

From: Canadian Association of Movers
To: members@mover.net
Subject: CAM Bulletin - December 5, 2011
Date: December-05-11 3:17:26 PM

Canadian Association of Movers' newsletter



CANADIAN ASSOCIATION OF MOVERS • ASSOCIATION CANADIENNE DES DÉMÉNAGEURS

December 5, 2011

CAM ANNUAL CONFERENCE – A SOCIAL-MEDIA WORLD – THE NEW BUSINESS REALITY

On November 13-15, the Canadian Association of Movers held its 16th Annual Conference in Toronto. The conference included three major events in CAM's year:

- The Annual Conference
- The Suppliers' Trade Show
- The Annual General Meeting
- The Annual Awards Dinner

Each of the events had its own value and importance for members and attendees. The Annual Conference is intended as a business conference for movers. Its emphasis is on business concepts and practices that movers would find useful. This year the conference was titled **A Social Media World – The New Business Reality**. To deliver messages in support of that theme, CAM engaged speakers across a broad range of topics:

- A highly rated consumer advocate who discussed the perils of not hiring a good mover
- A consultant who provided an outline of effectively using social media for business purposes
- An economist who discussed the future of the North American and global economies
- A police officer from Canada's anti-fraud center who showed attendees some of the scams that they could be vulnerable to and offered contact information for reporting fraudulent behaviour
- Terry Head, president of the International Association of Movers (IAM), spoke on the future of international moving and the profit opportunities that this sector opened for movers.

Conference presentations can be seen at <http://www.mover.net/movers/events/conf2011.htm>.

A dozen of CAM's suppliers displayed their wares and services at the conference. Members were able to see the latest in moving services, equipment and supplies, vehicle transportation, and insurance products.

CAM'S ANNUAL AWARDS

Three presentations were made at the Annual Awards Dinner during the conference:

- The Distinguished Service Award was presented to Howard Bigham of Bigham the Mover for his role in the re-establishment of CAM 15 years ago, the ongoing management of CAM and the example he sets in providing ethical professional moving services.
- The Industry Achievement Award was presented to Dennis Doehl of Jay's Moving & Storage (accepted by his son Greg) for his entrepreneurship in the establishment, management and expansion of Jay's.
- The Public Service Award was presented to Dale Goldhawk, Canadian consumer advocate and broadcaster, for his ongoing efforts in helping consumers find reputable service-providers (especially movers).

ANNUAL GENERAL MEETING

The committee chairs and officers of CAM reported to the membership at the Annual General Meeting. Of particular note were the facts that the Association was profitable for the past year, membership was significantly increased, a project had been initiated to rebuild the website, and new members were elected to the Board of Directors.

Ted LeLacheur of Western Moving & Storage in Edmonton, Alberta was installed as the new CAM chairman for 2012/2013. CAM's new Board of Directors is made up as follows:

Chair	Ted LeLacheur, Western Moving & Storage, Edmonton, AB
Vice Chair	Tom Finlay, AMJ Campbell Van Lines, Delta, BC
Treasurer	Perry Thorne, Greg & Sons Moving and Storage, Scarborough, ON

Past Chair	Tom Filgiano, Meldrum the Mover Inc., Montreal, QC
President	John Levi, Canadian Association of Movers (CAM), Thornhill, ON
Directors	Jim Carney, Rawlinson Moving & Storage Ltd., Mississauga, ON (elected at 2011 AGM)
	Cam Carswell, Country Wide Moving, Saskatoon, SK
	Kirsten Flynn, Premiere Van Lines Inc., Mississauga, ON (elected at 2011 AGM)
	Doug Kellough, Salmon's Transfer Ltd., Richmond, BC
	Terry Krulicki, Globe Moving/Premiere Van Lines, Winnipeg, MB (elected at 2011 AGM)
	Milton Letkeman, Jay's Moving & Storage Ltd., Regina, SK
	James Marshall, East Coast Moving & Warehousing, Saint John, NB
	Harvey Mueller, Quick Transfer Ltd., Winnipeg, MB
	David Ogilvy, Ogilvy & Ogilvy Insurance Brokers, Toronto, ON
	Steven Young, Household Movers & Shippers Limited, Mount Pearl, NL
Staff	Marian McGuire, Canadian Association of Movers (CAM), Thornhill, ON

One of the major highlights of the meeting was the agreement that IAM had made with CAM regarding the cooperative promotion of IAM's 2013 Annual Meeting and Trade Show in Vancouver, British Columbia.

Minutes of the Annual General Meeting will be posted to the website as soon as they are approved by the Board of Directors.

CANADIAN ANTI-FRAUD CENTRE

John Schultz of the Canadian Anti-fraud Centre spoke at CAM's Annual Conference. He gave attendees the background on how the centre works, its connections to police forces around the world and its objectives and operations in protecting consumers.

CAM members should be interested in the fact that they can now report the incoming scams to a group that can actually do something about them. We've seen scams on compensating nannies, fraudulent estimates, and requests from Nigeria. It's now time to start reporting these scammers. Forward their e-mails and contact information to info@antifraudcentre.ca.

BRITISH ASSOCIATION OF REMOVERS' 2012 ANNUAL CONFERENCE

The British Association of Removers has invited CAM members to attend its 2012 annual conference (May 17-19, 2012) at Windsor in England. A notice has been posted to CAM's website at www.mover.net/movers. Information on BAR's annual conference can be seen at www.bar.co.uk/consumer/AboutBAR/AnnualConference/Introduction.aspx.

WESTMOUNT MOVING & WAREHOUSING OPENS NEW KITCHENER-WATERLOO FACILITY

On November 28, Westmount Moving & Warehousing held the official opening of its Kitchener-Waterloo facility. Joe Gagnon and Sheri Doyle, owners of Westmount Moving, hosted the event. The event was highlighted by the attendance of several prominent local business leaders and served to introduce Westmount to the Kitchener-Waterloo business community. Attendees at the opening toured Westmount's new facility and were introduced to the services the company provides. For more information, visit <http://www.kitchenerwaterloomovers.com/blog/2011/11/30/westmount-waterloo-hosts-open-house/>

THE VALUE OF COMMUNITY SERVICE

One of the presentations at our annual conference was about public relations and its value to a company. Mike McIntosh of Total Move Management in Kemptonville, ON is a practitioner. Have a look at the publicity they got for their support of North Grenville Public Library (<http://www.emckemptonville.ca/20111201/news/Friends+of+the+North+Grenville+Public+Library+honour+supporters>) – great community service for a worthy cause.

HOLIDAY BREAK

CAM's offices will be closed from noon on Friday, December 23, 2011 until 9:00 AM on Tuesday, January 3, 2012. During that time we will have limited access to email and voice mail.

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