies government on your behalf;
- it provides you with leads from the 150,000 hits on its website;
- it advertises for you on consumer websites;
- it validates you to consumers through its certified mover program;
- it resolves disputes between consumers and members; and
- it provides training resources for your staff.

CAM membership has become a part of the smart sales representative's closing, reminding consumers that CAM membership is a sign of a reputable mover. The cost of membership is about the same as your net revenue on just one move! Become a member now. Don't be classified by consumers as one of those other guys!

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.

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Email: admin@mover.net Web: www.mover.net

YEAR OF THE REPUTABLE MOVER

A week ago, CAM was involved in a broadcast email exchange that was started by an independent non-member mover. The information exchanged provided a very interesting perspective on the view of the industry that this mover had. When one looks at our industry from the individual mover's viewpoint, one might see the driver shortage, but perhaps not the larger issues.

- Every day CAM hears about the damage that rogues are doing to our industry - the overcharging, fraud, theft and damage.
- Few movers would have an international perspective and be communicating on a regular basis with moving associations around the world, as CAM is.
- Independent movers would not have the ear of government and would not be able to provide their perspectives to the public through use of the media, as CAM routinely does.

Your Association's committees and management are working diligently to communicate our message of professionalism to government and the consumer.

CANADA'S ANTI-SPAM LEGISLATION

Canada's ELECTRONIC COMMERCE PROTECTION REGULATIONS come into force on July 1, 2014. The regulations can be seen at <http://www.ic.gc.ca/eic/site/030.nsf/eng/00273.html>. You may wish to review the regulations if email is part of your advertising communications.

CAM has included your email address in its broadcast newsletters and association communications because of your affiliation with the Canadian Association of Movers and/or the moving industry in general. We have obtained your email address through your applications or emails that you have sent us. This newsletter contains a link that will enable you to unsubscribe from future communication should you wish to do so. It is CAM's intent to provide you with up-to-date information related to the Canadian moving industry and the Canadian Association of Movers. We hope we can continue to do so.

GOVERNMENT OF CANADA - HOUSEHOLD GOODS MOVING SERVICES CONTRACT

On February 24, 2014, Public Works and Government Services Canada issued a Letter of Interest (LOI)/Request for Information (RFI) for the household goods moving services contract that is scheduled to be awarded in the next several months and take effect on October 1, 2014. Responses to this request must be submitted by March 6, 2014. This document was originally promised for early January. Interested parties in the moving industry are currently dissecting the document in order to submit their comments.

AMSA'S 95TH ANNUAL EDUCATION CONFERENCE & EXPO

The American Moving & Storage Association held its conference in San Diego on February 9-12,

2014. The event was characterized by excellent speakers, a large trade show and great networking opportunities. Several Canadian movers and suppliers were in attendance. The welcome reception was held on the USS Midway, a post WWII aircraft carrier. How cool is that!

WEBINAR ON TEMPORARY WORKERS - REGISTER NOW!

Are you planning to hire temporary workers for the upcoming moving season? If you are, you'll want to participate in our one-hour webinar on What You Need to Know About Hiring Temps. It's on March 5 at 2:30 pm (EST). The registration form is on our website at www.mover.net/movers. Register today!

NEW OPTION FOR MEMBER'S SECOND LISTING

CAM is now offering a special membership option for Canadian mover members that wish to have a second listing on CAM's website and in our magazine. Here's how it works: if you are a Canadian mover member, you can have a second listing among the International members, or if you are a Canadian international member, you can have a second listing among the domestic mover members. The cost is the same as a branch membership. This option will ensure you are receiving the maximum exposure for your domestic and international moving business by being listed among both our Canadian and International members. This will apply to new memberships and upcoming renewals.

NEW MEMBERS

We'd like to welcome these new members to CAM.

International

PTYPACKERS (Panama International Packers), Panama, Republic of Panama

Mover

AMJ Campbell Van Lines, Barrie, ON

Déménagement La Capitale (DLC), Québec, QC

TWO MEN AND A TRUCK® - Mississauga, Mississauga, ON

Supplier

Positive Identity Promotional Products, London, ON

MOVING COMPANY FOR SALE

Bow Valley Moving Company, situated in Canmore Alberta and the only established local moving company serving the Banff, Lake Louise, and Canmore regions, is for sale. It's a Federal carrier that specializes in moves between Alberta and British Columbia. Visit www.BowValleyMoving.com to learn more about the company. If you're looking for a turn-key operation, email info@bvmoving.com.

JOB POSTINGS

Be sure to visit our job postings from time to time. Check the opportunities we currently have listed at www.mover.net/employment/postings.

SUPPLIER MEMBERS' ANNOUNCEMENTS

CAM invites its supplier members to place their product and service announcements in this monthly newsletter. Short announcements (25 to 40 words) will be published at no charge. CAM reserves the right to edit these announcements.

TECHNICAL PROBLEM WITH WEBSITE

Our website is having technical difficulties with some characters being transmitted by our online referral software. It is being repaired - but in the meantime, you should be able to decipher the message being sent to you to follow up on the referral.

IDENTIFY YOUR COMPANY AS A PROUD CAM MEMBER

Make sure your marketing strategy includes using CAM identification. CAM logos will promote your company as a member of Canada's moving industry's trade association and a moving company that can be trusted:

- Display the CAM logo on your company's website, marketing materials, and business cards.
- Use your 'membership in CAM' as a competitive edge to close sales.
- Ensure your sales staff complete CAM's Canadian Professional Mover course - they'll be able to use our professional logo on their business cards.
- Advise your sales staff to use a sales closing such as: "I do understand that you may choose to use my company or not. If you decide not to, please ensure that you use a CAM member. It will help you to avoid the rogues." **SHOW YOUR COMPANY CARES AND IS RESPONSIBLE.**
- Link to CAM's website, www.mover.net, from your company's web site so customers can validate you.
- Suggest to customers to call us to verify your membership and reputation.

Call or email us to obtain CAM logos if you're not already using them!

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CAM 2014 COMPENSATION SURVEY

The 2014 compensation survey was a success. There were 50 responses that provided useful data. We were able to provide compensation data for seven operations positions in moving companies across Canada including results for six provinces and six urban areas or regions. Results showed that movers in urban areas pay more for labour than the provincial average, Alberta and British Columbia pay the most with rates dropping as you proceed to the east. In compiling the results, we eliminated those positions where we had found in the past that the data was very complex (drivers and sales positions) and not consistent from one mover to another. We hope that participants found this to be a useful effort. Let us know if you'd like to receive these results - they can be purchased for a modest fee. And thanks to all of you who submitted your survey!

CAM REPRESENTATION TO GOVERNMENT

In the past month, the Canadian Association of Movers has been working with government at several levels.

- We are receiving responses from the letters we sent out in January that range from indicating interest in our concern to directing us to other responsible ministries.
- We have represented the industry to an agency that is looking into the effects of sleep apnea on older drivers. As our driving population is aging, this may become an area of concern.
- We represented the industry to the City of Toronto's committee on gridlock. Companies that rely on their ability to move goods through the city or pick up and deliver within the city were represented. CAM expressed its concerns about the ability of its members to perform moves where street access and parking are limited.

CONSUMER COMPLAINTS

As has happened frequently in the past, CAM is the focus for moving complaints. There does not seem to be a shortage of disreputable movers in this country.

- One complaint involved falsified scale tickets that significantly bumped up the consumer's costs.
- Another involved an international mover who, having been paid in full and having promised delivery, kept the goods in storage and did not deliver.
- Jim Carney has become a media focus after his appearance on CBC's Marketplace program. He recently helped a consumer to rescue their goods after six months of waiting for delivery. Well done, Jim!

THE CANADIAN MOVER - CAM's MAGAZINE AND DIRECTORY

CAM's magazine and directory - **The Canadian Mover** - will be going to press early in April. Please review your listing in the previous issue (fall 2013) or online and let us know of any changes that need to be made - edits, additions, and/or deletions. And please make sure your membership is up-to-date to ensure you are included.

NEW OVERSEAS TRAINING MANUAL

Our new Overseas Training Manual for Administrative Staff is now available for members in the Education area of our website. This manual will help to orient support staff to the overseas moving process. This is our first issue of this document and we hope to update it and add to it over time. Our thanks goes out to Vincent Parry (Parry International Relocations Ltd. (PIR)) for putting the original content together and to our international committee members for building upon it.

MOVING INDUSTRY EVENTS

Over the next month, SIRVA Canada will hold its 2014 Operations Conference in Ottawa on April 3-6 and United Van Lines/Mayflower will hold its 2014 Convention in Fort Myers on April 8-12. CAM will be represented at both. Find us and say hello.

CAM WEBINAR

On March 5, CAM hosted a webinar on using temporary workers. Our presenter, Ruben Goulart, provided attendees at the event with useful information about engaging temporary workers, some of the legalities involved and some of the pitfalls. The feedback on this seminar was very positive. Watch for future webinars on moving industry related topics.

ADS ON CAM'S WEBSITE

We have a few job postings on our website and we have an ad for a company that's for sale in Canmore, AB. You might want to check out these opportunities.

YEAR OF THE REPUTABLE MOVER

CAM just issued a press release to announce that we've declared 2014 to be the **Year of the Reputable Mover**. Throughout this year our focus will be on communicating our message of professionalism in the moving industry to government and the consumer - professionalism that is offered by members of the Canadian Association of Movers. Consumers call us and visit our website every day to find reputable moving businesses to move them or to check whether the company they're thinking of using is a CAM member. It's important to keep your membership up to date so that consumers can see you are a mover that can be trusted...it's just good business!

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YEAR OF THE REPUTABLE MOVER

CAM has announced that 2014 will be the *Year of the Reputable Mover*. In order to make this successful, we are engaging all members and partners in our efforts. This includes movers, van lines, suppliers to our industry, government and non-government agencies, the Better Business Bureau and the media. We are distributing press releases, updating our website, working with government, seeking advice from and sharing information with moving associations around the world, and doing whatever we can to help consumers find reputable moving services and remove the disreputable element from our industry. You are an integral part of this program. Continue to provide excellent service to your customers and express your concern to government and consumer agencies about this plague upon our industry.

FEDERAL GOVERNMENT'S RFP HAS BEEN RELEASED

IT'S FINALLY HERE! The Federal Government's RFP for the movement of household goods and effects and private motor vehicles was released on Friday, March 28 with the response date of May 8. So far, this has been a two-year process with multiple solicitations, meetings, consultations, revisions, promises and deadlines by the government. Copies of the RFP have been distributed by our van line members. If you have any comments on the document, please refer them to your van line office.

MOVING CHRIS HADFIELD

It wasn't the kind of long distance move that retired Astronaut/Colonel Chris Hadfield is used to making but it was still a long one from Houston, Texas to Toronto, Ontario. Director Jim Carney and his company, Rawlinson Moving & Storage Ltd., had the pleasure of moving Chris and his family back to Canada, after 26 years abroad. Ever the gentleman, Chris sent a letter of thanks to Jim and his crew saying "you and the folks at Rawlinson unquestionably made this [move] the best we've ever had."



INDUSTRY NEWS

AMSA HONOURS JOHN LEVI

At its 95th Annual Education Conference & Expo in February, AMSA wished CAM's President, John Levi, a happy retirement and posted this photo among those of several other honorees. AMSA graciously followed up by sending John a copy of the photo with many handwritten wishes on it. John will be retiring from CAM at the end of 2014.



OTHER INDUSTRY EVENTS

CAM extends its best wishes to SIRVA Canada on its 2014 Operations Conference in Ottawa on April 3-6 and to United Van Lines/Mayflower on its Convention 2014 in Fort Myers on April 8-12. CAM is excited to attend both of these conferences.

NEW MEMBERS

We would like to welcome two new members to the Association!

Mover

El Cheapo Movers Ltd. - Toronto, Ontario

Supplier

CMS Shipping - Lachine, Québec

CROWN RELOCATIONS CANADA JOINS ATLAS VAN LINES (CANADA) LTD

Atlas Van Lines (Canada) Ltd. announced on March 19, 2014 that Crown Relocations, with moving offices in Ottawa, Toronto and Calgary, will now be operating under the Atlas banner. They will continue to provide overseas moving services through their over 200 locations in almost 60 countries, while building their infrastructure to offer moving and storage services throughout Canada and the USA. Best wishes to both on this new business partnership!

JOB OPPORTUNITIES

Once again, we have new job postings on our website. You may wish to check them out.

WILL YOU BE INCLUDED IN CAM'S DIRECTORY?

The spring issue of CAM's magazine and directory - *The Canadian Mover* - will be going to press on April 14. Make sure your membership is up-to-date to ensure you are included. Please review your listing in the previous issue (fall 2013) or online and let us know of any changes that need to be made - a new lead contact, a new address or any new information about your company.

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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YEAR OF THE REPUTABLE MOVER

The Canadian Association of Movers' Year of the Reputable Mover initiative is a long-term project, probably extending well beyond 2014. Under the guidance of the board of directors, we are currently developing another letter to be sent again to several levels of government. We do not believe at this stage that the dimension of the rogue-mover problem was fully understood by the recipients of the initial letters. We will try in our current effort to fully explain the problem to all ministries of government and why the problem is not restricted to the jurisdiction of one ministry.

CAM'S DIRECTORY

The spring issue of CAM's magazine and directory - *The Canadian Mover* - is in the mail. It's a great way to find out who's a CAM member and an excellent resource to connect with your international colleagues and suppliers to our industry. Let us know if you'd like extra copies.

2014 COMPENSATION SURVEY

CAM's compensation survey was completed in March. We had 50 participants in the survey - thanks to all of them! The results were distributed to the participants, but if you would like to receive the results of the survey as well, they are available from the CAM national office for a modest fee. We've found a way to administer the survey quickly and efficiently, so we now plan to complete it annually.

CAM'S ANNUAL AWARD PROGRAM

It's that time of year again when we ask you for your nominations for the awards that CAM presents at our annual awards dinner. We recognize outstanding achievement and professionalism with the following awards:

- Distinguished Service Award
- Industry Achievement Award
- Innovators Award
- Public Service Award

You can find the nomination forms at www.mover.net/movers/about/awards.

NEW MEMBERS

We would like to welcome four new members to the Association!

Movers

Cargo Cabbie - Toronto, Ontario

Cidel Moving & Storage 1975 Ltd. - Vernon, British Columbia

Excel Moving & Storage - Mississauga, Ontario

Simcoe Moving & Storage Ltd. - Barrie, Ontario

CAM's membership is experiencing steady growth. This is a testament to the fact that CAM helps

its members to better position themselves in the marketplace and to build their businesses - such as through training, referrals, industry standards. You can help to make your Association even stronger by promoting membership to colleagues. And please send us your suggestions for ways to attract new members.

CAM CONFERENCE

CAM's annual conference will be held on October 19-21, 2014 at the Sheraton Toronto Airport Hotel. The theme will be ***The Age of More*** and the program will address this age of more choices, more competition, more opportunity, more social media, etc. Our keynote speaker to kick off the event will be **Mary Power, President and CEO of the Council of Better Business Bureaus** in Washington, DC who will comment on customer service and consumer concerns. **Ted Mallett, Vice President and Chief Economist for the Canadian Federation of Independent Business**, will be the keynote speaker on the second day and he will address the future of small business in Canada.

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CANADA'S NEW ANTI-SPAM LEGISLATION

The Canadian Radio-television and Telecommunications Commission (CRTC) is committed to reducing the harmful effects of spam and related threats to electronic commerce and is working towards a safer and more secure online marketplace. Canada's new anti-spam legislation that comes into force on July 1, 2014 will better protect Canadians while ensuring that businesses can continue to compete in the global marketplace. [Read more.](#)

As a CAM colleague, your email address is currently on a distribution list for our newsletters. To ensure we are in compliance with this new legislation, we remind you that, should you wish to discontinue hearing from us, you may at any time UNSUBSCRIBE below. We appreciate your support and hope you'll choose to stay in touch.

CAM ANNUAL GOLF TOURNAMENT

We have a date and a venue so mark your calendar!

Our annual golf tournament will be held at the Richmond Hill Golf Club in Vaughan, ON on Monday, September 15, 2014. Watch for details.



NEW MEMBER

We would like to welcome **Paragon Office Installation Services Ltd.** (Mississauga, ON) as a new member to the Association!

Help CAM to strengthen its membership. Recommend membership to your colleagues and suppliers. Recruit just one new member and you'll receive 20% off your membership fee. [Read more.](#)

PASSING OF DOLORES CATHERINE NAYLOR

On Saturday May 17, 2014, Dolores Catherine Lovejoy Naylor passed away peacefully in her Toronto home. She was the beloved wife of Peter for 58 years and mother to Mark, Scott (Doris), Kevin (Charene) and Brenda (Kori). Many of you will remember Dolores for her beautiful spirit, warm heart, sense of humor and her contagious laugh. CAM members, colleagues and friends extend their condolences to Peter and his family. Donations may be made to the Alzheimer Society in her memory. On-line condolences may be made at www.trullfuneralsyonge.com.

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Our keynote speaker to kick off the event will be **Mary Power, President and CEO of the**

Council of Better Business Bureaus in Washington, DC who will comment on customer service and consumer concerns.

Ted Mallett, Vice President and Chief Economist for the Canadian Federation of Independent Business, will be the keynote speaker on the second day and he will address the future of small business in Canada.

Stephen Cryne, president and CEO of the Canadian Employee Relocation Council, will discuss the future of the relocation industry, a topic of vital concern to movers.

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HAPPY CANADA DAY

CAM wishes all of our Canadian members a very happy Canada Day! And to all of our members in Quebec, we hope you had a wonderful Fête Nationale!

This is the beginning of the very busy summer moving season. We wish you every success.



CAM'S ANNUAL CONFERENCE REGISTRATION IS NOW OPEN

You can now register for CAM's annual conference which will be held on October 19-21, 2014 at the Sheraton Toronto Airport Hotel. The theme will be **The Age of More** and the program will address how industry stakeholders are looking for more and dealing with more in this age of more choices, more competition, more opportunity, more social media, etc.

CAM's conference flyer, including a registration form, is being mailed out this week and it can also be viewed on our [website](#).

Check out our flyer to find out what our exciting keynote speakers will be saying about their corners of our industry. **Mary Power, President and CEO of the Council of Better Business Bureaus** will be commenting on consumer concerns. **Ted Mallett, Vice President and Chief Economist for the Canadian Federation of Independent Business**, will be addressing the economic outlook for small business in Canada.

Stephen Cryne, president and CEO of the Canadian Employee Relocation Council, will be discussing the future of the relocation industry, a topic of vital concern to movers.



CAM'S ANNUAL AWARDS - NEW DEADLINE

Each year we ask members for nominations for the awards that CAM presents at our annual awards dinner. We recognize outstanding achievement and professionalism with the following awards:

- Distinguished Service Award
- Industry Achievement Award
- Innovators Award
- Public Service Award

Our deadline for your nominations has been moved up from September 19 **to our new deadline of August 8**. You can find the nomination forms on our [website](#).

CAM ANNUAL GOLF TOURNAMENT

Registration for our annual golf tournament is open as well!

Our annual golf tournament will be held at the Richmond Hill Golf Club



in Vaughan, ON on Monday, September 15, 2014. Bring your colleagues or come alone. It promises to be a great day on the links. [Register](#).

GOVERNMENT OF CANADA'S HOUSEHOLD GOODS MOVING CONTRACT

The industry is anxiously awaiting the awarding of the Federal Government's contract for the movement of household goods and effects and private motor vehicles. At this time, we have not heard anything from the Government. We'll keep you posted on their decision.

CAM'S MEDIA PROGRAMS

As you know, CAM distributes press releases to media (TV, radio and newspapers) across Canada. These are sent out at least once a month from March until August. The program promotes awareness of some of the perils of moving, especially the use of rogues, as well as tips on moving into storage, the challenges of packing, moving with children, moving in the summer time, etc. One of the results of this program, is that CAM is contacted on a regular basis for interviews on the moving industry. In the last few days, both Jim Carney and John Levi have been interviewed by CBC Montréal (both TV and radio) regarding problems that consumers are having with movers who advertise over the internet.

NEW MEMBERS

CAM welcomes these new members to the Association!

Supplier

Max-Atlas Equipment International Inc. (St-Jean-sur-Richelieu, QC)

International

Cargo Packers & Movers International Pvt. Ltd. (Kathmandu, Nepal)

Qatar Logistics WLL (Doha, Qatar)

Help CAM to strengthen its membership. Recommend membership to your colleagues and suppliers. Recruit just one new member and you'll receive 20% off your membership fee.

[Read more.](#)

CAM NOW ACCEPTS AMERICAN EXPRESS

Until now CAM has only been able to accept credit card payments using your VISA or MasterCard. We're pleased to advise that you can now pay by Amex.

JOB OPPORTUNITIES

CAM has new job postings on our [website](#). You may wish to check them out.

CANADA'S NEW ANTI-SPAM LEGISLATION TAKES EFFECT JULY 1

Canada's new anti-spam legislation comes into force on July 1, 2014. It will better protect Canadians while ensuring that businesses can continue to compete in the global marketplace. [Read more.](#) As a CAM colleague, your email address is currently on a distribution list for our newsletters. Please let us know if there are other colleagues in your company that you'd like to add to our distribution list.

To ensure we are in compliance with this new legislation, we remind you that, should you wish to discontinue hearing from us, you may at any time UNSUBSCRIBE below. We appreciate your support and hope you'll choose to stay in touch.

CAM MEMBERS CAN EDUCATE CUSTOMERS THROUGH SOCIAL MEDIA

You've probably been working very hard to build your brand name in your local marketplace. You can demonstrate your sense of civic responsibility to your prospective customers by encouraging them to do their research before hiring a mover, whether it's you they hire or not. Remind them to verify a mover's claims by validating their affiliations - such as with CAM or your van line (as a CAM member, we urge you to show CAM's logos on your communications and website). And one

of the best ways to get your messages to your customers is through the great variety of social media tools now available. Educating your customers about doing their due diligence is good for your business and for the moving industry.

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.

Canadian Association of Movers, PO Box 30039, RPO New Westminster,
Thornhill ON Canada L4J 0C6

Tel: 905-848-6579 Toll-free: 866-860-0065 Fax: 1-866-601-8499

Email: admin@mover.net Web: www.mover.net

PRESIDENCY OF THE CANADIAN ASSOCIATION OF MOVERS

Last fall, John Levi advised the Board of Directors of the Canadian Association of Movers that he would be retiring from the position of president on December 31, 2014. The Board of Directors established a succession committee to find a new president. The search began in January and found candidates both inside and outside the moving industry. On July 10, the two most promising candidates were interviewed by a panel of officers of CAM and one was recommended unanimously to the succession committee. In turn, the succession committee unanimously approved the recommended candidate.

It is my pleasure to announce that, yesterday, at a meeting of CAM's Board of Directors, Paul Leader was approved as the new president of the Canadian Association of Movers and that Paul has accepted the position.

You all know Paul from his many years in various senior positions with Atlas Van Lines in Oakville, ON. He has worked with many of you and we all know him to be a true moving industry professional. Paul will begin officially in the role in the fall.



Please join me in welcoming Paul to the Canadian Association of Movers. We all look forward to working with him in the years to come.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Tom Finlay', written in a cursive style.

Tom Finlay
Chairman, Canadian Association of Movers

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CANADIAN ASSOCIATION OF MOVERS • ASSOCIATION CANADIENNE DES DÉMÉNAGEURS

August 1, 2014

PRESIDENCY OF CAM

Last fall, John Levi advised the Board of Directors of the Canadian Association of Movers that he would be retiring from the position of president on December 31, 2014. On July 16, at a meeting of CAM's Board of Directors, Paul Leader, who has served in various senior positions with Atlas Van Lines in Oakville, ON, was approved as the new president of CAM. Paul has accepted the position and will begin officially in the role in the fall. We've had a very positive response to our announcement about Paul's appointment. Come on out and meet Paul at our Golf Tournament on September 15 and our Annual Conference on October 19-21. Welcome to CAM, Paul!



CAM'S ANNUAL CONFERENCE - REGISTRATION IS UNDERWAY

Register today for CAM's annual conference which will be held on October 19-21, 2014 at the Sheraton Toronto Airport Hotel. The theme will be **The Age of More** and the program will address how industry stakeholders are looking for more and dealing with more in this age of more choices, more competition, more opportunity, more social media, etc. CAM's [conference flyer](#), which includes a registration form, outlines the conference program - the sessions, the keynote speakers, the awards dinner, the trade show.



A "solid program with variety that was balanced and informative" - that's what we heard about our conference program last year and we expect to hear positive comments again this year.

CAM'S ANNUAL AWARDS - AUGUST 8 DEADLINE

Our call for members' nominations for CAM's awards closes on August 8. You can find the nomination forms on our [website](#). We recognize outstanding achievement and professionalism with the following awards:

- Distinguished Service Award
- Industry Achievement Award
- Innovators Award
- Public Service Award

CAM ANNUAL GOLF TOURNAMENT

Register today for our annual golf tournament!

Our annual golf tournament will be held at the Richmond Hill Golf Club in Vaughan, ON on Monday, September 15, 2014. Bring your colleagues or come alone. It promises to be a great day on the links. [Register](#).



GOVERNMENT OF CANADA'S HOUSEHOLD GOODS MOVING CONTRACT

The Federal Government's contract for the movement of household goods and effects and private motor vehicles has been awarded. It's been a long, arduous and complex process.

IAM ESTABLISHES A YOUNG MOVERS GROUP

The International Association of Movers will hold its annual conference on October 7-10, 2014 in Orlando, Florida. Immediately prior to the conference, IAM will host a Young Movers Leadership Summit on October 6. The objective of the meeting will be to establish a Young Movers group within IAM and to set objectives and parameters for its operation. CAM is looking for a young mover (>40) who will be attending the conference and would be interested in representing the Canadian Association of Movers. Contact the CAM office if you are interested.

CAM'S MAGAZINE & DIRECTORY

CAM's magazine and member directory is going to print in early September. Our editorial deadline is August 22. Do you have a story to tell? Do you want to place an advertisement? Contact CAM as soon as possible to let us know you want something included in this edition. As well, members need to make sure their memberships are active to be assured of being included in the member listings. Contact CAM to renew your membership or update your contact information.

CAM WEBSITE

CAM's website is currently being reformatted to enable browsing by handheld devices. Your customers will be able to find you even more quickly and easily. We will advise you as soon as the changes have been made.

Our website traffic has been extremely busy. CAM just hit an all-time new high number of visits. In June, we had 15,334 visits to our website, www.mover.net, where visitors search for reputable movers and verify memberships. Also in June, we made 325 referrals to CAM members and received 23 enquiries about them. CAM's website provides significant exposure for CAM members that can result in sales for the company. If you are not a CAM member, then you are missing out on business opportunities. Visit our website for information on how to join.

CAM IS WORKING WITH REVENU QUÉBEC

In January 2014, CAM wrote to ministries in all provincial governments and several in the federal government expressing concern about rogue movers. We had some positive responses. But just recently, we were contacted by Revenu Québec. We will be meeting with them in September to talk about Quebec moving companies that do not pay their taxes, pay their workers in cash, offer pricing that does not include tax and only accept cash payments from consumers. Your input would be useful and appreciated, so please contact us if you have information. Sources will be kept confidential.

A CAUTIONARY TALE

CAM recently had a call from a member in Western Canada who had quoted on a move but was undercut by a company offering \$2000 less for the same move. The original price was very competitive as the move would be combined with another to a close-by destination. When we checked the company's Better Business Bureau record (www.bbb.org), it had an F rating and 25 complaints.

The message to you is that you should use the tools available to you to remain competitive. There are scammers, rogues and thieves out there who will steal your moves. Fight back! When you know who your competition is, look them up at Google, check them out at the BBB and contact CAM. Each one of these resources can provide you with information that will help you to remain competitive in this marketplace. **Don't lose these moves to the disreputable element that's giving our industry a bad name!**

DOLLIES & BOXES IS BACK!

Dollies & Boxes has rejoined CAM. It's under new management. Take an opportunity to meet Marc Hyman and check out to their product line online at www.dollies-boxes.com. All the best to Louise Cameron in her new endeavours.

EQUIPMENT FOR SALE

You'll find some [equipment for sale](#) in Alberta on CAM's website.

CANADA'S NEW ANTI-SPAM LEGISLATION TOOK EFFECT JULY 1

Canada's new anti-spam legislation came into force on July 1, 2014. It will better protect Canadians while ensuring that businesses can continue to compete in the global marketplace. [Read more](#). As a CAM colleague, your email address is currently on a distribution list for our newsletters. Please let us know if there are other colleagues in your company that you'd like to add to our distribution list. Should you wish to discontinue hearing from us, you may at any time UNSUBSCRIBE below. We appreciate your support and hope you'll choose to stay in touch.

MEMBERS SHOW CAM'S LOGOS

CAM members can validate your affiliation with CAM by using CAM's logos on your communications, website and trucks. Contact us for our logos if you don't have them. And don't forget to order your CAM truck decals. Two decals are printed on one sheet and these are available in either English or French.

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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PRESIDENCY OF CAM

As we announced in the last newsletter, Paul Leader has accepted the position of president and CEO of the Canadian Association of Movers. Even though Paul does not officially start until November 1, he has already jumped in with great enthusiasm! He is currently reaching out to his friends across the industry, is looking at new advertisers for the magazine, is looking at our systems and will begin to participate in committee meetings in September. Come on out and meet Paul at our Golf Tournament on September 15 and our Annual Conference on October 19-21. Welcome Paul!

CAM ANNUAL GOLF TOURNAMENT

Join us on September 15 for our annual golf tournament!

Get together with your colleagues at our annual golf tournament at the Richmond Hill Golf Club in Vaughan, ON on Monday, September 15, 2014. We've got a great crowd registered already so come on out and join the fun.

[Register.](#)



CAM'S ANNUAL CONFERENCE - REGISTER TODAY

CAM's 2014 annual conference will be held on October 19-21. Have you registered yet?

Registration activity has been strong so it's shaping up to be great couple of days, packed with informative sessions and lots of opportunities for networking with colleagues and industry suppliers. The theme will be **The Age of More** and the program will address how industry stakeholders are looking for more and dealing with more in this age of more choices, more competition, more opportunity, more social media, etc. CAM's [conference flyer](#), which includes a registration form, outlines the conference program - the sessions, the keynote speakers, the awards dinner, the trade show.



CAM'S ANNUAL AWARDS

CAM is pleased to announce the recipients of its 2014 Annual Awards.

- Distinguished Service Award - Alan Milton, Milton's Movers
- Industry Achievement Award - Carol Davis, Atlas Van Lines (Canada) Ltd.
- Innovators Award - Don Kachur, Highland Moving & Storage Ltd.
- Public Service Award/Industry Service Award - John Levi, Canadian Association of Movers

Join your moving-industry colleagues at CAM's Annual Awards Dinner, at the Sheraton Toronto Airport Hotel on Monday, October 20, when we will recognize the outstanding achievement and professionalism of your industry colleagues. [Register](#) now for the dinner.

AMSA'S PRESIDENT RETIRES

Linda Bauer-Darr, the American Moving & Storage Association's President and CEO, has retired

from the Association to assume the leadership of the American Short Line and Regional Railroad Association (ASLRRA). Under her leadership, the AMSA team has built a strong and stable Association that is highly relevant to all stakeholders - movers, consumers and government. Linda has been a good friend to CAM and its members, and we wish her all the best in her new challenges.

Scott Michael assumes the leadership of AMSA as Acting President and CEO. We wish him success in his new position.

CONSUMER COMPLAINTS

CAM takes consumer complaints very seriously, whether they concern a member or a non-member.

This last spring, CAM received a complaint from a consumer who felt he was being overcharged. In examining the scale tickets, it was found that one had been fraudulently altered. This was reported to the appropriate government authorities who investigated and found irrefutable evidence of fraud. A criminal case might have been built on this, except that the consumer refused to press charges. Needless to say, all stakeholders in this exercise were disappointed, with the exception of the mover. This might have removed one rogue from the marketplace.

CAM'S MAGAZINE & DIRECTORY

Thanks for all of your updates and revisions to your listings. CAM's magazine and member directory will go to press early next week. Watch for it in your mailbox.

CAM REFERRALS TO MEMBERS

Our website traffic has been even busier!

CAM hit another new all-time high number of website visits in July. We surpassed our June high of 15,334 visits to our website, www.mover.net, with 15,720 visits! Consumers search our website to find reputable movers and verify memberships. In July, we made 381 referrals to CAM members and received 33 enquiries about them. CAM's website provides significant exposure for CAM members that can result in sales for the company. If you are not a CAM member, then you are missing out on business opportunities. Visit our website for information on how [to join](#).

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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CAM'S ANNUAL CONFERENCE - IN JUST 2 WEEKS!

We're just 19 days away from CAM's 2014 annual conference on October 19-21.

You won't want to miss this important Canadian industry event - the great line-up of speakers, the largest trade show we've ever had, the opportunity to celebrate the achievements of your industry colleagues. You will leave with ideas that you can put into action to improve your business opportunities. [Register now.](#)

CAM REPRESENTATION TO GOVERNMENT

In our ongoing effort to engage the government to take action against rogue movers that are tarnishing the image of our industry, CAM has written another letter to various federal and provincial ministries and agencies. In its first letter to government agencies - to the ministries and departments of consumer services, transportation, revenue and justice in the federal and all provincial governments - CAM addressed the rogue mover problem with specific references related to the government department's own jurisdiction. CAM has written again with a message showing how the rogue mover problem extends across department and ministry lines. The problem is not just a transportation one, or a consumer affairs one, or a tax-avoidance one, or a criminal activity one, or an unethical business practices one. It's all of these and must be addressed in a coordinated fashion. We are urging agencies in both the provincial and federal governments to designate an individual who will be our point person for future communications. Later this fall, we will use a webinar or conference call to discuss possible actions in coordination with government.

INFOGRAPHIC ON ROGUE MOVERS

We've just posted a link on our website to an excellent [infographic](#) on rogue movers created by a CAM member, Cassidy's Transfer & Storage Limited (Ottawa, ON). It contains everything that we've been telling consumers about how to protect themselves from these robbers in a very eye-catching way. Check it out for yourself.

CANADA REVENUE AGENCY

Members have been complaining for a long time about competitors who they believe do not pay taxes and who use casual (cash) labour. Some companies fail to report all their income and some fail to remit source deductions. Consumers are becoming more savvy about reporting movers that cheat them and the government. Consumers can now report a business with irregular financial practices that are primarily designed to avoid collecting and paying tax to the CRA. Here are the contact detail to report by phone, mail or fax:

Mailing address:

National Leads Centre

Business Intelligence & Quality Assurance Division

Canada Revenue Agency

200 Town Centre Court, Scarborough ON M1P 4Y3

Tel.: 1-866-809-6841-866-809-6841(toll free) | Fax: 1-888-724-4829 (toll free)

Office hours: 8:15 a.m. to 5:45 p.m. (Eastern Time).

CAM ANNUAL GOLF TOURNAMENT

By all accounts, our annual golf tournament at the Richmond Hill Golf Club in Vaughan, ON on September 15 was a great success, despite the rain later in the afternoon. Thanks to everyone who came out to golf and to all of the tournament sponsors. We couldn't do it without your support.

ELLIS MOVING & STORAGE NOW HAS CERTIFIED SCALE

CAM member, Ellis Moving & Storage, in North Vancouver, BC, now has a new 40-foot government-approved Pacific scale. The scale can take up to a 10-ton tandem truck and up to 90,000 lbs. Contact Ellis Moving at 1-877-986-9817-877-986-9817 for details.



WEB TRAFFIC FINDS CAM MEMBERS

Our website traffic has reached another record high number!

Yet again, CAM hit another all-time new high number of website visits in August. We had 16,526 visits to our website, www.mover.net, which surpassed our July high of 15,720 visits! In greater numbers, consumers are searching our website to find reputable movers and verify memberships. Our online referrals have more than doubled from 104 in August 2013 to 246 this August. Website visits have increased by almost a third compared to August last year. CAM's website provides significant exposure for CAM members that can result in sales for a company. If you are not a CAM member, then you are missing out on business opportunities. A CAM membership has to be active for a mover to be listed on our website. Call us or visit our website for information on how [to join](#).

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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November 5, 2014



CAM'S 2014 ANNUAL CONFERENCE - ANOTHER SUCCESS

Our conference was once again a great success. Our tremendous speaker line-up gave attendees some valuable take-aways - our largest trade show ever provided a look at new products and services - and our awards dinner gave the industry an opportunity to come together in an informal setting to celebrate the achievements of colleagues from all parts of the industry. This year, instead of handing out speaker gifts or registration kits, we made a generous donation to Food Banks Canada (National Food Sharing System) on your behalf. This will be a great benefit to folks in need around the country.

[Watch for announcements about our 2015 conference!](#)

CAM'S ANNUAL GENERAL MEETING

Our AGM was held on October 21st following the closing of the annual conference. This is a formal event where CAM's committee chairs and officers report to the membership on the administration and activities of the association. At the meeting, members approved the slate of directors and all eligible directors returned for another term.

CAM's 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 (until December 31st, then Paul Leader effective January 1, 2015)

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

Tamara Reid, Guardian Overseas Shipping Ltd., Ottawa, ON

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 later this month. The financials that were presented at the AGM have already been circulated to all members.

ANNUAL AWARDS DINNER

As usual, the awards dinner was very well attended and enjoyed by all. We've just posted some pictures of the gathering and award recipients on the [website](#). Check them out.

PAUL LEADER HAS JOINED THE TEAM

Paul has come on board effective November 1st to work with John Levi during the next two months of transition. Paul will be pretty busy shadowing the administration of the association. He will assume the presidency on January 1st. You can contact Paul through the CAM national office or by email at pleader@mover.net.

NEW MEMBERS

CAM welcomes six new members that joined the association in the last few months.

Movers

Kamloops Moving & Storage Ltd., Kamloops, BC
Marvellous Movers Ltd., Calgary, AB
Millennium Service Provider Inc., Mississauga, ON
Peace Moving & Storage Ltd., Fort St. John, BC
Showcase Relocations, Kamloops, BC

Supplier

Veranova Facility Services, Toronto, ON

WEB TRAFFIC FINDS CAM MEMBERS

CAM's website traffic continues to increase!

Yet again, CAM hit another all-time new high number of website visits in October. We had 17,004 visits to our website, www.mover.net. This is an increase of 22% over the number of visits in October 2013. In ever-increasing numbers, consumers are searching our website to find reputable movers and verify memberships. CAM made 369 referrals to members last month alone, either online or through calls to the national office. Can you afford to turn away this kind of exposure for your company? If you are not a CAM member, then you are missing out on business opportunities. A CAM membership has to be active for a mover to be listed on our website. Call us or visit our website for information on how [to join](#).

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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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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December 19, 2014



HOLIDAY GREETINGS

The board of directors and staff of the Canadian Association of Movers wish you, your staff and your families all the best for a happy holiday season and for success in the new year.

CAM HOLIDAY HOURS

The Canadian Association of Movers' office will be running on limited hours during the holiday. The office will close at noon on Wednesday, December 24 and reopen at 9 AM on Monday, January 5, 2015. During that time we will have limited access to voicemail and email.

CAM's 2015 ANNUAL CONFERENCE

Mark the dates! The CAM annual conference will be held in **Ottawa** in the **week of November 2, 2015**. CAM is planning an exciting program that will be based on government participation in our programs and the ever-popular panel discussion format. Watch for details!

CAM's 2015 ANNUAL CONFERENCE SURVEY WINNER

Thanks to everyone who completed our conference survey! Your responses and ideas were invaluable. We randomly selected one responder to win a free conference registration. Congratulations to Fred Haladay of Atlas Van Lines (Canada) Ltd. on winning the free registration!

MEETINGS WITH THE ONTARIO GOVERNMENT

In November, Jim Carney and John Levi met with Ontario's Ministry of Finance. The Ministry is very concerned about the situation with rogue movers avoiding paying tax.

Last week, Paul Leader and John Levi met with the Ministry of Government and Consumer Services. The Ministry is interested in fulfilling Premier Wynne's election promise that she would deal with service-delivery problems within the moving industry. It seems that CAM now has the attention of the appropriate departments within government and will continue to liaise with these departments to help eliminate rogue movers.

As we develop this relationship with the Government of Ontario, we will try and roll out our successes with other provincial governments across the country.

34-HOUR RESTART RULE OFFICIALLY SUSPENDED

On December 16, President Barack Obama signed the appropriations bill, which suspended the enforcement of the required 34-hour restart for truck drivers, including two periods from 1 a.m. to 5 a.m. once-per-week. See the [complete article](#).

NEW MEMBER

Brewer Van Line Logistics Inc.(Oakville, ON) joined CAM this month. Welcome to the association!

TRANSITION OF CAM'S PRESIDENCY

Over the last two months, Paul Leader and John Levi have been working on the transition of CAM's presidency. Effective December 31, John has retired from the presidency of the Association. Effective January 1, Paul assumes the presidency of the Association. Both John and Paul feel that the transition has been successful. Your needs will continue to be served and you will continue to be well-represented in the moving community, with consumers and with government.

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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