



Mission Chamber of Commerce BusinessTRACK

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MAY 2018

2018 BUSINESS EXCELLENCE AWARDS PLANNING HAS BEGUN!

Nominate a Business or Organization to be Recognized by the Community

Nominations Close on Tuesday, July 31, 2018

Know a Mission Business, Community Organizations, Service Club or Sport Organization that goes above and beyond?

Want them to be recognized for how they make a difference?

Nominate a star performer today in one of the SEVEN Business Excellence Awards. Nominations will be collected only until July 31st, then the community will have a chance to vote.

Take a moment and nominate today!



CALLING ALL BUSINESSES!

Get Nominated for a Business Excellence Award & be recognized by the Community!

Are you innovative? Or are you new and growing? Or does your local focus drive your business model? Do customers rave about your service? Or do you make a difference to the community?

Get Recognized!

It's that time of year where we want to start recognizing the wealth of businesses in our neighborhood that have highlighted innovation, exceptional customer care, a support of our local community or that entrepreneurial spirit.

All you need to qualify: Operate a business in Mission BC and receive one nomination in any of the following categories:

- **THE BIG BANG** — An established business that continues to have a strong presence by developing or creating new business programs, platforms and opportunities while continuing to be a contributor to the local community.
- **POWER OF SMALL** — An emerging or existing innovative small business that exemplifies entrepreneurial spirit and vision with new products, services or process.
- **LOCAL FOCUS** — A business with significant local focus in their enterprise; be it through manufacturing product locally, or retailing/utilizing products and/or services produced locally and community involvement.
- **CUSTOMER FIRST** — A business that demonstrates special consideration for their customers; ongoing employee training and a high level of understanding and commitment to service excellence. The hallmark of this award is to offer a friendly,



honest, innovative, approachable customer service on a consistent basis.

- **COMMUNITY BUILDER** — A nonprofit, club or organization that is active in the local community by making a positive difference, involving active collaboration and engagement with others beyond who they serve.
- **EDUCATIONAL LEADER AWARD** — The University of the Fraser Valley presents this award in recognition of a business or leader who exemplifies educational leadership, encouraging employees to participate in on-going lifetime learning.
- **MARKETING & COMMUNICATION AWARD** — A business or organization who is innovative in their approach to marketing and promoting their product or service effectively utilizing media and communications on all levels to grow and enhance their business.

The nomination process is simple, just drop your nomination into our office at 34033 Lougheed Hwy, scan/send in a completed copy of the form to member_services@missionchamber.bc.ca, or visit our website to vote online at www.missionchamber.bc.ca. For more information contact us at 604-826-6914 or email: member_services@missionchamber.bc.ca
Nominations are open until July 31, 2018.

What happens when YOU'RE Nominated?

You will receive a letter, and a sticker noting your nomination by September 15th, 2018. You will be asked to fill out a judging questionnaire that allows the judges to make their independent assessment of you. You will also be asked to supply a 150 word organizational bio and your logo or photo of your business or organization.

All nominees will be highlighted in the Business Excellence Pre-Awards inset in the Mission City Record as well as on the Chamber website and social media.

The Community Votes!

For the month of October, the community will have an opportunity to vote for you on-line through our media sponsor the Mission City Record. These votes combined with the judges' scores will determine the winner.

Won an Award?

Winners will be announced at the 2018 Business Excellence Awards Celebration in January (2019). Winners will be highlighted in a 4 page color insert in the Mission City Record with over 10,000 circulations, telling the story of their success. Winners and their stories will be promoted in the Chamber newsletter during the rest of the year, have access to promote themselves at Chamber luncheons, and be celebrated over the next six months on the Chamber website, social media and e-newsletters.

Get noticed! Get nominated!
Get recognized!

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Business Excellence Awards 2017

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Mission Golf & Country Club, 7983 Nelson Street • Thursday, May 17th, 2018

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DOM LIAISON

MAY 2018 President's Report

It's an exciting time to be President of the Mission Regional Chamber of Commerce, as we wrap up our 124th year and head into our celebratory 125th year of the Board of Trade in Mission. What an honour it is for me to lead such a meaningful year. The 125th planning committee, myself included, has been reflecting back for the past six months as they gear up for this historic birthday, but I look forward to an entire year of reflection of all the work of previous board members and staff that has brought us to this point, and will stay with us into the future.

It most certainly has been a busy start to this term, with business license changes proposed immediately after the election of our current board, putting the executive and government affairs committee right to work advocating for all businesses in our community. While we may prefer the ease of the status quo, it is certainty that "there is nothing permanent except change" Herculitus. I am proud of how the MRCC board, staff and members have come together on this issue, to gather details for transparency

and clarity that allow us to do the important job of representing our local businesses.

Change. It resonates strongly with me as I look into the next couple of months for the Mission Regional Chamber of Commerce.

A new model for tourism is coming to Mission. For 45 years, MRCC has been managing the visitor center and a small tourism marketing effort, but it has not kept up with the evolution of destination marketing. The District has just announced support for a 4 pillar plan for tourism in Mission, and I personally want to throw my hands up for a big round of applause for the hard work of Council, Economic Development, District staff and MRCC staff and board. We look forward to participating in the transition of tourism, and I personally look forward to sharing my sense of pride in this community, not just as a leader of this organization, but as a resident who works, lives, shops and plays in Mission.

Change is also coming to the Chamber. We are just under a month away from unveiling our new logo, a culmination of months of



Andrea Walker
PRESIDENT

work, looking at our past, present and future during our rebranding process. I ask that you join myself, the board and chamber staff at our Membership Appreciation and Anniversary Kick-Off on June 19th, as we step forward into the next 125 years.

Chamber Dinner with Canadian Association of Petroleum Producers (CAPP)

Join Mission Chamber members for our first DINNER event of 2018. Network with fellow members, enjoy a fabulous baron of beef dinner (said to be world famous!) and be captivated by guest speaker Joy Romero, Vice-President of Technology and Innovation at Canadian Natural, and Chair of the Clean Resource Innovation Network (CRIN) which seeks to position Canada as a global leader of low emissions hydrocarbon energy. Joy will be speaking about the direction the oil industry needs to take in the future to ensure environmental and social sustainability and the exciting new innovations being developed in the oil and gas sector across Canada.

The Canadian Association of Petroleum Producers (CAPP) is the voice of Canada's upstream oil and natural gas industry. They are a not-for-profit organization that enables the responsible growth of their industry through program initiatives and avocation efforts with a focus on strong accountable performance.

CAPP represents companies, large and small, that explore for, develop, and produce natural gas and crude oil throughout Canada. CAPP's member companies produce about 80 per cent of Canada's natural gas and crude

oil industry. Leading the charge on behalf of the Canadian industry, CAPP's mission is to enhance the economic sustainability of the Canadian upstream petroleum industry in a safe, environmentally and socially responsible manner, through constructive engagement and communication with governments, the public and stakeholders in the communities in which they operate.

Join us for dinner with Joy Romero on May 17th!

Location: Mission Golf & Country Club,
7983 Nelson Street

Date: Thursday, May 17th, 2018

Time: 5:30pm-7:30pm

Price: \$30 Members /
\$40 Non-Members

Book your spot today online
www.missionchamber.bc.ca
or by calling 604-826-6914

BRING A FRIEND PROMO

Any member can bring a non-member at member rates. Bring a friend and treat them to a great Chamber event and show them what membership is all about!

Joy Romero



Joy has worked in steel, iron ore, coal and oil and gas. She has served as Chair of the Governing Council of Athabasca University, advisor to the NSERC Chair for Oil Sands, University of Alberta, the NSERC Chair for Energy and Imaging, University of Calgary, Chair of the Canadian Oil Sands Network for Research and Development, Chair for the Board of Canada's Oil Sands Innovation Alliance, Chair of the Clean Resource Innovation Network, a board member of the Petroleum Technology Alliance of Canada and Wavefront, and a member of the Kinetica Ventures Advisory Council and the Science, Technology & Innovation Council for Canada.



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Mission Prospera Credit Union branch manager Sean Melia (third from right) with several members of his team receive 2017 Mission Chamber Business Excellence 'Big Bang' Award sponsored by Lacey Developments Ltd.

Spotlight on Business Excellence:

Financial advice, face-to-face interactions, support key to 'Big Bang Award' for Prospera Credit Union

by RICK RAKE,
Click Media Works

What sets Prospera Credit Union apart in Mission is "its desire and ability to connect with the community, particularly with groups of people who are new, face challenges or need the important knowledge related to financial literacy," said Sean Melia, branch manager.

"Some of the things we do, no one else is doing. We like to make our presence known in the community, more specifically with non-profits . . . that's why you see so much activity here from summer barbecues, PAC groups, Rotary shred-its and strawberry sales to Girl Guides, Scouts and Fraser Valley Humane Society conducting their special fundraising," he said.

Prospera provides opportunities for groups to garner community awareness they need.

Melia said Prospera is this year's Mission Chamber of Commerce Business Excellence 'Big Bang' Award winner because it makes a difference. The award goes to an established business that continues to have a strong presence by developing or creating new business programs, platforms and opportunities while continuing to be a community contributor.

This is the third Mission Chamber of Commerce Business Excellence Award for the Prospera branch.

For a long time Prospera has operated in Mission and is not complacent. "We don't believe just because we are here we will succeed. We do things to try and further success for everyone who walks

through our doors, including the staff and community," Melia said. "We reach out and provide solutions."

Melia said survey after survey indicate to Prospera that despite the automation of banking, people still need face-to-face financial advice. "And we make sure we provide them with that service," he said, adding that if you make an RRSP contribution, their advisors go the extra step to tell members how the activity will help them reach their financial goals.

In offering advice, Melia encourages clients to keep track of the money they spend for just one month. "It will help you understand how to reach your goals. You as an individual have the answer," he said.

That kind of budgeting education is shared in local schools, with immigrants through Connector programs, with seniors and "one Prospera member at a time."

CHAMBER EVENTS

May 1st-July 31st

NOMINATIONS ARE OPEN FOR THE 2018 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 seven Business Excellence Awards. Nominations will be collected only until July 31st, and then the community will have a chance to vote. Visit missionchamber.bc.ca to cast your nomination today!

May 17th

CHAMBER DINNER: CANADIAN ASSOCIATION OF PETROLEUM PRODUCERS (CAPP)

Location: Mission Golf and Country Club
7983 Nelson St., Mission, B.C.
Time: 5:30-7:30

Price: \$30.00 for members
\$40.00 for non-members

The Canadian Association of Petroleum Producers (CAPP) is the voice of Canada's upstream oil and natural gas industry. They enable the responsible growth of their industry and advocate for economic competitiveness and safe, environmentally and socially responsible performance. Speaker for this event is: Joy Romero, P.Eng, MBA PM, ICD.D, Vice President, Technology & Innovation

PROMOTION for members! Bring a NON-MEMBER for the price of a member. Enter "BRINGAFRIEND" when you check out and your friend will SAVE \$10.00!

May 28th

IRELAND TRIP DEPARTS

Travellers have chosen 13 days to explore IRELAND! And by travelling with the chamber they save money, make friends, and get to see places they never have the chance to otherwise! Have a SUPER trip!

June 19th

MEMBER APPRECIATION OPEN HOUSE & MISSION CHAMBER CELEBRATES 125TH ANNIVERSARY!

Place: Mission Chamber Picnic Lawn
34033 Lougheed Hwy, Mission
Time: 11:30am-2:30pm

Price: FREE

The Mission Regional Chamber of Commerce hits a milestone year, celebrating 125 years of representing Mission businesses! To celebrate, we are combining our annual member appreciation chili cook-off with our 125th anniversary celebration to bring to the community together in one action-packed afternoon. Learn more about your Mission Chamber's history, speak face-to-face with our member-exclusive benefit providers, win games and prizes, and participate in the great chili challenge! Enter a team to show off your chili-master skills or choose your utensil and judge which bowl makes your taste buds sing. To register a chili team or for more info, visit missionchamber.bc.ca

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



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BusinessTRACK

WELCOME TO OUR NEW MEMBERS

Amanda Fay Design

Langley, BC
Phone: (604) 992-1561
Email: afaydesigns@gmail.com
Website: www.amandafay.ca

Mei Selena Design

Abbotsford, BC
Phone: (604) 367-9805
Email: meinofle@gmail.com
Website: www.meiselena.com

Robyn Bessenger Graphic Design & Photography

Abbotsford, BC
Phone: (604) 217-7121
Email: robyn.bessenger@gmail.com
Website: www.robyn.bessenger.com

Juliana Bermudez Design

Maple Ridge, BC
Phone: (604) 317-7242
Email: julianabermudez988@gmail.com
Website: www.julianabermudez.com

Luvian Design

Abbotsford, BC
Phone: (604) 825-9606
Email: luvian512@gmail.com

Emily Koenig Design

Abbotsford, BC
Phone: (778) 344-3263
Email: emilykoenig@gmail.com
Website: www.emilykoenig.ca

Cooper Symonds

Abbotsford, BC
Phone: (604) 309-0013
Email: coopersymonds@gmail.com
Website: www.coopersymonds.com

Matt Froese Art

Chilliwack, BC
Phone: (604) 316-7013
Email: info@mattfroeseart.com
Website: www.mattfroeseart.com

Sweeney Design

Mission, BC
Phone: (604) 302-0988
Email: robertsweeney@hotmail.com
Website: http://sweeney.design

Anjuman Grewal Graphic Design

Abbotsford, BC
Phone: (604) 825-9606
Email: grewal.anjuman@gmail.com
Website: www.anjuman.ca

Alexa Olthuis Design

Abbotsford, BC
Phone: (360) 594-1768
Email: alexa@olthuisdesign.com
Website: www.olthuisdesign.com

Kore Bookkeeping

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Email: j.korhonen@shaw.ca
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Abigail Seeley Design

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Phone: (778) 982-1766
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Phone: (604) 318-7072
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Kate Carruthers Design

Maple Ridge, BC
Phone: (604) 838-6877
Email: katecarruthers2@gmail.com
Website: www.katecarruthers.ca

Chamber celebrates 55 years of Visitor Services

Celebrating Tourism Month is Bittersweet!

What started as a 24hr Tourism Bureau setup in the foyer of the Bellevue Hotel to serve the needs of visitors and guests back in 1963, has grown to providing visitor support services to thousands of travelers and locals of the Mission community for the past 55 years. After moving to their current location along the Lougheed highway in 1973, the Mission Visitor Services continued to promote Mission and all our local treasured tourist hotspots too many visitors, newcomers, employers, and Missionites.

With the tourism industry continuing to play a significant role in BC's economy in terms of revenue earned, tourism activities and the creation of employment opportunities, Mission Mayor and Council have recognized tourism in their goals and objectives. After engagement with tourism stakeholders, the Mission Regional Chamber of Commerce and staff, council are now looking to align key tourism based projects, activities and marketing through the Economic Development Department (EDD).

The District has recently announced the appointment of Clare Seeley as the Tourism Manager. Clare comes with over 25 years' experience in tourism, project management and economic development, with a focus on communication, online content and relationship development. Having previously worked as the Visitor Services Manager for the Chamber of Commerce, Clare has developed strong ties with the local and provincial tourism partners and welcomes the opportunity to develop a tourism strategy to enable Mission to build on the Super, Natural brand identity created by the provinces crown corporation Destination British Columbia (DBC).

Celebrating Tourism Month is bittersweet as the Mission Chamber prepares to hand over the reins after 55 long years back to the District of Mission in 2019. "The Districts plan to focus on tourism is solid. It's going to be a fabulous step forward for not only business in Mission, but for the whole community. It's time for Mission to shine!" says Mission Chamber President Andrea Walker.

This spring will see the process get underway, as all parties work towards the

transition of tourism services. The Chamber will continue to run the Visitor Information Centre during the 2018 season.

A business plan is currently being developed, with four pillars identified to support the successful transition of tourism and to cultivate a climate of industry success for 2018-19:

- ✓ **Marketing and brand development** — creating a vision, mission and brand identity that inspires and attracts visitors to the community, while also generating a sense of pride for local residents.
- ✓ **Partnership development** — fostering alignment within the community, industry and region to unify the marketing message and cultivate relationships to maximize funding opportunities and increase visitation.
- ✓ **Product developments** — sustain and enhance existing experiences and develop and attract new product to create year round tourism growth.
- ✓ **Visitor Information Services** — offer ease of access to information and create a welcoming environment for those visiting the community.

"Tourism can offer many benefits to a local community including the development of amenities, community beautification and pride, the preservation of the local cultural, historical and artistic characteristics, the development of festivals and events, the enhancement of outdoor recreational facilities, increased economic benefits and improved quality of life for residents," Says Clare Seeley, Tourism Manager for the District of Mission.

After 55 years of delivering visitor services in Mission, the Mission Regional Chamber of Commerce is looking forward to realigning the goals of the MRCC to focus stronger on developing supports to assist all businesses in their membership. While Tourism still plays a very strong role in the Chambers membership, with the new found capacity, the chamber will be able to focus more directly on business supports and providing additional value to our members.

"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

2018 CHAMBER TEAM

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