

Make Business Easier At The Local Level Premier says government should cut red tape

By: Jennifer Layman
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On May 14, the Ontario Chamber of Commerce hosted a virtual town hall with Ontario Premier Doug Ford and Vic Fedeli, Minister of Economic Development, Job Creation and Trade.

Ford wasted no time diving into questions and comments for business. He said that in talking with businesses about what they need, the overwhelming answer was a reduction in red tape, especially at the municipal level of government.

"What we have to do is make sure we make an environment for companies to thrive," said Ford. "Where there's a tonne of red tape - at the municipal level - we need to have the least amount of red tape and the least amount of regulations."

The Premier reiterated his statement that there is nothing that Ontario can't produce and he looked forward to encouraging manufacturers to continue making personal protective



equipment (PPE). He said ventilators are being produced, and while they are not yet needed, they will contribute to the provincial supply. The same with N95 masks, sanitizer, swaps and shields.

"This is so we can never again rely on a foreign country when it comes to PPE," said Ford. "There's nothing better than producing it right here in Ontario."

One of the other areas he hopes that all levels of

government can be more efficient is when it comes to procurement.

"We're taking the private sector approach to government," said the Premier. "If Canadian Tire had 63 procurement departments ordering tires, we would never order a tire. We need to be the gold standard when it comes to procurement."

Of course, leading to the reboot of the economy is the health and safety of Ontarians. Prior to COVID-19, the province

was short 250,000 workers to fill jobs that were available, and that's where the province hopes to return. However, employees are not going to go back to work unless they feel safe so testing is going to continue and ramp-up to build confidence.

One of the town hall sponsors was Bruce Power. James Scongack, Executive Vice President of Bruce Power made a plea to support Ontario's small business. He also echoed the Premier's comments about red tape.

"Red tape is in all organizations," he said. "If COVID-19 taught us anything is how much more quickly we can do things safely and reliably and get things done."

Vic Fedeli took over the second half of the virtual town hall and was eager for May 19 when construction services would resume.

Continued on Page 3

COVID-19 Key Contacts and Resources

Government of Canada
www.canada.ca/coronavirus

Government of Ontario
www.ontario.ca | 1-888-444-3659

Ontario Chamber of Commerce
www.occ.ca/covid19-supportforbusinesses

Government of Quebec
www.quebec.ca | 1-877-644-4545

Ottawa Valley BUSINESS

ABOUT US

Ottawa Valley Business (OVB) publishes on the first and third Tuesday of every month. OVB covers business news and events throughout Renfrew, Lanark and Pontiac counties as well as the surrounding areas. OVB is published by Forward Thinking Marketing Agency.

WHO READS US

Ottawa Valley Business is delivered by email to 3,600 subscribers in businesses, organizations and local and regional government.

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 Pembroke, Ontario K8A 7G8

Events

May 20, 2020

Webinar with the Hon. Mary Ng, Minister of Small Business, Export Promotion and International Trade. Hosted by the Ontario Chamber of Commerce. 6:00pm-6:30pm. <https://bit.ly/2zBaQrK>

May 21, 2020

Webinar: The Art of Energy-Management: Creating Work/Life Harmony. This webinar will help you create greater work/life harmony to positively impact the progress on your business goals. Free. 1:00pm-2:00pm. Register at www.investottawa.ca

May 27, 2020

Algonquin College Pathway: Second Career Information Session. Online webinar to learn more about the Ontario government's second career program. 2:30pm-3:30pm. www.facebook.com/AlgonquinCollegeWaterfrontCampus/

May 28, 2020

COVID-19: Manage your cash flow and ramp up for business. Learn the cash-flow management strategies your company can use to survive now and ramp up for business post-COVID-19. Free webinar. 1:00pm-2:00pm. www.edc.ca

May 28, 2020

Webinar: The Art of Mind-Management: Overcoming Procrastination. This webinar will explore your current work habits that may be holding you back and help free up your mind, to create greater focus and provide strategies to deal with procrastination. Free. 1:00pm-2:00pm. www.investottawa.ca

June 1, 2020

The filing date for the 2019 tax year for individuals. The payment date or 2019 tax year is September 1, 2020 and includes the June 15, 2020, instalment payment for those who have to pay by instalments.

June 1, 2020

The filing date for the current tax year for corporations. This applies to corporations that would otherwise have a filing due date after March 18 and before June 1, 2020. The payment date for the current tax year is September 1, 2020 and applies to balances/instalments under Part 1 of the Income Tax Act due on or after March 18 and before September 1, 2020.

June 8, 2020

Deadline to submit your listing in 101 Things to Do in the Valley, July-August Edition. \$25 per listing or five for \$100. 101things@travelourbackyard.com

June 10, 2020

Algonquin College Pathway: Second Career Information Session. Online webinar to learn more about the Ontario

government's second career program. 2:30pm-3:30pm. www.facebook.com/AlgonquinCollegeWaterfrontCampus/

June 15, 2020

The filing date for the 2019 tax year for self-employed and their spouse/common-law partner. The payment date for 2019 tax year is September 1, 2020 and includes the June 15, 2020, instalment payment for those who have to pay by instalments.

June 12, 2020

Deadline to submit feedback on COVID-19 and how it has impacted your business, plus any ideas you want to share with the Ontario government. Take an online survey or email them at submissions@ontario.ca

June 19, 2020

Deadline to book advertising in the Summer Edition of Health Matters magazine. Featuring a special section on local travel. behealthy@ovhealth.ca or call 613-732-7774.

December 31, 2020

The filing date for charities is December 31, 2020 and applies to charities with Form T3010 due between March 18, 2020 and December 31, 2020.

Business events can be promoted here at no charge. Email your event to admin@ovbusiness.com

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31 stories from our staff about what they enjoy most about working here!

Fedeli Focussed On Business

Opportunities for rural areas evident by COVID-19

Continued from Page 1

Fedeli also encouraged landlords and tenants to work together on the commercial rent program being put forward by the federal government. The former entrepreneur noted that without tenants, landlords will have no rent at all so the government offer is worth consideration.

From his riding in Corbeil, Ontario, with a population of 4,800, Fedeli thought the pandemic proved how small, rural communities could grow by providing remote working opportunities.

"If it can work in a little town of 4,800 people," he said, "it can

work anywhere."

Within his portfolio, Fedeli commented that it will be important to maintain and work relationships, especially with Ontario's key American states trading partners, as the "buy American" message starts to gain momentum.

"We need to be down there [in the United States] once the border is lifted," he said.

One of the frequent questions that had been submitted to the town hall was about how much debt the province would be in due to COVID-19. Fedeli said they would look at the budget in the fall when they would have a better overall picture. He noted that while the government did

inherit a "massive debt" when they took office, they were managing the deficit on a road to recovery. Fedeli said they spend a lot of time discussing every investment they make and they look forward to presenting that to Ontarians.

In his final comments, Fedeli sent out a note of thank Ontarians.

"14.5 million people in Ontario made a lot of sacrifices over the last eight or nine weeks," he said. "We want you to participate in this reopening and recovery in Ontario. Use common sense. We need you to be safe and we'll see a smooth recovery and we'll be there for you."

Book Club

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BILL CAMPBELL

ERIC SCHMIDT
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AND ALAN EAGLE



The team behind *How Google Works* returns with management lessons from legendary coach and business executive, Bill Campbell, whose mentoring of some of our most successful modern entrepreneurs has helped create well over a trillion dollars in market value.

Bill Campbell played an instrumental role in the growth of several prominent companies, such as Google, Apple, and Intuit, fostering deep relationships with Silicon Valley visionaries, including Steve Jobs, Larry Page, and Eric Schmidt. In addition, this business genius mentored dozens of other important leaders on both coasts, from entrepreneurs to venture capitalists to educators to football players, leaving behind a legacy of growing companies, successful people, respect, friendship, and love after his death in 2016.

Based on interviews with over 80 people who knew and loved Bill Campbell, *Trillion Dollar Coach* explains the coach's principles and illustrates them with stories from the many great people and companies with which he worked. The result is a blueprint for forward-thinking business leaders and managers that will help them create higher performing and faster-moving cultures, teams, and companies.



Tourism Promotion

With more people enjoying "close to home tourism" this year, let them know you're worth the visit! Be part of the special tourism section in the Summer 2020 edition of Health Matters Magazine.

Publishing: July 10th
Deadline: June 19th

Distribution throughout Renfrew and Lanark Counties, Mattawa and Bancroft. A healthy part of our lives is being relaxed and on vacation, supporting local business and recovering from the pandemic lifestyle. Be a part of it!

Book in via email at behealth@ovhealth.ca or download our advertising rate card at www.healthmattersmag.ca

15,000 printed copies of the magazine are distributed plus an online edition and social media promotion.

Business News Around The Valley

Whitewater Kings To Stay In Whitewater

Earlier this year, the Whitewater Kings Junior B hockey club had considered moving to Petawawa but the deal has fallen through. The club will remain in Cobden for the foreseeable future. Club owner, Alex Armstrong, did announce the hiring of a new general manager, Brent Sylvester. Sylvester was the former general manager of the Renfrew Timberwolves. The Whitewater Kings are a farm team for the Pembroke Lumber Kings Junior A club.

Electricity Rates Remain

The Ontario government is extending emergency electricity rate relief to families, farms and small businesses until May 31, 2020 during the COVID-19 outbreak. Customers who pay time-of-use electricity rates will continue to be billed at the lowest price, known as the off-peak price, 24 hours a day, seven days a week. This electricity rate

relief initially provided for a 45-day period starting on March 24, 2020, has been extended by an emergency order under the Emergency Management and Civil Protection Act. The rate relief is intended to be in place for an additional 24 days.

Residents Access Smiths Falls Compost Site

Residents of the Township of Drummond North Elmsley now have access to the Smiths Falls Compost Site on Highway 43. Proof of residency is required and there are no tipping fees. The Compost Site opened May 9, 2020 for the season and is also open on Wednesdays in May from 8:00am to 1:00pm

Horton Opens Landfill

Horton Township has decided to open its landfill. It opened May 12, 2020 and May 16, 2020 from 8:00am to 5:00pm and will return to regular operating hours as of May 26, 2020. COVID-19 procedures will be in place so users can contact the

municipality or see the information on their Facebook page for more details.

MB Waste Disposal Site Opens

As of May 12, 2020, the McNab Braeside Waste Disposal Site has reopened to the general public. Payment is available by debit only. Hours of operation are Tuesday, Thursday and Saturday from 8:30am-4:00pm. As the municipality expects higher than normal volume in the first few days of reopening, all residents are asked to practice patience and understanding.

Petawawa Cancels Events

All Town of Petawawa's municipally-facilitated events will be cancelled until the end of July 2020.

Renfrew Landfill Opens

As of May 12, 2020, the Renfrew Landfill Site has reopened to the general public. Operating hours are Tuesday, Wednesday and Saturday from 8:00am to 4:00pm and Thursday from 8:00am to 7:00pm.

Extended hours on Thursday evening may be beneficial to residents wishing to avoid commercial traffic. The household hazardous waste depot is set to open on May 23, 2020 for the season.

Campus Seeking Housing Options

Algonquin College Perth Campus is looking for student housing options for September 2020. Individuals with a room in their home, apartment or home that could be rented to students are asked to email perthmail@algonquincollege.com or call 613-267-3859.

Admaston Bromley To Pass Budget May 21

The Township of Admaston-Bromley is intending to pass their municipal budget on May 21, 2020 at their council meeting. While meetings are currently closed to the public, the meeting will be held by Zoom.

Continued on Page 5



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Business News Around The Valley

Continued from Page 4

Perth Chamber Executive

Toby James of Cat's Cove Communications is the new Chair of the Perth Chamber of Commerce and Lisa Benoit of Community Employment Services - Algonquin College, Perth is the new Vice-Chair. Tim Williton of BMO Financial Group also joined the board.

Free TIAO Membership

The Tourism Industry Association of Ontario (TIAO) is offering free membership to their association for the remainder of 2020. TIAO is extending complimentary membership to the entire tourism industry in Ontario for 2020. For more information, email them directly at membership@tiaontario.ca.

Pontiac Chamber of

Commerce Free Membership

On April 19, 2020, the Pontiac Chamber of Commerce Board of Directors decided to waive its membership dues for 2020. Any members who have already paid their fees will be reimbursed and all members from the 2019 roll shall still be considered members in good standing for the year 2020. If a local Pontiac business would like to join the Chamber for the 2020-2021

membership year, the fees will also be waived. For more information visit

www.pontiacchamberofcommerce.ca

Improvements Planned For Tay Havelock Trail

Lanark County Council has supported investing \$100,000 in upgrades to the Tay Havelock Trail in partnership with the Ottawa Valley ATV Club. At the economic development committee meeting in April, CAO Kurt Greaves explained the club has made a \$40,000 donation for the work, with the county's \$60,000 contribution coming from reserves. The county owns and operates 25.2 kilometres of the trail and has completed several projects over the years as funds have become available. Lanark County Trails Committee members have been working to improve trail surfaces, drainage and brushing along the trail. The funds will be used to complete 4.2 km of trail surfacing from Armstrong Line east to Old Brooke Road and a further 2.2 km of brushing and drainage improvements. When this project is completed, about half of the trail will have been upgraded to a stone dust surface. Tay Valley Township has been an active partner with improvements by supplying

equipment and labour.

Petawawa Council Not Meeting

Council for the Town of Petawawa made a decision in March to postpone the council-in-committee meeting scheduled for March 23, and to postpone all future meetings of committee and council until further notice. Petawawa is one of the few councils not meeting regularly. Petawawa council will not meet again (unless by special call of meeting) until COVID-19 is no longer a pandemic.

Primeau Law Moves

Primeau Law has moved to 120 Deep River Road. T

Cancer Society Closes

The Renfrew County branch of the Canadian Cancer Society has closed permanently. Staff have been laid off permanently and the closure is also happening at Perth, Cornwall and Ottawa locations.

Connecting Links

Funding By Municipality

The Ontario government is providing \$30 million to build a safer and more reliable transportation system that will help keep goods moving and better connect communities across the province. This year, 24 municipalities will receive funding to repair roads and

bridges through the 2020-21 Connecting Links program. They include Bonnechere Valley for the Reconstruction of Bridge Street (\$ 751,273), Mattawa for the Rehabilitation of the Pont Mauril Bridge, Mattawa River (\$ 1,281,260), Renfrew for the Reconstruction of Stewart Street (\$ 3,000,000) and Smiths Falls for the Detailed Design for Beckwith Street Phase 2 Reconstruction, Russell Street to Elmsley Street (\$ 98,178).

ATV Club Opens Trails Early

The Renfrew County ATV Club decided to open their trails on May 11, 2020, as the province hinted at some outdoor recreation being available in the near future. The club is a steward to more than 1,000kms of ATV trails. Trail passes are required for use of these trails.

Research Forest Closed

The Petawawa Research Forest is closed until further notice. Updates will be available by phone every Monday after 10:00am starting May 18th. Call 613-589-2880.

Flamingo Restaurant Closed

Renfrew's Flamingo Restaurant is closing permanently. The business was owned, since August, by Jennifer Fisher.

THE OTTAWA VALLEY'S HEALTH MAGAZINE

FREE!

HealthMatters

WINTER 2020

Trying To Find A Safe Place
The path from addiction and abuse to applying to college

Health Tax Tips Guide
Credits and deductions on health-related expenses

Health Hotlines & Helplines

Local Experts

Healthy Facts

Canada's Agriculture Day

Health Crossword

Giftng Assets
Winter Blues
Weight Loss
Cancer Coaching
Child Health
Technology
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Funeral Services
AND SO MUCH MORE INFO!

Now Booking! Summer Edition

We are now booking for the Summer Edition of Health Matters magazine.

This issued will be printed and distributed as usual.

Deadline to Book: June 19, 2020

Edition Publishes: July 10, 2020

Get Your Summer Messages Out!

Be part of this next edition of Health Matters with your product, service, event or organization that contributes to healthy people and healthy communities. Distributed throughout Renfrew and Lanark Counties, Bancroft and Mattawa, we welcome you to join Health Matters.

Special Section: Local Travel & Tourism

Promote things to do in your own backyard as we all enjoy staycations this year.

Phone: 613-732-7774 | behealthy@ovhealth.ca

Biz Quiz

How well do you know the business news of the past few weeks? Take the quiz!

- 1) Air Canada is laying off 20,000 employees due to COVID-19. How many employees do they have?
- 2) US stocks were up on Monday due to the announcement of encouraging results for a COVID-19 vaccine. What company made the announcement?
- 3) Joe Biden said that if elected he will cancel this project that involves Canada. What is it?
- 4) This former Canadian health minister has joined the board of directors for Juul, an e-cigarette company. Who is it?
- 5) This company is ending its \$2.00 per hour "pandemic pay" by the end of May.
- 6) Facebook is trying to crack down on misinformation circulating on its platform about COVID-19. How many pieces of misinformation have they found thus far?
- 7) What percentage of people say that due to the misinformation, they will spend less time on the platform?
- 8) This private foundation is the second-largest financial contributor to the 194-member state World Health Organization. What is it?
- 9) Who is the largest contributor to the World Health Organization?
- 10) During a crisis, this is a big purchase item that people tend to buy. What is it?

May 19 Opening In Ontario

A brief overview of what businesses can open

Effective May 19, 2020, a detailed list of stage 1 openings included a variety of sectors in the economy. This is a brief summary of what has been permitted.

All construction resumes with essential workplace limits lifted. This includes land surveyors.

All retail can open though there are some restrictions. No retail in indoor malls can open. Stores must have a street-front entrance. There is a restriction of the number of people allowed in the store - one customer per 43 square feet. Fitting rooms must have doors, not curtains.

Dealerships for vehicles, motorcycles, recreational vehicles, campers, trailers, boat, watercraft and marine supply, golf carts, ATVs, trailers, etc. may open.

Office-based media operations that do not allow for remote working. However, filming or

other on-site activities that require the gathering of workers or performers are not permitted.

Health services including non-emergency diagnostic imaging and surgeries can resume. In-person counselling and mental health support services are also permitted.

Libraries can open for pickup or delivery.

Outdoor recreation including golf courses, driving ranges, marinas and boat clubs may open. Private campgrounds can open only to prepare for the season and to allow seasonal permit holders to use their trailer. Pools remain closed.

Individual recreational sports can resume including tennis, rod and gun clubs, cycling tracks, horse riding facilities and other sports where physical distancing is not really an issue.

Professional service related to research and development, most

of which were included as essential workplaces up to this point.

Emissions inspection facilities can open.

Animal services including veterinary, pet grooming, pet sitting, dog walking, pet training, training of service animal and businesses that board animals (ie: stables) can allow boarders to visit or care for their animal.

Private households can now employ people primarily concerned with the operation of the household such as domestic services, housekeepers, cooks, nanny services, babysitters, cleaning and maintenance services, painting, window cleaning and general repairs.

Finally, general maintenance and repair services can resume and no longer limited to "strictly necessary" maintenance.



101 Things To Do in the Valley

July-August Issue

Publishing: June 11th
Deadline to Book: June 8th
(Or until all listings are booked)

Finally...things for people to do!

Let people know that you're open for business by advertising with 101 Things to Do in the Valley. The July-August edition could be the most popular one yet after people are moving out of isolation. Promote your event, business, sales, seasonal specials, restaurant, service and more.

\$25 plus HST per listing or book 5 listings for \$100 plus HST

Listings are up to 50 words of text plus 2 points of contact information. No graphics please.
Book your listing by sending it to 101things@travelourbackyard.com

Each edition is sent to subscribers, posted on our website and promoted via Facebook.

Federal COVID-19 Programs

A review of the programs and applicability

By: **Jennifer Layman**
jenn@ovbusiness.com

The federal government is actively talking about programs they offer. Here is a brief look at how they are applicable:

Canada Emergency Wage Subsidy (CEWS)

Available until August 29, 2020. As a business affected by COVID-19, you may be eligible for a subsidy of 75% of employee wages for up to 24 weeks, retroactive from March 15, 2020, to August 29, 2020. You must have experienced an eligible reduction in revenue of 15 per cent from March 15 to April 11, 2020, 30 per cent from April 12 to May 9, 2020 and 30 per cent from May 10 to June 6, 2020. The reduction is based on a baseline revenue of the 2019 month or of January and February 2020.

10% Wage Subsidy

Covering remuneration paid from March 18 to June 19, 2020. The Temporary 10% Wage Subsidy is a three-month measure that will allow eligible employers to reduce the amount of payroll deduction required to be remitted to the Canada Revenue Agency (CRA). You do not need to apply for the subsidy. You will continue deducting

income tax, Canada Pension Plan (CPP) contributions, and Employment Insurance (EI) premiums from salary, wages, bonuses, or other remuneration paid to your employees, as you currently do. The subsidy is calculated when you remit these amounts to the CRA.

Work-Sharing program

Work-Sharing (WS) is a program that helps employers and employees avoid layoffs when there is a temporary decrease in business activity beyond the control of the employer. The maximum duration of the Work-Sharing program is extended from 38 to 76 weeks for employers affected by COVID-19.

Canada Emergency Business Account

Interest-free loans of up to \$40,000 to small businesses and not-for-profits, to help cover their operating costs during a period where their revenues have been temporarily reduced. To qualify, organizations need to demonstrate they paid \$50,000 to \$1 million in total payroll in 2019. Repaying the balance of the loan on or before December 31, 2022 will result in loan forgiveness of 25 per cent (up to \$10,000). Small businesses and not-for-profits should contact

their financial institution to apply for these loans.

Business Credit Availability Program (BCAP)

There are several opportunities available under this program. They are briefly described here:

Loan Guarantee for Small and Medium-Sized Enterprises

Available if your business needs access to working capital to cover operational costs as a result of COVID-19. This guarantee to your financial institution is specifically for new operating lines of credit or new term loans. Export Development Canada (EDC) guarantees 80 per cent of the loan with your financial institution while your financial institution takes on the remaining 20 per cent of the risk.

Co-Lending Program for Small and Medium-Sized Enterprises

Available until or before September 30, 2020. To exclusively fund operational cash flow needs (including regularly scheduled principal and interest payments on existing debt). This is available for up to 10 years. Borrowers must have been financially viable, in good standing as of March 1, 2020.

Continued on Page 8

It's A Fact

COVID-19 As Of May 19

78,499

Total COVID-19 cases in Canada

0

Total COVID-19 cases in
Nunavut

11

Total COVID-19 cases in Yukon

5

Total COVID-19 cases in
Northwest Territories

2,444

Total COVID-19 cases in
British Columbia

6,683

Total COVID-19 cases in Alberta

592

Total COVID-19 cases in
Saskatchewan

290

Total COVID-19 cases in
Manitoba

23,384

Total COVID-19 cases in
Ontario

43,627

Total COVID-19 cases in
Quebec

260

Total COVID-19 cases in
Newfoundland and Labrador

120

Total COVID-19 cases in
New Brunswick

1,043

Total COVID-19 cases in
Nova Scotia

27

Total COVID-19 cases in
Prince Edward Island

1,331,173

Total individuals tested in Canada

5,857

Total COVID-19 deaths

Sources: Government of Canada

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On The Move

Darren Umpherson

Darren Umpherson has been appointed as the Weed Inspector for Lanark County. The appointment is necessary under the Weed Control Act as the previous weed inspector, Ken Gilpin, has retired. Umpherson is currently the Perth Patrol Operations Supervisor and holds a pesticides exterminator's licence. He has participated in various activities as part of Lanark County's Vegetation Management Plan and has completed the Weed Control Act certification course.

New Volunteer Firefighters

The Town of Mattawa is welcoming new probationary firefighters to the Mattawa Fire Department. Amie Baitley, Jeff Baitley, Brittany Rowan and Jamie Pitt have started a one-year probationary period, subject to acquiring a DZ licence and successfully completing a physical examination from a primary care provider.

Federal COVID-19 Programs

A review of the programs and applicability

Continued from Page 7

BDC Mid-Market Financing Program

Loans ranging between \$12.5 million and \$60 million for medium-sized businesses.

Qualifying companies will have annual revenues in excess of approximately \$100 million.

EDC's Mid-Market Guarantee and Financing Program

Liquidity to companies who tend to have revenues of between \$50 million to \$300 million.

Large Employer Emergency Financing Facility (LEEFF)

Open to large, for-profit businesses with annual revenues of \$300 million or higher.

Canada Emergency Commercial Rent Assistance

Impacted small business tenants are businesses paying less than \$50,000 per month in rent and who have temporarily ceased operations or have experienced at least a 70 per cent

drop in pre-COVID revenues. Property owners must offer a minimum of a 75 per cent rent reduction for the months of April, May and June 2020. Expected to be operational by mid-May.

Regional Relief and Recovery Fund (RRRF)

This fund is specifically targeted to those that may require additional help to recover from the COVID-19 pandemic, but have been unable to access existing support measures. Available through Community Futures organizations.

Innovative and Early-Stage Businesses

For companies that are unable to access other COVID-19 business supports through the Industrial Research Assistance Program (IRAP).

Young Entrepreneurs

Must be connected to Futurepreneur Canada. The funding will allow Futurepreneur

Canada to provide payment relief for its clients for up to 12 months. www.futurepreneur.ca

Women Entrepreneurship Strategy (WES)

For WES Ecosystem Fund recipients.

Canadian Emergency Response Benefit (CERB)

A taxable benefit of \$2,000 every 4 weeks for up to 16 weeks to eligible workers who have lost their income due to COVID-19. When submitting subsequent claims, you cannot have earned more than \$1,000 in employment and/or self-employment income for the entire four-week benefit period of your new claim.

For more information on these and other programs, please visit the Government of Canada website at www.canada.ca/coronaovirus

Ontario Seeks Business Feedback

Tell the Ontario government about the economic impacts of the COVID-19 outbreak on your business. Your input will be shared with the Ontario Jobs and Recovery Committee and used to help make decisions about reopening our province and recovering following COVID-19. The consultation closes on June 12, 2020. Visit www.ontario.ca/form/survey-economic-impacts-covid-19 for an online form or send your input by email to submissions@ontario.ca

Let us know about new staff members! Email us the news to admin@ovbusiness.com

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OCC Talks Economic Development

Every region is different; group efforts encouraged

By Jennifer Layman

jlayman@ovbusiness.com

The Ontario Chamber of Commerce has released a report about improving Ontario's regional economies. The report divides the province into 11 regions, one of which is a Kemptville and discusses how a more diversified approach to economic development doesn't work due to the factors that comprise those regions. The authors note that "businesses above the province are heavily influenced by the performance of the Greater Golden Horseshoe area (GTA, Kitchener, Waterloo, Brant, Hamilton and Niagara). The GTA alone has 45 per cent of Ontario's population and 51 per cent of its service sector jobs, yet only seven per cent of its manufacturing jobs."

Seventy per cent of Ontarians live in Eastern Ontario, Kingston-Perth and Muskoka-Kawartha. This regional economy is largely oriented around service industries



health care, professional and social services while in Ontario, public administration makes up 17 per cent of employment. Manufacturing accounts for 17 per cent of jobs and 26 per cent of Ontario's GDP. In addition, 38 per cent of agricultural jobs are also in this region.

Northern Ontario has five per cent of the population and 79 per cent of Ontario's forestry, mining, oil and gas jobs. This region also has a large presence of health care, public administration and retail.

As governments tend to be open to a top-down way with process-heavy decision-making, the ability to give communities involvement is encouraged. The government does not move at the pace of business, so a modern approach to economic development would be to have less of the traditional "top-down" government from government and more multi-stakeholder support that includes more private, public and private sectors.

"In the eyes of many businesses in Ontario, decisions about economic development are too often politicians' votes," the authors say. "Any effort at economic development is more likely to be successful when informed by those on the front lines and carried out through strong partnerships with them."

The report notes that "instead of looking to personally invest deal with politicians at the end of the process, or the establishment of arms-length organizations to avoid with economic development can result in a more effective result. For governments with funding, the authors recommend extending application periods to allow for more flexibility."

The report also found that investors are more attracted to communities that present themselves as part of a region as opposed to solely relying on municipal boundaries. Regional collaboration should go beyond information sharing and promote strategic planning and joint sharing of projects, an approach to individual municipalities or agencies working alone.

Continued on Page 9

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Tender Results Around The Region

Tender #2020-PW-010 – Improvements to Unopened Road Allowance Between Concession 8 & 9 (Maberly). Tay Valley.
Crains' Const. - \$28,620.00
Arnott Brothers - \$38,550.00
Jones Contract. - \$44,625.00

Two New 10,000-Gallon Cisterns. Whitewater Region.
The Township of Whitewater Region is considering approval of the single-source award of two new 10,000-gallon cisterns at the Westmeath Arena & Fire Hall and Industrial Park to McGregor Concrete Products at an upset cost of \$40,000.

Tender #2020-01 (2) Pickup Trucks. Lanark Highlands.
Beans Chevrolet - \$39,644.17
Myers Kemptville - \$37,283.30
Gananoque Chev. - \$35,274.00

2020 2500 4WD Crew Cab Pickup Truck. Lanark Highlands.
Myers Kemptville - \$42,831.00
Hinton Dodge - \$59,032.50
Gananoque Chev. - \$44,468.00

Tender #PR-2020-02 Kubota 60" Cut Zero Turn Commercial Mower. Lanark Highlands.
Hartington Equip. - \$18,100.00

RFQ – Supply & Install Garage Doors at 45 Canning St. Garage. Lanark Highlands.
Garage Door Co. - \$17,520.00
Merlin Door - \$21,200.00

RFQ - Repair of Roof at 45 Canning St. Garage. Lanark Highlands.
McKay Sheet - \$18,800.00

Concept Design 427 Hangar Replacement. Defence Construction Canada.
Awarded to Stantec Consulting of Ottawa in the amount of \$218,968.89

Sweeper. McNab Braeside. JR Brission
\$18,950.00 equipment
\$1,582 install
Reis Equipment
\$21,500 equipment
\$1,000.00 install
Colvoy Equipment
\$22,000.00 equipment
\$1,000.00 install

Tender PWC-2020-29 - Renfrew County Supply and Delivery of Corrugated Pipe Culverts. Greater Madawaska.
Only one bid was received.
E.S. Hubbell - \$19,056.00

BLR 2020-01, River Bend Drive Slope Stabilization. Brudenell, Lyndoch and Raglan.
MWS Const. - \$720,104.362
H&H Const. - \$727,076.093
RGT Clouthier - \$817,679.984
Bonnechere Ex. - \$869,607.375
Walsh Cont. - \$927,042.766
JWK Cont. - Informal Tender

Tenders

EXPRESSION OF INTEREST

Reconstruction of Golf Course Road

Supply and Delivery of One 2020 Multi-Purpose Sidewalk Tractor Tender # PW-07-2020

River Road Watermain Construction Phase 2 Tender Contract No. 19027-03

Hauling and Stockpiling of Winter Sand 2020

Renovation-Retrofit of Former Algonquin Nursing Home

REQUEST FOR PROPOSAL

RFP 06-2020 Four-Wheel Drive Backhoe

Tender MV 2020-07 Double Surface Treatment and HL3 Asphalt

Tender MV2020-05 Crushed A Gravel

REQUEST FOR QUOTATION

Vincent Hall Memorial Baseball Diamond Infield Rehabilitation Tender PR #2020-03

Double Surface Treatment Foy Park Corridor Road Tender KHR-02-2020

Crushed Gravel Granular A 3/4" Tender KHR-01-2020

814416-B 137 Industrial Hygiene Laboratory Refurbishment Project

Priority Parking Snow and Ice Control Operations

Access Control Systems (W6889-200077/A)

Student Care Packages #2020-600-01

2020-11 Enclosed Cargo Trailer

RFQ Vehicle Krown 2020

RFQ Aggregate Suppliers

Contractor Equipment Rentals

RFQ Automotive and Trucking Repairs, Plumbing, HVAC, Electrical, Carpentry and General Contracting

TENDERS

Town Hall Office Furniture

Upgrades at North Townsite, Phase 10 – Stage 2

Paint Diverter Stack at Bldg. P49

Modify Sewer Lines at Z Lines

Upgrade Convault Fuel Tanks, Various Buildings

Replacement of Bolingbroke Bridge Contract #2020-PW-011

RFQ 20-MRP01 – Marianhill Inc Redevelopment Project Request for Qualifications

MV2020-05 Crushed A Gravel

Catch Basin Cleaning Program 2020 Contract# 20-PW-002

Sewer Cleaning and CCTV Inspection Program 2020 Contract# 20-PW-001

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How To Help People

Strategies for customers, employees



MARKETING

By: Jennifer Layman
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Last week I was talking to someone who had visited some of the stores that were part of the re-opening in Ontario. In talking about his experiences there, he said, "This virus really opens your eyes to the good managers and the bad managers."

He prefaced his experience by noting that it is understandable that people are being pushed to the limit with customer service amidst this pandemic. Customers are anxious, demanding, short-fused and impatient. No doubt, the employees are uncertain and trying their best, which causes them anxiety as well. He, as a customer, and likely like many customers, understands that. He just didn't feel it warranted the rudeness he witnessed.

This pandemic has caused a life situation that none of us has previously experienced. For people who deal with customers,

copious amounts of empathy and compassion will be necessary. This might take more than advising employees to "be as nice as possible." You may need some strategies.

Encourage Sharing

I work with a human services organization that is in the business of people. One of the things they do well is to encourage staff to reach out to each other and their supervisors to find solutions to problems. They do this because it is likely that someone else might have had a similar experience and found a solution, or found what didn't work. That knowledge can be shared to help guide someone on how to handle a situation. Every workplace can do this. Share your experiences and find solutions together.

Ask Customers What They Need

This might seem obvious, but sometimes, what a customer is complaining about isn't the root of the problem. For example, during the pandemic, many people took on new tasks that they might otherwise hire someone else to do, or not do at all. They likely did this because they needed something to occupy their time. Now that some stores are reopening, they

are partially through their project or have run into a problem that they did not anticipate, and that is leading to their frustration. They are not impatient about standing in line, they are impatient because they don't have enough information to do their project successfully and that is frustrating. If you engage the customer, you can get to the root of what they need and then you can either find the product, refer them elsewhere or at least ease their anxiety because someone heard them.

Taking time with a customer might seem to be the opposite of what you should be doing with line-ups to get into the store and more tedious checkout practices. But it can work and it will leave a great impression on people who, like all of us, are struggling with this new situation that we never wanted.

Marketing is communicating – both through advertising and promotion and, through individual interaction. As we gear up to be less connected to people with barriers and distance, it only makes us crave individual interaction even more.

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

Deadlines

OTTAWA VALLEY BUSINESS

Publishes: June 2, 2020
Deadline: May 26, 2020

Publishes: June 16, 2020
Deadline: June 9, 2020

Publishes: July 7, 2020
Deadline: June 30, 2020

101 THINGS TO DO IN THE VALLEY

July-August 2020 Edition
Publishes: June 11, 2020
Deadline: June 8, 2020

September-October Edition
Publishes: August 13, 2020
Deadline: August 10, 2020

HEALTH MATTERS

Summer 2020 Issue
Publishes: July 10, 2020
Deadline: June 19, 2020

Fall 2020 Issue
Publishes: October 9, 2020
Deadline: September 18, 2020

Winter 2020 Issue
Publishes: December 11, 2020
Deadline: November 20, 2020

Biz Quiz Answers

- 1) 38,000
- 2) Moderna; their stock jumped 21.2%
- 3) Keystone XL pipeline
- 4) Rona Ambrose
- 5) Amazon
- 6) 50 million
- 7) 69 per cent
- 8) Bill & Melinda Gates Foundation
- 9) The United States
- 10) Cottages



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