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Community Awards Celebration



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Business News

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CHAIR'S MESSAGE

It's my pleasure to have the opportunity to reach out to my fellow community members and provide an update on how some of our local businesses are exceeding rules and regulations to keep our families safe, to share how this pandemic has affected various industries, and keep you informed on the aid that the government is providing especially for our community's independent businesses.

We all know how important mental & physical wellness is, especially during times like these. Our local gyms are showing us just how committed they are to keeping us healthy by exceeding the recommended guidelines so we can still feel comfortable to go out and enjoy a pastime. Many gyms have now frozen memberships for those who reside in "hot spots" which means you will not be billed during this time of closure. They are urging folks in these higher transmission areas to stay home and not visit other community clubs to promote health and safety during this time. Some clubs have started checking ID's at the door and turning folks away who don't reside in their region.

As I think about these local businesses and how they are trying to do everything possible to keep their doors open I truly hope that our government will consider a more strategic and specific approach to its closures and select them based on actual data where we have confirmed community spread, versus the blanket regional approach.

Our local economy needs this. One sector that has been hit especially hard, which is very near and dear to my heart is the restaurant industry. More than 60 percent of Canada's restaurants risk having to close their doors permanently by November, according to government data. [The article](#) notes that the



Kim Majetic
Chair

restaurants cannot sustain life with distancing measures in effect. Patios are closing down, no holiday parties in sight and no government programs designed for their unique situation. So far the restaurant industry has lost 800,000 jobs and if there are further closures this number will continue to rise. For all of these reasons the Canadian Chamber of Commerce has launched the "Our Restaurants" Campaign. The campaign puts a spotlight on Canada's restaurants current situation. The campaign is national, bilingual, includes paid advertising, and the launch of the website [OurRestaurants.ca](#) (NosRestaurants.ca in French). The 'Our Restaurants' campaign underscores the urgent need for Canadians – both the public and our governments – to come together to support these businesses in their time of need.

Here in Milton, we are fortunate to have very a proactive and empathetic Town staff. They worked extraordinarily hard to approve expanded patios in record time. This proved invaluable for many restaurants since their indoor capacities were severely reduced. With winter upon us, the Town is now looking to extend the timelines for patios that are on private land. Those patios occupying sidewalks and rights-of-way are more difficult since they potentially interfere with snow clearing and create pedestrian safety issues.

I would like to personally thank you and the Town of Milton staff for your continued support in this area!

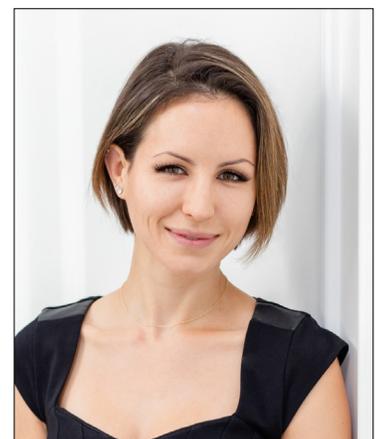


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UPCOMING EVENTS

Upcoming events

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

CUSTOMERS... WHO NEEDS THEM?

HOW YOU 'SHOW UP' TO YOUR CUSTOMERS CAN MAKE ALL THE DIFFERENCE IN WHETHER THEY STAY YOUR CUSTOMER.

Thursday, November 5

9:30 AM - 10:30 AM

Topic: Customers... Who Needs Them?

Presenter: Sharon Worsley, Senior Manager Chamber Success, OCC

Free for Chamber Members

Online Webinar

VIRTUAL MILTON BREAKFAST CLUB

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Wednesday, November 11, 2020

8:00 AM - 9:00 AM

Free for members

VIRTUAL MILTON YOUNG PROFESSIONALS

Wednesday, November 18, 2020

3:30 PM - 4:30 PM

Free for members

VIRTUAL BUSINESS AFTER HOURS

Tuesday, November 24

3:30 PM - 4:30 PM

Free for members

MILTON CHAMBER OF COMMERCE

Joanne Barrett to Retire

After almost 18 years as Administrative Coordinator at the Milton Chamber of Commerce, Joanne Barrett is setting her sights on a well-deserved retirement.

Joanne began her career at the Milton Chamber of Commerce in May 2003 and has been an important part of our organization since. If you've attended any of our events over the years you would have seen Joanne's friendly face at registration, welcoming attendees, and chatting with members to see how business is going.

Inside the Chamber office, Joanne has not only been our gatekeeper but our problem solver, always willing to lend staff a helping hand with anything from an excel spreadsheet, event setup or even fixing a broken a chair. Her contributions have been integral to our success and continuity.

We will all miss Joanne, and will never



forget her contributions to the Milton Chamber of Commerce. Please join the Milton Chamber staff and Board of Directors in wishing Joanne all the best in her retirement at Joanne@miltonchamber.ca.

The job posting for the Administrative Coordinator position is available at miltonchamber.ca/employment. Interested applicants can email Scott McCammon, President & CEO at Scott@miltonchamber.ca.



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PRESIDENT & CEO'S MESSAGE

Fall usually has Chambers travelling to attend the Canadian Chamber convention. With the host city changing each year, it's an incredible way to see our country. Not this year, though. COVID cancelled the in-person event. But the need to lobby government on behalf of businesses, including those in Milton, remains as strong as ever. So, the convention went virtual on October 26 and 27.

If the pandemic has any positive, it's that a virtual convention allowed many more Chambers to attend – 267 different local Chambers and Boards of Trade and almost 1,000 delegates. Importantly, that also means that most of Canada's 308 electoral ridings have a voice at this convention.

That's critical for us to truly be representative of Canada's business community. It's what differentiates Chambers from other business associations and what makes us truly grassroots.

The convention is the opportunity for local Chambers to help set the policy direction for the Canadian Chamber. In total, there were 61 resolutions debated this year, ranging from finance and taxation issues to infrastructure, digital economy, skills, transportation, environment, and more. Over the past months, the Ontario Caucus Advisory Council (OCAC), which involves about a dozen Chambers, met virtually to review these resolutions, and determine how they will affect our Ontario businesses. I am pleased to be on the Advisory Council to ensure our Milton perspectives are heard.



Scott McCammon, ACE, CCE
President & CEO

One of the issues debated relates to rural and near urban access to digital broadband. Certainly, an issue that affects many Miltonians. The pandemic has worsened this issue as people moved to home offices and internet bandwidth was challenged to its limits...and sometimes beyond. Right now, two million Canadian households cannot access a reliable internet connection. Rural download speeds in April were nearly 12 times slower than for urban users, according to the Canadian Internet Registration Authority.

The Canadian Chamber is calling on the federal government to accelerate the Universal Broadband Fund to quickly expand broadband access. Here in Halton, the Region, Town, MP Adam, MPP Parm, and the Chamber are working to put a local perspective on the issue, including having Zoom meetings with concerned businesses. It's a great example of how many partners, locally and nationally can work together on a grassroots issue. Now, we just need the change to happen.

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Insurers stepping up to help small businesses in Ontario

To help struggling small businesses in Ontario secure insurance amidst the economic challenges the COVID-19 pandemic has created, Insurance Bureau of Canada (IBC) is announcing the launch of a new Business Insurance Action Team (BIAT). BIAT will help to find viable insurance solutions for as many small businesses in Ontario's hospitality sector as possible.

The BIAT will launch in November and will initially focus on Ontario-based small businesses in the hospitality sector, including restaurants and bars that have been impacted by COVID-19 and are currently experiencing challenges securing insurance.

"There is no question that these are especially challenging times for small business owners in Ontario's hospitality sector, and we understand and acknowledge the frustration they are feeling," said Don Forgeron, President and CEO of IBC. "That's why insurers have committed to a new and innovative solution to help tackle insurance challenges that small businesses are currently facing."

Working directly with insurance brokers and business owners, a risk manager and a committee of insurers will assess and review eligible business applications to make loss prevention recommendations, and determine the level of coverage and premium that can be offered. A business would not be obligated to accept coverage offered through the BIAT.

Prior to the official launch of BIAT, IBC encourages small business owners facing

challenges to visit businessinsurancehelp.ca and call the Business Insurance Helpline at 1-844-2-ask-IBC. Commercial insurance is a highly competitive market, and it is very possible that another insurance company can offer a different option at a lower rate. It is critical that businesses explore all available options.

"We have a shared interest in making sure that as many small hospitality businesses as possible in Ontario can find the insurance they need – even in a time of heightened uncertainty and risk," said Forgeron.

The property and casualty insurance industry has provided more than \$1 billion in personal and commercial insurance relief to help Canadians impacted by the pandemic, plus an additional \$200 million in deferred premiums to personal and commercial customers. These figures will continue to rise over the coming months as the industry continues to support Canadians through this challenging period.

ABOUT INSURANCE BUREAU OF CANADA

Insurance Bureau of Canada (IBC) is the national industry association representing Canada's private home, auto and business insurers. Its member companies make up 90% of the property and casualty (P&C) insurance market in Canada. For more than 50 years, IBC has worked with governments across the country to help make affordable home, auto and business insurance available for all Canadians.

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Welcome new members

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Government of Canada announced an investment of \$12 million to support the Canada United Small Business Fund

Small businesses are at the heart of Canadian communities. They are critical in helping Canada turn the corner on COVID-19 and their success is essential to Canada's economic strength. Created and launched by RBC, Canada United is a national movement to support local businesses in communities across the country. Today, during Small Business Week, the Honourable Mary Ng, Minister of Small Business, Export Promotion and International Trade, announced an investment of \$12 million to support the Canada United Small Business Relief Fund.

The pandemic has created substantial uncertainty for small businesses. They are facing mounting losses, increased costs to reopen and shaky consumer confidence. As part of the Canada United movement, RBC brought together more than 70 of Canada's leading brands, the national Chamber of Commerce network and business associations to rally Canadians to "show local some love" by buying, dining and shopping local. Meanwhile, more than 40 municipalities across Canada made official proclamations in honor of the Canada United Weekend, which took place over the weekend of August 28 – 30.

"Small businesses are cornerstones of our local economies and key to thriving communities—creating jobs, driving innovation, and generating wealth for Canadians. Local businesses have always been there for us and now need our support now more than ever. A sincere thanks to

Minister Ng and the federal government for providing critical support to small businesses when they need it most," said Rocco Rossi, President and CEO of the Ontario Chamber of Commerce.

The actions of Canadians during the campaign helped establish the Canada United Small Business Relief Fund to help small businesses offset the cost of expenses required to reopen safely or adopt digital technologies to move more of their business online.

"While the pandemic has undoubtedly challenged us in many ways, it's also highlighted Canadians' unwavering commitment to supporting one another during difficult times," said Neil McLaughlin, Group Head, Personal & Commercial Banking, RBC. "We are incredibly grateful for the ways Canadians have supported their local businesses when they really needed it, and for the commitment of our partners who helped bring Canada United to life. And, now, with the Federal Government's support, we are confident that the Small Business Relief Fund will make a significant difference in helping businesses prepare for the road ahead."

Through the Canada United Small Business Relief Fund, grants up to \$5,000 are available to small businesses so they can cover the costs of PPE as well as physical modifications and digital enhancements to



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The Canada United Small Business Relief Grant can be used for COVID-19 recovery efforts, such as purchasing PPE, renovating physical spaces or developing e-commerce capabilities up to \$5,000.

Applications open October 26 | Learn more at occ.ca/canada-united-small-business-relief-fund

their businesses to meet local health and safety requirements. The grant can also be used to help firms with the cost of Personal Protection Equipment and enhance their e-commerce capabilities so they can do more business online. Canadian small businesses can learn more and [apply for the grant online](#).

"Along with chambers of commerce and boards of trade across the country, we're proud to support small businesses through the Canada United Small Business Relief Fund, helping small businesses with their recovery efforts as a result of COVID-19," added Scott McCammon, President & CEO, Milton Chamber of Commerce.

The new application window will for the Canada United Small Business Relief Fund will be open on Monday, October 26, 2020. [Click here to learn more about Canada United.](#)

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With DSV Canada's new head office located in Milton, we are proud to be part of the local business community.

During COVID-19, we like so many businesses, large and small, have navigated through the setbacks to find opportunities. As supply chain and logistics was deemed an essential business, DSV continues its operations across Canada focused on keeping supply chains flowing.

We have taken all the precautionary measures with many working remotely and ensured that the health & safety of our team always comes first.

As part of our efforts to help with COVID-19, we were awarded a contract for the Ministry of Government and Consumer Services (MGCS) to store and distribute critical PPE to Ontario schools, police stations, government offices, prisons and courthouses. PPE goods including; face masks, face shields, goggles, gloves disinfectant and wipes.

On September 30th, we welcomed Premier Doug Ford and his team to our DSV Milton facility. Members of his Cabinet; Minister Lisa Thompson, Minister of Government and Consumer Services, as well as Parm Gill, MPP for Milton joined the tour.

The Premier and his team toured the warehouse and saw the work being done first-hand.

Premier Doug Ford visited to personally thank the team and warehouse employees for their hard work, dedication, and support in



the fight against COVID-19. He emphasized the fact that “we’re all in this together” and that the work being done to distribute PPE supplies to Ontario schools and facilities is critical.

We are truly proud our DSV team and to be able to support the government and Province in the efforts to minimize the spread of COVID-19.

Learn more about DSV at: www.ca.dsv.

Senior homecare By Angels

FEATURED NEW MEMBER

Senior homecare By Angels is an in-home care service provider servicing the town of Milton and surrounding areas. Our goal is to support the Seniors with non-medical services such as meal preparation, light house keeping, errands such as grocery and medication pickup. We also provide assistance with activities of daily living (ADL) - bathing, toileting and grooming, Home Support Caregivers/PSW and cross boundary transportation. We understand the current trying times and the impact it has had on everyone especially our senior population and

their loved ones hence we have, as an organization, implemented various methods and procedures aimed at protecting and curbing the spread of Covid-19 by having dedicated trained staff to a home - staff are scheduled to remain at one location at a time. Daily screening and continuous monitoring of staff, ongoing training on proper use of PPE supplies for both staff and clients and daily sanitization of the vehicle before and after drop offs. Senior Homecare By Angels provides a cost-effective way to help our clients maintain their dignity and independence



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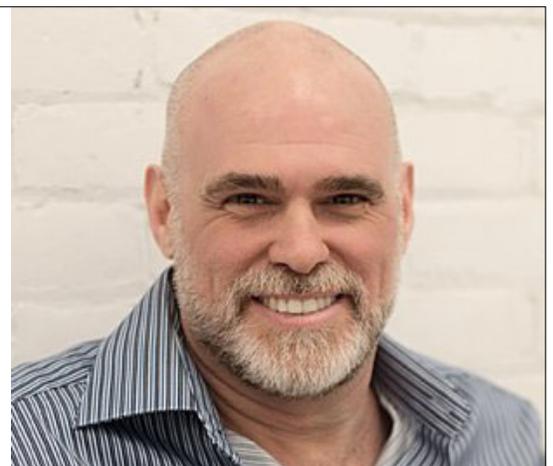
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Growing Company Culture = Future Resilience

“Culture matters because it has a direct effect on people factors such as employee engagement and motivation; and productivity factors such as product and customer service quality. Basically, organizational culture has a direct impact on the long-term viability of the organization.”



That’s according to Allan M. Stewart, President of Human Synergistics Canada.

But in the last five months, few small business owners have been focusing on business priorities outside of over-communicating with employees working remotely and ensuring they have the tools needed to get the job done. It seems the time to refocus and start building/rebuilding an inclusive, supportive company culture has arrived, and there is no time to waste.

“COVID-19 has created a clarifying moment for work and the workforce,” said Erica Volini, principal and global human capital leader at Deloitte Consulting LLP.

“While technology provides a tremendous platform for reinvention, organisations need to realise that reinventing work is about building a culture where humans can thrive by creating meaning in work, as well as developing a new level of resilience and adaptability to handle disruptive events.”

And adapt we must. Although we’d seen trends in flexible and co-working locations, many small businesses were still in the exploratory phase of evaluating

the benefits of alternate work spaces when they were thrust into change in March. With the expected second-wave of this pandemic—and the anticipated increase in future pandemics in general—building a workforce that can sustain itself and thrive in changeable circumstances will be instrumental to business survival.

“This extraordinary time is when organisations should identify and invest in workers’ capabilities, develop new team structures, and evaluate how to best leverage the alternative workforce,” said Volini.

In thinking about how business has changed so rapidly, now may be an opportune time to invest in defining your company’s culture and harnessing these new behaviours, attitudes, values, and beliefs that have grown out of adversity before they become lost to the resumption of old habits.

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Community Awards Celebration

On September 21, the Milton Chamber of Commerce hosted the Community Awards Celebration at Chudleigh's Farm. Guests gathered at the beautiful apple farm to honour the recipients and nominees which were virtually announced in May.

We were honored to host this event as it gave us the opportunity to pay tribute to the individuals and businesses that go over

and above to represent the values we expect from our community leaders.

Thank you to everyone involved, including our sponsors, who made the night a success, despite the pandemic restrictions.

To view the Community Awards recipients and virtual awards videos please click here.



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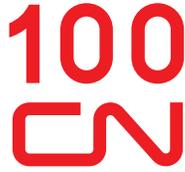
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COVID CONVERSATIONS

Understanding the Changing Safety Protocols in the Second Wave

WRITTEN BY: DOUG SOOLEY, SOOLEY'S SAFETY SERVICES

WATCH THE UNDERSTANDING THE CHANGING SAFETY WEBINAR PRESENTED BY DOUG SOOLEY, SOOLEY'S SAFETY SERVICES ON THE MILTON CHAMBER YOUTUBE CHANNEL: [HTTPS://YOUTU.BE/7_UOEPRGLFK](https://youtu.be/7_UOEPRGLFK)

Ontario has seen an increase in cases in many regions throughout the province over the past two months. Experts are concluding that Ontario is in the second wave of the pandemic and this wave could be far worse than the first wave. Case counts currently range between 800 and 1000 on most days resulting in the Government taking a regional approach on implementing restrictions. They are currently using a modified Stage 2 restriction plan for regions such as Ottawa, Toronto and Peel. Other regions may move into this modified Stage 2 in the next few weeks such as Durham and Halton Regions.

Regulation 364/20 - (Rules for Areas in Stage 3 under the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020) has been created and requires businesses to comply with any recommendations, advice and instructions issued by the Ministry of Health (Ministry). A couple of major updates include the following:

- September 26, 2020 – Screening Measures (Tool) Used for Workers/ Essential Visitors
- October 2, 2020 – Mask/Face Covering Requirements Indoor Spaces

SCREENING MEASURES

Screening requirements have been recently updated to implement a new screening tool the Ministry of Health has developed and recommends businesses to use. The Regulation requires workplaces to use the screening tool developed (or an acceptable substitute) to screen all Workers and Essential Visitors. Workers include all staff including students, contractors or volunteers and Essential Visitors include all individuals providing a service in the establishment who are not employees and/or patrons of the establishment.

The screening tool does not need to be completed by patrons/clients in a restaurant setting or emergency personnel and first responders. The screening tool must be completed prior or at entry to the workplace but can be sent by email prior to or done upon arrival. Records of screening must be kept for 30 days due to contact tracing requirements but privacy must be maintained and records kept confidential. The screening tool asks three questions as a minimum (the Employer can add additional questions if required) which are:

1. Do you have any of the following new or worsening symptoms or signs not chronic or related to other known causes

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or conditions?

2. Fever or chills, difficulty breathing or shortness of breath, cough, sore throat, trouble swallowing, runny nose/stuffy nose or nasal congestion, decrease or loss of smell or taste, nausea, vomiting, diarrhea, abdominal pain, general not feeling well, extreme tiredness, sore muscles
3. Have you travelled outside of Canada in the past 14 days?
4. Have you had close contact with a confirmed or probable case of COVID-19?

Workers and Essential Visitors that answer yes to any of these questions are required to leave the premises and self-isolate for 14 days. They must also contact the Public Health Department for their region for further instructions.

MASKS/FACE COVERINGS

On October 2nd the Ontario Government mandated the use of face coverings in all indoor public spaces and where physical distancing is a challenge and/or cannot be maintained. This requires that everyone must use a face covering (non-medical mask, such as a cloth mask) in public indoor spaces and whenever physical distancing is a challenge. This includes public spaces, workplaces and vehicles operating as businesses. You don't need to wear a face covering when working in an area that allows you to maintain a distance of at least 2 meters from anyone else while you are indoors.

There are exemptions to these requirements including:

CONTINUED ON PAGE 16

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- Inside the following facilities:
 - Correctional institution
 - Custody program for young persons in conflict with the law
 - Detention program for young persons in conflict with the law
 - University dorms, retirement homes, long-term care homes or other similar dwellings except common area and can't maintain 2 metres
 - Residences for people with disabilities
- Performing or rehearsing for:
 - Film or television productions
 - Concerts
 - Artistic events
 - Theatrical performances

You may remove your mask/face covering under any of the following circumstances:

- Receive services requiring removal of mask
- Engage in an athletic or fitness activity
- Eat or drink
- For Health and Safety Reasons

Masks and face coverings must fit properly. They must fit securely to the head with ties or ear loops, maintain their shape after washing and drying, be a minimum of two layers of tightly woven material such as cotton or linen and large enough to completely and comfortably cover the nose and mouth. Where required, specialized testing must take place for mask fits.

Wash your hands immediately before putting on the mask or immediately after

taking off the mask. Avoid touching the mask and moving or adjusting the mask frequently. Don't share your mask with other people and change your mask once it gets slightly wet or dirty. Dispose of masks into lined garbage bins, wash your hands and avoid leaving them in shopping carts or on the ground.

Businesses must always be diligent. These updates are in addition to the required measures previously implemented on hand washing, sanitizing, cleaning, previous screening and mask wearing measures and physical distancing requirements. The requirements change regularly and staying on top of them is important to maintain compliance and protect workers, clients and visitors.

RESOURCES

Ministry of Health Screening Tool
www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/workplace_screening_tool_guidance.pdf

Ministry of Labour, Training and Skills Development COVID-19 Workplace Safety Plan
www.ontario.ca/page/develop-your-covid-19-workplace-safety-plan

Ontario Government COVID-19 Website
<https://covid-19.ontario.ca/>

Ontario Government COVID-19 Prevention Website (Guidelines)
www.ontario.ca/page/resources-prevent-covid-19-workplace

Public Health Agency of Canada
www.canada.ca/en/public-health.html

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