



Mission Chamber of Commerce Business TRACK

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APRIL 2018

IS YOUR BUSINESS READY FOR ANY EMERGENCY?

The Mission Regional Chamber of Commerce has collaborated with the Province of BC and members from several emergency services, and local businesses to bring a workshop that has incredible value to any business leader and their management staff.

Do you know how to keep your business above water in a crisis? As a business owner, did you know you are responsible for keeping not only your company safe, but your employees as well? What are your responsibilities to your staff in an emergency? Do you know your legal obligations?

The Emergency Preparedness Workshop is designed to give our business leaders the tools to successfully navigate through emergencies large and small. From unpleasant social situations to natural disasters...Is your business prepared? In the aftermath of the ice storm in Mission that knocked out businesses for days and last year's forest fires in the North which forced thousands to relocate, many businesses were left scrambling to figure out how to manage their business amongst all the chaos and crisis. This workshop is designed to answer all those questions and setup businesses with the tools to assist in any type of emergency. This event is ideal for the business owner/leader and key staff to attend and receive hands on training, to ensure all emergency plans are executed smoothly.

SPEAKER PANEL

RCMP - Inspector Annette Fellner of the Mission RCMP will speak about your responsibility to your employees and patrons in the event of an emergency. Learn about your legal liability and obligations as Annette walks you through various situations you may encounter. Do you know what rights you have if someone is stealing from you? Have you considered Target hardening your business to makes it less appealing for criminal activity. Learn how with Annette's extensive background.

Fire Department - Norm McLeod, Assistant Chief and Head of Fire Prevention & Emergency Planning, will be walking us through how to react in a district wide emergency. Is your business along a

designated emergency route? What does this mean? What can you do to assist emergency personnel to reduce risk to your business and your employees?

Life 472 - Representatives from Life 472 will go over the contents of a Business Emergency kit and the legal requirements needed for every size business.

Infinus Technology - Brendan Carr of Infinus Technology is going to teach you how to access your business off-site and walk through the importance of setting your business up virtually. Backing up your business will give you access to your valuable files from any location. Would your business survive if your technology was ruined in a flood?

Mission Community Foundation - Learn how to make a continuity plan with Angie Hetlinger from Mission Community Foundation. Design a plan suited to your business' needs based on side, location, and portability. Bring your laptop and follow along as Angie breaks down how you build a plan.

Valley Personnel - Dealing with the business end of a crisis is one thing, but what about the emotional side? Sieglinde Malmberg of Valley Personnel speaks to

attendees about how to manage staff morale and emotions after an incident. An often neglected side of emergency planning, learning how to handle grief can build a stronger team as an outcome.

LEARNING OUTCOMES FROM THIS WORKSHOP INCLUDE:

- Building a continuity plan that suits your business
- Liability to your staff and patrons
- How to react in theft situations
- Emergency route responsibilities
- Target hardening your business
- Moving your business off-site smoothly
- Handling emotional trauma in the workplace
- Provincial & Municipal services available

In this Emergency Preparedness Workshop, you will be given all of the tools you need to prepare yourself for any emergency. Walk away with a USB loaded with continuity plan samples, industry-specific planning guides, emergency kit ideas and much more! Visit the many booths around the room with representatives from local businesses offering products and

services that can help you in preparing your business for any emergency!

DATE: May 9th, 2018

LOCATION: Mission Seniors Activity Centre

TIME: 6:00 pm - 9:00 pm

FEE: \$20 for Chamber Members
\$30 for Non-Members

Light snacks & refreshments will be provided.

REGISTER ONLINE TODAY AT
missionchamber.bc.ca

FOR MORE INFORMATION,
to sponsor this event or to
be an exhibitor
PLEASE CONTACT KARA PAVITT

EMAIL:

membership_services@missionchamber.bc.ca

PHONE:

604-826-6914

EMERGENCY PREPAREDNESS WEEK

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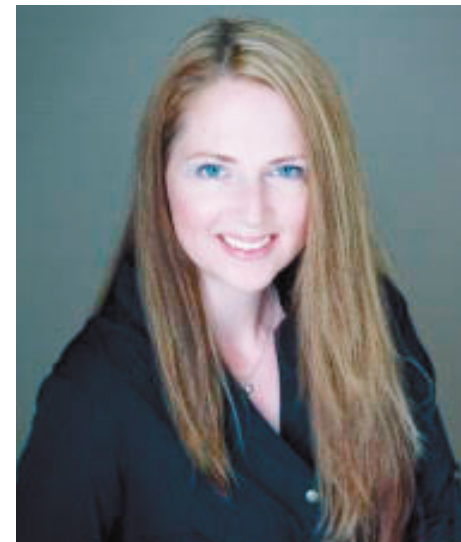


Randy Hawes
DOM LIAISON

APRIL 2018 President's Report

I am honored to accept this role as President of the Mission Regional Chamber of Commerce, to follow in Dave's footsteps and continue with his vision for commitment to advocacy, a key center-piece to the chamber movement. I am so incredibly proud of our government affairs committee who continues to build on strong policies that are reaching national level. All of our board members and committee members represent a diverse range of businesses and organizations and I start this year confident that this diversity will enhance this organizations ability to grow, to represent and to affect change. This is the final year of our strategic plan, and an important one. We will reach the homestretch with the launch our new brand, and we will continue with our efforts to build and share our brand beyond our membership, to increase growth

and engagement within our community. This year we also celebrate 125 years of the Board of Trade in Mission. It's a chance to explore and celebrate our history and discover how it has shaped us into the organization we are today. Our "small town" has one of the oldest boards of trades in British Columbia, second only to the Vancouver Board of Trade. Our organization has had tremendous impact on the community of Mission. It resonates beyond business and reaches into infrastructure and social planning. There is no community without business, and each and every business contributes to growth in Mission. I look forward to working with our board and our members to deliver on this year's mantra "every business matters, no matter what size or scale."



Andrea Walker
PRESIDENT

Chamber encouraged to see District taking a relook at proposal on Business License Fees

Mission Regional Chamber of Commerce has been working with members to voice concerns over the Municipal Governments recent announcement on proposed changes to the Business License fees and is encouraged to see local governments response to do further consultation to ensure proper categorization of business and a fair approach to any increases.

Late in January 2018, the District of Mission informed the Chamber that a full review of costs to deliver business support in the community would be undertaken with an extensive consultation of the business community. The intent of the review, as communicated at the time of the meeting, was to align the costs of facilitating business licensing based on the types of business in Mission. The Chamber supported a review to ensure sustainability for the business licensing program. The Chamber shared with their members all communications which were received by the District during the process and encouraged members to

attend the open house put on by the District on Feb 20th 2018. This open house was poorly attended, and the District distributed a proposal, along with a survey for businesses to complete to give their feedback.

"We support a review to business license fees to ensure the cost of delivering business license services are being met, however, we have not seen the financial data used to come up with this proposal for increase. We are concerned about the scope of services included in the first proposal, and posed the question to District, to ask if commercial tax and property taxes already collected on properties that house our business is being taken into account." says Andrea Walker, President of the Mission Chamber.

Questions surrounding the review process, development of business categories and justification of the costs presented in the proposal have been posed by the Chamber President Andrea Walker, in a letter to Council on March 15th, and a District response has since been received. The Chamber President

and members of the Chambers Government Affairs Committee were on hand on Monday, March 26th for the Special Council meeting to hear from Council and get further answers to the many questions and concerns that have been expressed by dozens of members. Additional questions drafted by the MRCC Government Affairs Committee were sent to the District for response.

At this time the Chamber is encouraged to see the District is receptive to the feedback from members and taking the time to review all suggestions to come up with a new approach to any future increases. The Chamber will continue to engage with the District on behalf of their members to ensure all future proposals are fair and consider all business needs.

The Chamber is encouraging all members of the business community to share their concerns openly with the Chamber and plan to attend any upcoming District open house opportunities to learn more about their proposals and get answers to any questions!



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CHAMBER
EVENTS

April 18th

**11TH ANNUAL FRASER VALLEY CHAMBERS
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Time: 2:00 pm - 6:00 pm

Place: Quality Hotel and Conference Centre
36035 North Parallel Road, Abbotsford

Price: FREE! (Refreshments included)

May 1st

**NOMINATIONS ARE OPEN FOR THE 2017
BUSINESS EXCELLENCE AWARDS!**

Do you know a Mission Business, Community Organizations, Service Club or Sport Organization that goes above and beyond? Nominate a Star Performer today in one of the eight Business Excellence Awards. Nominations will be collected only until **July 31st**, and then the community will have a chance to vote.

May 9th

**BUSINESS LEADERS SERIES:
EMERGENCY PLANNING FOR BUSINESS****Is your business prepared?**

The Mission Chamber has gathered a panel of experts to discuss what you need to know and how to accomplish your goals in any emergency.

Learning outcomes include: Make a continuity plan, use of an emergency kit and fire extinguisher, backing up your data externally, accessing your accounting during an outage, legal responsibilities and protecting your business, who to contact when issues arise.

Place: Mission Leisure Center

Time: 6:00 pm - 9:00 pm

Price: \$20.00 for members

\$30.00 for non-members

SPACE IS LIMITED - Register TODAY
Light snacks and refreshments served.

To REGISTER for these events visit our website at missionchamber.bc.ca or call 604-826-6914 or email: events@missionchamber.bc.ca



**MISSION REGIONAL
CHAMBER OF COMMERCE,
WHERE YOU WANT TO
BELONG!**



Ken and Wally Sr. Duperon of Mission Towing, recipients of the 2017 Local Focus Award, part of the Mission Regional Chamber of Commerce Business Excellence Awards.

*Spotlight on Excellence:***Mission Towing part of Mission's vibrant history:
2017 Local Focus Award for community support**

by RICK RAKE,
Click Media Works

Before Mission ever had electric traffic lights, Mission Towing and the Duperon family were providing services in the community with a truly local focus.

As owner Wally Sr. tells the story, his dad Ambrose started Mission Auto Wrecking Ltd. in late 1953 after serving in the RCAF "before there was a chance I would lose a hand working in the shake and shingle mill."

"Our first hand-winch tow truck was a Chevrolet, and I remember I broke my arm after it kicked out of gear," he said.

Today, with son Ken Duperon, Mission Towing is one of the largest towing companies in the Upper and Central Fraser Valley with a fleet of 24 trucks capable of handling loads of all sizes. Ken started working at age 13 with

the company when it owned a Texaco gas station, auto wrecking and body shop on the flats just south of the Value Village mall.

Mission Towing is the recipient of the 2017 Mission Regional Chamber of Commerce Local Focus Business Excellence Award. Their countless contributions and excellent relations in the community, and their efforts to support other local businesses is impressive.

"Keep it local. Keep it alive," said Wally Sr.

Mission Folk Music Festival, The Elks, Zajak Ranch, Mission Legion, parades, fire department, the Mission school district, the District of Mission and others have been on the receiving end of their compassionate services for years. The company completely restored the 1954 firetruck now displayed at the main

Mission firehall.

Both men were featured in a Highway Through Hell episode, telling how in 1980 they came to acquire the largest tow truck west of Winnipeg . . . a 45-ton 1801 Holmes Wrecker now acquired by a new owner in Hope. They've hauled exotic vehicles for the rich and famous. The company had 50 employees in its heyday in the 1990s, also hauling fish to the U.S.

A couple of years ago the company experienced a devastating fire that destroyed its autobody operations at its current Wren Street location. The Duperons decided not to replace it, but to continue with its towing services with satellite sites in Agassiz and Hope.

"Mission's been pretty loyal to us, thank you," said Ken.

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WELCOME TO OUR NEW MEMBERS

Macal Bulk Transport LTD

33441 Thompson Ave
Mission, BC V2V 2W9
Phone: (604) 820-6652
Email: admin@macalbulk.ca

Norden the Magician

Mission, BC
Phone: (604) 916-9879
Email: themagician@telus.net
Website: magicshows.ca

Fraser Valley Magic Circle

Mission, BC
Phone: (604) 916-9879
Email: info@fvmc.ca
Website: fvmc.ca

Kelsea Rice Designs

Mission, BC
Phone: (604) 217-2980
Email: kelseajeannie@gmail.com
Website: kelsearice.com

2018 CHAMBER TEAM

"Membership has its benefits!"



Kristin Parsons
Executive Director



Jo-Anne Chadwick
Office Administrator and Tourism
Services Manager



Donna Gibson
Event Coordinator



Kara Pavitt
Membership Engagement
Coordinator

"Grand & Toy is a leading provider of workplace products and solutions serving Canadian businesses over 130 years. From the latest technology, interiors and furniture, everyday office supplies and facility resources to a wide range of print and document services, we provide workplace innovation that enables our customers to work better."

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competitive discounts on office supplies, furniture, electronics, and more to members of the Mission Regional Chamber of Commerce. They have a fantastic customer service network and instant-fast delivery methods. Join the Chamber to gain access to these savings!

Grand & Toy is one of the many benefit providers at the Mission Regional Chamber of Commerce. There are

also travel discounts, fuel savings, realtor offers, and so much more. The Chamber represents Advocacy, Benefits, and Connections in our Mission Community, supporting the backbone of business success.



GRAND & TOY

Contact Kara Pavitt at the Chamber to learn more.
Email: Member_Services@MissionChamber.bc.ca Phone: 604-826-6914

****NEW****
DATE & TIME

Emergency Planning for Business Workshop

May 9th, 2018
6:00 pm - 9:00 pm

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LEARN HOW CHAMBER MEMBERSHIP IS AN EFFECTIVE STRATEGY FOR YOUR BUSINESS.

YOUR CHAMBER @ WORK

BOARD GOVERNANCE

A WORKSHOP FOR BOARD DIRECTORS, CEO'S & THOSE WHO WISH TO BECOME DIRECTORS

This is a workshop that will help you and your board function more effectively than ever before. Learn the essential strategies and best practices of boards and board directors who have discovered how to govern in ways that are:

EFFECTIVE • EFFICIENT • RESULTS ORIENTED

WORKSHOP LEADER: DEB MCCLELLAND

Deb McClelland specializes in governance matters, board and director development, strategic planning, assessment of board performance as well as CEO performance evaluations.

Some of the strategies and best practices you will learn in this dynamic and highly engaging workshop include:

- Framework Principles
- The Seven Components of Governing
- The Board/CEO Partnership
- Sample Terms of Reference for Committees and Boards
- Board & CEO Roles, Responsibilities & Authority
- Developing Board Agendas & the Consent Agenda
- Monitoring
- The Importance of Policies
- Succession Planning
- Executive Director Performance Evaluation

DATE: July 7th, 2018

LOCATION: TBA

REGISTRATION

& BREAKFAST: 8:30 am

TIME: 9:00 am - 2:00 pm

FEE: \$75 for Chamber Members & Not-for-Profits

\$99 for Non-Members

REGISTER ONLINE TODAY AT

missionchamber.bc.ca

For more information or to register for this workshop, please contact **KARA PAVITT**

EMAIL: membership_services@missionchamber.bc.ca

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