



# Perth & District Chamber of Commerce “Bridges” May 2012 Newsletter

Volume 5 – 2012

*“Building Bridges in Business”*



**The 36<sup>th</sup> annual Festival of the Maples** was a resounding success! We were off to a chilly start, however the weather co-operated throughout the day. Crowds were amazing, response was fabulous – we had wonderful feedback! Entertainment was top notch, vendors were plentiful, and of course we enjoyed delicious Lanark County Maple Syrup.

The **Perth and District Chamber of Commerce and the Festival of the Maples Organizing** Committee would like to thank the organizations and individuals whose participation made this event a wonderful success!

**To our corporate sponsors – this wonderful event could not happen without your generous support!**

**Our Platinum Corporate Sponsors** Jim Noble RBC Dominion Securities, Scotiabank, Rivington Rally Honda, EMC, Lake 88.1, Rogers Media

**Our Gold Sponsors** – Canadian Tire Perth, Crain and Schooley Insurance Brokers Ltd. & Financial Corporation, 3M Canada Inc., Carolina Court Retirement Home Limited Partnership, “The Factory” by Leo Adams Investment Inc., Finnegan Insurance Brokers Ltd / Aviva Insurance Company of Canada, Jade Transportation, Lanark Leeds Homebuilders Association

**Our Silver Sponsors** – Crains’ Construction Limited, Perth and District Portable Toilet Rentals, CAA - North and East Ontario, Lyle’s Old Fashion Fudge Inc., Cogeco Cable Canada LP, Coldwell Banker Settlement Realty – Sheri Mahon-Fournier Sales Rep.

**Our Bronze Sponsors** – Perth KIA, Brown Shoe Company of Canada Ltd., Tackaberry Sand & Stone Ltd, Wills Transfer Ltd. / Valley Moving, Kenneth W. Smith Professional Corporation, Tay Valley Township, Kingsway Arms @ Carleton Place Manor.

**“The Children ‘s Palace”** – Mike Fair Chevrolet . Buick. GMC. Cadillac Ltd., EMC, Linden Financial Services

## **We love our volunteers!**

Thank you to the continued and tireless efforts of the volunteers on the Festival of the Maples Committee. This amazing group of people meet from November until April to plan and organize the event and the volunteers for the day. The Festival would like to recognize the **Lanark Leeds Home Builders Association (LLHBA)** for the work they do before everyone arrives, and after the crowds have gone home. The LLHBA group arrive ready to go at 05:30 to set up the stage and hook up the electrical, hang the signs, and move the bleachers into place. Then they come back and take it all down at the end of the day! Thanks again to Darwin Code for taking the lead on this and making everything come together. The Festival of the Maples thanks you and your team.

*Dorothy Linden, Festival of the Maples Committee*

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## **Nominations Are Needed For the 2012 Perth Medal**

Do you know someone who is always helping others, gives many hours of volunteer time and consistently works for the good of the community? If you do, then why not nominate him/her for the **2012 Perth Medal**?

The **Perth Medal** is awarded annually by the Town of Perth to a person who has shown the greatest distinction in a number of endeavours to benefit the Perth community as a whole, with no monetary gain to themselves. This may be in the fields of community work, fundraising, voluntary work, etc.

Nominees must be residents of Perth or the surrounding townships. The activity being recognized must be totally and singularly related to achievements within the town of Perth. No person elected to public office may be nominated, nor may the award be presented posthumously.

Submissions required in writing by **noon  
Tuesday May 15<sup>th</sup>, 2012.**

Submissions will not be considered after this date.

Please send or deliver nominations to:  
Pauline Fitchett, Manager,  
Perth & District Chamber of Commerce  
34 Herriott Street, Perth,  
ON K7H 1T2  
613-267-3200 Fax: 613.267.6797  
email to: [welcome@perthchamber.com](mailto:welcome@perthchamber.com)

**Take a moment to consider a nominee and let the Chamber know.**

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## Upcoming Events

### **Chamber “After 5” Networking Event at Lotus Wings**

Thursday May 24, 2012 from 5pm – 8pm

### **Crime Prevention through Environmental Design:**

The Chamber is currently speaking with The Perth Police Service and the BIA to deliver this seminar to our members. This seminar may be taking place in May. Further information will follow.

### **Doing Business with the Government**

Lanark-North Leeds Enterprise Centre

Tuesday June 5, 2012, 9 am-3pm

Contact 613-283-7002

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## Remember to take Advantage of your Member Profile Page

Wow, it’s great to see members using their Member Profile Pages to post pertinent information about their business to the home page of the Chamber site. I have had numerous compliments on how great the site looks. If you have a promotion or news that you would like visitors to the site to know about, be sure to create your Member Profile Page today. A password and instructions were sent out to you a couple of months ago. If you need to be sent the info again then email [support@perthchamber.com](mailto:support@perthchamber.com). The Member Profile Page is included in your membership and is the Chamber’s way of supporting you as a member.

*“I would like to thank the Chamber very much for the Membership Profile Pages that have been offered to its members.*

*In my opinion it brings the communication in between members to a completely different level. I see a lot of opportunities to stay in touch with local businesses, as well as to promote our services. The technical side of the site is perfect. – we all really appreciate the thoughtfulness and intelligent approach in order to make the site so friendly.”*

*Julia Dashkevich – Images Inter Alia*

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## Chamber is looking for a Summer Student

The Chamber is accepting applications for a Summer Student position. Applicants must be returning to school. For more information please contact the Chamber Office.

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## Member Profile of the Month – Camp Otterdale



**Camp Otterdale**, owned and directed by Jeff and Sue Brown, is a co-ed Children's overnight camp offering 1, 2 and 4 week sessions to 150 campers age 7 to 15 years.

Located on beautiful Otter Lake, 20 km south of Perth, an hour from the west end of Ottawa and one hour north of Kingston, Otterdale has been offering a quality camp program to children since 1955. Camp Otterdale is staffed by 60 Counsellors, 100% Otterdale alumni, some who have come to camp for over 10 years! The Staff to Camper ratio is 3:1 There are 22 water and land activities! Red Cross level 1 to 10, Bronze Med/Bronze Cross swim lessons are included in the camp fees. Activities include Water-Skiing, a brand new 42 foot vertical Climbing Wall, Archery, Drama, Wood-working, Sailing, Tennis, Mountain-biking, Drama, Fencing, Canoeing, Kayaking and much more!

Otterdale promotes the five pillars of character development: forging lasting friendships, learning to contribute to the camp community, exploring and respecting the natural environment, learning to lead and to follow and the development of skills and self-esteem. The camp Dining Hall offers nutritious and delicious meals. An RN or MD is on-site 24/7 and we value safety at all our activities.

Camp Otterdale will host an Open house on May 20 from 1 to 5 pm. You are invited out for a tour of the site, to meet the Directors and some of the staff and to try a few activities! Come see what all the excitement is about!

For more information see [www.campotterdale.com](http://www.campotterdale.com) or us at [campotterdale@sympatico.ca](mailto:campotterdale@sympatico.ca)

*If you would like to be considered for Member Profile of the Month, please contact the office.*

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**May "After 5" Member Mixer**  
**May 24, 2012**  
**5 pm – 8 pm**

The Lotus Wings Centre would like to invite you for an "After 5" glass of wine and mini relaxation technique. While exploring the centre, choose from a mini reiki, reflexology or massage treatment to help you end your day. Coffee, tea and appetizers will also be served.

**When:** May 24, 2012  
**Where:** Lotus Wings Centre,  
30 North Street, Perth  
**Time:** 5-8pm **No Charge**

**Door Prizes will be drawn for full reiki, reflexology and massage treatments!**

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## We Welcome Our Newest Members

<p><b>Comfort Zone Insulation</b>          341 Dufferin Road          Perth, ON K7H 3B8          613-267-0066  <a href="mailto:czinsulation@yahoo.ca">czinsulation@yahoo.ca</a>  <a href="http://comfortzoneinsulation.ca">comfortzoneinsulation.ca</a></p>	<p>Arlen and Dawn Gaylord began Comfort Zone Insulation about 12 years ago, and have been working hard to grow an efficient reputable business since day one. We specialize in Spray Foam insulation but also provide a wide range of other insulation services. Keeping ourselves educated in new innovations in construction and insulation is important to success not only for us but for our customers.</p>
<p><b>NFS Financial</b>          Bradley Norrad          220 Christie Lake North Shore Rd.          Perth, On K7H 3C6          613-985-6780  <a href="mailto:Bnorrad@gmail.com">Bnorrad@gmail.com</a></p>	<p>NFS Financial and Personal Protection is an Insurance and Investment Brokerage operating in Perth since Dec. 2010. We offer a wide range of life insurance and investment options. We also are part of Prepaid Legal Shield which offers personal identity protection as well as unlimited legal services for a small monthly fee. NFS has been in business in Westport, ON since Dec. 2002 and just recently relocated to Perth.</p>
<p><b>Jack FM</b>          Whitney Quail          6A Beckwith St. N.          Smiths Falls, ON K7A 2B1          613-283-4630  <a href="mailto:Whitney.quail@rci.rogers.com">Whitney.quail@rci.rogers.com</a>  <a href="http://www.923jackfm.com">www.923jackfm.com</a></p>	<p>Playing Classic hits from the 60's, 70's 80s and more, Jack FM is the station everyone can agree upon. We provide the community focus and service for Smiths Falls, Perth, Carleton Place, and the surrounding areas. Jack FM is YOUR Radio Station in YOUR community.</p>
<p><b>fieldwork</b>          Contact Name: Susie Osler          2501 Old Brooke Rd          RR2 Maberly, ON K0H 2B0          613-268-2024  <a href="mailto:fieldworkproject@gmail.com">fieldworkproject@gmail.com</a>  <a href="http://www.fieldworkproject.com">www.fieldworkproject.com</a></p>	<p><b>fieldwork</b> presents imaginative, thought provoking, art installations in a field in rural eastern Ontario (near Maberly). <b>fieldwork</b> has hosted site-responsive work by local and international artists for the past 4 years, and invites the public to visit the field site and explore the artwork year-round. Admission is free.</p>
<p><b>Hands "N" Soul</b>          Beverley Rice-McLeod          152 Mississippi Rd.          Carleton Place, ON K7C 4J7          613-257-4733  <a href="mailto:Beverley@handsnsoul.com">Beverley@handsnsoul.com</a>  <a href="http://www.handsnsoul.com">www.handsnsoul.com</a></p>	<p>Beverley Rice-McLeod offers Play Therapy Services and Counselling to children and adults as well as Kripalu Massage and Reiki Treatments. She completed her Kripalu Bodywork certification at Kripalu Center for Yoga &amp; Health in 1999. She has been a Registered Reiki Practitioner since 2009. She is presently studying for her MA in counselling and is a Canadian Association for Sandplay Therapy Trainee. Her mission is to enable healing and reclamation of the human spirit through discovery and compassion.</p>
<p><b>Faucet Fix</b>          Ron Ryan          201-1770 Woodward Dr.</p>	<p>Plumbing and drain clearing service. Repair and replacement of plumbing fixtures, re-piping &amp; rough-ins.</p>

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## Chamber Benefit – Member Informational Display

Members of the Perth & District Chamber of Commerce are given the opportunity to display their marketing brochures and rack cards at the Chamber information display case located at Barnabe's Your Independent Grocer. As a member just bring your marketing rack cards to Barnabe's and place them in the proper section of the display. Be sure to only use one space and do not cover other members. Only members of the Perth & District Chamber of Commerce are allowed to showcase their information at the display. Chamber staff continue to monitor the display to ensure only members are using it.

The Chamber would like to thank Matthew and staff for the opportunity to support all of our members at the store.

*Please visit our Chamber Website Benefits Page at  
<http://perthchamber.com/become-a-member/benefits-of-membership/>  
to view other benefits available to you.*

*Don't forget to restock your brochures at Barnabe's. We are trying really hard to keep it looking good and having a full display always helps. Thanks.*

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## Launch into summer prepared to exceed customer expectations by attending a FREE workshop!

The Ontario's Highlands Tourism Organization (OHTO) is launching a new and exciting customer service program across Ontario's Highlands with a training workshop that focuses on developing seasonal employee service skills just in time for your busy season.

Excellent and consistent customer service is the cornerstone of today's successful businesses and an important part of building the tourism industry in Ontario's Highlands. This is why the OHTO has committed to the development of a program designed to help improve the overall quality of customer service in the region. Come out and learn about this unique and cutting-edge program by participating in a FREE customer service workshop delivered by the Ontario Tourism Education Corporation (OTEC). This dynamic, interactive and engaging half day workshop has been designed to prepare participants with the skills and tools to create memorable service experiences resulting in customer loyalty.

### You will learn:

- The 'moments of truth' for each customer interaction

- Factors that contribute to customer loyalty
- The 5-step communication process
- The commitments that are essential to Service Excellence

**This workshop is suitable for:**

- **Front line employees, Supervisors and Managers that represent the tourist industry in Ontario Highlands.**

Help create awareness about the importance of customer service with your staff and develop essential service skills for the delivery of consistent and excellent customer service.

Additional details will follow soon, but mark June 12, 2012 on your calendar as this is the expected date of the workshop in Perth. Registration details will follow in the next couple of weeks.

You are asked to sign up to become members of the OHTO to take advantage of this opportunity, but membership is free. Please click this link to find out more about the benefits of being a member of OHTO. <http://ohto.ca/members/become-a-member/>.

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## **Wilson Street Legacy Banners**

### **A walk through 200 Years of History!**

**Perth, Ontario** - On Thursday, April 19th, 2012, the first in a series of the 200<sup>th</sup> Anniversary Legacy Project banners will be unveiled along Wilson Street. The banners will trace 200 years of Perth's history and provide a visual gallery for visitors and residents to learn more about our community. Beginning in 1816 at Foster Street, the banners depict Perth's military settlement. The banners will then progressively tell the story of Perth over the decades ending at 2016 at Hwy #7 with imagery from the Perth Kilt Run. Throughout the decades, the banners portray economic, social, architectural, and cultural developments that have served as important measures of Perth's progress over 200 years.

The new gateway feature to Downtown Heritage Perth is the first Phase in the Legacy Project that which will honor our history and heritage. Phase two of the Legacy Project will see more color introduced through landscaping, tree planting, and wood carvings. Over the next four years, the Town encourages residents to participate in the beautification of Wilson Street as the 200<sup>th</sup> Anniversary Legacy Project continues to enhance this gateway even further.

The Town of Perth thanks their partners in this project: Valley Heartland Community Futures Development Corporation, the Perth 200<sup>th</sup> Anniversary Advisory Panel, the Wilson Street Beautification Advisory Panel, Perth Tourism, the Perth Museum and the Rotary Club of Perth.

For more information contact: Karen Rennie, Heritage Manager / Curator



## **Business Info:** **Web Portal Helps Businesses Save Time**

*Thank you to Shelley Evans for forwarding this information to us.*

April 13, 2012

### **McGuinty Government Making It Easier For Over 10,000 Businesses**

Ontario is making it faster and easier for new and small businesses to get the services and information they need to start, operate and grow.

To date, more than 10,000 businesses have registered for the Province's [ONE-Source for Business](#) service. The online portal provides quick and easy access to over 5,000 services and information from all levels of government, allowing small business owners to focus on creating jobs and competing in the global economy.

ONE-Source for Business helps business owners:

- find information about funding and grant programs
- create a virtual briefcase to securely access saved information at later date
- complete and submit forms online, eliminating the need to mail them in
- find customized information about the permits and licences they need.

Making it easier for businesses to succeed with faster, more streamlined services is part of the McGuinty government's plan to create a vibrant economy. A strong economy creates jobs for Ontarians and protects the services that matter most to Ontarians - health and education.

- [Visit Ontario.ca/onesource and get a ONE-Source for Business account to reduce paperwork, save time and focus more on your business.](#)

#### **CONTACTS**

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| • Marie-Andrée Bolduc<br>Minister's Office<br>416-327-0948 | Michael Patton<br>Communications Branch<br>416-327-2434 |
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## **At The Chamber**

Well, it certainly is hard to believe that it's May already. During the month of April, Chamber staff and volunteers were busy organizing the Festival of the Maples and participating in the Perth & District Volunteer Opportunities Fair.



I would like to say a special thank you to our amazing **Festival of the Maples Committee** – Jack McTavish, Dorothy Linden, Kirsten Coughler, Marguerite Roberts, Sheri-Mahon Fouriner, Mike Alberty, Pete Echlin, Brian Perkin, Jack Wright, Rebecca Wissler, Tressa Oliver and Greg Hallam. Your hard work paid off in spades. The Festival was a great success! The day started off a little cold but that did not stop the crowds. Gore Street and the Children’s Palace were lined with people, young and old enjoying the day’s festivities and the maple syrup on hand!.

The Chamber was pleased to have the opportunity be a part of the Perth & District Volunteer Opportunities Fair. The Fair was an outstanding success! A total of 40 organizations greeted the over 100 volunteers that came through the door. Comments were positive from both the organizations and the visitors to the fair. I would like to thank all of the partners that worked together to bring the Volunteer Fair to Perth – The Perth & District Community Foundation for their lead role in the Fair, The Town of Perth, The Best Western Plus Perth Spa and Suites and the Perth Police Service. The Chamber was very happy to be a partner for the event.

Be sure to mark your calendars for the next “**After 5**” Networking Event at The Lotus Wings Centre on **Thursday May 24, 2012**. I am looking forward to the great evening the team at The Centre are planning.  
See you there.

All the Best,  
*Pauline*

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**Quote of the Month**

*“Small opportunities are often the beginning of great enterprises.”  
Demosthenes*

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**Visit the Perth & District Chamber Website: [www.perthchamber.com](http://www.perthchamber.com) for links to Canadian Chamber Member Benefits.**



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