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CHAIR'S MESSAGE

On behalf of the Milton Chamber, I want to extend greetings to all the members of our community. It's been a tough few months navigating through a new norm and learning to pivot and be nimble in our businesses as we establish new safe ways to do business and in some cases reinvent ourselves! I hope you are all keeping well and taking some time to recharge as well!

Since COVID-19 shut down businesses back in March, the Chamber began offering virtual meetings and events via the Zoom platform. Weekly COVID-19 virtual forums were held to clarify newly released government assistance programs and gather feedback to ensure that the programs were working as intended. An FAQ list from the COVID-19 Virtual Forums can be found here: [COVID-19 Business Forum FAQ page](#).

The Chamber also launched a "COVID Conversations: Members Helping Members" webinar series which covered the following topics: Commercial Leases and Rent Deferral Assistance; Best Practices for Working From Home; Employment Law and Return to Work Concerns; Cyber Security; as well as Mental Health. You can find the recordings from the COVID Conversations: Members Helping Members Webinar series on the Chamber's COVID-19 Business Support page under "Webinars".

I've had the pleasure of being a part of the discussion on the Mayor's Economic Recovery Task Force. Mayor Gord Krantz, along with the members of this task force are dedicated to keeping key issues on the forefront, engaging all levels of government when required in order to support our



Kim Majetic
Chair

community businesses.

The Milton Farmers' Market has been a tremendous success despite the challenges of COVID-19. We had to move the location to Country Heritage Park this year due to the restrictions on Main Street and to ensure social distancing could be practiced. Opening day was Saturday, May 23 from 9am-12pm; has been going extremely well since then and new feature for the market this year: [pre-ordering/online shopping for contactless pickup!](#) Where there is a will, there's a way!

UPCOMING EVENTS:

- August 11 – 31st Annual Golf Tournament at Granite Ridge Golf Club – registration opens July.
- September 18 – 2019 Community Awards Reception at Granite Ridge Golf Club, a cocktail reception to celebrate the winners.

[For a full list of Event and Meeting dates and times, please visit our Events Page.](#)

The Milton Chamber of Commerce offers great ways to network and get the support you need for your business, especially during such critical times such as this pandemic. Event range from the monthly Business After Hours Meetings to the Annual Golf Tournament – it's never been a better time to be a member!

Wishing you all a safe, healthy and happy summer!

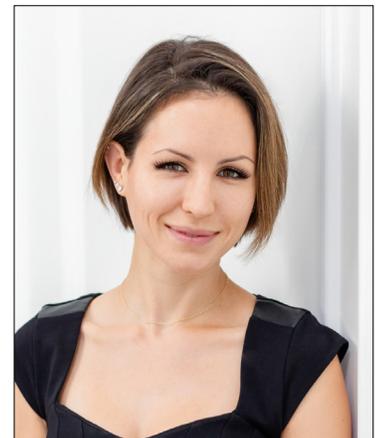


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UPCOMING EVENTS

Upcoming events

To register for any of the following Chamber events please visit www.miltonchamber.ca.

MILTON FARMERS' MARKET

PRESENTED IN PARTNERSHIP WITH WILFRID LAURIER UNIVERSITY

Saturday mornings

9:00 AM - 12:00 PM

NEW TEMPORARY LOCATION:

Country Heritage Park
8560 Tremaine Rd, Milton
miltonfarmersmarket.ca

Please see below for the Farmers' Market update.

31ST ANNUAL GOLF TOURNAMENT

Tuesday, August 11

Granite Ridge Golf Club

NEW LOWER 2020 PRICE: \$165 + HST/per person

Registration includes: golf, lunch, one (1) raffle ticket and one (1) passport

Register before July 31, 2020 to be included in the Early Bird Prize Draw!

For more information see page 5.

MILTON BREAKFAST CLUB

PRESENTED IN PARTNERSHIP WITH BENSOL CONSULTING

Wednesday, September 9

9:00 AM - 10:00 AM

MILTON YOUNG PROFESSIONALS

Wednesday, September 16

5:00 PM - 7:00 PM

COMMUNITY AWARDS GALA

Friday, September 18

Granite Ridge Golf Club

BUSINESS AFTER HOURS

Tuesday, September 28

5:00 PM - 7:00 PM

Milton Farmers' Market Update

The Milton Farmers' Market has found a temporary home at Country Heritage Park. The market opened at its new location on Saturday, May 23 and will continue to run Saturdays from 9:00 AM - 12:00 PM. We currently have both an in-person market and [online pre-ordering available](#). Admission to both Country Heritage Park and the Milton Farmers' Market is free of charge.

For in-person shopping, we have vendors with proper spacing both outside plus in the Gambrel Barn. Each week, we look at improving the Market based on customer feedback. We have also been fully inspected and approved by the Halton Health department.

The line-up of vendors may change



each week based on the seasonality of their products.

For more information about the Milton Farmers' Market at Country Heritage Park including our current vendors listing and how to order online please visit miltonfarmersmarket.ca.



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PRESIDENT & CEO'S MESSAGE

There is little doubt that small and medium-sized enterprises (SMEs) are at the centre of the economic crisis created by COVID-19. The recent **Small Business, Big Impact** report by the Ontario Chamber of Commerce, in partnership with RBC Royal Bank, noted the coronavirus has hit small business harder than the 2008 financial crisis.

In fact, most businesses regardless of size have faced unprecedented operational changes to try to survive. For some, that has meant looking at alternate ways to do business, whether curbside restaurant service, a shift to e-commerce, or even making PPE.

In the Ontario Chamber report, there are profiles on twenty-eight companies in Ontario and how these SMEs are adapting their business models and demonstrating nimbleness, agility, and ingenuity. Milton's own **Enable Education** is one of these profiled companies. Enable adopted new processes and technologies to help support their client's employees and train healthcare professionals on newly designed medical and protective equipment emerging in response to the pandemic. Such a great success story.

Early in the pandemic, many small businesses were thrust into the world of e-commerce, some by choice and some for sheer survival. As we slowly emerge from the shutdown, these same businesses want to now take the time to create a more effective and sophisticated online presence. The federal and provincial governments have joined together to



Scott McCammon, ACE, CCE
President & CEO

help small businesses go digital through **Digital Main Street** - a program that helps small main street businesses better promote themselves online and adopt digital tools and technology. The Milton Chamber is pleased to work HalTech Regional Innovation Centre, the Region of Halton's Small Business Centre, Milton's Economic Development team, and the Milton Downtown Business Improvement Area on this important initiative.

As Kim Majetic mentions in her column, the Milton Chamber has worked tirelessly during the pandemic to deliver on-line networking and resources, and to keep Milton businesses informed. Our local politicians, MP Adam, MPP Parm, and Mayor Gord are to be thanked for their leadership and for taking time to help all of us. There some additional people that deserve a big round of applause...and that's the Chamber team: Joanne, Krista, Ashley, Sam, and Allison. They have made an extraordinary effort to keep our Chamber and our Farmers' Market functioning and excelling in what have undoubtedly been challenging times. Thank-you!

DSV Canada

New head office and logistics facility, opening in Milton Fall 2019

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Join us for a day on the links

REGISTRATION FOR THE 31ST ANNUAL GOLF TOURNAMENT IS NOW OPEN

Important: The tournament will be following and complying with Halton Region Health Department's guidelines to ensure everyone's safety.

TOURNAMENT INFO:

Tuesday, August 11, 2020

Granite Ridge Golf Club

Register before July 31, 2020 to be included in the Early Bird Prize Draw!

Early Bird Prize: Men's or Women's Spyder Venom Full-Zip Jacket, Courtesy of PROforma U-Want-One

[CLICK HERE TO REGISTER FOR THE GOLF TOURNAMENT](#)

NEW LOWER 2020 PRICE: \$165 + HST/PER PERSON

Registration includes: golf, lunch, one (1) raffle ticket and one (1) passport

Passport includes: draw entry to drive a custom golf cart for the day; access to on-course contests like Air Cannon, Golf Darts, Chipping Contest; one (1) bunker grenade; and three (3) mulligans.

ADDITIONAL RAFFLE TICKETS ARE AVAILABLE FOR PURCHASE IN ADVANCE AND ONLINE ONLY: 1 FOR \$20 OR 3 FOR \$40. [CLICK HERE TO PURCHASE YOUR RAFFLE TICKETS.](#)

RAFFLE GRAND PRIZE

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- Samsung Galaxy Tab S6 Lite 10.4" 128GB Android Tablet with Exynos 9611 8-Core Processor - Oxford Grey - Courtesy of Dufferin Aggregates
- \$150 "Market Bucks" For The Milton Farmers' Market - Courtesy of Crozier & Associates Inc.
- Signed Toronto Maple Leafs Nazem Kadri Jersey (size Large) and an unsigned 7 x 15 Nazem Kadri portrait on canvas - Courtesy of J D Factors
- NHL Alumni jersey signed by Wendel Clark - Courtesy of J D Factors

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NEW MEMBERS

Welcome new members

Welcome to the following new Chamber Members. We invite you to participate in Chamber events and encourage you to take part in the Chamber committees.

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MAIN ST. RELATIONSHIPS, BAY ST. RESULTS

Pasqualino Cafe and Bistro Inc. Recipient of CBRN Small Business Relief Fund Grant

The Canadian Chamber of Commerce and Salesforce announced 62 businesses that received the \$10,000.00 grant from the Canadian Business Resilience Network [Small Business Relief Fund](#), including Milton Chamber of Commerce member **Pasqualino Cafe and Bistro Inc.**

“Reviewing the applications was both heartbreaking and inspiring. We saw how seriously small businesses across Canada have been hurt by the pandemic, but we also saw how determined these entrepreneurs are to preserve their employees’ jobs and to serve their customers and their communities. Today is a happy waypoint, not an end point, and we won’t stop finding new ways to help Canada’s businesses reopen and recover.

“We’ll be with them every step of the way,” said Perrin Beatty, President and CEO, Canadian Chamber.

More than 1100 small businesses across Canada applied to the relief fund. The recipients best demonstrated their financial strain, how the business will use the grant to change or innovate, how the change or innovation will sustain the business’s recovery and allow it to prosper, and how the grant will support the role each business plays in their community.

The fund was managed by the Canadian Chamber of Commerce and made possible through the generosity of Salesforce (NYSE:CRM). The funding was designed to help small businesses across the country

stay afloat and support their recovery efforts, paying salaries, retrofitting their workplaces and acquiring technology to adapt their business model.

Small businesses are the heart of our communities and the backbone of Canada’s economy. Canadians everywhere have been supporting local businesses throughout the COVID-19 pandemic, from ordering take-out to buying gift cards. Civic-minded organizations with the resources and means are also pitching in.

[A complete list of the winners can be found here.](#)

Congratulations to Pasqualino Cafe and Bistro Inc.!

Milton continues to collaborate on economic recovery

Milton’s Economic Recovery Task Force continues to meet and address the town’s economy and future needs in a post-COVID landscape.

This past meeting, the task force were joined by the Honourable Perrin Beatty, President and CEO, Canadian Chamber of Commerce highlighting the Canadian Business Resilience Network’s work being undertaken for businesses to prepare, preserve, and prosper. “We thank the

Honourable Perrin Beatty for taking the time to speak with our economic recovery task force,” said Mayor Gordon Krantz. “Chambers play an incredibly important advocate role that will be essential as we recover from COVID-19.”

Richard Bolton, Senior Consultant, Centricity360, joined the meeting to share information about Milton’s Micro PPE Procurement Portal’s expansion to address the needs of the business

community as they begin to re-open, in addition to the health care and not-for-profit sectors. “The pivot of the portal to now also support the business community has been key for many of our businesses to re-open,” said Scott McCammon, CEO, Milton Chamber of Commerce. “We encourage businesses to visit the portal to learn more about how they can play a role or secure PPE.”

During the roundtable members

CONTINUED ON PAGE 8

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shared their experience to date on how they've adapted during the pandemic, addressed health and safety measures in re-opening, continued operations through innovation and technology, and ongoing challenges to address such as child care and coop opportunities for students. Task force members also expressed the need for additional, current data on the COVID-related impacts on local business.

"With supply chain and logistics deemed essential businesses, DSV

has continued its operations across Canada during this difficult time," said Martin Roos, Managing Director, DSV Air & Sea Canada. "We, like so many other businesses large and small, have navigated through the set-backs to find opportunities. We have adjusted to the changes, challenges and reassessed our priorities and business model to best align with client needs and market demands. While we too have felt the changes across all facets of our business, we've also become better for it."

The task force is represented by a variety of sectors, four levels of government, and academia. Inputs from this group are critical as the Town positions itself to best support local businesses accelerate recovery efforts.

The task force convenes regularly to focus efforts on strategies for a post-COVID economy in Milton, and provide recommendations to Town of Milton staff.

FEATURED MEMBERS

CFO Centre and Core Consulting Services

FEATURED NEW MEMBER

WHAT DO WE DO?

We provide part time CFO services to small and mid-market business. Our focus is to provide financial leadership, advisement, consulting and support to businesses, particularly when navigating challenging times such as these past few months. We work in partnership with accounting firms, book keepers and tax preparers to support the financial management function within many of these types of organizations. Many, like myself are accountants but have worked as CFO's and within executive finance roles before joining the CFO centre.

WHAT HAVE WE BEEN EXPERIENCING WITH COVID-19?

What our team in the Southwestern Ontario and Halton region have encountered with our clients and partners is a tremendous need for businesses to understand HOW to access the government benefits, as well as, flexibility with their banking institutions.

Many organizations have been outlining the benefits that exist, with not much follow up on how to secure and/or obtain them. The second gap that we have seen

and that many clients have come to us for is with respect to providing the cash flow, forecasting and financial strategy needed to help with outlook and recovery for themselves and for their banks. We know for certain that these benefits will not be in place for many more months and therefore many businesses are faced with the challenge of how to plan and navigate the recovery process. If they have taken the microloan of 40K, they will need to pay it back, if they have deferred mortgages, payments will be due by this fall, etc.

St. Louis Bar & Grill

FEATURED RENEWING MEMBER

We've missed you, and can't wait to welcome you back! You've stood by us as we've all adjusted to this "new normal" – and we are so grateful for that!

With your health & well- being in mind, we have changed. Reduced occupancy, frequent sanitization, single use recyclable menus or now scan the QR code to view online, 2 meters of physical distancing, and

personal protective gear for all staff are just a few ways. We are all in this together, help us be Devilishly Good!

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All 4 Her Social Distance Virtual 5K

LET'S PARTICIPATE TOGETHER WHILE SUPPORTING BABIES, GIRLS AND WOMEN IN OUR COMMUNITY!

MCRC's All 4 Her Virtual 5k is a family-friendly fundraiser that the whole community can participate in while staying apart. In this virtual race, you choose your own adventure - You choose whether you run, walk, roll or stroll and you choose what time and where! The only requirements are that you complete your race on Saturday, July 11th, between 7am and 7pm.

With the registration, you will get a participant kit with a medal, water bottle or a cape. Also, you can get the opportunity to win fun prizes by posting on the social media of your

experience during the event times.

They are also encouraging community members to donate to this amazing fundraising event to a specific participant, team or the event while supporting babies, girls and women in our community.

Participants can register alone, with their kids or on teams, and get more information at <https://mcrc.on.ca/5k/>

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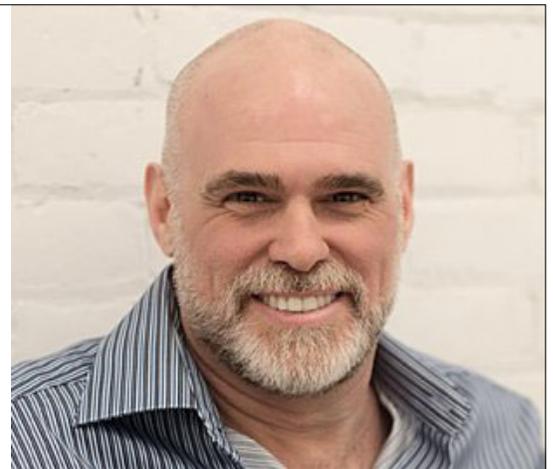
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Coping with Emotions in a Crisis



COVID-19 HAS CHANGED THE WAY PEOPLE INTERACT, AND THE EMOTIONAL SCARS IT CAN LEAVE BEHIND WILL BE A CHALLENGE LONG AFTER THE CRISIS IS OVER.

Pandemics cause a lot of stress on a population. The level of fear, the change in how you conduct your life, and, should you contract the disease, the physical impact, all play heavily on a person's mental well-being.

COVID-19 is an ever-present threat to our communities. People tend to deal with such trauma by banding together and providing emotional support to each other. An unfortunate fact about the virus is its high rate of infection, and the first line of defense for sick or at-risk groups is isolation. When we lose that feeling of connectedness, we lose our number-one method of dealing with trauma.

People who contract the disease have the obvious challenge of dealing with the physiological impact along with the isolation and fear. But it also impacts family, friends and co-workers who must self-quarantine, and now feel uncertainty about their own health. It leads to a lot of stress on a person's

psychological well-being and can ultimately affect their work and relationships.

In these difficult times, and even beyond the end of the crisis, **we, as employers, coworkers, family members and friends, need to be aware of any signs of depression or anxiety in the people we care about.**

An Employee Assistance Program (EAP) is a powerful tool for employees who may be experiencing these feelings. Through their EAP, employees can take advantage of access to professional counsellors who provide confidential support to help them understand and process some of these emotions.

No one is immune to the stress of the COVID-19 pandemic. It's important to encourage the people we care about (and ourselves!) to engage in positive steps to protecting mental health and to know they're not alone.

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MEMBER NEWS

Why one of Ford's top Canadian dealers couldn't stay retired

WRITTEN BY: AUTOMOTIVE NEWS CANADA

After two years of golfing and "walking the dog every two hours," David McQuilkin is back in the car business because, well, he missed it.

Two years after retiring as an owner of a successful dealership in Ontario, David McQuilkin is back in the business with a growth strategy that includes turning around struggling rooftops and making senior managers equity stakeholders.

And he's not going to let the upheaval caused by the COVID-19 pandemic shake his resolve.

"Have I regretted the decision [because of the coronavirus]? Absolutely not. Not a chance. Financially, we'll get through this."

McQuilkin, 58, decided to return to automotive retail after realizing retirement was not for him.

"The truth is, I was bored stiff being retired," he told Automotive News Canada. "What I really learned is I missed the customers, and you don't really know how much you miss that atmosphere and the game and the hustle until it's gone.

"A couple of winters in Florida golfing and walking the dog every two hours, I'm thinking, 'Is this my trajectory for the next 20 years?'"

McQuilkin seeks to replicate the success he and his former partner, Ron Loveys, enjoyed over the 22 years they ran Whiteoak

FordLincoln in Mississauga until they sold it to the Go Auto Group in December 2017. For eight consecutive years, the pair steered Ford of Canada's largest volume dealership, which also ranked in the top 10 in North America in overall volume sales.

"We had a highly functioning dealership at Whiteoak," McQuilkin said. "To re-create that and ideally make it even better, that would be a nice accomplishment to do it not once but twice or maybe three times. It sounds corny, but I believe in the product."

DOING DEAL AS DUO

While McQuilkin kept his hand in auto retail as a dealership consultant, last November he purchased Gallinger Ford-Lincoln in Milton, 55 kilometers west of Toronto. He also recruited John Bettie, who worked with him at Whiteoak, to join him as minority partner and manager of fixed operations.

Bettie, a 30-plus-year veteran, was working at Oak-Land Ford-Lincoln in Oakville as fixed-ops manager when McQuilkin called.

"It doesn't come every day, for sure," Bettie said. "It's something you always aspire to and work for. You treat the dealership like it's yours anyway, so to have that opportunity is pretty awesome.

[Click here to read the full story.](#)

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Ontario Releases Guide on How to Develop a Workplace Safety Plan

The Ontario government is providing employers with a new general workplace guide, which will help them develop a safety plan to better protect workers, customers and clients. The new downloadable toolkit offers tips on how to help prevent the spread of COVID-19 as more people get back on the job during Stage 2 of the reopening of the province.

The new guide will help each employer create a safety plan that is right for their own unique workplace. It includes information on the use of face coverings, as well as applying controls in the workplace, from most important to least important. It also includes information on what personal protective equipment may be needed for workers.

The government's first general workplace guide is accompanied by a template that employers can fill in to develop their own unique COVID-19 safety plan. The materials will help employers:

- **Identify the risks** for transmitting the virus through person-to-person contact and actions such as touching faces with hands that have been contaminated by contact with surfaces and objects;
- **Determine what controls** are needed to help mitigate risk, such as engineering controls like the installation of plexiglass to separate workers from customers, administrative controls limiting the number of workers in a space at one time, and personal protective equipment including

face and eye protection;

- **Create a workplace safety plan** based on the identified risks and appropriate controls specific to the employer's workplace;
- **Implement the plan** in the workplace, and review and update it as the situation evolves; and
- **Communicate** the actions being taken to workers and other people entering the workplace.

The new guide is supported by 121 workplace resources available at Ontario.ca/covidsafety to help protect workers from the virus. They include safety guidelines and helpful posters with tips for 28 distinct sectors such as construction, food, agriculture, manufacturing and long-term care. These materials were developed by the Ministry of Labour, Training and Skills Development in consultation with provincial health and safety associations.

"Nothing is more important than protecting the health and safety of workers and others during these unprecedented times," said Minister McNaughton. "I strongly encourage all employers in the province to visit our website at Ontario.ca/covidsafety. The tools are there. The resources are there. The most up to date information is there. As more businesses reopen, we want to ensure they are able to adapt to this new environment quickly and efficiently."



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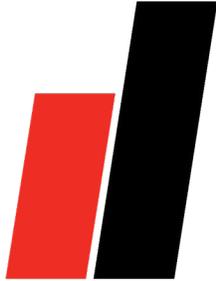
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ONTARIO CHAMBER OF COMMERCE

Spotlighting Ontario Small Business #DIFFERENCEMAKERS

CHAMBER NETWORK REPORT HIGHLIGHTS ONTARIO SMALL AND MEDIUM-SIZED BUSINESSES ADAPTING DURING COVID-19

Small and medium-sized enterprises (SMEs) have been at the center of the economic crisis caused by COVID-19. Faced with reduced revenue, poor liquidity, disrupted supply chains, and a host of unprecedented challenges, many small businesses have used this as an opportunity to pivot their business model and grow. The Milton Chamber of Commerce (MCC) and Ontario Chamber of Commerce's (OCC) latest policy brief, *Small Business, Big Impact: How SMEs are Pivoting During COVID-19*, highlights a range of Ontario's SMEs that have successfully adapted during this difficult time.

"Small businesses are the backbone of our economy and key to thriving communities," says Kim Majetic, Milton Chamber of Commerce Chair. "Ontario is home to almost 430,000 SMEs, employing 88 percent of the workforce. These small businesses create jobs, drive innovation, and generate wealth for communities in Milton and across Ontario.

Throughout the pandemic the Ontario Chamber Network has been highlighting #DifferenceMakers, businesses who are successfully

pivoting their operations and finding creative ways of supporting their communities.

"Given the important role SMEs play, it is critical for organizations like the OCC to help shine a light on how smaller firms are showing resilience, despite the odds. Equally important is ensuring that policies and programs are developed with urgency for the SMEs in sectors and regions that have been disproportionately impacted by the pandemic, an issue explored in depth in RBC's latest report, *Small Business, Big Pivot*," states Rocco Rossi, President and CEO of the Ontario Chamber of Commerce.

The OCC's latest policy brief highlights 28 SMEs from the Chamber's network that have adapted their operations and displayed tremendous leadership. Some quickly retooled their operations to manufacture essential products while others modified existing products or services to continue serving clients and remain resilient. Throughout the economic crisis, other SMEs featured in this brief found creative ways to support frontline workers in their communities.



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“The SMEs profiled in this brief are true difference makers. Many of these companies recognized the shifting business environment and new economic trends, such as digital delivery, and took immediate steps to fill a gap, leverage technology, or develop critical partnerships during this challenging period. Together, they demonstrate the nimbleness, ingenuity, and generosity of Ontario’s SMEs,” explains report author, Catrina Kronfli, Senior Policy Analyst.

Small Business, Big Impact is the third in a series of COVID-19 policy briefs to be released in the coming months, providing insights on the impact the pandemic is having on the business community.

[Read the report.](#)



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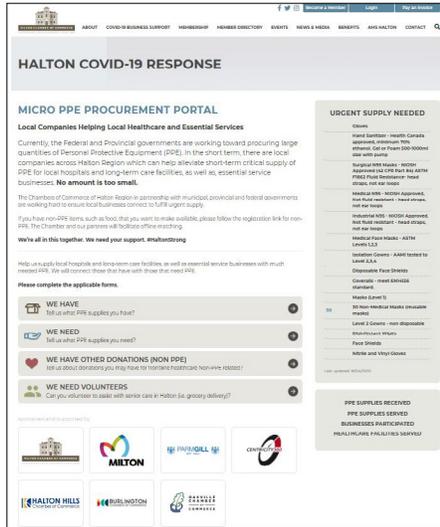
LOCAL COMPANIES HELPING LOCAL HEALTHCARE AND ESSENTIAL SERVICES

As Halton Region moves closer to Stage 2 of Ontario's COVID-19 recovery plan it is essential that small businesses provide the necessary PPE (Personal Protective Equipment) and related supplies to keep their employees and customers safe.

- Do you need face masks and shields to protect your employees and customers?
- Do you require plexiglass enclosures?
- Are you finding it increasingly harder to find suppliers of gowns, masks, sanitizers and more?
- Do you have supplies, donations or wish to volunteer?

WE WANT TO HELP!

The HALTON COVID-19 RESPONSE, MICRO PPE PROCUREMENT PORTAL is your local source for PPE and related supplies. The Chambers of Commerce of Halton Region in partnership with municipal, provincial, and federal



governments are working hard to ensure local businesses connect to fulfill urgent supply.

The first step toward getting help is by filling out the applicable form on the portal, by clicking here.

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