



BusinessNews

THE MILTON CHAMBER OF COMMERCE BUSINESS TO BUSINESS NEWS PUBLICATION

Community Awards Celebration



2021 Business Award Recipients presented in partnership with CN.

SEE PAGE 8 & 9 FOR MORE DETAILS

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January 22 – March 11

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Business News

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CHAIR'S REPORT

CANADIAN CHAMBER AGM & CONVENTION

In mid-October over 250 delegates attended the Canadian Chamber of Commerce's Annual General Meeting & Convention in Ottawa, Ontario.

Chamber representatives met to debate, discuss, and vote on 61 resolutions which had been put forth from Chambers of Commerce from coast to coast. The AGM was a great opportunity to witness the commitment demonstrated by all Chambers, supporting, and advocating on behalf of their provincial business community.

President & CEO Scott McCammon and I participated in the debates where delegates discussed resolutions including finance and taxation, transportation and infrastructure, environment and natural resources, human resources, industry, international affairs, and supply chain issues. Throughout the numerous caucus discussions, the interests of our business community remained paramount.

Throughout the convention, there were also businesspeople and thought leaders on a variety of topics, including: the President & CEO of the Canada Pension Plan Investment Board; hosts of the Curse of Politics podcast; the US Ambassador to Canada; a panel discussion on domestic issues and priorities for the Canadian Chamber; and, more.

The resolutions passed at this meeting outlined our policy framework for the upcoming year while the staff at the Canadian Chamber would bring issues of national importance to the federal government to ensure that the voice of our businesses was clearly articulated.

Thank you to the Ottawa Chamber of Commerce for hosting a great Annual General Meeting & Convention.



John Lobraico
Chair

MUNICIPAL ELECTION

Congratulations to all elected, re-elected or acclaimed in the October 24th municipal election. The Chamber looks forward to working with you over the next four years.

Also, thank you to incumbents that were defeated in the election for your dedication and commitment to Milton: Mike Cluett; Rick DiLorenzo; and Zee Hamid.

MILTON FARMERS' MARKET

The Milton Farmers' Market celebrates another great season! A successful market does not happen by itself, it is through the efforts of staff, customers and vendors that we are able to provide the town with such a special Saturday morning attraction.

Thank you to the Milton Chamber staff Ginny Matheson, Tanya Couch and Scott McCammon who got up early on Saturday mornings to assist vendors and the shoppers in creating a successful Market.

If you missed our announcement in October, the Milton Farmers' Market will be returning to Main Street in Downtown Milton for the 2023 season!

The Milton Chamber is pleased to be working with the Downtown Milton BIA and the Town of Milton on the return of the Milton to Main Street. Details are being finalized to contribute to the vibrancy of Main Street. Thank you to the Town of Milton, Downtown Milton BIA and Councilors Colin Best and Kristina Tesser Derksen.

Mark your calendars for opening day of the 2023 Milton Chamber Farmers' Market on May 20!

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UPCOMING EVENTS

Upcoming events

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

BUSINESS AFTER HOURS & MILTON YOUNG PROFESSIONALS

Tuesday, November 22
4:30 PM - 6:30 PM
Hosted by: Shoeless Joes Sports Grill
800 Main St. E. Unit 3
Free for Chamber Members
Non-Members can register by emailing sam@miltonchamber.ca.

2023 BUSINESS DIRECTORY ADVERTISING DEADLINE

Thursday, November 30 | [View the Business Directory rate sheet](#)

MILTON CHAMBER OF COMMERCE ANNUAL GENERAL MEETING

Wednesday, December 7
5:00 PM
Milton Banquet & Conference Centre
3090 Steeles Ave. W.

MEMBER APPRECIATION RECEPTION

Wednesday, December 7
5:15 PM following the AGM - 7:00 pm
Milton Banquet & Conference Centre
3090 Steeles Ave. W.
Sponsored by: CN

2023 BUSINESS NEWSLETTER ADVERTISING DEADLINE

Friday, December 1 | [View the Business News rate sheet](#)

HOLIDAY SOCIAL

Wednesday, December 14
4:30 PM - 6:30 PM
Hosted by: Orange Snail Brewers
32 Steeles Ave. E. Unit 1
The MYP Social will include a food drive in support of Food4Kids Halton.
Non-Members can register by emailing sam@miltonchamber.ca.

MILTON WINTER FARMERS' MARKET

January 22 – March 11, 2023
Saturdays from 10:00 am – 2:00 pm
Milton Mall, 55 Ontario St. S., Unit A5
Please enter at RBC mall entrance
For more details see page 13 or visit miltonfarmersmarket.ca

BUSINESS AFTER HOURS & MILTON YOUNG PROFESSIONALS

Tuesday, January 24
4:30 PM - 6:30 PM
Co-hosted by: Country Heritage Park & Primerica Financial Services - Rob Hewlett
8560 Tremaine Rd.
Free for Chamber Members



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PRESIDENT & CEO'S REPORT

SEND A MESSAGE TO QUEEN'S PARK!

Would you have 5 minutes? As we work towards recovery, it's important business needs are heard. We are looking for your insights on issues that matter to your business.

This 5-minute survey, done in partnership with the Ontario Chamber of Commerce, focusses on business confidence, policy priorities, and other timely questions. It's an important opportunity to help send a message to Queen's Park and to have Milton's voices heard on the issues that matter most.

How confident are you in Ontario's economy and your organization's outlook?

What should governments prioritize to drive economic growth?

Click here to go to our customized link solely for Milton Chamber members.

This Business Confidence survey is being conducted by Golfdale Consulting, an independent consulting firm. All responses will be kept strictly anonymous and confidential.

Here is why I am specifically needing your participation: if there are at least 75 completed surveys from Milton Chamber members, then the Ontario Chamber will share local data results with us. Again, this will be anonymous info. But, it will let us compare Milton results with those provincially.

So, your participation not only increases the strength and impact of the Ontario Chamber's lobbying efforts, but it also helps us understand our collective Milton priorities for the year ahead.

And, as every infomercial would say....'but wait.... there's more'!! Results from annual Business Confidence Survey will inform the 2023 Ontario Economic Report: the landmark research platform of the Ontario Chamber,



Scott McCammon, ACE, CCE
President & CEO

offering a unique perspective on the experience of businesses of all sizes across the province. The OER will be released early next year and will be fully digital and interactive, allowing the Milton Chamber and our members to filter, use, and compare data relevant to our community.... If we have sufficient local data.

So, please share your views. We just need 5 minutes of your time. The survey closes Friday, November 11th at midnight.

PUBLIC TRANSIT FOR NEW AND CURRENT EMPLOYEES

At the last meeting of the Chamber's HR Roundtable, Milton's Director of Transit Services, Tony D'Alessandro gave an update on the Milton Transit 21 Steeles bus – the connection between Mississauga and Milton.

This Steeles bus, which was implemented on September 6th, has been a priority for the Chamber and the HR Roundtable for many years. Finally, thanks to the efforts of Milton Town Council, staff at the Town including Tony, and the willingness of Halton Hills and Mississauga to partner, the transit connection is now in full operation.

Milton Transit also has its OnDemand service so people taking the Steeles bus can get personalized connections for that last mile connectivity to the Derry Green Business Park or the 401 Industrial Zone.

That means people living in Mississauga can access jobs in Milton more readily. Be sure to check it out...and use the new service!

MILTON CHAMBER OF COMMERCE

Send a Message to Queen's Park



The Milton Chamber of Commerce (MCC) and the Ontario Chamber of Commerce (OCC) are looking for your insights on issues that matter to your businesses.

How confident are you in Ontario's economy and your organization's outlook? What should governments prioritize to drive economic growth?

Your participation in our annual Business Confidence Survey is as important as ever. The results of the survey will inform the 2023 Ontario Economic Report: the landmark research platform of the

OCC, offering a unique perspective on the experience of businesses of all sizes across the province.

Share your views by taking a short five-minute survey here: **TAKE THE BUSINESS CONFIDENCE SURVEY.**

This survey is being conducted by Golfdale Consulting, an independent consulting firm. All responses will be kept strictly anonymous and confidential.

Closing date: Friday, November 11, 2022 at midnight

Take the survey and let the government know what is important to you!

MCC Annual General Meeting

The Milton Chamber invites all members to join us at our Annual General Meeting to be held on Wednesday, December 7 at 5:00 PM at Milton Banquet & Conference Centre.

If you cannot attend the meeting in person, we encourage you to exercise the power of your proxy vote, [click here to download the proxy form](#). Completed proxies must be returned to the Milton Chamber of Commerce by Friday December at 2.

Join us following the AGM for the Member Appreciation Reception: Wednesday, December 7 5:15 PM following the AGM to 7:00 PM Milton Banquet & Conference Centre 3090 Steeles Ave. W. Click here to RSVP Member Appreciation Reception sponsored by:



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Xil Rowe

Tourism Report Shines Light on Need for a Comprehensive Provincial Strategy

The COVID-19 crisis continues to have a severe and enduring impact on the tourism industry in Ontario. Border closures, capacity restrictions and lockdowns exacerbated structural issues that have left the industry far from recovery. In need of a path forward, the Tourism Industry Association of Ontario (TIAO) and Ontario Chamber of Commerce (OCC) worked closely with the sector over the last year to inform and develop: The State

Recognizing there are both public and private initiatives underway, major take-

- Workforce development initiatives should focus on communicating the business case for careers in the tourism industry, reforming immigration to retain and attract international talent , and optimizing work placement opportunities for post-secondary students.

[Read the full article from the OCC.](#)

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Community Awards

On September 29, the Milton Chamber of Commerce hosted the 2021 Community Awards to celebrate the amazing contributions of our 2021 recipients. With support from local businesses, the Milton Chamber of Commerce has acknowledged Milton's finest since 1973.

The recipients were highlighted throughout the evening with video interviews presentations, allowing guests to learn more about their contributions and achievements.

Congratulations to all of Milton's nominees and recipients; your contributions to our community are exceptional. Thank you for making Milton a better place to live and work.

The 2021 recipients are as follows:

LIFETIME ACHIEVEMENT

Ries Boers

CITIZEN OF THE YEAR

Zainab Azim

JOYCE HAGEVIK VOLUNTEER OF THE YEAR

Rob Hewlett

BUSINESS OF THE YEAR - LARGE BUSINESS (26+ EMPLOYEES)

Presented by the Milton Chamber of Commerce in partnership with CN Milton Ford Lincoln Inc.

BUSINESS OF THE YEAR - MEDIUM BUSINESS (11-25 EMPLOYEES)

Presented by the Milton Chamber of Commerce in partnership with CN Life Yoga Studio

BUSINESS OF THE YEAR - SMALL BUSINESS (1-10 EMPLOYEES)

Presented by the Milton Chamber of Commerce in partnership with CN Muslim Advisory Council of Canada

NOT-FOR-PROFIT OF THE YEAR

Presented by the Milton Chamber of Commerce in partnership with Bell Milton Community Resource Centre

FRANCHISEE OF THE YEAR

Blow Blo Dry Bar

BUSINESS PERSON OF THE YEAR

Presented by the Milton Chamber of Commerce in partnership with Cogeco
Nick Mocan, Crozier Consulting Engineers

ENTREPRENEUR OF THE YEAR

Andrea DiMaso, Oh Look, Fabric!

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Branch)
Tandia Financial Credit Union

MEMBER APPRECIATION RECEPTION

CN

CHAMBER GROUP INSURANCE

Rethinking Big Bonuses: Get Creative with Your Incentives

In a super broad, umbrella definition, a bonus refers to cash payments given in lump sums. The term itself is rather exciting – it’s extra, additional... more! And in the language of making money, more is always good. As we’ve been reading, a signing bonus is becoming increasingly popular as employers pull out all the stops to land quality people. A good signing bonus lures a good candidate, in theory.

Here’s where the going stops being so good – when you read the fine print, yes, employees are getting more money. But they’re also being paid a large sum of taxable income in one chunk; unless they’re sitting in some untouchable tax bracket (and they’re likely not), your bonus receivers are quickly going to look at their cheques and wonder where a huge portion of that bonus went. (Or you’ll have to tack taxes on top of the bonus if you want them to take home the promised amount.)

The bonus tax rate is actually the same as the rate for their standard monthly salary, and while any additional income is, well, a bonus, it got me thinking – how can employers really get new hires a bang for their buck (and your own)?

Enter: benefits bonuses. I’m not inventing the wheel here, but this is pretty new territory in terms of monetary incentives in the employment landscape, and the beautiful thing about the notion of a benefits bonus is the ability to make it your own. You can attract top people with other benefits-centred incentives: waive the waiting period, add a bonus-like sum to employee spending and wellness accounts, or match RSP contributions to a maximum. These options alleviate or at least spread out the tax burden.

Consider shifting some or all of an annual bonus or sign-on bonus into a wellness account. This could go towards anything that contributes to employee

happiness and wellbeing to keep them productive, committed to the business, and ready to move you forward – rather than go elsewhere.

\$2,500 as a lump-sum signing bonus is taxed up the wahoo, whereas A Health Spending Account (HSA) is a cost-effective alternative to traditional health insurance. In simple terms, health and dental benefits offered through this plan are 100% tax deductible to the employer and 100% tax free by the employee. There are no premiums, hidden fees, deductibles, copay, or complex policies. Now that’s a wahoo! I can get behind.

A huge selling point for Health Spending Accounts is their flexibility – like I said before, it can cover anything that contributes to employee happiness and wellbeing. This could mean offsetting a family vacation, buying a paddleboard, paying for guitar lessons, finally getting around to buying a gym membership – the options are virtually endless, and through a benefits bonus, 100% of the contributions are being used.

In a recent interview with Willful, a Canadian online estate planning company, Co-Founder Erin Bury spoke to ramping up its hiring efforts during the pandemic. “These additional [benefits] have helped us to attract and retain talent during a really challenging time.” The company hugely expanded on their existing perks, with the addition of home office allowances and HSA contributions. “They’ve helped us to redefine our total compensation plan to be more focused on what post-COVID employees care about: flexibility, access to mental-health resources and a solid compensation package that includes salary, employee stock options and benefits.”

Employers are setting up wellness accounts with a yearly maximum and a lot of flexibility for employees, including




RSPs, which can really help contribute to employees who are also first-time home buyers where employers match RSPs to a maximum each year, helping these employees (finally!) get into the housing market.


When hiring new talent, the interview process is a great time to get to know what’s important to potential employees. You know that question we all hate: “where do you see yourself in five years?” How about “what perks would make this an exciting job you’ll really talk about?” With hiring incentives in mind, questions like these can help us craft the perfect sign-on incentives and benefits offerings.

Ensure you’re advertising flexibility and innovative recruitment incentives – speak to the importance of ensuring employee satisfaction in and out of the office, and really mean it. Though some of these offerings may add a few thousand dollars on top of someone’s salary every year, so do taxable bonuses. Either way, the added cost goes a long way when you’re meeting people’s needs. The most important number of all? Employee retention, wellbeing, and overall satisfaction with meaningful benefits will always remain priceless.


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Termination Letters

ARTICLE BY RISHI BANDHU, BANDHU LAW PROFESSIONAL CORPORATION

If you’ve never had to terminate someone’s employment before, there’s a strong chance that you’re not entirely sure where to start. You know that you can no longer employ this individual, whether because of changes to the business or issues with the employee, but you’re not entirely sure where to turn. What do you owe them? What do you tell them? What do they need to know?

There isn’t a universal answer to these questions. Much of it will depend on the circumstances, including the employee’s employment contract, the reason for the termination, and discussions the company and employee may have had regarding termination.

There are some key criteria that should go into a termination letter and exit package, and we’re happy to break a few of them down below.

THE BASICS

The letter should be written as any standard business letter, and should feature:

- The date of the letter
- The name and address of the sender
- The name and address of the recipient employee
- How the letter is being sent

While this may sound obvious, there are nuances to including this information. The date that the letter was issued is necessary for calculating notice periods, which is a key issue in wrongful dismissal litigation.

The method of sending the letter may be important. If an employee is no longer attending the workplace and you are looking to dismiss them on a specific date, it is crucial that they receive the termination letter, and that you can confirm that they have received it. A face-to-face or virtual meeting to discuss the letter is ideal, but that should always be followed up with sending the letter both by email and by regular mail, or even registered mail or courier to be safe.

DATE OF TERMINATION

The date of termination may be different than the date of the letter, and this needs to be made expressly clear. If you are ordering the employee to leave immediately and paying them out any money owing, that will be stated in the letter. If you are instead providing them with working notice, where they’ll continue working instead of (or in addition to) receiving a payout, that needs to be made clear as well.

REASON FOR TERMINATION

This is a controversial one, as many employers mistakenly believe that they need to state a reason for termination, when in fact doing so can potentially get an employer into trouble.

If an employee is let go with cause, then it is on the employer to build that case for just cause. The law has become more exacting through the years about what is required, and in almost all cases an employee terminated

for cause is still entitled to receive their minimum payouts under the Employment Standards Act (the “ESA”).

Additionally, if the employee has a potential human rights claim, it is critical to convey the reason for termination to avoid any inference that the termination was discriminatory.

Otherwise, and strictly speaking, a reason isn’t required if the dismissal is without cause. However, employers do have an obligation to be honest, forthright and respectful in the manner of dismissal. Sometimes, particularly for sensitive or very long service employees, it is wise to provide a reason for termination, and appreciated by employees. In these circumstances, I advise to keep the discussion as short as possible so as not to invite a heated exchange.

In my experience, employees treated with respect, dignity and honesty at the time of dismissal are less likely to sue.

[Click here to read the full 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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The future of next level logistics for safe and secure supply chains in healthcare is here.

In partnership with Drone Delivery Canada (DDC), McMaster University and Air Canada Cargo, DSV is excited to be a part of the launch of a six-month pilot project to help develop a safe, reliable and efficient process to transport medical supplies and products using a drone delivery system.

Leveraging DDC’s drone delivery platform, the launch enables DSV to deploy DDC’s patented drone delivery to establish an additional transportation link for Oakville Hospital. This mode of transporting vital and potentially time sensitive medical supplies is among the first of its kind in Canada and will

enable the next horizon in healthcare delivery.

The project was officially launched on October 13th with a demonstration flight at DSV Canada’s head office and logistics facility in Milton, Ontario, en route to Halton Healthcare’s Oakville Trafalgar Memorial Hospital (OTMH) by Remotely Piloted Aircraft (RFA) carrying light medical supplies.

"The post-pandemic era has highlighted the need to find innovations in healthcare, enabling safe, secure and reliable ways to deliver vital or urgent medical supplies to facilitate patient care," explains Martin Roos, Managing Director of DSV Air & Sea Inc. Canada. "The Care by Air Project represents a critical step toward optimizing these supply chains. We are excited to take this next step in drone logistics by partnering as the hub for deliveries to Oakville Trafalgar Memorial Hospital and to play an integral role in developing drone delivery routes in our communities. This will benefit Halton Healthcare’s hospitals and the patients they serve."

To learn more about our Drone Logistics - Contact Us.



ABOUT DSV

DSV – Global Transport and Logistics provides and manages supply chain solutions for thousands of companies every day – from the small family run business to the large global corporation. DSV’s reach is global, yet their presence is local and close to their customers. DSV has 75,000 employees in more than 90 countries that work passionately to deliver great customer experiences and high-quality services. For more information, please visit: www.dsv.com.

Milton Winter Farmers' Market Returns

JANUARY 22 - MARCH 11

The Milton Chamber is thrilled to announce the Milton Winter Farmers’ Market will return to the Milton Mall every Saturday from 10:00 am to 2:00 pm starting January 22 until March 11.

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

announced in the coming months, visit miltonfarmersmarket.com for more information and updates.

MARKETPLACE MILTON

Marketplace Milton is a voice query directory, which means that you can search for information about Milton businesses listed on Milton Marketplace using your existing smart home devices like Google Assistant and Amazon Alexa. Doing so will give you instant access to all the information you need about participating Milton businesses and organizations.

Visit marketplacemilton.com for more information.

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