

Ottawa Valley BUSINESS

Renfrew, Lanark and regional business news.
www.ovbusiness.com | admin@ovbusiness.com

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Phone: 613-732-7775 | 1982 Petawawa Boulevard

marc@speedpropembroke.ca



Signs | Graphics | Banners and m

November 15, 2022

The Rising Costs of Uncivil Behaviour Addressing rudeness before it impacts your workplace

By: Jennifer Layman
jenn@ovbusiness.com

If you have noticed people being more on edge and impatient, you're not imagining it. An article in the *Harvard Business Review* confirms that reports of people being uncivil are on the rise and it is impacting businesses in a number of ways.

Christine Porath is the author of two books on community and civility. She conducted a 2022 survey of employees and people who have observed employees at work and found the following:

- 76% of people experience incivility at least once a month
- 73% report it's not unusual for customers to behave badly
- 66% believe bad behaviour from customers toward other customers is more common than it was five years ago.

How we got here

There are five factors that have contributed to how we have become a more uncivil society, starting with stress.

Porath says the pandemic, divisive politics, problems with



the economy and the changing nature of work are all making it difficult to regulate emotions. 74% of respondents to her survey who had been rude to a co-worker blamed it on stress. As stress rises, self-care (sleep, exercise) lessens which further contributes to stress.

The next cause is negative emotions. The more we are exposed to negativity, the more it brews within us, even without us realizing it. Then we lash out at someone because we are unable to restrain the negative feelings.

The fraying of community

feelings is another factor. Pandemic restrictions removed the ability for gathering and being with people, and some of that messaging continue today. Being separated from people weakens relationships that contribute a positive balance in our lives.

Technology. It is something that further disconnects us from personal relationships and is a constant source of highly negative commentary. It is not uncommon to be so involved with the phone that you become completely unaware of actual

human beings who are right in front of you! There is also a lot of miscommunication through texting and commenting which further deteriorates human relationships.

Finally, many people aren't even aware that they have become uncivil towards others. Porath's study shows that 80-85% of people misunderstand how their tone of voice, nonverbal signals or actions come across to others.

Incivility is costing business

Unfortunately, rudeness is contagious. Studies dating back more than 100 years show that we pick up on the expressions, behaviours and reactions of others to define ourselves. For example, when someone snarls at us or ignores us, it prompts a different feeling than someone who smiles and acknowledges us. These brief interactions signal either respect or disrespect, causing us to feel a certain way that can be detrimental to our personal and work productivity.

Continued on page 3



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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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CONTENT & SUBMISSIONS

Submissions on items related to business are welcome. This includes news, events, new hires, tender and letters to the editor. Content will be edited to fit the space available. If you have an event that is not business-related, please consider 101 Things To Do in the Valley at a cost of \$25. 101things@travelourbackyard.com

CONTACT US

Publisher.....Jennifer Layman
 Email.....jenn@ovbusiness.com
 Phone.....613-732-7774
 Online.....www.ovbusiness.com
www.facebook.com/OVBusiness

MAILING ADDRESS

2113 Petawawa Boulevard,
 Pembroke, Ontario K8A 7G8

Events

November 15, 2022

Social Enterprise 101. Virtual.
 12:00pm-1:00pm. Learn more about this unique type of business that uses revenue-generating activities to achieve a social, environmental or cultural good. Free. Register at www.csedottawa.ca

November 17, 2022

Burnout and Boundaries – A Holistic Approach to Supporting Employee Well-being Amidst the Quiet Quitting Phenomenon. Virtual session. Free. 10:00am-11:00am. The individual and environmental aspects of burnout and how organizations and entrepreneurs can support mental health and well-being in the workplace, while prioritizing their own. Register at www.investottawa.ca

November 17, 2022

How an Online Store Can Boost Your Business. 11:30am-12:30pm. Free. webinar. More details at: www.digitalmainstreet.ca/events

November 22, 2022

Social Media for Your Business. 10:00am-11:30am. Free webinar. www.digitalmainstreet.ca/events

November 24, 2022

Preparing a Cash Flow: Simple Steps for Vital Insight. 9:00am-10:30am. Understanding and predicting the flow of money in and out of your business, can help entrepreneurs make smarter decisions, plan ahead, and ultimately avoid an unnecessary cash flow crisis. Free webinar. www.smallbizcentre.ca

November 24, 2022

Inventing The Next Big Thing – Why Patents Matter. Virtual. 9:30am-11:00am. Whether you are creating cutting-edge technology or improving a well-known product or process, you need to know more about patents. Patents can increase credibility, boost confidence among investors, keep your competitors at bay, and help you profit financially from your creativity. Free. www.investottawa.ca/events

November 24, 2022

How an Online Store Can Boost Your Business. Free Ontario program. 11:30am-12:30pm. Free. Online webinar. www.digitalmainstreet.ca/events

November 28, 2022

Struggling to Hire, Retain and Engage Employees? Session 1 of 2. 9:00am-11:00am. Free webinar. Learn new strategies, tools and processes you can use to attract new employees, assess their skills, and understand what they need to remain loyal to your company. www.smallbizcentre.ca

December 1, 2022

How an Online Store Can Boost Your Business. 11:30am-12:30pm. Free. Online webinar. www.digitalmainstreet.ca/events

December 5, 2022

Effective Succession Planning – Do you know who your next leaders should be? Session 2 of 2. 9:00am-11:00am. Free webinar. Are you thinking no one in your organization has the skills and abilities to take over? This is the situation facing many Canadian businesses and organizations. Current managers, owners, and leaders are tired and want to prepare for retirement but they don't feel there is anyone ready to replace them. This workshop will provide you with six key steps you

can use to start effective succession planning. www.smallbizcentre.ca

December 6, 2022

eCommerce 101: What, why, how. 10:00am-11:30am. Free webinar www.digitalmainstreet.ca/events

December 7, 2022

Greater Ottawa Home Builders' Association breakfast. Featuring Luca Bucci, CEO of the Ontario Home Builders' Association. 7:25am. Centurion Conference & Event Centre. www.gohba.ca/calendar

December 8, 2022

Sharing Power with Volunteers. 12:00pm-1:30pm. Free webinar. Hosted by Volunteer Ottawa. An overview and understanding of the lexicon of words like equity, diversity, inclusion, intersectionality, ally, and solidarity. www.volunteerottawa.ca

December 8, 2022

How an Online Store Can Boost Your Business. Free Ontario program. 11:30am-12:30pm. Free. Online webinar. www.digitalmainstreet.ca/events

December 13, 2022

Grow Your Business in 2023. 2:00pm-3:30pm. Free. If you want to make 2023 the best year yet for your business, join us for an interactive online webinar that'll teach you the steps you can take to grow your business. Led by Andrew Patricio of BizLaunch. www.bizlaunch.com

Send your business events to:
admin@ovbusiness.com

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Giving
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Tuesday, November 29th
 Donations are 100%
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info@flycyta.ca



Verbal Templates, Nudges and Peer Programs

Ideas to use in the workplace to encourage positive behaviour

Continued from page 1

Porthath's study discussed how people perceive rudeness and incivility in a business. When customers witness others being uncivil to employees, their attitudes toward the employees improve, but feelings toward the workers' organization shift.

- 42% report that the rude behaviour changes their perception of the company

- 40% question whether they want to do business there again

- 65% think the business should better protect employees

- 45% question the company's values

Further, when people have this experience, their willingness to use the company's products and services drops 35%.

Knowing this is happening, how does a business address uncivil behaviour?

Portath says the first step starts with recruiting the right people. Ask candidates questions about a time when they felt stressed and how they handled it. Pay attention to the tone of voice and demeanour when the candidate is providing the answer to gain some non-verbal cues. Mention company values and ask the candidate how their past behaviour would align with those values.

Verbal Templates

For all employees, provide expectations of how they are to interact with each other and with customers to ensure a safe and respectful environment. Promote empathy as employees put themselves in someone else's shoes and accept that you may not have "the whole argument" in the situation. Portath shares a verbal template that one organization uses: either you

stop (the problematic behaviour) or (the results of the behaviour.) For example, "Either you stop yelling at me or it's going to make it harder for me to give your mother her meds."

Nudges

Another example comes from Starbucks. A barista didn't make the coffee the way the customer preferred it to be made, but the customer noticed a sign that said, "People who are here chose to be here" and opted not to complain about the coffee.

Peer Recognition

The Motley Fool stock advisor company created a peer-to-peer recognition program called Fools's Gold. Each employee is given an allotment of "gold" they can dole out to coworkers to recognize any action they feel is worthy. Employees can redeem the gold for gift cards and other rewards. There's also a

recognition feed that allows employees to read all posted compliments.

Finally, Porath recommends businesses make sure employees have the tools to handle uncivil behaviour. Training on how to de-escalate a situation, what to handle on their own and when to involve a manager are important. Dealing with uncivil behaviour has impacts on mental and physical health so employees should also be encouraged to "thrive" outside of work as well. In conclusion, while incivility is contagious, so is being civil to each other. While we cannot control how others choose to behave, we can control our reaction to that behaviour and continue to build a workplace of respect that empowers employees to do what they can and supports them when they need help.

Your Fire & Safety Experts.

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Think of fire before it starts.

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JOB OFFER



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OF CANADA**
—
**SOCIÉTÉ DE LA
Médecine Rurale
DU CANADA**

JOB SUMMARY

The Society of Rural Physicians of Canada (SRPC) is growing its membership across the country and requires an experienced Membership/Marketing Coordinator to join our team.

We are looking for an exceptional candidate with excellent organizational and communication skills who is a self-motivated organization builder.

This permanent full-time position is based at our Shawville, Quebec office. While the SRPC does support remote work, working from the office must be an option at certain points.

For full details, visit our webpage (www.srpc.ca/classified-ads). If you are interested in this position, please forward your resume and a cover letter briefly detailing your suitability for the role to Jennifer Barr (jenniferm@srpc.ca), Chief Operating Officer at the SRPC.

The Financial Corner: CPA Tax News

Fall Economic Statement and Tax-Free First Homes Savings Account

Fall Economic Statement (FES)

On November 3, the federal government's 2022 Fall Economic Statement contained new tax notice. Personal tax changes included:

- Extension of the residential property flipping rule to assignment sales. The original will be extended to apply to profits arising from dispositions of residential property via an assignment sale if the rights to purchase a property were assigned after having been owned for less than 12 months.

- Canada Workers Benefit (CWB). The government will automatically provide individuals who received the CWB last year an entitlement for the current year in quarterly advance payments based on their prior year tax return. The payments start in July 2023.

- Alternative Minimum Tax (AMT). The government will

examine a new minimum tax regime.

Business tax changes include:

- Investment tax credit for clean technologies. Proposing a refundable Clean Technology Investment Tax Credit of up to 30% of the capital cost of eligible equipment.
- Income reporting by digital platform operators. Draft legislation was released for public comment for income reporting by digital platforms into the Income Tax Act, planned to come into force on January 1, 2024. The consultation period will end on January 6, 2023.
- Tax on stock buybacks. A 2% corporate-level tax on the net value of share buybacks by public corporations in Canada. Proposed to come into force on January 1, 2024.
- Updates on previously announced tax measures include:
 - Excessive interest and financing expenses limitation.

Draft legislation is subject to a consultation period that ends on January 6, 2023. It is proposed these rules will apply to tax years beginning on or after October 1, 2023.

- Mandatory reporting rules. The effective date of the reportable transaction and notifiable transaction proposals will be delayed until the bill receives royal assent. The uncertain tax treatment proposals will apply to taxation years beginning after 2022.

Tax-Free First Home Savings Account (FHSA) Changes

As part of Bill C-32, proposed legislation to implement the new FHSA program was included with several revisions from the previous draft released August 9:

- A taxpayer can now access both the FHSA and Home Buyers' Plan (HBP) for the same qualifying home.
- If a deceased taxpayer does not close their FHSA before its

"cessation date" (generally the end of the year following death), a deemed income inclusion will be taxable to the plan beneficiaries or the estate.

- The definition of a "qualifying individual" no longer includes an individual who has a beneficial interest in a qualifying home.

- In cases where a surviving spouse becomes the holder of an FHSA and the deceased holder had excess contributions immediately before their death, the survivor is deemed to have contributed to the FHSA thereby reducing the spouse's FHSA contribution or potentially putting them into an over-contribution position.

- The legislation includes changes so overall framework for FHSAs is better aligned with other registered plans.

Source: www.cpacanada.ca

COMMUNITY FUTURES FRANCOPHONE JOB CREATION PROGRAM

50% WAGE SUBSIDY

THE COMMUNITY FUTURES FRANCOPHONE JOB CREATION PROGRAM WILL PROVIDE FINANCIAL INCENTIVES TO RENFREW COUNTY EMPLOYERS TO HIRE FRANCOPHONE SPEAKING EMPLOYEES THROUGH A 50% WAGE SUBSIDY.

Renfrew County employers are eligible for the following for a new francophone hire:

- Up to 50% employee wage subsidy
- Up to 50% advertising contribution for job position

Employees hired on or after September 24, 2021 eligible.
Available through to March 31, 2022.

CALL 613-431-3951 EXT. 229
OR EMAIL KELLEY.LEMENCHICK@RCCFDC.ORG
FOR MORE INFORMATION.

PROGRAMME FRANCOPHONE POUR LA CRÉATION D'EMPLOIS

SOCIÉTÉ D'AIDE AU DÉVELOPPEMENT DES COLLECTIVITÉS (SADC)

SUBVENTION SALARIALE DE 50 %

LA SADC OFFRIRA UNE SUBVENTION SALARIALE DE 50 % AUX EMPLOYEURS DU COMTÉ DE RENFREW QUI EMBAUCHENT DES EMPLOYÉS FRANCOPHONES VIA LE PROGRAMME FRANCOPHONE POUR LA CRÉATION D'EMPLOIS.

Les employeurs du comté de Renfrew qui embauchent des employés francophones pourront recevoir :

- une subvention allant jusqu'à 50% des dépenses salariales encourues;
- un soutien financier allant jusqu'à 50% des frais pour annoncer ces postes.

Les subventions sont disponibles jusq'au 31 mars 2022.

POUR EN SAVOIR PLUS, Veuillez COMMUNIQUER AVEC NOUS AU 613-431-3951 POSTE 229 OU KELLEY.LEMENCHICK@RCCFDC.ORG



Renfrew County Community Futures Development Corporation
450 O'Brien Road, Suite 205, Renfrew, Ontario
www.rccfdc.org
613-431-3951



Société d'aide au développement des collectivités du comté de Renfrew
450, rue O'Brien, bureau 205, Renfrew (Ontario)
www.sadc.ca
613-431-3951



Local Farms Earn Placings at Royal Winter Fair

Royal Agricultural Winter Fair celebrates 100 years

The Royal Agricultural Winter Fair took place November 4-13, 2022 at Exhibition Place in Toronto. This year marked the 100th anniversary of the event. Agricultural farms and owners from across Canada and into the United States took part in a variety of competitions. Several local farms recorded success this year. Ottawa Valley native, Crystal Mackay, is a Director for The Royal.

Some of the results of the 2022 Royal Fair include:

Beef Cattle - Angus

Junior Female Calf, 2022
Enright Farms (Renfrew)
 4th in Heat 1

Intermed. Jr Female Calf, 2022
Cedarview Cattle (Pakenham)
 2nd in Heat 1
Twin Valley (Renfrew)
 4th in Heat 2

Senior Female Calf, 2022
Cedarview Cattle (Pakenham)
 1st in Heat 1

Katie Cox (*McNab Braeside*)
 1st in Heat 3

Enright Farms (Renfrew)
 2nd in Heat 4

Rock Creek (Renfrew)
 5th in Heat 6, 8th in Heat 2

Twin Valley Cattle (Renfrew)
 6th in Heat 3

Junior Yearling Heifer, 2021
Enright Farms (Renfrew)
 1st in Heat 1, 3rd in Heat 1,
 4th in Heat 1

Cedarview Cattle (Pakenham)
 2nd in Heat 1

Intermed. Yearling Heifer, 2021
Barber Cattle (Shawville)
 8th in Heat 1

Female 2020 with 2022 natural
 purebred, tattooed calf at foot
Cedarview Cattle (Pakenham)
 3rd place

Female born before January 1,
 2020 with her own 2022 natural
 purebred, tattooed calf at foot
Enright Farms (Renfrew)
 Champion Senior Female,
 Grand Champion Female.

Supreme Champion of the Show,
 Aberdeen Angus Cattle Society
 Challenge Cup

Intermediate Bull Calf, 2022
Hootaway Farms (Shawville)
 4th place

Senior Bull Calf, 2022
Cedarview Cattle (Pakenham)

Senior Champion Bull
 1st in Heat 1

Rock Creek Farms (Renfrew)
 4th in Heat 1

Beef Cattle - Hereford

Junior Female Calf , 2022
Stone Hedge (Pembroke)

Junior Heifer Calf Champion-Reserve, 2nd place, 3rd place

Intermed. Female Calf, 2022
Bar JM Farm (Douglas)
 1st in Heat 3

Double H Cattle McNab Braeside)
 2nd in Heat 1

Stone Hedge (Pembroke)
 3rd in Heat 1, 4th in Heat 2

Senior Female Calf, 2022
Bar JM Farm (Douglas)
 2nd in Heat 4

Double H Cattle (McNab Braeside)
 4th in Heat 1

Female Born Before January 1st, 2020 with her own 2022 natural, purebred , tattooed calf at foot

Double H Cattle (McNab Braeside)
 3rd in Heat 2

Barr JM Farm (Douglas)
 4th in Heat 1

Intermediate Bull Calf, 2022
Stone Hedge (Pembroke)

Intermediate Bull Calf Champion, 1st place

Double H Cattle (McNab Braeside)
 3rd place

Senior Bull Calf Born, 2022
Double H Cattle (McNab Braeside)

2nd in Heat 1
Bar JM Farm (Douglas)
 6th in Heat 3

Get of Sire

Bar JM Farm (Douglas)
 Champion Get of Sire

Junior Get of Sire

Bar JM Farm (Douglas)
 2nd place

Beef Cattle - Charolais

Junior Heifer Calf
Oattes Cattle (Cobden)

Champion Junior Heifer Calf Banner, Premier Exhibitor Award, Premier Breeder Award,
 1st place

Intermediate Heifer Calf
Oattes Cattle (Cobden)

Champion Intermediate Heifer Calf, 1st place, Champion Intermediate Heifer Calf – Reserve, 2nd place

Senior Heifer Calf
Oattes Cattle (Cobden)

Champion Senior Heifer Calf – Reserve, 1st place

Cornerview Charolais (Cobden)
 4th in Heat 1

Fondoak Farm (Renfrew)
 5th in Heat 2, 6th in Heat 2

Female Junior Yearling Heifer
Oattes Cattle (Cobden)

Champion Junior Yearling Heifer, Grand Champion Female, 1st place

Female Senior Yearling Heifer
Oattes Cattle (Cobden)

Champion Senior Yearling Heifer – Reserve, 1st place, 2nd in Heat 1

Blackburn Farms (Foresters Falls)
 3rd in Heat 1

J-Star Livestock (Beachburg)
 4th in Heat 1

Cornerview Charolais (Cobden)
 5th in Heat 2

Junior Bull Calf
Cornerview Charolais (Cobden)

Champion Junior Bull, 1st place

Senior Bull Calf
Cornerview Charolais (Cobden)
 3rd in Heat 1

Whitewater Livestock (Haley Stn)
 3rd in Heat 2

Two Bulls, Bred And Owned By Exhibitor

Cornerview Charolais (Cobden)
 2nd place

Breeder's Herd
Cornerview Charolais (Cobden)
 3rd place

Get of Sire
Cornerview Charolais (Cobden)
 2nd place

Progeny of Dam
Oattes Cattle (Cobden)
 1st place

Results continued on page 7

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jobs.haley@magellan.aero | Fax: 613-+432-0743

Competition Includes Canada and U.S.

Plenty to be proud of across the Ottawa Valley and the Pontiac

Continued from page 6

Beef Cattle - Simmental

Female Calf

Oattes Cattle (Cobden)

Champion Junior Heifer Calf,

1st in Heat 2

Barlee Simmentals (Shawville)

2nd in Heat 1

Senior Heifer Calf

J-Star Livestock (Beachburg)

Champion Senior Heifer Calf-

Reserve, 1st in Heat 1

Oattes Cattle (Cobden)

Champion Senior Heifer Calf,

Grand Champion Female-

Reserve, 1st in Heat 3

J-Star Livestock (Beachburg)

2nd in Heat 1

Female Intermediate Yearling

Dunraven Simmentals (Calumet Is.)

2nd in Heat 2

Female Senior Yearling

Reese Rusenstrom (Bristol)

2nd in Heat 2

Female, born prior to January 1st, 2020 with own 2022, natural purebred, tattooed Calf at Foot J-Star Livestock (Beachburg)

1st place

Senior Yearling Bull

Dunraven Simmentals (Calumet Is.)

Champion Junior Bull-Reserve,

2nd place

Bull Born in 2020

Oattes Cattle (Cobden)

Senior Champion Bull, Grand

Champion Bull, 1st place

Breeder's Herd

Oattes Cattle (Cobden)

Champion Breeder's Herd, 1st

Progeny of Dam

Oattes Cattle (Cobden)

Champion Progeny of Dam, 1st

Dairy Cattle - Ayrshire

Female Summer Calf

Ian Mackechnie (Quyon) - 2nd

Brett Mackechnie (Quyon) - 3rd

Female Spring Heifer

Ian Mackechnie (Quyon) - 10th

Ian Mackechnie (Quyon) - 11th

Female Winter Heifer

Ian Mackechnie (Quyon) - 8th

Female Fall Heifer

Ian Mackechnie (Quyon) - 11th

Junior Breeder's Herd

Bonnieshade (Quyon) - 4th

Female Senior 3-Yr Old

Ian Mackechnie (Quyon) - 2nd

Premier Breeder

Ian Mackechnie (Quyon) - 3rd

Dairy Cattle - R&W Holstein

Winter Heifer

Carson Edwards Robdot

Holsteins (Cobden)

13th place

TD Canadian 4-H

Dairy Classic - Holstein

Holstein Spring Heifer

Kelsey Edwards (Cobden) - 12th

Alaina Matheson (Cobden) - 18th

Holstein Winter Heifer

Sarah Dean (Arnprior) - 13th

Bryn Swrjeski (Almonte) 19th

TD Canadian 4-H

Dairy Classic - Jersey

Jersey Spring, Winter Fall Heifer

Jesse Hummel (Westmeath) - 9th

John Potter (Arnprior) - 10th

Jersey Summer Yearling

Joya Hummel (Westmeath) - 10th

TD Canadian 4-H

Dairy Classic - Showmanship

Sarah Dean (Arnprior) -

Reserve Senior Showmanship

Champion, 2nd place

For more details on the competitions and the event itself, visit www.royalfair.org

Deadlines

Ottawa Valley BUSINESS

Publishing: December 6, 2022

Deadline: November 29, 2022

Publishing: December 20, 2022

Deadline: December 13, 2022

Federal Government News In Brief

Parks Canada Wardens

See Increased Powers

Environment Minister Steven Guilbeault is asking that Parks Canada wardens be given police powers to allow for searches and seizures without warrants. The request is being included in *Bill C-23 An Act Respecting Places, Persons And Events Of National Historic Significance*. Section 41 of the bill states a park warden "may enter on and pass through or over private property without being liable for doing so and without any person having the right to object." Section 42 shields wardens from liability "for anything done or omitted to be done in good faith" while on duty. Section 43 permits wardens to "enter and search any place and open and examine any package" with or without a warrant "if the conditions for obtaining a warrant exist but by

reason of exigent circumstances it would not be practical to obtain one."

Labour Solution Could Be Found With Foreign Students
A Commons science committee is recommending Canada cover tuition for foreign students in order to address the skilled labour shortage. A report noted it would help retain top talent but provided no cost estimate.

Consideration of Labour Code Changes

Labour Minister Seamus O'Regan opened consultations October 19 to ban replacement workers in federally-regulated private sector industries (banks, airlines, etc.). In an agreement with NDP, legislation must be introduced by the end of 2023. The NDP has tried to introduce private members' bills to fines employers who hire replacement workers in these sectors.

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Promote events, services, products, fundraising and more.

Tender Results Around The Valley

Ma-te-Way Park Play Structure. Renfrew.

ABC Recreation Ltd.

Proposal 1

\$204,415.20 (Fibar Safety)

Proposal 2

\$204,912.06 (Fibar Safety)

Proposal 3

\$204,697.10 (Fortco Rubber)

Proposal 4

\$204,972.72 (Fortco Rubber)

Henderson Recreation Equip.

Proposal 1

\$204,340.00 (EWF Cedarweave)

Proposal 2

\$203,949.00 (EWF Cedarweave)

Proposal 3

\$204,249.00 (PIP Rubber)

Proposal 4

\$204,249.00 (PIP Rubber)

Play KSL

Did not send proposal for play structure. Freedom Glider for Play Structure -\$35,495.00

Playground Planners

Proposal 1

\$204,584.25(EWF Cedarweave)

Proposal 2

\$204,759.50 (EWF Cedarweave)

Proposal 3

\$204,731.75(PIP Rubber)

Proposal 4

\$204,464.50 (PIP Rubber)

Equipment Purchases.

Brudenell, Lyndoch and Raglan.

Recommended to the purchase of a used CAT motor grader in the amount of not more than \$200,000 plus HST from a reputable dealer and a used tractor to not in excess of \$68,000 plus HST.

2009 F250. Brudenell, Lyndoch & Raglan.

Recommended accepting the offer of \$550.00.

12-2022 Grinding at Black Donald and Mt. St. Patrick Sites. Greater Madawaska.

Fast Eddie's - \$36,160.00

Northern Bulk - \$42,827.00

Glenview Iron - \$48,194.50

National Grinding - \$53,788.00

IQ Environment - \$225,152.50

Boiler Replacement. Renfrew.

Recommended that the municipality authorize the replacement of the existing boiler and hot water tank at Ma-te-Way Activity Centre at a cost of \$30,895.00 plus HST from Layton Knight-Locke Contracting Inc.

Tender No. RFD 11-2022 Replacement of The Fire Hall Roof. Renfrew.

Two proposals were received ranging from \$63,000 to \$88,000. Recommended award to We Got it Covered Roofing at a cost of \$64,108.

Tender LVPW-2022-13 Plowing of Municipal Parking Lots. Laurentian Valley.

Recommended award to G.P. Splinter Forest Products Ltd.

LVPW-2022-12 Loader Rental. Laurentian Valley.

Recommended award to Bonnechere Excavating Inc.

Tender No RFD 09-2022 Half Ton Truck. Renfrew.

Only one proposal was submitted. Recommended award to Barrhaven Ford for a 2022 Ford F150 Supercrew in the amount of \$70,586.69.

LVPW-2022- 11, Alice & Fraser Storage Garage. Laurentian Valley.

One submission was received. 11425579 Canada Inc. O/A William Sons - \$179,980.75

Replace Hallway Flooring at S-111. Defence Construction Canada.

Awarded to Adias Impex of Concord in the amount of \$9,301.00.

Demolish Building CC-109. Defence Construction Canada.

Awarded to Brian Innes Construction of Watford in the amount of \$78,750.00.

Continued on page 9

What's in your benefits package?

Be sure to include the benefits you offer employees when you post your job. They might be traditional benefits (health, dental, pension plan, etc.) and they could be other benefits like room to move up, paid volunteer time, social committees, employee recognition, etc.

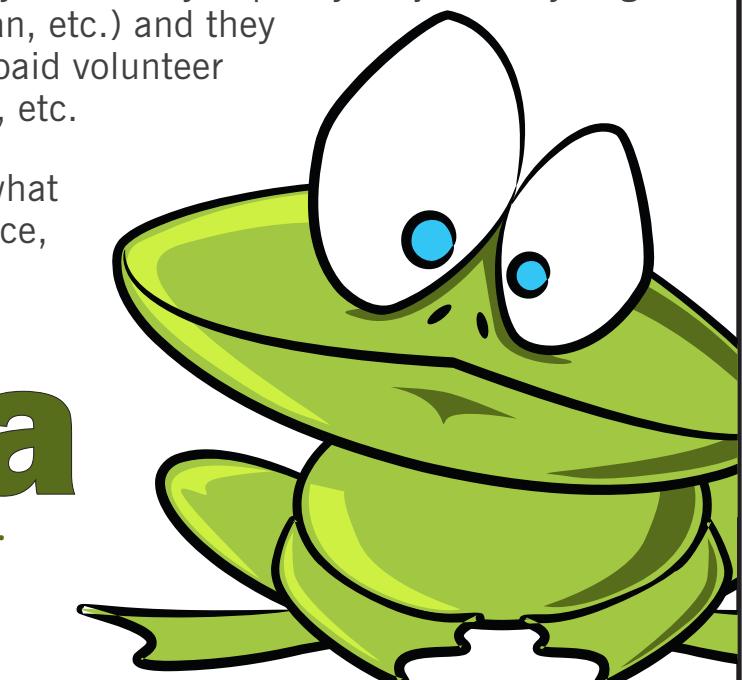
While it's common for employers to focus on what they want an employee to bring to the workplace, remember to include what the workplace also brings to the employee.

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Tenders

EXPRESSION OF INTEREST

Standing Offer – RFSO PWC-2022-27 Consultant Services

Professional Engineering Services

FOR SALE

Timber Sale

REQUEST FOR PROPOSAL

RFP #2023-03 Employee and Family Assistance Program

RFP PWC-2022-25 Professional Services for the Development of Transportation Master Plans

General Insurance and Risk Management Services

TENDERS

Construct Building H-102 Communication and Information Technology Building

Supply and Delivery of Chemicals for Water & Sewage Treatment 2023-2024

Beachburg Water Treatment Plant Renewal and Optimization Engineering Contract 2022-15

- Janitorial Services
 - 220-20 Banner Installation & Removal (Ottawa Street)
 - RFT-DP-2022-09 Affordable Multi Residential Housing Unit in the City of Pembroke
 - DP-RCHC-22-10 44 Polyurethane Injection Jacking
 - Residential Housing Unit Demolition
 - Storage Tank Deficiencies
 - Replace Flat Roofs on Three Buildings
 - Interior Renovation of Residential Housing Units
 - Supply & Delivery of One Single Axle Cab and Chassis with Roll-Off
 - Tender T-22-17 Outlet #27 Reconstruction
 - Construction Services – St. Thomas the Apostle Catholic School and SJCHS
 - BV22-07 One Diesel Powered 6-Ton Tandem Axle Truck Combination Dump Body-Spreader, Snow Plow and Wing
 - APN_CO/NO Detectors and Fire Alarm Modifications
- Complete listings at www.ovbusiness.com*

Tender Results Around The Valley

Continued from page 8

Remediate Mold in Building N-101. Defence Construction Canada.

Awarded to Dewar Industrial of Oshawa in the amount of \$46,525.00.

Supply and Install CO and NO Detectors. Defence Construction Canada.

Awarded to MINE-EODCLR of Shannon in the amount of \$138,000.00.

Supply and Install Safety Platform at CC128. Defence Construction Canada.

Awarded to Wade General Contracting of Petawawa in the amount of \$87,000.00.

Construction Phase Services in Support of PA015187. Defence Construction Canada.

Awarded to Jp2g Consultants of Pembroke in the amount of \$39,940.00. burg in the amount of \$8,249.00.

Business News Around The Valley

Arnprior Council Complement Correction

In the last edition of Ottawa Valley Business, we noted that in Arnprior, six of positions were filled by men. Instead, it is five of seven positions. The mayor and one returning Councillor are women. Thanks Robin Paquette, CAO for the correction.

Admaston Bromley Grants

As of September 30th, 2022, the township of Admaston Bromley has received the following sources of grant revenue: \$338,250 (Ontario Municipal Partnership Funding), \$419,711 (Ontario Community Infrastructure Funding), \$48,508 (Gas Tax-Canada Community-Building Fund), \$21,000 (Modernization Intake 2 – Roads Review), \$42,739 (Modernization Intake 3 – Org Review), \$31,248 (Recycling Grant Installment 1 & 2) and \$63,172 (Aggregate Resources Grant).

Lauree Armstrong

Lauree Armstrong, the planner for the Township of Laurentian Valley, has been recognized for 25 years of service as a full member of the Ontario Professional Planners Institute.

Laurentian Valley Staff

Achievements

Mark Behm, Kendryck Trgovcevic and Cole Hawkins participated in a Minimum Maintenance Update Webinar.

Kendryck Trgovcevic, Cole Hawkins and Shane Hebert successfully completed the two-day Basic Emergency Management Course (EM200) held at the Alice and Fraser Recreation Centre. Andrew Warren and Shane Hebert attended a two-day Waterworks Conference in Belleville.

Charlene Jackson

Charlene Jackson, Treasurer for the Township of Laurentian Valley, has announced her upcoming retirement. Jackson's final day with the municipality will be March 3, 2023.

New Business in Laurentian Valley

Elyna Marie Hairstyling opened October 16. The salon is located at 40 Taylor Heights Drive in Laurentian Valley and is owned by Elyna Tremblay. She can be reached at 613-401-5344 or elynatremblay@hotmail.com.

Emon Is Warden

Nominations for the office of warden for the County of Renfrew closed on November 9, with just one person putting their name forward for 2023. Peter Emon, reeve for the Town of Renfrew, has been nominated for the position and it is expected the nomination will be confirmed at the inaugural session of county council on November 23.

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MARKETING

By: Jennifer Layman
jenn@fwdthink.net

When I first met with my financial planner, I was putting away a *very* small amount of money every month into an RRSP and then into a TFSA. It seemed almost pointless to start so small, but I just did it and put it out of my mind. Little by little, I increased my contributions, although my retirement age was still in the 80s!

My financial planner was quite diligent in scheduling an annual meeting to review what I had saved and where we were in relation to my goals. I thought it was ironic since I had so little money – surely it was a waste of his time to do this with me. What I learned was that the annual meeting was an important value of his business; he felt people should be knowledgeable of their financial position and have a chance to discuss it regardless of how much money they had.

One day in our discussion, I asked him how I could improve my financial position in a more active way. His answer was surprising to me: “*Jennifer, nothing will contribute more to your savings than to pay off your credit card debt.*” I had five credit cards – two for business and three for personal use – all with balances. I researched how best to pay off credit card debt and decided to put any extra money towards the smallest debt first to give me some momentum to keep going.

As my financial planner and I continued our annual meetings, I would provide an update on my credit card debt situation. He was always encouraging and complimented me on being committed to paying off those cards even in the face of challenges. I tried to amalgamate my debt into a lower interest loan but the banks weren’t interested in lending to a single-person, small business, so I just kept on with my strategy.

It took just over two years, but I finally made my last credit card payment. When I had the meeting with my financial planner, he was happier than I was about it! As an adult, it was weird to be commended for paying off debt (I felt like I

should have done that years ago), but it did feel good to achieve that milestone and finally be able to put that money towards myself. (Wow! Does that make an impact over time!)

I think of this story often when I talk with people about marketing. When you start out, it seems like a pointless task – how is it ever going to make a difference? As you keep doing things in a committed and sustainable way, change starts to happen. You notice it a little, and then one day, you notice it a lot. You realize the benefit of your efforts, and you change the course of your business.

All because you made a small commitment to a small change at the very beginning.

Like most great stories of achievement, you always see the final results, never the work to get there. The experience of getting there, however, is so impactful. When you look back, you see all the things you overcame to be successful, and it is truly the greatest inspiration to set another goal.

Small starts are the best starts.

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

Are you stressed out trying to reach more customers?

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Quotes

If everyone is moving forward together, then success takes care of itself.

- Henry Ford

It is literally true that you can succeed best and quickest by helping others to succeed.

- Napoleon Hill

If you want to lift yourself up, lift up someone else.

- Booker T. Washington

No one can whistle a symphony. It takes a whole orchestra to play it.

- H.E. Luccock

It is the long history of humankind (and animal kind, too) that those who learned to collaborate and improvise most effectively have prevailed.

- Charles Darwin

Find a group of people who challenge and inspire you, spend a lot of time with them, and it will change your life.

- Amy Poehler

You need to be aware of what others are doing, applaud their efforts, acknowledge their successes, and encourage them in their pursuits. When we all help one another, everybody wins.

- Jim Stovall

A group becomes a team when each member is sure enough of himself and his contribution to praise the skills of others.

- Norman Shidle

Keep away from people who try to belittle your ambitions. Small people always do that, but the really great make you feel that you, too, can become great.

- Mark Twain

It is amazing what you can accomplish if you do not care who gets the credit

- Harry Truman