

*The President Reports:*

## YOU CALL THAT SERVICE?

*FCC president will look for another restaurant after surprise charges*

Customer service? What customer service?  
It's a topic I have harped on all year.

Many of us support local business because of personal service and relationships we have built over the years. On the other hand, many of us refuse to spend our hard-earned money at a business where we've experienced poor service or had an issue of some sort.

Recently, I went to a local restaurant for dinner. I ordered my usual "cholesterol free" two eggs over hard with sausage and rye toast.

Oh yes – and a diet cola to keep me slim!!

When the bill arrived I was surprised to see that the drink refill and rye toast were an extra charge. Don't get me wrong. It was not the cost of the meal that surprised me. It was the extra charges when I had not been informed by the server.

I didn't recall seeing anything on the menu about paying for refills or an extra charge for rye toast. My order would not have changed had I been told of the charges but I would have been a lot less surprised when the bill came. I really felt I had been taken advantage of. The result is I will look for another local restaurant to spend my money. Perhaps one without surprises.

This will be my last article as president of the Board of Directors (BOD) of the Flamborough Chamber of Commerce. The Annual General Meeting was held September 19 at the Dutch Mill. At that time a new BOD was elected and a new president appointed. Watch next month's *Bottom Line* for more details.

It has been an enjoyable two years as president and I've learned a lot from my friends around the BOD table. The diversity of backgrounds and difference of opinions have made the BOD meetings thought-provoking and at the same time a lot of fun.

I shall truly miss this opportunity to serve.



**Hal Bushey**  
President, FCC



## QUEEN'S JUBILEE MEDAL FOR SANDY GRAY

Calling them 'the very best of the best' Ancaster-Dundas-Flamborough-Westdale MP David Sweet (second from right – above and below) presented Queen's Jubilee Medals to nine outstanding citizens earlier this month at St. Thomas Roman Catholic Church. The medals commemorate the 60th anniversary of Queen Elizabeth's coronation. ABOVE: Among the recipients was Flamborough Chamber of Commerce (FCC) Past President – and recipient of the FCC's *Lifetime Achievement Award*– Sandy Gray, who was nominated by Ward 14 Councillor Robert Pasuta (second from left) for her outstanding contributions to many local causes and charities. BELOW: Former MPP Toni Skarica (below: third from left) who is now an assistant crown attorney also received a Queen's Jubilee Medal for his extraordinary and courageous efforts in breaking up a human trafficking ring. Pictured with Skarica are (from left) RCMP Sgt. Kevin Serniuk, fellow Queen's Jubilee Medal recipient Timea Nagy (a victim of human smugglers), Skarica's wife Karen, MPP David Sweet and RCMP Cst. Lepa Jankovic. Despite death threats, Skarica, Nagy and Jankovic worked as a team and secured 17 convictions.



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Arend Kersten

Executive Director, Flamborough Chamber of Commerce

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# JURAVINSKI IN 'HALL OF FAME'

Flamborough's own Charles Juravinski, 82, of Greensville – who along with his wife Margaret is a recipient of the *Lifetime Achievement Award* presented by the Flamborough Chamber of Commerce (FCC) – was recently inducted into the Horse Racing Hall of Fame.

Juravinski was involved in harness racing as a racetrack operator and owner-breeder. With no prior knowledge of racetracks or horse racing, Charles took a chance and turned a farmer's field into Flamboro Downs, a multi-million dollar half-mile racetrack which opened in 1975 and soon became one of Canada's premier racetracks and home to the Confederation Cup.

He raced horses and ran the racetrack devotedly for the next 30 years until 2003. He also raced two world champion horses who are also members of the Hall of Fame – the top pacing mare Ellamony which he also bred, and pacing horse Matts Scooter.

"Ladies and gentlemen, and other inductees current and past, it is an honour without a doubt," said Juravinski at his induction.

"I want to thank the nominating committee and the election committee. Someone said it was a longtime coming, but I just think to myself how a kid growing up in Blaine, Saskatchewan ended up on this podium being inducted to the Canadian Horse Racing Hall of Fame. Just think of the impact of that on a somebody like myself. It's unbelievable.

"I wouldn't be standing here if it wasn't for Bill Rowe," he added. "He was also nominated to the Hall Of Fame and I said to Kathy Wade Vlaar my vote is for Bill Rowe and not some Charles Juravinski guy. I would not be standing here if it wasn't for Bill, my mentor.

"In the early stages I didn't think you could make money in racing and he convinced me. He opened his books, he let me see inside the operations and we revised our numbers. The rest is history. In our heyday, we had an on-track handle of \$325,000 per day with 3,325 people in atten-



Courtesy of Iron Horse Photo

Charles Juravinski (second from right) of Flamboro Downs fame – who along with his wife Margaret is a recipient of the *Lifetime Achievement Award* presented by the Flamborough Chamber of Commerce (FCC) – was recently inducted into the Canadian Horse racing Hall of Fame. The Juravinskis have donated tens of millions of dollars to regional charities and foundations, mostly in the health care sector.

dance per day. I now wonder where all those people went. Having said that, I want to pay tribute to the staff at Flamboro Downs that stuck through thick and thin in the 80's and 90's."

Juravinski also shared the moment with a number of people who played a role in the success of a number of his star performers.

"I want to pay tribute to the drivers and trainers," he said. "Stephen Doyle, John Hayes and Mike Saftic. Hayes trained and drove a horse called Conquered in 1981 and I was happy to be partners with Mr. Hayes, Sr. John mentored me in the horse business and I am very appreciative. Doyle trained Ellamony and Mike Saftic drove winning substantial races."

Juravinski also took a few moments to pay tribute to one of the sport's greatest visionaries.

"I could tell stories for days. I want to backtrack a little and tell you how slots came into effect. If it was-

n't for Mr. David Wilmott I question whether any of us would be in this room today. He is not here, but I would appreciate it if you put your hands together for him.

"I'm done for the present time, he added. "But something I want to note is that all of you here tonight, you have gone out of your way to come out tonight and support the Hall of Fame and listen to a guy like me shoot my mouth off. So stand up and take a seventh inning stretch."

In closing, Juravinski gushed about his wife, Margaret, who later joined him on stage.

"Somebody always says behind a great man – and I don't mean me – there is a great woman. I have my own Hall of Fame at home and I have my own executive director and I wish to present her with a Hall Of Fame ring. Margaret would you come up here? And I won't let Margaret near this mic. God bless you all. Keep the faith. I'll tell you, this industry is not going to die."

## Flamborough Chamber of Commerce ANNUAL EVENT CALENDAR

The Flamborough Chamber of Commerce (FCC) organizes, hosts and promotes a variety of activities for its members, offering a wide variety of networking, educational and celebratory opportunities. Details of the events are shared in the *Members Only* E-newsletter which is distributed to all FCC members on a regular (usually weekly) basis.

### The Flamborough Breakfast Club

Offering the best in delicious food, great fellowship and outstanding networking opportunities, the *Flamborough Breakfast Club* – co-hosted by the FCC and the Rotary Club of Flamborough A.M. – usually meets the third Wednesday of each month (except during the summer months) at the Dutch Mill Country Market on Millgrove Side Road.

### Business After Five (BA5)

Typically held once a month (except during the summer months), the FCC hosts a *Business After Five* (BA5) networking event. This casual come-and-go event runs from 5 p.m. to 7 p.m. and offers a complimentary beverage, delicious munchies and door prizes (draw at 6 p.m.). Pre-registration is not required and there is no cost.

### Outstanding Business Achievement (OBA) Awards Gala

Honouring the 'very best of the best' in corporate excellence and community service, the FCC hosts the annual *Outstanding Business Achievement* (OBA) awards gala – at what has evolved into *the* social event of the year in Flamborough. Nominations are encouraged throughout the entire year.

### The Flamborough Open


Representing an extraordinary community partnership, the Rotary Club of Waterdown and the Flamborough Chamber of Commerce (FCC) co-hosts the annual *Flamborough Open*, the premier local golf tournament. To register for what has become the must-attend local golf tournament, please contact the FCC office.


### Great Mini Putt Challenge

Try your skills at the *Great Flamborough Mini Putt Challenge* which is hosted every summer by the FCC. Winners are recognized in both the individual as well as the corporate team categories. Another FCC event offering fun and fellowship.

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# OCC REGIONAL ECONOMIC SUMMIT HITS THE HAMMER

## Emerging Stronger.

That's the rallying cry of the Ontario Chamber of Commerce (OCC) as it leads a bold offensive to regain our province's economic prowess.

At the front of the charge is OCC president and CEO Allan O'Dette. He was in Hamilton recently to kick off a local event focused on identifying Hamilton's economic priorities in the context of creating a more productive and prosperous Ontario.

For O'Dette, it all begins by helping companies grow their top line revenues – a breath of fresh air in these austerity-minded times. And to make this happen, the OCC is rolling out a provincial strategy based on five pillars:

- innovation, productivity and smart risk-taking
- developing a 21st century workforce
- fiscal balance
- global opportunities
- investing in our competitive advantages

"The *Emerging Stronger* strategy is designed to harness our collective ambition as a province," said

O'Dette, noting the need to build a more competitive economy, community by community.

The strategy – developed through multi-stakeholder consultations and delivered by the OCC's Ontario Economic Summit – requires grassroots buy in and implementation to be successful. Hence the OCC's outreach to its network of 160 chambers and boards of trade across Ontario. Within this network, the Hamilton Chamber of Commerce (HCC) is a key partner routinely at the forefront of pan-provincial opportunities and challenges.

The local event was hosted by the HCC at Liuna Station and attracted more than 60 community leaders – Including Executive Director Arend Kersten from the Flamborough Chamber of Commerce (FCC) – from all sectors of the economy.

Hamilton has a leg up on many other communities participating in the OCC's regional engagement campaign. It has outputs from the annual Hamilton Economic Summit dating from 2009. So a decision

*Continued on page 8*



Executive Director Arend Kersten (left) of the Flamborough Chamber of Commerce (FCC) with Allan O'Dette, President and CEO of the Ontario Chamber of Commerce (OCC) at the recent Regional Economic Summit at Liuna Station.

## OUTSTANDING BUSINESS ACHIEVEMENT AWARDS CELEBRATE THE VERY BEST IN CORPORATE EXCELLENCE

### LIFETIME ACHIEVEMENT AWARD

- Col. Gordon Dailley*
- African Lion Safari
- 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
- Archie McCoy*
- McCoy Foundry
- Jim and Margaret Robertson*
- Pause Awhile Tea Room
- 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 - *Greensville Gourmet*
- 2011 - *McCann Professional Dog Trainers*

### 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

### 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

### YOUNG ENTREPRENEUR OF THE YEAR AWARD

- 2009 - *Haley Luckanuck*
- Spoiled Rotten Pet Services
- 2011 - *Nicole Martin*
- Talent Search Summer Camp

### COMMUNITY SERVICE BY A COMPANY AWARD

- 2006 - *Flamboro Speedway*
- 2007 - *Jay's Auto*

- 2008 - *Terra Greenhouses*
- 2010 - *Waterdown Dairy Queen*
- 2011 - *Lafarge Canada*

### CHAMBER OF COMMERCE GREEN AWARD

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

### FCC 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*

### CIVIC RECOGNITION AWARD

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

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# FCC WELCOMES SARAH POWELL AS 'YOUNG ENTREPRENEUR'



The Board of Directors (BOD) of the Flamborough Chamber of Commerce (FCC) has accepted the membership application of Sarah Powell (above) as a 'Young Entrepreneur.' Sarah – who lives in Millgrove and is a student at Hamilton District Christian High School (HDCH) – is an incredibly talented photographer. Some of her work is published at right and below. Sarah can be contacted through her website at [www.sarahgrace.ca](http://www.sarahgrace.ca). FCC 'Young Entrepreneurs' can participate in all FCC programs for only \$50 annually.



## GIVING AND GIVING AND GIVING AND GIVING AND GIVING ...

Flamborough Chamber of Commerce Past President Sandy Gray – a recipient of the Queen's Jubilee Medal – continues to support and promote a number of local fundraisers. The Dundas-Ancaster-Flamborough chapter of Soroptimists International (SIDAF) – which includes Sandy as a member – is again hosting its hugely successful *Annual Christmas Auction* on November 7 at the Ancaster Fair Grounds (see details at right). SIDAF also held a car wash recently at CT&G Automotive Specialists in Flamborough Centre – which raised money for the Flamborough Women's Resource Centre (FWRC) – a division of Interval House. On Sunday, October 14, Sandy and her granddaughter Evelyn Hall hope to be walking in the *Ruby Slipper Men's Walk to End Violence Against Women* at Waterdown District High School in support of the FWRC and Interval House. Online registrations can be made at: [www.intervalhousehamilton.org/rubyslippers](http://www.intervalhousehamilton.org/rubyslippers). LEFT: Also noteworthy was the 6th Annual Alexander Place Cruize-In Car Show which took place on Wednesday August 29 featuring over 40 vintage cars. The day after the car show, Sandy (left) stopped by Drummond House to present Executive Director Debbie Tigchelaar (second from right) with \$550. Sandy was accompanied by granddaughter Evelyn Hall and fellow SIDAF member Shirley Eden (right), whose aunt Jean is a resident at Alexander Place.

**Soroptimist International**  
Dundas/Ancaster/Flamborough's

## Annual Christmas Auction

**Wednesday, November 7, 2012**  
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630 Trinity Rd (Hwy 52) at Wilson St.

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Dinner 6:00 pm - Auction 7- 9:30 pm

Tickets available at the sponsors noted below or by contacting: **Sandy Gray 905-659-6422**  
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Photos courtesy of Wilf Arndt

Partners with the Flamborough Chamber of Commerce (FCC) in hosting the annual *Flamborough Open*, the Rotary Club of Waterdown was again well represented at this year's tournament. ABOVE: Veteran participants in this year's tournament included (from left) Frank Spiridoulias (Lord Byron Steak & Seafood House), Tony Marchese and Doug Lowden and Norm Read (Beckett Lowden Read). BELOW: Rotary President Nick Brown (left) was joined at the Carlisle Golf & Country Club by (from left) Wayne Daines, John Lyon and Joseph VanDenHurk (Miska/JDJ Trailers).



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<b>Newspapers</b>	Flamborough Review, 30 Main St. N .....905-689-2003
<b>Nursing Home</b>	Alexander Place, 329 Parkside Dr. ....905-689-2662
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## Flamborough Chamber of Commerce MISSION STATEMENT

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Canadian Chamber of Commerce

# CCC: LOUGHEED PRAISED AS 'PRINCIPLED' LEADER

BY PERRIN BEATTY

President &amp; CEO

Canadian Chamber of Commerce

I spoke recently to a conference of suppliers to one of Canada's largest retailers. As I arrived the company's president was describing her view of how suppliers had a right to be treated. If any of them ever felt they were being dealt with unethically, she wanted to hear about it personally.

There were no PowerPoints on a screen describing a set of rules or brochures celebrating the company's ethics policies. This was the CEO herself telling the company's suppliers that if they ever saw something wrong, she'd take responsibility for fixing it herself.

*These men understood the difference between opponents and enemies.*

*They believed that their opponents were wrong, not evil.*

Whether it is in business, politics, sports or any other profession, leadership is much more about providing the vision and setting the example than it is about issuing edicts or writing rules.

That message was reinforced when I learned that Peter Lougheed, Alberta's premier from 1971 to 1985, had died.

As I was starting my career in poli-

tics, Peter was one of four provincial premiers who inspired me, along with thousands of other young Canadians, to get involved. The others were Bill Davis in Ontario, Duff Roblin, who served both as Manitoba's premier and as a senator, and Bob Stanfield, who had been premier in Nova Scotia before becoming leader of the federal Progressive Conservatives.

Each of these men represented different regions of Canada and their views of how Canada should look differed widely. But each was a visionary and a proud Canadian, each was instrumental in modernising his province, and each was motivated by a strong sense of public service, rather than a desire to hold office for its own sake.

Each also brought a grace and dignity to the office. Issues were hard-fought but these men understood the difference between opponents and enemies. They believed that their opponents were wrong, not evil.

Peter Lougheed's opposition to the federal government's National Energy Plan that threatened to devastate western Canada's energy sector was fierce. However, he fought on principle, not personalities, and he never confused bad policies from Ottawa with a failure of the country itself. He was unwavering in his dedication to Canada, and he wanted his province to be a leader within our federation. His legacy is modern Alberta: dynamic, prosperous and con-

fidant, with many of the country's leading social and economic institutions, including the modern hospital where he died. Fittingly, that hospital bears his name.

*He fought on principle, not personalities. And he never confused bad policies from Ottawa with a failure of the country itself.*

Peter Lougheed understood that a healthy private sector was critical to the province's social and cultural success.

He saw government as a vital tool for achieving his vision, including the Alberta Heritage Savings Trust Fund and the province's Bill of Rights, but understood that his plans for Alberta could only be achieved with a healthy and growing economy. Good economics and good public policy went hand-in-hand.

At a time when public respect for politics and business throughout the world is at a record low, it's important to understand the difference that visionary, principled leaders can make. The best leaders inspire us all to do better by the examples they set, and the contributions they make remain long after they are gone.

Ontario Chamber of Commerce

## HCC ECONOMIC SUMMIT

Continued from page 4

was made to build on priorities arising from this year's local summit.

Attendees worked in teams to define provincially significant economic actions in five predefined areas that mirror Hamilton's strengths: education; creative industries; health sciences; advanced manufacturing and transportation.

As the teams reported out on their proposed actions, one heard several recurrent themes, including the importance of leveraging the work of existing organizations, the need to build a local ecosystem conducive to knowledge intensive businesses and the imperative to connect Hamilton more fully to a growing regional and global economy.

It also became clear that the HCC is well positioned to 'quarterback' several initiatives, including work on a November 1 forum to help commercialize innovations arising from our local health sciences sector.

Looking forward, the OCC will provide attendees with a report from the session as it works toward presenting Hamilton's economic priorities during an Ontario town hall forum at this year's Ontario Economic Summit, November 6-8, 2012.

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