



BusinessNews

THE MILTON CHAMBER OF COMMERCE BUSINESS TO BUSINESS NEWS PUBLICATION

Nick Kypreos and Miranda Ayim to headline 20th Annual Sports Celebrity Dinner & Auction

THE MILTON CHAMBER OF COMMERCE PROUDLY PRESENTS THE 20TH ANNUAL

SPORTS CELEBRITY DINNER & AUCTION

APRIL 5, 2022

RattleSnake Point Golf Club

Tickets \$225 plus HST

Limited attendance to adhere to COVID protocols.

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Business News

251 Main Street East, Suite 104
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CHAIR'S REPORT

#EATLOCALMILTON CONTEST

Thank you to everyone who took part in the #EatLocalMilton contest, part of the #ShopLocalMilton campaign. The #EatLocalMilton contest was designed to encourage support of local restaurants struggling through the pandemic. From September 20, 2021 – January 28, 2022, over 440 meals were purchased at over 75 Milton restaurants during the contest.

Congratulations to the #EatLocalMilton grand prize winner Rob Hewlett who won a \$1,000 gift card to the Lunchbox Café. Rob kindly donated a portion of his gift card winnings from the Lunchbox Café to Milton residents in need.

Finally, a big thank you to our contest partners, FM 101 for their support throughout the #EatLocalMilton contest.

COVID-19 SMALL BUSINESS RELIEF GRANT

The Ontario government announced the COVID-19 Small Business Relief Grant for small businesses that were subject to closures under the province's modified Step Two of the Roadmap to Reopen plan.

Newly established businesses, businesses that may not have previously applied and businesses that were previously deemed ineligible but are now eligible can receive up to \$10,000. Eligible businesses who were pre-screened in January, who had qualified for previous small business assistance and were subject to the most recent closure, will not need to apply to the new program but may be asked



John Lobraico
Chair

to confirm their continued eligibility.

The deadline to apply for the Small Business Relief Grant is March 11, 2022.

For more information on the COVID-19 Small Business Relief Grant and other government supports available to small businesses click here.

MILTON FARMERS' MARKET

On behalf of the Milton Chamber of Commerce, we are excited to be planning for the 2022 Milton Farmers' Market season.

This year the Milton Farmers' Market will return to the Milton Fairgrounds, located at 136 Robert Street. We are happy to have the Market in this great location once again, located in Downtown Milton with easy access to parking and Downtown shops. Mark your calendar for Saturday mornings from 8:00 AM – 12:00 PM starting May 21, 2022.

For Milton Farmers' Market updates including applications and new vendors please visit miltonfarmersmarket.ca and follow the market on our social channels:

- Twitter: @MarketMilton
- Facebook: @FarmersMarketMilton
- Instagram: @FarmersMarketMilton



MILTON WINTER FARMERS' MARKET

January 8 – April 30, 2022
Saturdays from 10:00 am – 3:00 pm
Milton Mall, 55 Ontario St. S., Unit A5
Please enter at RBC mall entrance.

Mark your calendars and be sure to shop the Milton Winter Farmers' Market. You'll be able to chat with and support some of your favourite summertime vendors!

Sponsored by:



Upcoming events

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

MILTON WINTER FARMERS' MARKET

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Saturdays until April 30, 2022

10:00 am – 3:00 pm

Milton Mall, 55 Ontario St. S., Unit A5

Please enter at RBC mall entrance

For more information visit miltonfarmersmarket.ca

CONNECTING WOMEN IN BUSINESS

PRESENTED IN PARTNERSHIP WITH THE HALTON HILLS CHAMBER OF COMMERCE

Tuesday, March 8

4:00 PM - 6:00 PM

Norval United Church, 14015 Danby Rd, Georgetown

Members: \$35

Non-members: \$40

MILTON BREAKFAST CLUB

PRESENTED IN PARTNERSHIP WITH BENSOL CONSULTING

Wednesday, March 9

8:00 AM – 9:30 AM

Southside Community Church, 200 Main Street East

Members: \$20 +HST

Non-Members: \$30 +HST

BREAKFAST WITH THE MAYOR

Thursday, March 31

Milton Banquet Centre, 3090 Steeles Ave. W.

Registration & Breakfast: 8:00 AM

Keynote Presentation: 8:30 AM

Members: \$50 +HST | General Public: \$65 +HST

COMMUNITY AWARDS NOMINATION DEADLINE

Thursday, March 31

20TH ANNUAL SPORTS CELEBRITY DINNER & AUCTION

Tuesday, April 5

5:30 PM

RattleSnake Point Golf Club, 5407 Regional Rd. 25 S.

Tickets: \$175 +HST

Starring: Nick Kypreos and Miranda Ayim

See page 7 for more details

Milton Chamber Rapid Test Kit Update

The Milton Chamber of Commerce is in the process of getting more free self-screening kits.

You are still able to fill out the request form, we will have your request in priority sequence and will be in contact when we are able to schedule pick-up times.

Due to a province-wide shortage of the Rapid Antigen Test Kits, the timeline for fully restocking Chambers and Boards of Trade with test kits is unclear. But, we

expect to slowly get new stock starting in February. We truly apologize for the inconvenience, especially given the current surge in Omicron and the desire to test employees. We will advise as soon as new rapid test kits arrive.

The program, launched in May of 2021 has significantly helped our Milton businesses. To date, we have given away approximately 65,000 tests valued at \$1.3-million.

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Printing, scanning and e-resources: to support small businesses

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Online and in-house programmes: to help small business owners

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PRESIDENT & CEO'S REPORT

The pandemic has shifted many of the ways we do business. From Zoom to Teams and from curbside to e-commerce. And, while some of these measures have been temporary, some have led to new strategies and opportunities.

A couple of years ago, few people likely knew about Zoom. Now, it is used daily by many of us. There are still challenges using it effectively.

In speaking recently with Ben Zimmer of Enable Education here in Milton, he said, even though businesses may return to in-person offices, Zoom and Teams will continue to be used as flexible tools for work from home and for distance education. But people still struggle with how to use Zoom to effectively run a meeting. Even worse when businesses try to do remote training. How do you combat learner disengagement? How do you ensure training hasn't lost its humanity?

Ben couldn't find a viable solution. So, he created one. *Sidekick* is a next-gen tool that is like Zoom for training.

Again, a great way to create opportunity from crisis.

The Canadian Chamber of Commerce has also seized the opportunity to redefine how it serves the business community and local Chambers. Their Chamber 2025 Strategic Plan offers many tactics that will lead a journey towards greater SME success.

One of the tools launched recently is the Business Data Lab, a new initiative created in collaboration with Statistics Canada and with financial support from the Government of Canada. It provides future-focused, real-



Scott McCammon, ACE, CCE
President & CEO

time data and insights for all companies of all sizes, sectors and regions of Canada.

Small businesses across Canada will be better able to monitor market conditions in their region and drill down on insights like ownership characteristics and future trends.

ONTARIO COVID-19 SMALL BUSINESS RELIEF GRANT - CHALLENGES FOR SOME BUSINESSES

There have been some businesses who have believed they qualify for this grant but have yet to receive any information or may have been informed that they don't qualify, after previously applying. Some even are not able to apply online and get an error message.

It seems that a vast percentage of cases with issues are due to businesses tagging their business under a category that is no longer eligible or tagging themselves in a different category this time. For example, a gym had tagged itself under personal care in the 1st round so they wouldn't get the email for the next round or a spa in this round is trying to tag itself in a different category because they have a café attached to it.

If you have issues with grant qualifications, you can call toll-free: 1-855-216-3090. Or, MPP Parm Gill's office staff are amazing resources to help out.

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The She-Covery Project

CONFRONTING THE GENDERED ECONOMIC IMPACTS OF COVID-19 IN ONTARIO

In March of 2020 the world came to a standstill due to the Covid-19 pandemic. The Ontario government called a state of emergency and immediate shut down of all non-essential businesses in hopes of “flattening the curve” of the pandemic. While this was a decision made with the best interest of the health of Ontarians, it did have both short term and long-term effects on the provincial economy. In the short term, many Ontarians were laid off from their jobs, small businesses closed, and unemployment skyrocketed. While these effects were felt across all aspects of the province, they disproportionately impacted women.

Throughout the Covid-19 pandemic women were less likely to receive government aid, more likely to be laid off, and more likely to have to close their businesses. This is largely since the sectors which were most impacted by the pandemic being the same sectors which primarily hire women, such as the hospitality and service industries. These are also the industries more likely to have women run businesses, which are statistically smaller, newer, and less well funded than comparable male owned businesses. In fact, many

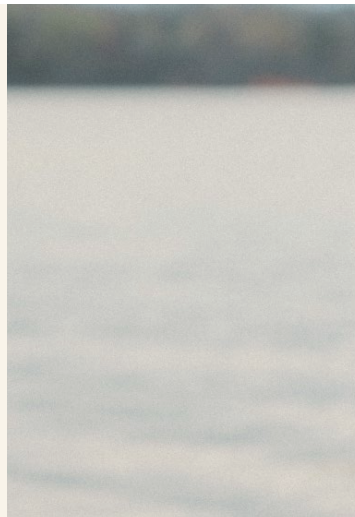
of the women owned businesses have no other employees meaning that they were ineligible for government funding during the numerous lock downs. These inequalities are exasperated in marginalized women, such as racialized women, those with disabilities and single mothers. In addition to the economic impact on women due to the pandemic, there has also been a rise in domestic violence, and violence against women. Despite all these hurdles, women have led the front-line response to the pandemic.

Despite women being the leaders of the pandemic, they have been largely left out of the discussion surrounding pandemic recovery. Now is the moment to add women's voices back and leading a “she-covery”. In pursuit of this goal, the Discover Ability Network, PARO center for Women Enterprise, CCRW, and DAWN (Disabled Women's Network of Canada) hosted “Taking Control- Economic Independence for Women with Disabilities”. Visit Youtube to rewatch this conversation and to learn more about the impact of the pandemic on women and how women can lead the recovery effort, while gaining tools and resources to advance women's careers.



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Nick Kypreos and Miranda Ayim to headline 20th Annual Sports Celebrity Dinner & Auction

The Milton Chamber of Commerce is pleased our confirmed celebrities for the 20th Annual Sports Celebrity Dinner & Auction, former NHL player and Sportsnet analyst Nick Kypreos and 3-time Olympian in Women's Basketball, Miranda Ayim.

Nick Kypreos was a feisty left-winger who did as much for team morale as he did for the score sheet. A tireless player, he was signed by Philadelphia in 1984. After playing in the Flyers' system, the Washington Capitals claimed Kypreos on waivers. He remained with them for two more seasons before being traded to Hartford. Traded to the Rangers in 1993, he played 46 games with New York and helped them win their first Stanley Cup in 54 years. After being traded to the Maple Leafs in 1996, he suffered a concussion in a pre-season game that effectively ended his career. He is known well known as a hockey analyst with Sportsnet and on CBC's Hockey Night in Canada.

Miranda Ayim is a three-time Olympian in the sport of basketball and most recently represented Canada as flag-bearer for the Tokyo 2020 Opening Ceremonies. The former co-captain of Team Canada spent over a decade of her professional career in Europe, making her mark in Turkey and her adopted second home of France. Shortly after the Tokyo Olympics, Miranda announced her retirement from the sport and currently works in corporate consulting and performance

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APRIL 5, 2022
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Tickets \$225 plus HST
Limited attendance to adhere to COVID protocols.

STARRING
NICK KYPREOS
MIRANDA AYIM
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ALSO STARRING KEN REID
AS MASTER OF CEREMONIES



coaching. In addition, Miranda is a keynote speaker, certified wellness coach, and hosts her own podcast, where she is joined by experts in business, sport and psychology. Also confirmed for the Sports Celebrity Dinner is Ken Reid, returning as Master of Ceremonies.

Ken is a proud native of Pictou, Nova Scotia. You can catch Ken alongside co-anchor Evanka Osmak weeknights on the Prime Time Edition of Sportsnet Central. He is also familiar to Canadian Radio listeners as one of Bob McCown's co-hosts on "Prime Time Sports" – Canada's most listened-to sports talk presentation. Ken also dabbles

in writing, releasing 3 books; "Hockey Card Stories" in 2014, "One Night Only" in 2016 and "Hockey Card Stories 2" in 2018.

Ken has covered just about everything during his 15 plus years in television, from the Olympics to the Stanley Cup finals, Grey Cups to the Super Bowl. Ken started his broadcasting career in Dartmouth, Nova Scotia, followed by stops in Calgary, Ottawa, Edmonton and finally Toronto.

The Sports Celebrity Dinner will take place on Tuesday, April 5, 2022 at RattleSnake Golf Club. For more information please visit miltonchamber.ca.

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Downtown Flashback Tour

The Downtown Flashback Tour, offered by the Downtown Milton Business Improvement Area, highlights the history of specific downtown buildings throughout the downtown community and showcases the local businesses and organizations operating out of them today. It is offered in partnership with the Milton Chamber of Commerce and the Milton Historical Society.

The tour is available online, or you can come downtown and get the 'immersive experience'. Visit downtown and look for QR codes in the garden beds along Main Street East. Each QR code directs you to our

webpage highlighting the past and present of the building nearby. Enjoy the spring weather, pick up a snack, and explore the historical beauty and great businesses of downtown!

To view the Downtown Flashback Tour online please visit:

downtownmilton.com/flashback-tour/



MILTON CHAMBER OF COMMERCE

Could your child be eligible for a \$1000 scholarship?

Did you know the Milton Chamber of Commerce offers SEVEN \$1,000 Scholarship to Milton high school students entering post-secondary education?

Since 1990, the Milton Chamber of Commerce has offered \$1,000 scholarships to students attending their first year of post-secondary education; one for a student from each Milton high school including E.C. Drury for the Deaf, one for a high school student registered in an Ontario Youth Apprenticeship Program and one for a child of a Chamber member. Deadline for applications is April 29, 2022.

PLEASE CLICK ON THE LINKS BELOW TO DOWNLOAD THE APPLICATIONS:

1. **One scholarship is available to a student from EACH Milton high school.**

2. **One scholarship is available to a Child of a Milton Chamber Member.**
3. **One scholarship is available to a student entering an apprenticeship program.**





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Stress Less – Return to Work Tips

Things will be different when we return to our daily routines. Not everyone will be coming back into the office / storefront whether it's due to social distancing protocols or layoffs. The way we manage employees has evolved, too.

We've had to learn how to be more empathetic and connected with employees to ensure that they're coping with fear, anxiety, stress, isolation, illness, and potentially reduced income while ensuring continued productivity.

Through checking in with staff, providing information about how to stay safe and well, continuing benefits—even for those who've had to be laid off, we've forged stronger more authentic relationships with the employees we rely on to keep our businesses stable and profitable.

We know through our own experience that the pandemic has been hard on the world's mental health. What isn't frequently discussed though is the simultaneous hardship to our overall health and wellness, which is comprised of physical, financial, and psychological health.

The maelstrom of these stressors occurring simultaneously means that we all have a lot on our minds at a time when we may not be in an optimal state to handle everything that's going on.

So, as we prepare to move back into normal routines, it's not surprising to learn of a new phenomenon starting to take hold: return anxiety. Yet another a blow to mental health, return anxiety is the fear of resuming our normal day-to-day tasks that take us out of the cocoon of our homes that some have come to view as the only real safe place.

Managing this anxiety, along with integrating people back into a combination remote workplace / inhouse workforce will take some skill. Luckily, if you've been staying engaged with your staff throughout the pandemic, it shouldn't take too much extra effort.

Let's examine how to ensure the best possible return to work initiatives to ensure the success of your business:

Continue keeping staff informed: Don't assume just because you're seeing employees back in the workplace or that staff is busier as work ramps back up that you're obligation as an employer to deliver up-to-date information and reliable resources related to health and wellness ends. Regular emails and video conferencing from and with you and between in- and out-of-house staff needs to continue indefinitely.

Provide ongoing and augmented support: Benefits are a terrific way to help your employees improve and maintain their overall wellness, and an additional way to show and provide support. A recent study said that employees who had access to EAPs reported better mental health than employees who didn't receive help from their employers. Benefits also demonstrate compassion and an investment in employees and their families that can help reduce some anxiety and fear around physical and financial health. Some insurance carriers added mental health supports to existing plans during the pandemic, making it easier for employers to provide this benefit.

Be available and communicate openly and honestly: Return anxiety is definitely one place where being responsive to concerns, listening with genuine empathy, and, if possible, enhancing return to work options to help deal with concerns around safety and work flexibility relating to child and senior care responsibilities will make a difference in your relationship with your employees and to their productivity.

Respect and follow all public health guidelines: Never put the health and safety of your staff or yourself at risk. If you require PPE, make sure you provide it. Go to your worksite ahead of the return to disinfect the space, put up instructional and informational posters, fill soap and hand towel dispensers, and put out hand sanitizer. As well, be vigilant in enforcing the guidelines in your workplace. An outbreak not only affects your

business, it damages your reputation with your employees and breaks down trust. Your staff needs to see and hear that their safety is your top priority every day.

Celebrate successes: Start with those returning to work. Let them know you're happy to have them back in the office, acknowledge the huge step they're taking re-entering the workplace, and how much you value their help in rebuilding your business. Encourage those working at home by letting them know they're missed at work, and how you want to have everyone back working together as soon as it's safely possible.

Get and give feedback: Talk with staff to see what you could do better to reduce the anxiety of others returning to work, or ask staff to share their experiences and strategies that made it easier for them to come back. And if someone just can't seem to manage the idea of returning, suggest help. EAP benefits have mental health support options, or everyone can access local counselling, distress lines, or online resources.

Consider making changes to or adding additional benefits: Benefits have been shown to improve employee loyalty and retention, increase productivity, reduce absenteeism, and attract new hires. Bensol Consulting has affordable options and can customize a plan that helps get your staff back to work and supports them to keep them motivated, productive, and engaged.

We all want things to be back to normal. We hope these tips reduce your return anxiety by giving you tools to deal with whatever obstacles we may face next.

We're working on our own return to work plan and continue to operate remotely to help small businesses get back to business. Talk to us. We're here to help. Stay safe and well!

CONTACT MICHELE MACTAGGART
BENSOL CONSULTING
 519-829-2860
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The Future of Remote Work

ARTICLE BY RISHI BANDHU, BANDU LAW PROFESSIONAL CORPORATION

As lockdowns once again wind down, employers are left in something of a quinary. Should they continue to allow working from home once offices can safely reopen? Will they be seen as outliers for requiring employees to return to a physical premises? How will employers juggle these new arrangements while also implementing 'Right to Disconnect' policies later this year?

Statistics Canada research from late 2021 (released prior to the most recent Omicron-related round of shutdowns) showed that roughly one-quarter of Canadians were working from home - almost four times the number than in 2016. This is naturally in large part due to the pandemic, but those numbers may not change much as more and more corporations give up their dedicated office space in favour of a remote setup.

However another recent survey highlights different concerns. In an Angus Reid poll taken last Fall, a whopping 77% of those surveyed said that flexibility of working locations will determine whether or not they stay in a job. However, nearly half of those surveyed said they felt that their careers might be disadvantaged if they chose to work remotely rather than returning to an office. The number of those concerned was particularly high amongst employees under 35 who are concerned about their opportunities for advancement if they were unable to engage face to face.

Employees may want to work from home, but that does not mean that they're entirely unconcerned about doing so.

HAS REMOTE WORK NOW BECOME THE NEW NORMAL? IF SO, ARE WE READY?

Have we set a new precedent?

In March, 2020 when we all quickly packed up our computers and headed for home, nobody expected that we would still be at home two years later. Most employees frantically put together some sort of makeshift home office provided they had the space, or were otherwise relegated to working from couches or dining tables while the chaos of home life surrounded them.

At the time the move was thought to be temporary - if we all do our part now then hopefully this will be over in a few short weeks. That would not have been an issue from an employment law perspective. The law gives employers discretion for the most part on where employees can work from, especially if it is within a reasonable commute, and few commutes are more reasonable than going from bed to the couch.

Yet now, with 2 years of remote work, employers may have set a new precedent. If an employee has been working steadily from home for two years, and the employer suddenly orders them to relocate back to a physical office, is that a substantial change in the terms of their work? Are employers

exposing themselves to a potential constructive dismissal claim simply by going back to the office?

The risk may be theoretical, but it's not one to ignore. By allowing employees to work at home for any time beyond government mandates, employers have definitely set a new standard to which employees have become accustomed. Employers that sought legal advice, and explained to employees in writing that remote work would only be temporary, are in the best position to avoid a potential constructive dismissal claim. Employers who were silent on timelines, though, may face some exposure if they suddenly try to change the terms of the working relationship.

It seems for now that most businesses that go back to an office will move to some form of hybrid work model for the foreseeable future, but those too raise questions for employers.

[Click here to read the entire article.](#)

Rishi Bandhu practices labour and employment law out of Oakville, Ontario. Rishi is a 1998 graduate of high distinction from the University of Toronto, Trinity College; he received his LLB from Osgoode Hall in 2003. He was called to the Ontario Bar in 2004.

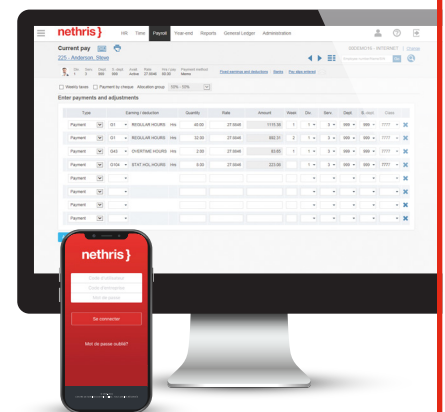
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helps them discover stores, or services, in their community. Our commitment to 'local news first' is evidenced by the efforts of our small, but dedicated, on air staff who post, on average, 35-50 local stories every week on our Miltonnow.ca web site. If it matters to Milton, it gets covered. We have been recognized for our Community work by numerous not for profit organizations and we get results for our valued clients. We are live and local weekday mornings with Cameron Wilkinson, weekday afternoons with Carla Cerqueira and weekends with Chris Pimentel. FM101.3 is here to serve Milton and to help businesses grow. Our audience is young, well educated, affluent & with significant buying power.

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FM 101 MILTON

Living Imperfectly with Meaning

FEATURED NEW MEMBER

Liz (she/her) is a Registered Psychotherapist (Qualifying) under the College of Registered Psychotherapists of Ontario.

After several years in the disability management field and listening to clients' stories about struggles with mental health, Liz decided to pursue a Master's degree in Counselling Psychology at Yorkville University, completed in December 2021. She joined the Milton Psychotherapy Centre team in January 2022. Her brand, Living Imperfectly with Meaning, centres on the premise of individuals seeking therapeutic connections to feel heard, find significance in dilemmas, and discover

ways to cope.

Liz specializes in working with children (10+), teens, and adults who are struggling with anxiety, depression, mood challenges, motivation, perfectionism, and trauma. She is skilled at supporting women and children who have experienced domestic violence and relational trauma.

Counselling aims to deliver support to individuals grappling with challenges. A fundamental value in Liz's approach is founding and sustaining a robust therapeutic relationship.

A counselling setting is a safe and non-judgmental place. By listening to a client's

story, Liz will understand how to best support their needs. Hers is a flexible approach, and any changes to the therapeutic course of action are a part of the process.

Liz offers in-person counselling sessions in Milton and virtually anywhere in Ontario.



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