

Canadian Chamber of Commerce

## CANADIAN BUSINESSES NEED MORE TRADE AGREEMENTS TO SUCCEED INTERNATIONALLY

In a recent report – *Turning it Around: How to Re-store Canada's Trade Success* – the Canadian Chamber of Commerce (CCC) argues that free trade agreements are not enough to reverse Canada's dismal trade performance over the past decade. Canada needs to take parallel steps to bolster trade promotion services and diplomatic support for companies abroad.

"International trade is one of the fastest and most effective ways for our businesses to grow, create jobs and contribute to the economy," said CCC President and CEO Perrin Beatty. "But the facts show that our companies are increasingly reluctant to export and invest abroad, especially with emerging markets where the bulk of future growth will come from."

Recent efforts to improve domestic competitiveness and sign new free trade agreements are helping. But these alone cannot address all the barriers companies face when entering a new business environment, or substitute for the need to build government-to-government relationships that open new opportunities. The paper examines Canada's lagging trade performance and the case for boosting trade promotion and economic diplomacy. Based on consultations with member companies and other stakeholders, it reviews what Canada is already doing in this area and recommends that the federal government take concrete steps to:

- Integrate trade services and connect them to businesses;
- Put the business back in Canada's global brand;
- Move quickly to strengthen Canada's diplomatic presence abroad; and,
- Incorporate the private sector into Canada's international aid strategy.

The full report can be found on the CCC website.

The CCC – comprised of over 450 chambers of commerce/boards of trade across Canada including the Flamborough Chamber of Commerce (FCC) – is the vital connection between business and the federal government.



Spencer Langdon (right) was the 'star' at the annual Burlington Autism Gala organized by his mother Jessica (back row, centre). Joining Spencer for a picture was his sister Mikayla, great grandmother Maria Demkowich (left - formerly of JDJ Trailers) and television personality Connie Smith who was the emcee at the gala.

## AUTISM GALA RAISES \$10,000

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Arend Kersten

Executive Director, Flamborough Chamber of Commerce

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# GOAL OF AUTISM GALA IS TO 'UNMASK THE MYSTERY'

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reviews what Canada is already doing in this area and recommends that the federal government take concrete steps to:

- Integrate trade services and connect them to businesses
- Put the business back in Canada's global brand
- Strengthen Canada's diplomatic presence abroad
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"It's not so much about changing what we do, but doing more of it and learning from others how to do it better," added Mr. Beatty. "The government's Global Markets Action Plan is a step in the right direction, but we need to do more than just shuffle the same deck of cards. We're playing a new game now."

The report – *Turning it Around: How to Restore Ca-nada's Trade Success* – can be found on the CCC website.

The CCC – which includes the Flamborough Cham-ber of Commerce as a member – is the vital

Frank Demkowich, the former owners of the JDJ Trailers. Frank Demkowich was awarded the Flamborough Chamber of Commerce's (FCC) *Lifetime Achievement Award* posthumously.

Unwilling to simply dismiss Spencer's behavior as being a symptom of being the "baby of the family" (as so many people suggested), Jessica started asking questions and researching to see what was going on in Spencer's world. He didn't communicate, he didn't initiate physical or eye contact, he walked late, was a very picky eater and generally seemed to be off in his own world.

And oh yes, he screamed ... constantly.

Jessica particularly remembers one day. She picked him from daycare and needed to get milk. So she went to the grocery store. The minute she left the daycare parking lot, Spencer began to scream ... and screamed throughout the grocery store ... and all the way home until they turned onto their street. Then it just stopped. Silence. Smile. Unexplainable.

Jessica now knows it was because she turned left instead of right out of the parking lot and Spencer just didn't have the words to tell her how that simple change in routine terrified him.

Spencer was diagnosed in 2011 after a 2-year battle for answers. Jessica is forever grateful that she is blessed to have family who could help financially to self-fund a diagnosis through a private clinic. That allowed immediate speech, behavioural and occupational therapy.

And that's what saved Spencer.

Spencer will always have autism, but he and his family now have the tools to make each day manageable

and enjoyable. Simple things like fidget toys in schools, noise cancelling headphones and self-regulatory calm down strategies.

But not everyone is blessed with the financial resources that will facilitate access to early diagnosis. That's why Jessica and her family and friends created the annual Burlington Autism Gala – to raise money, to make their voices louder and stronger in the campaign for early diagnosis and intense intervention. It makes a difference – Spencer is proof of that.

The 2014 gala – emceed by well-known television personality Connie Smith – raised over \$10,000.

But for many who attended the gala, the highlight of the evening was when Jessica emotionally presented some very personal reflections on what it is like to be the mother of an autistic child. Her comments

need to be shared with the community.

## JESSICA'S SPEECH

I have sat down so many times over the past six months times over the past 6 months trying to find the right words to share with you tonight. You've heard our story. You've heard the facts. But I really want to make sure you understand what Autism is, what it means for me and my family and all the families affected by it.

April is Autism Awareness month, so instead of a story or speech, I saw a blog on Facebook with some of these thoughts and I thought I'd share them and my own with you to show you what Autism has made me aware of.

Autism has made me aware that sleeping through the night can mean only waking up three times.

It has made me aware that you can operate on a level of exhaustion you never thought possible.

It's made me aware that there is no such thing as an autism expert. To assume that someone is an expert would be to assume that there's only one true way of experiencing autism. And that's just not true.



Maria Demkowich (front, second from left) – formerly of JDJ Trailers – was joined by some of her fellow members from the Dundas-Ancaster-Flamborough Chapter of Soroptimists International (SIDAF) in support of the Autism gala. Included was Janet Barnard (second from right), a former Treasurer of the Flamborough Chamber of Commerce and the current FCC bookkeeper.

connection between business and the federal government. It helps shape public policy and decision-making to the benefit of businesses, communities and families across Canada with a network of over 450 chambers of commerce and boards of trade, representing some 200,000 businesses of all sizes in all sectors of the economy and in all regions. CCC policy priorities are set by the member chambers of commerce/boards of trade at the Annual General Meeting (AGM) which will convene in Charlottetown, PEI in late September. I have sat down so many I

Spencer Langdon was born in 2007, the youngest of three healthy happy children. When he was about 18 months old, his mother Jessica noticed that something just wasn't right.

Jessica is the granddaughter of Maria and the late



Pictured with Maria Demkowich (centre) are Wendy Wasylowich (Flamboro Downs) and lawyer Kyle Hampson (Miller Thomson). Both Wendy and Kyle are members of the FCC Board of Directors.

Autism has made me aware that the special needs kids I used to ride the bus with when I was in grade school and junior high deserve an apology from me. I'm so sorry that I ignored you all those years, that I never bothered to get to know you.

Autism has made me aware that the same stretchy, glowing, piece of crap fidget toy can cost 99 cents – or 99 dollars – depending where you buy it from. Don't let fancy prefixes such as "adaptive" or "autism-friendly" fool you. A glow stick is a glow stick, no matter what someone claims it can do for your child. I'll tell you what it can do. It can glow. The end.

Autism has made me aware behavior IS language. Crying, biting, scratching, headbanging, self-mutilation. These are expressions of thoughts and feelings that need to be addressed.

Autism has made me aware the world is even

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*Mike Demkowich*  
J.D.J. Trailers  
*Domenic DiFelice*  
Waterdown Collision  
*Hank Gelderman*  
Jan Gelderman Landscaping  
*Sandy Gray*  
Weeks Home Hardware  
*Bill Grisdale*  
Grisdale Enterprises  
*Jay Hughes*  
Jay's Auto Service  
*Karen Hunt*  
Rockton Dinner Theatre  
*Charles & Margaret Juravinski*  
flamboro downs  
*Wilf, Tom & Tim Langford*  
Langford Pharmacy  
*Archie McCoy*  
McCoy Foundry  
*Jim and Margaret Robertson*  
Pause Awhile Tea Room  
*Frank Spiridoulis*  
Lord Byron Steak &  
Seafood House

*Ron Steepe*  
Kitching Steepe & Ludwig  
Funeral Home  
*Ernie Weeks*  
Weeks Home Hardware

### BUSINESS GROWTH AND ACHIEVEMENT AWARD

2006 - *Hickory Dickory Decks*  
2006 - *DanceMakerz*  
2007 - *CHOICES*  
2007 - *Magnolia House Spa*  
2008 - *Dufferin Aggregates*  
2008 - *Aventix*  
2009 - *Langford Pharmacy*  
2009 - *Waterdown*  
*Optometric Clinic*  
2010 - *The Lock Hut*  
2010 - *Millgrove Gardens*  
2011 - *Greenville Gourmet*  
2011 - *McCann Professional*  
*Dog Trainers*  
2012 - *Opta Minerals*  
2103 - *Dancemakerz*

### TOWN OF FLAMBOROUGH AWARD

2006 - *Sylvia Wray*  
Flamborough Archives  
2007 - *flamboro downs*  
2008 - *Cpl. Chris Klodt*  
2009 - *Gail Bosma*  
Flamborough Food Bank  
2010 - *Ryan Ellis*  
*Mark Visentin*  
Canadian Junior Hockey Team  
2011 - *OH Canada Ribfest*  
Rotary Club of Flamborough AM  
Rotary Club of Waterdown  
2012 - *Wilf Arndt*  
Waterdown BIA  
2013 - *Wild on Waterdown*  
Community Church

### SANDRA GRAY/ WEEKS HOME HARDWARE AWARD

*Community Service*  
*by an Individual Award*  
2006 - *Deb Tigchelaar*  
Drummond House  
2007 - *Tom Jacques*  
Hickory Dickory Decks  
2008 - *Heather Johnston*  
*and Ted Lindsay*  
Flamborough Review



## SEEN AT THE OBA GALA

Max and Patty DiFelice of Waterdown Collision were among the sold out crowd who attended this year's *Outstanding Business Achievement (OBA)* awards gala hosted earlier this year by the Flamborough Chamber of Commerce (FCC) at the African Lion Safari. Max and Patty are the proud parents of Dante DiFelice, who – at age 9 – was named the recipient of the *Community Service by an Individual Award* several years ago for his extraordinary efforts in raising funds to help defeat cystic fibrosis. Domenic DiFelice – Max's dad and Dante's grandfather - is a recipient of the FCC's prestigious *Lifetime Achievement Award*.

2009 - *Peter Barnes*  
Waterdown Youth Centre  
2010 - *Marti Van Hoeve*  
Van Hoeve Homes  
2011 - *Dante DiFelice*  
Waterdown Collision  
2011 - *Norm Read*  
Beckett Lowden Read  
2012 - *Roger Wilson*  
2013 - *Glen Smith*  
*Merit Insurance*

COMMUNITY SERVICE  
BY A COMPANY AWARD  
2006 - *Flamboro Speedway*  
2007 - *Jay's Auto*  
2008 - *Terra Greenhouses*  
2010 - *Waterdown Dairy Queen*  
2011 - *Lafarge Canada*  
2012 - *Boston Pizza*  
2013 - *Staples*

CHAMBER OF COMMERCE  
GREEN AWARD  
2008 - *Waterdown Collision*  
2009 - *Nathan Helder*  
Gelderman Landscaping  
2010 - *Sensible Life Products*  
2012 - *Rothsay*

### YOUNG ENTREPRENEUR OF THE YEAR AWARD

2009 - *Haley Luckanuck*  
Spoiled Rotten Pet Services  
2011 - *Nicole Martin*  
Talent Search Summer Camp  
2012 - *Sarah Powell*  
Sarah Grace Photography

### FCC SERVICE AWARD

2006 - *Arend Kersten*  
Flamborough  
Chamber of Commerce  
2007 - *Lafarge (Dundas)*  
2008 - *COGECO*  
2009 - *Robert Pasuta*  
Councillor - Ward 14  
2010 - *Fred Eisenberger*  
Mayor - City of Hamilton  
2011 - *Dutch Mill Country Market*  
2012 - *Janet Barnard*  
J. Barnard Bookkeeping  
2013 - *Penny Gardiner*  
Hamilton Technology Centre

### CIVIC RECOGNITION AWARD

2011 - *Flamborough Women's Resource*  
*Centre*  
2011 - *Soroptimists International*  
*Dundas-Ancaster-Flamborough*

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# OCC: IMPROVE BUSINESS CLIMATE IN ONTARIO

In light of the June 12, 2014 provincial election, the Ontario Chamber of Commerce (OCC) – which includes the Flamborough Chamber of Commerce (FCC) as a member – is calling on the province's political parties to take bold actions in order to improve Ontario's business climate and foster economic growth. Earlier this month, the OCC released its *Ontario Election 2014: Business Priorities*, which among other recommendations, calls on all political parties to tackle Ontario's growing debt, address electricity prices, and invest in critical infrastructure.

The OCC'S *Ontario Election 2014: Business Priorities* outlines the major challenges inhibiting the province's economic success and provides recommendations to Ontario's political parties. The recommendations are based on consultations with OCC members and on research conducted over the past year. Among its key recommendations, the *Ontario Election 2014: Business Priorities* calls on all political parties to create a better business climate in Ontario by:

- Limiting increases in the price of electricity and reconsidering new programs that would increase the financial burden on businesses (e.g. Ontario

Retirement Pension Plan);

- Tackling the debt and deficit by restraining broader public sector compensation increases and by partnering with the private and not-for-profit sectors in the delivery of certain public services; and,

- Investing in critical infrastructure, including transit and transportation infrastructure in the Greater Toronto and

***"Improving the business climate is good for everyone: it will encourage investment in the province, create jobs, and improve our prosperity."***

*Allan O'Dette, President & CEO, Ontario Chamber of Commerce*

Hamilton Area and all-season transportation infrastructure in the northern Ontario Ring of Fire.

"Improving the business climate is good for everyone: it will encourage investment in the province, create jobs, and improve our prosperity," says O'Dette. "All parties must be prepared to take the bold actions necessary to secure a successful future for Ontario."

### CHALLENGES AND QUESTIONS

1. In 2014-15, Ontario's deficit and debt are projected to increase to \$12.5 billion and \$295.8 billion respectively. Ontario is not Greece. However, our large debt is eroding Ontario's capacity

to deliver services; the Province spends more on servicing its debt than on post-secondary education. Ontario needs a plan to return to fiscal sustainability. *What specific steps will you take to eliminate the deficit and pay down the debt, while protecting core services that Ontarians value?*

2. Due to many forces beyond government control, Ontario's value pro-

position in the global economy has shifted. A rising dollar, for example, has eroded Ontario's wage advantage vis-à-vis the United States. To encourage investment in the province, government must focus on those things that it can control, including the business climate. *What will you do to create a more favourable climate for businesses and investment in the province?*

3. Decades of under-investment have left Ontario with a transit and transportation infrastructure deficit. This deficit is inhibiting the province's economic growth and reducing our ability to capitalize on strategic assets

that will be critical to the province's future success. *What specific steps will you take to address Ontario's infrastructure deficit? How will you pay for them?*

4. Ontario is suffering from a skills gap: on average, roughly 28 percent of Ontario businesses are unable to fill a job because they cannot find someone with the right qualifications. The skills gap is more acute in certain regions and sectors, reflecting a province undergoing uneven economic transformation. A persistent skills gap is a significant barrier to Ontario's economic success. *What are your specific plans to address skills shortages in the province?*

5. Ontario has a pension problem. Close to 1.3 million workers in Ontario do not have access to an employer-sponsored workplace pension plan. In addition, too many Ontarians are not adequately saving for retirement. In the context of an aging population, inadequate retirement income for seniors could produce a substantial drain on government and taxpayer resources. *How will you ensure that Ontarians are equipped with the resources they need to support themselves during retirement, without placing too great a burden on Ontario businesses?*

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2014 FLAMBOROUGH OPEN



Photo courtesy of Wilf Arndt

**FLAMBOROUGH OPEN - MAY 28, 2014**

The annual *Flamborough Open* - co-hosted by the FCC and the Rotary Club of Waterdown - represents the very best in a community partnership. The 2014 tournament was held at the Carlisle Golf and Country Club last week. Watch next month's *Bottom Line* for complete coverage.

2014 FLAMBOROUGH OPEN

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Lawn & Garden Equipment	Briggs & Stratton Yard Tools, 1 Trillium Way, Brantford 519-751-1685
Lawyers	Christopher C. Breen, 3400 Fairview St., Burlington .....905-689-5559 Jansen Personal Injury Law, 3-20 Main St. N. ....905-690-2929 Lazier Hickey LLP, 25 Main St. W., Hamilton .....905-525-3652
Legal Services	Miller Thomson LLP .....289-983-1000 Smits Grove LLP, #24C - 35 Main St. N. ....289-895-8162
Locksmiths	Dundas Lock & Key, 178 King St. W., Dundas .....905-627-7985 The Lock Hut, 12 Glaceport Dr. ....905-689-0514

## M

Manufacturing	Flamboro Machine Shop, 952 Brock Rd. ....905-659-0404 Heron Instruments, 447 Moxley Rd. ....905-628-4999
Marketing	Serve Media, 998 Courtland Dr., Ancaster .....905-304-3451
Marketing/Web Design	Market Mechanics, 50 Karsh Cres. ....289-635-1507
Meat	Millgrove Packers, 549 Conc. 5 W. ....905-689-6184
Metal Fabricators	Flamboro Technical Services, 383 Conc. 6 E. ....905-689-8815
Mill Equipment	Bev Brown Enterprises, 30 Maple Ave. ....905-628-9929
Millwright	Industrious Solutions, 1110 Con. 6 W. ....905-627-3600
Mobile Home Parks	John Bayus Park, 6501 S.S #1, Cambridge .....519-623-2845 Beverly Hills Estates, Box 52146 Oakville
Mortgage Financing	Dominion Lending Centres, 9 Franklin St., .....905-690-6834

## N

Newspapers	Flamborough Review, 30 Main St. N .....905-689-2003
Nursing Home	Alexander Place, 329 Parkside Dr. ....905-689-2662
Nuts-Edible	Picard Food Partnership, 447 Dundas St. E. ....905-690-1000

## O

Optometrists	Dr. Janice Van Wyngaarden, 835 Hwy #97, Freelon .....905-659-3937 Family Eye Care, 66 Mall Rd., Hamilton .....905-385-3661 Waterdown Optometric Clinic, 301 Dundas St. E .....905-689-7234
Office Supplies	Staples, 88 Dundas St. E. ....905-689-0271

## P

Paralegal	Geoff Ellis, The Ticket D.O.C.T.O.R., 1294 Hwy. #6 .....905-659-1844
Pet Care	Spoiled Rotten Pet Services, 796 Millgrove Side Road ....905-541-6450
Pharmacy	Waterdown IDA, 15A- 115 Hamilton St. N. ....905-689-0999
Pipeline Operator	Enbridge Pipelines, 1086 Modeland Rd., Sarnia.....519-330-9048
Pipe Welder	Industrious Solutions, 1110 Con. 6 W.....905-627-3600
Plumbing Contractors	Taylor's Plumbing, 300 Dundas St. E .....905-689-4777
Printer	Staples, 88 Dundas St. E. ....905-689-0271
Produce-Fresh	Brenn-B Farms Ltd., 1252 Conc. 5 W .....905-659-7419 Earth Fresh, 131 Browns Line, Toronto .....416-201-4391 Piccioni Bros. Mushroom Farms, 355 Rock Chapel Rd...905-628-3090 Ubblelea Mushroom Farm, 1160 Edgewood Rd. ....905-689-8610 The Enfield Group, 1 Hamilton St. S .....905-689-7341 Flamborough Pumps, 797 Con. 8 W., Puslinch .....905-659-3337
Property Management	
Pumps	

## Q

Quarries	Dufferin Aggregates, 685 Brock Rd. ....905-627-7711
Quarries	Lafarge Canada, 628 Hwy. #5 .....905-527-2744

## R

Race Track	Flamboro Downs, 967 Hwy. #5 W. ....905-627-3561
Real Estate	Dean Martin, Re/Max Garden City, 720 Guelph Line .....905-802-1056 R. Denninger, Re/Max Garden City, 427 Dundas St. E. ....905-689-1717 Angela Donato, Apex Results Realty, 5 Riley St .....905-630-1659 Re/Max Condos Plus, 45 Harbour Sq., Toronto .....416-203-6636 Wendy Martin, Sutton Group About Town .....905-681-7900 Michael Domenichetti, Sutton Group About Town .....905-681-7900 Rothsay, P.O. Box 8270, Dundas .....905-628-9303 Boston Pizza, Flamborough Power Centre .....905-690-1500 Dairy Queen, 233 Dundas St. E. ....905,689-8514 Harvey's Serving Swiss Chalet, 255 Dundas St. E. ....905-689-3140 Lord Byron Restaurant, 10 Main St. S. ....905-689-6648 Tim Hortons Donuts, 255 Dundas St. E. ....905-689-3131 The Royal Coachman, 1 Main St. N. ....905-689-5952 Turtle Jack's Muskoka Bar & Grill, 255 Dundas St. E. ....905-690-1787 Jitterbug Cafe, #3 - 35 Main St. N. ....905-690-7670 Pita Pit, 94 Dundas St. E. ....905-921-7289
Restaurant / Catering	Walmart Canada, 90 Dundas St. E., R.R.#2 .....905-689-9273
Restaurant - Quick Serve	Village Manor Retirement Home, 57 John St. W. ....905-689-5440
Retail	Pacific Cedar Shake & Shingle, 2099 Hwy #6 N. ....905-659-1655
Retirement Homes	
Roofing	

## S

Security Systems	A.B. Wass Security, Box 390, Waterdown .....905-689-7931 Connectall Communications, 7 Commerce Ct., SC .....905-383-2282 Waterdown Self Storage, 921 Centre Rd., Waterdown ....905-689-9505
Self Storage	Rankin's Septic Tank Pumping, Box 12, Waterdown .....905-689-5585
Septic Tank Services	DAF Soroptimists .....soroptimistdaf@gmail.com
Service Clubs	CHOICES, 59 Kirby Ave., Greensville .....905-628-6147
Social Services	Medtel Software, 7 Innovation Dr.....905-389-2996
Software Development	Magnolia House Spa Boutique Salon, 20 main St. N. ....905-690-9759
Spa	A.T. McLaren Ltd., 69 John St. S., S. Hamilton .....905-527-8559
Surveyors	

## T

Testing Equipment	M & L Testing Equipment, 31 Dundas St. E. ....905-689-7327
Toilets-Portable	Room To Go Inc., Box 76, Millgrove .....905-689-6389
Tools	Flamborough Technical Mgmt., Box 1282, Waterdown ..905-690-6094
Topsoil	Millgrove Garden Supplies, 682 Concession 5 W. ....905-689-5527
Tourism	City of Hamilton Tourism, 34 James St. S., Hamilton ....905-546-2424
Trailer Sales/Manufacturing	J.D.J. Trailer Mfg. & Miska Trailers, 1056 Hwy. #6 .....905-689-7100
Trailers	Wheeling World, 140 King St. E., Hamilton .....905-522-1368
Trans/Freight Forwarding	(ABH) Oversize Direct, 1 Waterwheel Cr. ....905-690-3193
Travel - Full service	Expedia CruiseShipCenters, #6, 255 Dundas St. E. ....289-895-7638
Trucking	Jimmy D Coverdale, 955 Highway #97, Freelon .....905-659-2253 L.P. Services, 100 Mead Ave., Hamilton .....905-312-9073

## V

Veterinary	Clappison Animal Hospital, 780 Highway # 6 N. ....905-689-8005
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## W

Weighing Systems	Trouble-Shooting Services, Box 185, Carlisle .....905-659-1323
Welding	Parsons Welding Service, 25 Dundas St. E. ....905-689-5144
Wine & Beer	Polar Bay Wines, 254 Dundas St. E .....905-690-1868
Women's Services	Drummond House, 67 Conc. 5 E .....905-689-1484 Interval House, 630 Sanatorium Rd., Hamilton .....905-387-9959

## Y

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