

The New Laws of the Workplace What employers need to know

By: Jennifer Layman
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On November 22, the government of Ontario passed what has become known as the minimum wage bill. The Fair Workplaces, Better Jobs Act, 2017 will come into effect on January 1, 2018. Here's what you need to know:

General Minimum Wage

The general minimum wage will increase from \$11.60 to \$14.00 per hour as of January 1, 2018 and \$15.00 per hour as of January 1, 2019.

Student Minimum Wage

The student wage applies to students under age 18 who work 28 hours a week or less when school is in session or during their school year breaks and holidays. It will rise from \$10.90 per hour to \$13.15 per hour on January 1, 2018, and then \$14.10 per hour on January 1, 2019.

Liquor Servers Minimum Wage

The minimum wage for liquor servers will increase from \$10.10 to \$12.20 per hour as of January 1, 2018 and \$13.05 per hour as of January 1, 2019.

Homeworkers Minimum Wage

The minimum wage for home-



workers (employees doing paid work in their own home for an employer) will increase from \$12.80 to \$15.40 per hour as of January 1, 2018 and \$16.50 per hour as of January 1, 2019.

Equal Pay for Equal Work

On April 1, 2018, casual, part-time, temporary and seasonal employees will be required to be paid the same as full-time employees when performing substantially the same job for the same employer. Employees may request a review of their rate of pay if they believe that they are not receiving equal pay. Exceptions to the requirement for equal wages where a wage difference is based on: seniority system,

merit system, systems that determine pay by quantity or quality of production and other factors.

Equal Pay for Equal Work Provisions: Temporary Help Agency Employees

On April 1, 2018, temp workers will be paid equally to full-time employees of the employer when performing substantially the same job.

Termination of Assignment

On January 1, 2018, a temp worker must be provided with at least one week's notice when an assignment scheduled to last longer than three months will be terminated early. If one week's notice is not given, the assignment employee must receive

pay in lieu of notice, unless the assignment employee is offered at least one week's worth of reasonable work during the notice period.

Scheduling

These scheduling rules come into force on January 1, 2019.

- + Employees will have the right to request schedule or location changes after having been employed for three months
- + Employees who regularly work more than three hours per day, but upon reporting to work are given less than three hours, must be paid for three hours of work
- + Employees can refuse to accept shifts if their employer asks them to work with less than 96 hours' notice
- + If a shift is cancelled within 48 hours of its start, employees must be paid three hours at their regular rate of pay
- + Employees who are "on-call" and who are not called in to work, or who are called in and work less than three hours, must be paid for three hours of work. This will be required for each 24 hour period that employees are on-call.

Continued on Page 3



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News, article ideas, employee news, business events, tenders and letters to the editor are welcomed. Content will be edited to fit the space available. Events that are not related to business should consider 101 Things to Do in the Valley. Email: travel@travelourbackyard.com

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SOCIAL MEDIA

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Events

December 8, 2017

Renfrew County Soil & Crop Annual Meeting. Renfrew Armouries. 10:30am.

December 6, 2017

One day workshop on business opportunities for your farm operation. How to explore growing new crops, introduction to on-farm sales or new food business, activism and how to communicate with the public as well as business transition planning. 9:00am to 4:30pm. Kemptville. Contact Juli de Lang at: juli@takeanewapproach.ca.

December 12, 2017

The Secret of Selling Yourself Short. 1:00pm-2:30pm. This interactive, unlike-no-other sales-workshop, focuses on leveraging the strengths of entrepreneurs by defining their messaging, truly understanding their audience and closing the sale. Invest Ottawa. Phone: 613-828-6274

December 13, 2017

Renfrew County Holstein Club Annual Meeting. Civitan Club in Cobden. EastGen Meeting will begin at 10:30am. Lunch provided by EastGen, Holstein meeting to follow.

December 13-15, 2017

Three-day comprehensive Payroll Masterclass Course. Hands-

on instruction by a Certified Payroll Compliance Practitioner. Three days of training using Quickbooks, laptops provided for use in the course, reference manual and flash drive to take home. 8:30am-4:40pm each day. \$1,125 plus HST includes lunch and light refreshments. Contact Kathryn Carriere at 613-656-0441 ext.441 or training@accountapotamus.com

January 12, 2018

The Training & Learning Centre of Renfrew County is offering "UP Skills For Work": a series of free workshops with a focus on soft skills. Workshop #1 is starting January 12th at 10:00am. Workshop is 60-90 minutes in length. Please contact Sue or Rachel: 613-628-1720 or trainingandlearningcentre@gmail.com

January 16, 2018

Volunteer Management 101. How long do volunteers usually stay with your program? Do you struggle with keeping them interested, involved and engaged? This session will take you through planning, recruitment, orientation, supervision, and recognition. \$130. Volunteer Ottawa. 850 Industrial Avenue in Ottawa. Contact Maria Lahiffe at 613-736-5266 ext 114 or education@volunteerottawa.ca

January 17, 2018

Renfrew County Beef Annual Meeting. Cobden Ag Hall. 7:30pm. Contact Donna Campbell at 613-432-5568.

January 17, 2018

Renfrew County Plowmen's

Meeting. Cobden. Contact Myles England at 613-582-3470.

January 18, 2018

The Training & Learning Centre of Renfrew County is offering "UP Skills For Work": a series of free workshops with a focus on soft skills. Workshop #2 is starting January 18th at 10:00am. Workshop is 60-90 minutes in length. Please contact Sue or Rachel: 613-628-1720 or trainingandlearningcentre@gmail.com

January 22, 2018

Federation of Agriculture Meeting. Cobden. Contact Donna Campbell at 613-432-5568.

January 26, 2018

The Training & Learning Centre of Renfrew County is offering "UP Skills For Work": a series of free workshops with a focus on soft skills. Workshop #3 is starting January 26th at 10:00am. Workshop is 60-90 minutes in length. Please contact Sue or Rachel: 613-628-1720 or trainingandlearningcentre@gmail.com

February 5, 2018

Renfrew County National Farmers Union Meeting. Barrline. Contact Connie at 613-646-7753.

February 15, 2018

Renfrew County Beef Meeting. Contact Donna Campbell at 613-432-5568.

February 21, 2018

Renfrew County Plowmen's Meeting. Cobden. Contact Myles England at 613-582-3470.

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Ontario Employment Changes (continued)

Continued From Page 1

+ The new legislation provides a transition period for existing collective agreements until the earlier of their expiry or January 1, 2020.

+ There are a number of exceptions to the new scheduling requirements that reflect a number of situations, including emergencies and ensuring delivery of essential public services.

Overtime Pay

As of January 1, 2018, employees who hold more than one position with an employer and who are working overtime must be paid at the rate for the position they are working at during the overtime period.

Employee Misclassification

Immediately in effect, employers may not misclassify employees as “independent contractors.” This is intended to address cases where employers improperly treat their employees as if they are self-employed and not entitled to the protections

of the ESA. In the event of a dispute, the employer would be responsible for proving that the individual is not an employee.

Paid Vacation

As of January 1, 2018, employees are entitled to three weeks of paid vacation after five years of service with the same employer.

Public Holiday Pay

As of January 1, 2018, employees are entitled to their average regular daily wage for public holiday pay. The employer must provide an employee with a written statement that sets out certain information when a day is substituted for a public holiday.

Paid Emergency Leave

All workplaces are now subject to offer personal emergency leave. All employees are entitled to 10 days of personal emergency leave per year, and two of those days must be paid. Employers may not ask an employee to provide a sick note from a qualified health practitioner when taking personal emergency leave.

Domestic or Sexual Violence Leave

As of January 1, 2018, employers must provide up to 10 days of leave, and up to 15 weeks of protected leave, when an employee or their child has experienced or is threatened with domestic or sexual violence. The first five days of leave each year would be paid, the rest would be unpaid. Employers must protect the confidentiality of records they receive or produce in relation to an employee taking domestic or sexual violence leave. This section is in effect for employees that have been employed for at least 13 consecutive weeks.

Pregnancy Leave

As of January 1, 2018, if an employee who suffers a pregnancy loss, they can have an increased length of extension to the 17-week leave of up to 12 weeks.

Amendments to Leaves Made as a Consequence to Changes in Federal Legislation

Critical Illness Leave

As of December 3, 2017, an employee is entitled to up to 17 weeks of leave in a one-year period to provide care or support to a critically ill adult family member. An employee is entitled to up to 37 weeks to provide care or support to a critically ill child who is a family member. These changes come into force on the later of December 3, 2017 or Royal Assent.

Family Medical Leave

As of January 1, 2018, Family Medical Leave is increased to 8 weeks in a 26-week period, and increased to 28 weeks in a 52-week period.

Leave for the Death of a Child and for Crime-Related

Disappearance

As of January 1, 2018, there is a new leave for child death from any cause for a period of up to 104 weeks. There is also a new leave for crime-related child disappearance for a period of up to 104 weeks.

Parental Leave

As of December 3, 2017, parental leave has been increased to 61 weeks if the employee took pregnancy leave, and up to 63 weeks otherwise. Formerly this

leave was up to 35 weeks if the employee took pregnancy leave, and 37 weeks otherwise.

Orders to Pay Directly

As of January 1, 2018, Employment Standards Officers can require employers to directly pay an employee when a temp agency owes money to that employee.

Employee Contact

As of January 1, 2018, employees are not required to contact their employer before filing claims under the Employment Standards Act (ESA). Penalties for Non-Compliance As of January 1, 2018, penalties to employers for not complying with the Employment Standards Act will increase.

Interest on Unpaid Wages

As of January 1, 2018, Employment Standards Officers can award interest on employees' unpaid wages and on fees that were unlawfully charged to employees.

Collections

As of January 1, 2018, a collector authorized by the Director of Employment Standards may issue warrants, place liens on real and personal property and to hold a security while a payment plan is underway for unpaid wages to an employee.

Electronic Agreements

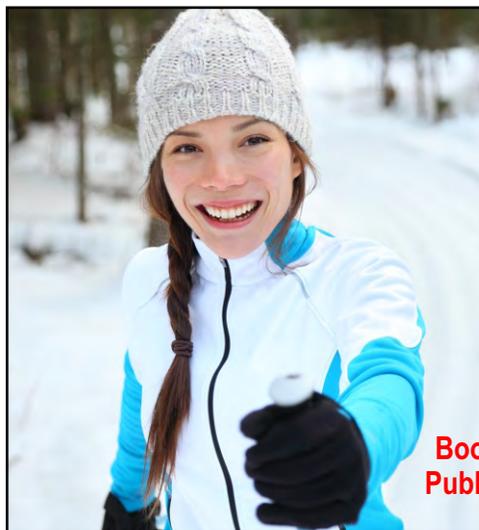
As of January 1, 2018, electronic agreements between employers and employees, such as an agreement to work excess hours, can serve as an agreement in writing.

Exclusions

+ Almost all existing ESA requirements and entitlements apply to Crown employees as of January 1, 2018.

+ All ESA requirements and entitlements apply to people receiving training for work through their employer as of January 1, 2018.

+ Individuals working as part of an experiential learning program run by a private career college would be excluded from the requirements and entitlements under the ESA, similar to programs run by universities, colleges or high schools.



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Continued on Page 7

On The Move

Dr. Emily Callery

Dr. Emily Callery is a new doctor in Bancroft. Callery will split her time between Bancroft and Marmora, and will work some emergency shifts at North Hastings Hospital. Callery has a cottage near Mamora and family roots in the area. She earned her undergraduate and master's degrees at the University of Guelph and studied medicine in Dublin, Ireland. She graduated in 2014.

Jason Zohr

Jason Zohr is the new Public Works Manager for the Township of Bonnechere Valley.

Jean-François Dubois

Jean-François Dubois has resigned as the director of Chutes Coulonge. Dubois held the position for the past five years.

Cassie Dombroskie

Cassie Dombroskie is the new Recreation Assistant for the Eganville Arena.

Krista Miller

Krista Miller is the new Administrator at Valley Employee and Family Assistance Program. Miller joined the organization in November, following Lisa Bowman retiring as Executive Director. Ms. Bowman is still with our organization as a contracted counsellor and support person.

Mack Wilson

Mack Wilson, the president of Wilson Investments and M. Wilson Home Development, has passed away. He was 79. Wilson was a generous philanthropist in the community and gave both his time and money in support of a variety of causes in the Town of Renfrew.

Do you have people news? Send it to: admin@ovbusiness.com

CNL Interim Fire Solution for Deep River

Canadian Nuclear Laboratories (CNL) and the Town of Deep River signed an interim agreement that will see CNL's Fire Operations provide training, organization and management of the Town's fire services from December 4, 2017 to June 30, 2018.

In this interim agreement, CRL Fire Operations will provide a Fire Chief and Deputy Fire Chief to the Town fire service during this transition of management and organization. The costs for these personnel will be borne by the Town of Deep River.

This is the first building block that allows for the development of a longer term, stronger partnership for all parties. This step benefits residents, employees and business owners in the Town of Deep River through an enhanced level of fire protection.

During the time of this interim agreement, both parties will work collaboratively to negotiate a comprehensive, long-term Fire Protection Services Agreement (FPSA) for the Town of Deep River.

"I want to thank CNL President Mark Lesinski and his team who made this partnership possible," said Mayor Joan Loughheed.

"CNL is pleased to work with the town of Deep River through the implementation of this interim agreement," said CNL President and CEO Mark Lesinski. "This approach will not compromise the Chalk River Laboratories' site safety, and will provide the residents of Deep



Canadian Nuclear
Laboratories

Laboratoires Nucléaires
Canadiens

River with short-term assistance while a permanent municipal fire services solution is determined."

A Memorandum of Understanding recognizing the Town of Deep River's unique status as the Host Community of CRL was also agreed to between Atomic Energy of Canada Limited (AECL), CNL and Deep River.

"This interim fire services agreement is a great example of what can be accomplished under the terms of our Memorandum of Understanding with the Town of Deep River. It is important to recognize our host community and to leverage areas for collaboration where all parties can benefit," said Richard Sexton, President and CEO of AECL.

"CRL Fire Operations capabilities and experience is best in class," said Reeve Glenn Doncaster. "Their level of training and professionalism will be a tremendous benefit to the Deep River fire service and our entire community as we move forward."

MAKE PROJECT 2017 A RUNWAY Christmas

Do you have an aviation enthusiast on your Christmas list this year? Get them a foot of runway at the Pembroke & Area Airport!



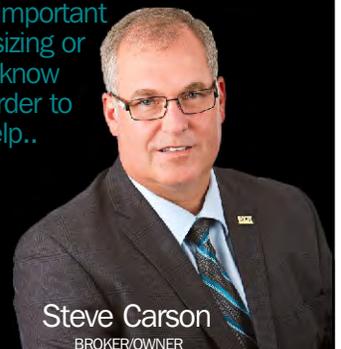
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Business News Around The Valley

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Ag Society Wins Award

Congratulations to the Pontiac Agricultural Society on receiving the CAFE Innovation Award the convention last week in Montreal. The award was based on making a permanent home for the Ag Awareness Building that was open at the 2017 Shawville Fair.

Group Pushes For NRU

The NRU/CNL Alumni Network has put together a proposal to keep the NRU operating at Chalk River, and they have received the support of Renfrew County Council. Warden Jennifer Murphy moved the motion and Reeve Peter Emon seconded it for support at the Development & Property Committee of the County of Renfrew. The motion was brought to County Council and it was supported. The motion says that AECL/CNL has assured that the NRU can be licensed and safely operated up to March 2018. The motion notes that they want the NRU to operate until at least 2021 and that between now and then a new reactor vessel can be ordered and a 25-year refurbishment plan can be put in place to continue Canada's role as a leader in Mo-99 production.

Announcements at Garrison Petawawa

The Minister of Defence was at Garrison Petawawa last week to announce the official opening of the tactical Armoured Patrol Vehicle (TAPV) facility and announce that Garrison will be the permanent home for Canadian Special Operations Regiment (CSOR).

Manor Sold

St. Joseph's Manor in Campbell's Bay, Quebec has been sold to the Friends of the Manor Foundation for \$1.

Town Signs With Veolia

The Town of Bancroft has decided to go with a new company for their water and wastewater systems. As of January 1, 2018, the Ontario Clean Water Agency (OCWA) will be replaced with Veolia Water Canada Inc.

Scapa Employees Ratify Agreement

United Steelworkers (USW) members employed at Scapa Tapes in Renfrew have ratified a new collective agreement with the company. The 137 members of USW Local 6946 work in production and maintenance positions at the Scapa plant, which produces adhesive tapes for medical, athletic, consumer and industrial applications. The USW members voted on Tuesday to ratify a three-year collective agreement that runs until Nov. 5, 2020. The new contract includes 2% annual wage increases, higher shift premiums, the introduction of an apprenticeship program for millwrights and several improvements to benefits and contract language that strengthen working conditions. The new contract includes improvements to dental care and vision care benefits, life insurance, bereavement leave, safety boot allowances and seniority rights. It also introduces new language to support employees affected by domestic violence. The agreement also provides

a new employee assistance program and an anti-harassment training program, both of which were developed by the USW. The company will fund implementation of the programs.

Local Places Rank on Expedia

The City of Pembroke has been ranked the 30th Happiest Place in Canada by Expedia. The ranking is based on searching through social media conversations for certain hashtags (i.e. #cheerful) which talk about people enjoying their city or town. Down the road, Almonte has been ranked by Expedia as one of the Best Small Towns in Canada, ranking 23rd on the list. The write-up discussed shopping options and the Almonte Celfest as being "must-do" options. 1,000 Canadians were polled to create the ranking.

Royal Winter Fair Winners

Brett and Brian Coughlin and their families have earned success at the 2017 Royal Winter Fair. Their awards included: Premier Breeder and Exhibitor, Breeders Herd, Grand Champion Charolais Bull, Reserve Champion Charolais Bull Calf, Get of Sire and Pair of Bulls, Reserve Champion Heifer Calf.

Low Interest Rate For Entrepreneurs

Valley Heartland in Smiths Falls is offering a 6 per cent interest rate for businesses seeking a loan. The program runs from December 1, 2017 to February 28, 2018. For more information, call 613-283-7002 or email loans@valleycfdc.com.

Continued on Page 6

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Business News Around The Valley

Continued from Page 5

OPP Update

The Renfrew OPP conducted 26 Reduce Impaired Driving Everywhere (RIDE) spot checks in the week of November 27 to December 3. The Detachment investigated 264 calls for service during that week. The Killaloe OPP had 79 calls for service including seven motor vehicle collisions. The police arrested two Ottawa men, Yasin Ibrahim and Yousuf Abdillahi and charged them with Possession of a Controlled Substance for the Purpose of Trafficking. The Detachment also conducted 19 RIDE program checks in the past week. The Upper Ottawa Valley OPP recorded 54 RIDE program checks in the past week with one charge to Corey Broderick of Pembroke for being impaired. The Detachment also checked 270 vehicles in Pembroke and Petawawa to see if the vehicles were locked. They found 30 to be not locked including having valuables in plain sight.

Jacket Stolen From Business

Sometime between November 23 and 24, 2017 an unknown suspect(s) stole an "OOKPIK"

brand winter jacket from Town and Country Men's Wear shop in Pembroke. The jacket is a men's size large and is black in colour. It features fur around the hood and is valued at \$825. If you have information on this crime, you can contact Pembroke/Renfrew County Crime Stoppers at 1-800-222-8477. All tips remain anonymous.

Businesses Honoured

The Smiths Falls & District Chamber of Commerce held their annual meeting on November 28 and presented awards to local businesses. Gemmell's Flowers was honoured for 85 years of business operation. The business is currently enjoying a third-generation ownership in the same family. Chris and Leigh Craig of RCL Automotive were honoured with the Businessperson(s) of the Year award. The award recognizes an entrepreneur who demonstrates business excellence as well as community commitment. Canopy Growth Corporation was given the award for Business of the Year. The cannabis company established in 2013 and has been a strong community supporter. The Community Ap-

preciation Award went to Garry Beep Dalglish of Re/Max while the Young Entrepreneur Award was given to Ryan Holland of Holland Valley Construction. Haerishton Lima of Lanark Veterinary Clinic took home the Immigrant Entrepreneur Award while Brian Paquette of Cafe Whim earned the Aesthetics Award.

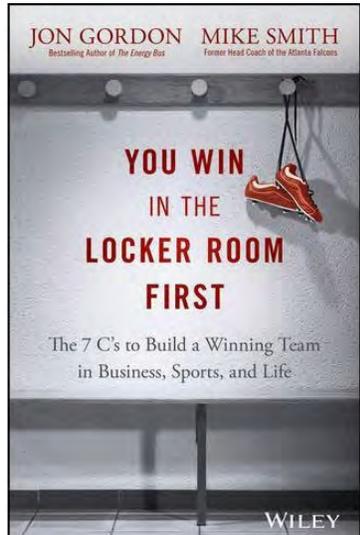
Paramedic's Annual Drive

The County of Renfrew paramedics will hold their annual Christmas Toy and Food Drive on Saturday, December 9 from 9:00am to 6:00pm. The event will take place at the Walmart in Renfrew with proceeds going to the Renfrew and Area Food Bank and the Salvation Army Christmas hamper program.

Erpenbeck Draws Full House

Joe Erpenbeck, a speaker on community asset development who was brought to Pembroke by Community Living Upper Ottawa Valley, engaged a full house at their public session on November 29. The event drew individuals from across Renfrew County who learned how to take assets that may be underutilized and turn them into, community-engaging opportunities.

Book Club



NFL head coach Mike Smith lead one of the most remarkable turnarounds in NFL history. In the season prior to his arrival in 2008, the Atlanta Falcons had a 4–12 record and the franchise had never before achieved back-to-back winning seasons. Under Smith's leadership, the Falcons earned an 11–5 record in his first season and would go on to become perennial playoff and Super Bowl contenders earning Smith AP Coach of year in 2008 and voted Coach of Year by his peers in 2008, 2010 and 2012.

You Win in the Locker Room First draws on the extraordinary experiences of Coach Mike Smith and Jon Gordon—consultant to numerous college and professional teams—to explore the seven powerful principles that any business, school, organization, or sports team can adopt to revitalize their organization.

Step by step, the authors outline a strategy for building a thriving organization and provide a practical framework that give leaders the tools they need to create a great culture, lead with the right mindset, create strong relationships, improve teamwork, execute at a higher level, and avoid the pitfalls that sabotage far too many leaders and organizations.

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It's A Fact

True Patriot Love Fdn.

65,000

Regular force military families are impacted by deployment and the day-to-day upheaval of military life.

700,000

Veterans and their families currently live in Canada.

1,000

Military personnel are medically released each year.

60%

Percentage of medically released military personnel have permanent physical limitations.

13.5%

Percentage of CAF personnel were diagnosed with a mental disorder attributable to Afghanistan deployment four years later.

38%

Percentage of discharged military personnel fall between the cracks after their military service.

5,000

Number of soldiers who retire annually.

\$18 Million

Funds provided by True Patriot Love to support military families.

200

Number of new businesses launched in Canada supported by True Patriot Love.

\$6,834,025

Annual revenues of True Patriot Love.

Source: www.truepatriotlove.com

Employment Changes (continued)

Plus additional changes to other relevant legislation

Continued From Page 3

+ Students who are employed and regularly work more than three hours must be paid for at least three hours even if they work less than three hours as of January 1, 2019.

+ All ESA requirements and entitlements apply to employees working in a simulated job or working environment for their rehabilitation as of January 1, 2019.

Labour Relations Act Changes

Union Certification

The new legislation will establish card-based union certification for the building services industry, the home care and community services industry and the temporary help agency industry. In addition the legislation will:

+ Allow unions to get certified more easily when an employer engages in misconduct that contravenes the LRA.

+ Make access to first contract arbitration easier.

+ Require the Ontario Labour Relations Board (OLRB) to address first contract mediation-arbitration applications before dealing with displacement and decertification applications.

+ Allow unions to access employee lists and certain contact information provided the union can demonstrate that it has already achieved the support of 20 per cent of employees in the proposed bargaining unit.

+ Expressly empower the OLRB to conduct votes outside the workplace, including electronically and by telephone.

+ Empower the OLRB to give directions relating to the voting process and voting arrangements in order to help assure the neutrality of the voting process.

Successor Rights

The new legislation extends successor rights to the retendering of building services contracts.

The Act also enables the government to apply successor rights, by regulation, to other types of service providers that receive public funds.

Structure of Bargaining Units

The changes allow the OLRB to review the structure of bargaining units in certain circumstances and to consolidate a newly certified bargaining unit with other existing bargaining units at the same employer, where those units are represented by the same bargaining agent. The changes also allow the parties to jointly agree to review the structure of bargaining units at any time.

Following such a review, the parties could make a joint application for consent of the Board to consolidate bargaining units and make related changes.

Return-to-Work

Rights and Procedures

An employer must reinstate an employee at the conclusion of a legal strike or lock-out, and to provide access to grievance arbitration for the enforcement of that obligation. Formerly the LRA gave employees the right, under certain conditions, to return to work within six months of the commencement of a lawful strike. The new legislation removes the six-month limitation.

Just Cause Protection

The new legislation protects employees in a bargaining unit from being disciplined or discharged without just cause by their employer in the period between certification and the date on which a first contract is entered into, and during the period between the date the employees are in a legal strike or lock-out position and the date the new collective agreement is entered into.

Fines

The new legislation increases maximum fines under the Labour Relations Act to \$5,000 for individuals and \$100,000 for organizations.

Coming Into Force

All labour relations proposals come into force on January 1, 2018.

Occupational Health and Safety Act Changes

Elevated Heel

As of December 3, 2017, employers may not require a worker to wear footwear with an elevated heel at work, unless such footwear is required for the worker's safety. There is an exception for employers of entertainment and advertising industry performers.

Employment Standards Enforcement

The government of Ontario plans to hire up to 175 more employment standards officers by 2020-21, even though all requirements will be in force by then. Further, the government will be specifically targeting small and medium-sized businesses with the enforcement of the new Act. The Employment Standards Training and Education Program is geared to educate employees and small and medium-sized businesses about their rights and obligations under the Act.

The Employment Standards program will resolve all claims filed within 90 days and inspect 1 in 10 Ontario workplaces. The program will provide compliance assistance to new employers specifically focusing on small and medium-sized business. Increased enforcement will aim to motivate compliance and deter non-compliance. This requires resources in enforcement and in education to impact employer behaviour and deter potential violators.

Tender Results Around The Region

RFQ #2017-600-02 - Fume Hood Inspections at Various RCDSB Locations. Renfrew County District School Board.

Four quotes were received.
- Keill Consulting
- T. Harris Environmental
- Ontario Enviro. & Safety
- Siemens Canada
Awarded to Keill Consulting.
The RCDSB has chosen to keep the bid amounts confidential.

Sale of Land - 1754 Mill Street, Eganville. Bonnechere Valley.

No bids were received.

RFP - Christmas Dinner Caterer. Bonnechere Valley.

Only one bid was received.
Awarded to Andrea Paetzold for under \$19.00 per plate.

RFP 2017-06 - Community Improvement Plan (Phase Two). Township of Whitewater Region.

Awarded to J.L. Richards & Associates in the amount of \$26,635.70.

17-CS-03 - RFP - Purchase of Hilcrest Cemetery Columbarium. Town of Smiths Falls.

Only one bid was received.
Awarded to Costello & Company in the amount of \$32,921.00.

PW-2017-08 - Construction of New Municipal Office and Renovation of the Perneel Building.

Township of McNab/Braeside.
Michanie Const. - \$5,798,420.00
Argue Const. - \$5,591,650.00
McDonald Bros - \$5,374,000.00
Laurin - \$5,423,000.00
Talco Building - \$6,355,000.00
Bradford Const. - \$5,480,000.00
Jumec Const. - \$5,571,145.00
Wade Const. - \$6,300,000.00
Jean Daoust - \$5,184,000.00

PW-C-76-2017-17-E0 - Supply and Place Shoulder Gravel. County of Lanark.

Crains' Const. - \$99,750.00
Thomas Cavanagh - \$119,300.00
Karson Paving - \$129,500.00
Arnott Brothers - \$135,000.00
Smiths Const. - \$97,500.00

2007 L70 Loader with Craig Reversible plow and right side wing with 5700 hours.

Town of Carleton Place.
Nortrax - \$214,184.72
Toromont - \$245,825.87
Reis Equipment - \$203,607.92
Reis Equipment - \$189,574.45
Hartington - \$209,502.00
Hartington - \$192,326.00
Strongco - \$205,770.74
Wajax Equipment - \$244,000.00
Awarded to Hartington in the amount of \$209,502.00.

PW-F-75-2017-19-E0 - Community Forest Red Pine Timber Harvesting. County of Lanark.

Lavern Heideman - \$66,029.70
Ben Hokum - \$58,795.56

F18- 2017-05 - RFP - Old Fire Hall Tower Roof Replacement. Town of Perth.

RFP was cancelled.

RFP - Community Centre Canteen Operator. Town of Perth.

No bids were received.

Various Civil Works at Buildings CS100. Defence Construction Canada.

Awarded to R.G.T. Clouthier Construction of Pembroke, in the amount of \$69,799.00.

Replace Fire Doors at P50. Defence Construction Canada.

Awarded to EnGlobe Corp of Toronto, in the amount of \$6,928.13.

RFP NO. CS-2017-08 - Town of Perth Town Hall Exterior Stone Repairs. Town of Perth.

Norwood Masonry - \$23,783.80
Whyte's Maint. - \$23,800.00
Awarded to Norwood.

PW-M-30-2017-17-E0 - Roadside Safety Barrier Vegetation Control. County of Lanark.

Wagar & Corput Weed Control
Part 1 - \$5,282.00
Part 2 - \$3,426.50

For full tender results, and tenders with results pending, visit: www.ovbusiness.com

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2018 PUBLISHING SCHEDULE

Winter Edition

Deadline: December 8

Publishing: January 5

Special Section:

Fitness and Workouts

Spring Summer Edition

Deadline: April 13

Publishing: May 4

Special Section:

Healthy Kids

Fall Edition

Deadline: August 10

Publishing: August 31

Special Section:

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County of Renfrew Construction Updates



County Road 2 (Daniel Street - Town of Arnprior)

The County of Renfrew will be co-coordinating the reconfiguration of the intersection of Daniel Street and Arthur Street to accommodate the Canadian Tire entrance including new sidewalk, curb and traffic signals. The pedestrian signal has been decommissioned. Daniel Street may be reduced to one lane at times.

County Road 1 (Madawaska Street) - Town of Arnprior

The Town of Arnprior Downtown Core Revitalization project that included the reconstruction of several downtown streets is

nearing completion. Traffic patterns are returning to normal.

County Structure B120 (Claybank Bridge) located on County Road 2 (White Lake Road) - McNab/Braeside

Construction activities are nearing completion at the Claybank Bridge on White Lake Road. Work will continue until early December. The bridge is now open to two way traffic. Periodic lane restrictions will be in effect for the remainder of the construction season.

County Road 68 (Rockingham Road) - Madawaska Valley

The culvert replacement on County Road 68 (Rockingham Road) between Diamond Lake Road and Dove Tail Road is complete with the exception for line painting.

Current Tenders

REQUEST FOR PROPOSALS

- Economic Development Strategic Plan
-
- Last Duel Park Business Plan
-
- Municipal Insurance

REQUEST FOR QUOTATIONS

- Triple Combination Pumper

Tenders and results are posted online at: www.ovbusiness.com

A Note About Tenders:

Ottawa Valley Business contacts municipalities once a week for any active tenders they have available. We also visit their websites to provide these tenders and we contact municipalities

for results as soon as the tender expires. If there is a tender or result you do not see posted with us, please let us know.

Attention Municipalities:

Increase awareness of your tender opportunities by sending them to Ottawa Valley Business. We publish over 300 tender opportunities throughout the year and it's FREE for municipalities. Just send your tenders to us and we'll post them for you - it's as simple as that. Ottawa Valley Business wants municipalities to get the best value for their residents, and we want local businesses to know about opportunities available for quoting. It's a win-win situation so add us to the list of places that can promote your bidding opportunities. Email us at: admin@ovbusiness.com and we will include your tender in our next edition.

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- + Nearby businesses include: OPP, County of Renfrew Administration Offices, KI Canada, Best Western, Med Eng and SRB Technologies
- + Future home of: Pembroke Fire Department
- + Ontario Investment Ready Certified Site



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Taking Control of Your Marketing (And letting go of what doesn't matter)



MARKETING

By: Jennifer Layman
jenn@fwdthink.net

Last month, I had a discussion with a business owner who was struggling with how to manage online reviews he had received about his business. He had engaged a few people to provide him some advice on responding to this kind of thing and they had given him some options. One suggested a plan to write rebuttals to "save" his reputation. Another suggested offering a "deal" to help the reviewer change their mind. He asked me what I thought. After a few questions, I told him he should ignore it.

Here's why:

The others who had given him advice hadn't bothered to ask a few critical questions that, in my opinion, put this situation in perspective. After a few questions I found out we were dealing with two reviews, no comments and rankings of 3/5 and 4/5. That didn't seem much like a crisis to me, but it still bothered the business owner. He didn't want to see anything less than perfect

reviews online and gave me all the reasons why he deserved a perfect rating.

When it comes to handling online reviews, whether through Google, Facebook or some other system, there are some truths that you need to know.

Everyone's an Expert

The most important thing to understand is that with online commenting, anyone can be fancy themselves an expert. Reviewers don't leave their home phone number and email so they can be contacted about their review of your business - they just say what they want and move on. Most reviewing sites "reward" reviewers with points that help them make their profile more prominent. Basically, people spend their time for free making comments on businesses that they may or may not even visit and helps huge internet companies become more relevant!

No Accountability

There is no requirement that people actually visit a business in order to write a review. They click a button that says all the information they provide is truthful, but no one holds them accountable for that choice. This lack of oversight is what allows an ex-boyfriend to write a bad review of the store his former girlfriend works at out of spite.

How to Handle It

You need to understand that you will never be able to control reviewers. They can write what they want and you have no control over them, so it really doesn't make much sense to invest time and energy into something you cannot control. The best way is to focus on what you can control. Marketing helps with that.

When you have a marketing strategy, you can handle things like reviews without reacting to them. When you are forced to react, you usually make poorer choices. A strategy can be if you respond, or how you respond or how you remove yourself from the discussion entirely. Some people do read reviews or comments, but they are becoming so cliché lately that their value is disintegrating. So even for the businesses that benefit from reviewers, you should have a strategy for when the online reviewing becomes irrelevant.

Recognizing what you can and cannot control is an important part of driving your business forward. As a side benefit, you'll alleviate some stress along the way.

Jennifer is the owner of Forward Thinking Marketing Agency. Her column appears every issue.



Sometimes
looking at
things from
a different
perspective
can make a
difference.

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Deadlines

OTTAWA VALLEY BUSINESS

December 19, 2017
Deadline: December 12, 2017

January 9, 2018
Deadline: January 2, 2018

January 23, 2018
Deadline: January 16, 2018

101 THINGS TO DO IN THE VALLEY

January-February Edition
Deadline: December 12, 2017
Publishes: December 14, 2017

March-April Edition
Deadline: February 13, 2018
Publishes: February 15, 2018

HEALTH MATTERS

Winter Edition
Deadline: December 8, 2017
Publishes: January 5, 2018

Spring/Summer Edition
Deadline: April 13, 2018
Publishes: May 4, 2018

Fall Edition
Deadline: August 10, 2018
Publishes: August 31, 2018

Wisdom

Consistency doesn't mean you never have a problem. It means your customers can count on you if there ever is a problem.
- Shep Hyken

Quality in a service or product is not what you put into it. It is what the customer gets out of it.
- Peter Drucker

It is not the employer who pays the wages. Employers only handle the money. It is the customer who pays the wages.
- Henry Ford