

BOTTOM LINE

The President Reports:

BUILDING COMMUNITY TRUST

Next month my organization – the Community Church – celebrates our eighth anniversary in Flamborough. It is amazing how time flies by. In some ways it feels like only yesterday when I had a handful of people excited and nervous as we were preparing for our launch.

Starting out is exciting and building from the ground up has its unique challenges. I remember back to when we began. I often talked about who we were with the people of Flamborough. I remember the questioning look in people's eyes, wondering about these new kids on the block. It takes time to build trust. It isn't easy to build, yet it is one of the highest commodities in generating loyalty. There are no shortcuts to building trust.

Last month at the Flamborough Chamber Of Commerce (FCC) *Outstanding Business Achievement*

Awards, we celebrated two businesses that had demonstrated how to build trust over time. Both Jim Aitkin (Rankin's Environmental Services) and the Langford family (Langford IDA) were/are businesses with decades of trust in our community. Both businesses were/are family-owned with a vibrant community focus.



JASON SMALL
President, FCC

This local community-minded focus brought with it trust, which ultimately led to long-term success. In a world where most businesses don't last, we can learn from their example.

After eight years, we at the Community Church are only beginning to see the fruit of building trust. Eight years of consistently doing what we do is not flashy. But it strengthens us with every passing day.

Has your business built a currency of trust within Flamborough? This month what can you do to put your business on a pathway towards building a consistent level of trust? What can you do to build your business into the local fabric of Flamborough and ensure loyalty over the long term?

Trust takes time but it is well worth it.



Photo courtesy of Wilf Arndt

Lawyer Kyle Hampson (right) of Miller Thomson has been appointed to the Board of Directors (BOD) of the Flamborough Chamber of Commerce (FCC). He was joined (above) by fellow members of the FCC BOD – Greg Tremble (OLG Slots at Flamboro Downs) and Teresa Luckanuck (Spoiled Rotten Pet Sitting & Dog Walking Inc.) – at a recent *Business After Five* (BA5) networking event hosted by the new Flamborough Staples.

LAWYER APPOINTED TO FCC BOD

Kyle Hampson of Waterdown – a lawyer with Miller Thomson in its Guelph office – has been appointed to the Board of Directors (BOD) of the Flamborough Chamber of Commerce (FCC).

Kyle replaces FCC Past President Hal Bushey, the former Executive Director of CHOICES (Supporting Individuals with Developmental Disabilities) who resigned after accepting a senior management position with a not-for-profit organization located in another community.

At its Annual General Meeting (AGM) last September, members of the FCC approved bylaw changes that reduces the members of the BOD to nine (from 10) and calls for two consecutive 3-year terms (instead of two consecutive 2-year terms). The changes also allow the BOD to appoint replacement members to fill a vacancy created by resignations between AGM meetings. Under a new schedule, no less than one and no more than two of the nine members of the BOD – which meets monthly and

provides direction and support to staff – will complete their terms of office each year, thereby ensuring a 'regular turnover' with new faces, perspectives and experiences.

The other members of the FCC BOD are President Jason Small (Community Church); Vice President Penny Gardiner (EDAC – Economic Developers Association of Canada); Secretary Ron Graham (Lafarge Canada); Treasurer Graham Flint (FORCE – Friends of Rural Communities and the Environment); Teresa Luckanuck (Spoiled Rotten Pet Sitting & Dog Walking), Wendy Martin (Sutton About Town Real Estate); Greg Tremble (OLG Slots at Flamboro Downs); and, Wendy Wasylowich (Great Canadian Gaming Company – Flamboro Downs).

Penny and Graham will complete their terms of office in September and will need to be replaced. Kyle will complete Hal's term, which concludes in 2014. Kyle and his wife live in Waterdown and are the proud parents of an infant daughter.



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Continued on Page 7

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Arend Kersten

Executive Director, Flamborough Chamber of Commerce

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Photos courtesy of Wilf Arndt



Brown Financial Security hosts FCC Business After Five networking event

It doesn't happen often but for once a business has relocated from downtown Hamilton to Flamborough. President Nick Brown and his brother Nate – who both live in Waterdown with their families – moved Brown Financial Security into a new building located at the corner of Highway #5 West and Coreslab Drive (just east of Clappison's Corners). To help them celebrate, Nick and Nate recently hosted a *Business After Five* (BA5) networking event for members of the Flamborough Chamber of Commerce (FCC) and their guests. ABOVE: With winners of the door prizes forming the front line, guests took time for a group photo. TOP RIGHT: The new building includes an impressive wine cellar, where Norm Read (left) of Beckett Lowden Read and FCC Executive Director Arend Kersten sampled some of the offerings. RIGHT: Nick Brown (left) and his brother Nate along with administrator Laurie Ptolemy check out the golf green located behind their office. BELOW: There was plenty of good food available for guests at the BA5. LEFT: Gerry Aggus (right) of Lazier Hickey – a Past President of the FCC – with Philip Perron (Rising Star Performing Arts).



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VANCOUVER VACATION PACKAGE

Courtesy of The Great Canadian Gaming Company (the owners of Flamboro Downs) and Westjet Airlines, every attendee at this year's Outstanding Business Achievement (OBA) awards gala was automatically entered into a 'reverse' draw (last ticket pulled wins) for a four-day vacation for two at Vancouver's River Rock Casino Resort (also owned by The Great Canadian Gaming Company). The winner was Marinus (Ries) Dejager (left) of Opta Minerals, pictured with Wendy Wasylowich of the Great Canadian Gaming Corporation (and a member of the FCC Board of Directors) and FCC Executive Director Arend Kersten.



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Jim and Margaret Robertson
Pause Awhile Tea Room
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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 - *Greensville Gourmet*
2011 - *McCann Professional Dog Trainers*
2012 - *Opta Minerals*

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

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
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*

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

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*

CHAMBER OF COMMERCE GREEN AWARD

2008 - *Waterdown Collision*
2009 - *Nathan Helder*
Gelderman Landscaping
2010- *Sensible Life Products*
2012 - *Rothsay*

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*
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CIVIC RECOGNITION AWARD

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

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Listening intently at the *Outstanding Business Achievement (OBA) awards gala* at the Flamborough Hills Golf & Country Club in Copetown as *Young Entrepreneur of the Year Sarah Powell* of Sarah Grace Photography delivers her acceptance speech are (from left) Ancaster-Dundas-Flamborough-Westdale MPP – and Minister of Community and Social Services – Ted McMeekin, Ontario Premier – and Minister of Agriculture and Food – Kathleen Wynne, Flamborough Chamber of Commerce (FCC) Past President Hal Bushey and FCC Executive Director Arend Kersten. Sarah – who lives in Flamborough – is a student at Hamilton District Christian High School.

Outstanding Business Achievement (OBA) Awards Gala

YOUNG ENTREPRENEUR OF THE YEAR HONOURS MEMORY OF HER LATE BROTHER AT OBA GALA

What follows are comments prepared by Sarah Powell that were shared at the Outstanding Business Achievement (OBA) awards gala held at the Flamborough Hills Golf & Country Club in Copetown in early March. Sarah – of Sarah Grace Photography – was awarded the Young Entrepreneur of the Year Award by the Flamborough Chamber of Commerce at the OBA gala.

How do you learn to see beauty in the midst of life's struggles? How do you learn to capture the fleeting moments with your loved ones who make life on this fragile planet so special?

My love of photography was born out of a very dark time in my life. Three years ago, my oldest brother David was killed in a tragic car accident. To help us find joy again, my mom challenged my sister and me to put aside time every day to go outside with a camera to find and capture beauty in the world.

Over time, my mother was genuinely impressed with the images I had captured, and decided to encourage me in my newfound passion for photography. Soon, I found it hard to put the camera down. I set out to find beauty in everything and everyone.

With my very simple camera, I started doing photo shoots of friends and family, and discovered that I loved to photograph people. Within five minutes of making a Facebook page for my photography, I began to receive requests for sessions from potential clients. And so Sarah Grace Photography began and took off quickly.

I could not have done this without some wonderful mentors.

My mother, a former professional photographer and businesswoman herself, constantly supported me. Another invaluable help was the Summer Company Program for Young Entrepreneurs with the city of Hamilton and the mentorship of Dragica Lebo.

As well, some amazingly supportive professional photographers came alongside me with a lot of help and encouragement. Barb Uil, a world renowned children's photographer from Australia, endorsed my work on her Facebook page and was a huge encouragement to me personally.

I love my photography business because it allows me to capture the beauty I see in each person I photograph. Life flies by, and sometimes the really important things fall by the wayside. It is wonderful when families decide to get beautiful portraits done of each stage in their family's growth, when they capture those

moments and memories forever.

The photos of my brother David are amongst my family's most treasured possessions, but when we took them, we had no idea that we would never be given the chance to photograph him laughing with us again.

My business has continued to grow. My calendar is already booking up for this spring and summer, and I have finally started to accept weddings. I look forward to continuing to grow as a photographer in my creative abilities, and as a business owner. Through my photography, I continue to attempt to capture beauty in this world.

As well, I look for ways to spread life through my business.

Hours before he died, my brother David wrote as his Facebook status: "I want to run, jump, and spread life in this world." Each year, on his birthday, our family honours his memory by challenging people to do random acts of kindness in his name.

This year, I ran a special contest to honour someone who had had a difficult year, and the winner was a young woman who had lost her father. It has been one of my goals with Sarah Grace Photography to continue to spread the life that David spread in this world before he left.

It is my hope that in the years to come, I will stretch my business beyond what I ever considered possible and never stop trying to capture the beauty which I see in this world.



With her grandparents – Fred and Jane Reinders – looking on, *Young Entrepreneur of the Year Sarah Powell* of Sarah Grace Photography chats with Ontario Premier Kathleen Wynne at the meet-and-greet reception before the formal awards presentations at this year's *Outstanding Business Achievement (OBA) awards gala* hosted by the Flamborough Chamber of Commerce at the Flamborough Hills Golf and Country Club.

IF IT AIN'T BROKE *Valuable political lesson in 'slots and trots' crises*

When one looks at the 'double whammy' crises facing the Flamborough economy as a result of changes to the province's 'slots and trots' programs, the phrase "If it ain't broke ... don't fix it" comes to mind.

The unexpected end of the province's \$345 million annual partnership with Ontario's horse racing industry has already had a dramatic impact on Flamborough's economy. Listen to how one person describes it in a recent Letter to the Editor to the *Flamborough Review*: "Already, irreparable damage has been done. Breedings have dropped significantly, as have yearling sales. There have been hundreds

of jobs lost, homes sold, families and stables relocated and lives ruined. It has been one hellish year filled with emotions some of us never knew existed."

Then there's the uncertainty surrounding the future of the OLG slots at Flamboro Downs. Granted, a recent 5-year extension of the lease agreement



AREND KERSTEN
FCC Executive Director

with Flamboro Downs (with its extraordinary record of success and located withing a 'willing host' community) has brought a 'stay of execution' for the hundreds of employees whose jobs are at stake. But it's only that – a stay of execution. It guarantees absolutely nothing.

It is hard to comprehend why former Premier Dalton McGuinty and former Finance Minister Dwight Duncan would set out to jeopardize a vibrant industry complete with 60,000 direct and indirect jobs and an annual \$1.1 billion contribution to the province's economy.

To her credit, Kathleen Wynne – Ontario's new Liberal premier and the current Minister of Agriculture and Food – acknowledged in early March at the annual *Outstanding Business Achievement Awards Gala* hosted by the Flamborough Chamber of Commerce that the 'slots and trots' issues could have been handled better. I couldn't agree more.

Both Premier Wynne and Ancaster-Dundas-Flamborough-Westdale MPP Ted McMeekin – the former Minister of Agriculture, Food and Rural Affairs in the McGuinty Cabinet and now the Minister of Community and Social Services in the Wynne Cabinet – have vowed that a sustainable horse racing industry would continue in Ontario, albeit at a much smaller scale.

But the devil is always in the details – and few details have been released.

Is it too little, too late? Whether the glass is half full or half empty depends entirely on your personal perspective.

What is clear is that there's a universal lesson here for all politicians of all stripes at all levels: If it ain't broke ... don't fix it!

This column was originally published in Hamilton Business, a publication of the Hamilton Spectator.

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Photo courtesy of Wilf Arndt

WILL THEY REPEAT AS WINNERS?

The big question as preparations for the 2013 Flamborough Open continue is whether last year's winning team— representing the Flamborough Community Church and consisting of (from left) Barry Wallace, Ken Raymer, Colin Young and Rodger McQueen – will repeat as champions. Flamborough's premier annual tournament will take place on Wednesday, May 29 at the Carlisle Golf & Country Club.

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Flamborough Construction

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Investment Brokers	Edward Jones, 1470 Centre Rd., Carlisle905-690-3103 Edward Jones, Todd Hayman, 4-331 Dundas St. E.905-690-0564

J	
Jewellery	Vicky Harrison Designs, 10 Culotta289-431-6026 Waterdown Goldsmith, 9 Mill St. S905-689-5222

L	
Landscaping	Beaudry Group, 4031 Fairview St., Burlington905-639-6502 FloraTech Landscaping & Main., 1425 Alderson Rd905-689-5466 Gelderman Landscaping, 831 Centre Rd.905-689-5433 Shademaster Landscaping, 764 Robson Rd.905-689-4297
Lawn & Garden Equipment	Briggs & Stratton Yard Tools, 1 Trillium Way, Brantford 519-751-1685
Lawyers	Agro Zaffiro LLP, 4-1 James St. N., Hamilton905-527-6877 Christopher C. Breen, 3400 Fairview St., Burlington905-689-5559 Jansen Personal Injury Law, 3-20 Main St. N.905-690-2929 K. Cowan Law, 34-35 Main St. N.289-895-7777 Lazier Hickey LLP, 25 Main St. W., Hamilton905-525-3652 Miller Thomson LLP, 301-100 Stone Rd. W., Guelph.....519-780-4635 Dundas Lock & Key, 178 King St. W., Dundas905-627-7985 The Lock Hut, 12 Glaceport Dr.905-689-0514
Legal Services	
Locksmiths	

M	
Manufacturing	Flamboro Machine Shop, 952 Brock Rd.905-659-0404 Heron Instruments, 447 Moxley Rd.905-628-4999 R&R Manufacturing, Millgrove905-689-9911 Serve Media, 998 Courtland Dr., Ancaster905-304-3451
Marketing	Market Mechanics, 50 Karsh Cres.289-635-1507
Marketing/Web Design	Millgrove Packers, 549 Conc. 5 W.905-689-6184
Meat	Flamboro Technical Services, 383 Conc. 6 E.905-689-8815
Metal Fabricators	Bev Brown Enterprises, 30 Maple Ave.905-628-9929
Mill Equipment	Industrious Solutions, 540 Hwy. #8905-627-3600
Millwrights	John Bayus Park, 6501 S.S #1, Cambridge519-623-2845
Mobile Home Parks	Beverly Hills Estates, Box 52146 Oakville
Mortgage Financing	Dominion Lending Centres, 9 Franklin St.,905-690-6834
Movers	TWO MEN AND A TRUCK, 50 Dundas St. E.....905-981-5000

N	
Newspapers	Flamborough Review, 30 Main St. N905-689-2003
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, Freelon905-659-3937 Family Eye Care, 66 Mall Rd., Hamilton905-385-3661 Waterdown Optometric Clinic, 301 Dundas St. E905-689-7234
Office Supplies	Staples, 88 Dundas St. E.905-689-0271

P	
Pet Care	Spoiled Rotten Pet Services, 796 Millgrove Side Road....905-541-6450
Pest Control	OHN Pest Management, Con. 12 E., Freelon289-237-1062
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Pumps	Flamborough Pumps, 793 8th Conc. W., Puslinch905-659-3337

Q	
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R	
Race Track	Flamboro Downs, 967 Hwy. #5 W.905-627-3561
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Software Development	Medtel Software, 7 Innovation Dr.905-389-2996
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Surveyors	A.T. McLaren Ltd., 69 John St. S., S. Hamilton905-527-8559

T	
Taxation	Beckett Lowden Read, C.A. 20 Main St. N905-689-2052
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W	
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CANADA CAN LEAD THE WORLD IN RESPONSIBLE ENERGY

BY PERRIN BEATTY
President & CEO

Canadian Chamber of Commerce

I recently spoke at the Palm Beach Strategic Forum as part of a panel on energy. I delivered the message that Canada is a secure and reliable source of energy.

Canada has been blessed with a natural resource endowment that is second to none. We are the world's second largest producer of uranium and the second largest forest product exporter. We are the third largest producer of natural gas and hydro electricity and the sixth largest producer of crude oil.

But, Canada's role as an energy leader is not based on geological accident alone.

Our stable political environment, independent regulators and our openness to trade and foreign investment are key components of Canada's status as an energy superpower.

As global energy demand is set to rise by one-third by 2035, with as much as 90 percent of this new demand being driven by non-OECD nations, particularly in Asia, according to the IEA, the U.S. Energy Information Administration.

Many more credible forecasters that have modeled the world's energy

future, the world will need to rely on fossil fuels for the foreseeable future.

For the Canadian energy sector, being a supplier to Asia is a national priority, and while the sector is cognizant of the environmental implications of its operations, the hard fact is that energy production in all forms – renewable energy included – has some impact on the environment.

The only realistic path to a sustainable energy future will be to use the full basket of our energy resources more efficiently while continually finding new ways to reduce their environmental impact. The more I work with the energy sector, the more encouraged I am by its incredible accomplishments.

All of us – business, government

and civil society – need to work together in ensuring the social licence to operate becomes a reality.

Most Canadians know that it is possible to achieve a balance between prosperity and the environment.

An April 2012 poll that we commissioned found that almost two-thirds of Canadians believe that it is possible to increase our production of oil and gas while respecting the environment.

Canada can lead the world to a more environmentally responsible future, not by avoiding resource development but by using our country's know-how and drive to do it in the best way possible.

It is certainly not the easiest path, but I believe it is the right one.

Ontario Chamber of Commerce

INTEREST ARBITRATION IS HURTING OUR COMMUNITIES

In light of the recent controversy regarding the budget for the Hamilton, Police Services, the Flamborough Chamber of Commerce (FCC) shares the position of the Ontario Chamber of Commerce (OCC) on the matter.

What is interest arbitration?

Interest arbitration is a mechanism used to renew or establish a new collective agreement for parties without the right to strike. It is the only legal process for municipalities to settle contract negotiation disputes with essential municipal workers, such as police, firefighters and some paramedics.

Why does it matter?

Interest arbitration decisions give little consideration to local fiscal realities. Instead, arbitrators tend to replicate agreements from other communities. This is problematic. Replicating the salary and benefits from Toronto, for example, to Haliburton, doesn't consider the differences in communities' capacity to pay.

Partially as a result of interest arbitration, emergency service costs are growing more quickly than the Consumer Price Index as well as the average of other public sector workers, including nurses and teachers. High interest arbitration awards mean municipalities are forced to either

increase taxes and/or reduce services.

Competitive tax rates and quality public services are key to economic development and prosperity. Interest arbitration is hurting municipalities' economic competitiveness and ultimately hurting the competitiveness of the province.

What needs to change?

Both the Commission on the Reform of Ontario's Public Services and the Association of Municipalities of Ontario (AMO) have done extensive research into the interest arbitration system. Both agree that there is significant room for improvement. The Ontario Chamber of Commerce (OCC) supports the following changes:

- The 'ability to pay' criteria used in interest arbitration decisions should be broadened to include economic and fiscal environment, and productivity criteria;

- Arbitrators should be required to provide clear assessments and reasons for their decisions;

- Arbitrators must give priority to, and provide clear, written explanations of how the fiscal health of a community was considered when making a decision;

- Streamline the process by providing interest arbitrators one year to complete their work.

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