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Volume 17 Issue 07

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Excellence in
Health Care**

**FIVE WAYS TO MAKE
SURE SUMMER
VACATIONS DON'T KILL
TEAM PRODUCTIVITY**

**ARE YOU A
SALESPERSON
OR A SALES
PROFESSIONAL?**



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Phil and Tanya Sheldon

Striding for Excellence in Health Care

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THIS SEPTEMBER, EACH STRIDE you take in support of Hamilton General Hospital Foundation can significantly impact the life of a family member, friend or a neighbour in your community. It could even impact your life when you need it most.

On Saturday, September 14th, participants will join together at Bayfront Park in Hamilton for the ninth annual Strides For The General. This event, which includes a 5K walk and a 5K run, raises funds to support priority equipment needs at Hamilton General Hospital including the Regional Rehabilitation Centre.

Each year, Strides Patient Ambassadors are chosen to represent the patients throughout southcentral Ontario who receive specialized care at The General. One of this year's Patient Ambassadors is Constable Phil Sheldon of Beamsville, a police officer who suffered third and fourth degree burns to 50% of his body in a house fire while he was on duty.

After being stabilized at his local hospital in St. Catharines, he was flown to Hamilton General Hospital for specialized care in the Burn Trauma Unit (BTU). Phil underwent a number of skin grafts with skin from his back and stomach grafted onto his hands, arms and legs.

"Then I fell into a coma for about a month," he says. "When I came out of it, I received quite a bit of respiratory assistance and sedation for pain."

Phil received care from the many specialists on the BTU's multi-disciplinary team including therapists who helped him regain movement in his body.

"Everybody at the unit was phenomenal, going above and beyond," Phil recalls. "They saved my life, and I see how important it is for them to have donor support so patients like me can receive such amazing care."

Since his discharge from The General, Phil continued to recover both physically and emotionally. He enjoys speaking about his experience at various events and spreading awareness about post-traumatic stress disorder (PTSD).

In June 2018, Phil and his wife Tanya participated in a 15 km Spartan Warrior Race and raised \$13,000 from the event, which they donated to Hamilton General Hospital Foundation in support of the BTU.

"It's important to give back to the community however we can," says Phil. "I am honoured to be a Strides For The General Patient Ambassador and I am excited about fundraising to support patient care at Hamilton General Hospital and the Regional Rehabilitation Centre."

In addition to the BTU, The General is also home to the leading cardiac surgery program in Ontario and the province's highest-volume integrated stroke program. The Regional Rehabilitation Centre at The General provides intensive therapy for patients recovering from stroke, acquired brain injury, amputation or spinal cord injury. **BL**

Funds raised from Strides For The General support the care of patients like Phil every day. You can make a vital difference in the lives of patients and families throughout southcentral Ontario by registering, fundraising and supporting Hamilton General Hospital Foundation. Visit hamiltonhealth.ca/strides and take that important first step for outstanding health care in the region.



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Proceeds support enhanced patient care at Hamilton General Hospital, including the Regional Rehabilitation Centre

PURCHASING A HOME WITH AN IN-LAW SUITE/RENTAL UNIT

BY MATT LEASK

WITH INCREASING HOUSING PRICES throughout Niagara Region and beyond, the idea of a home with rental potential is probably attractive to some home buyers. The addition of an income producing unit in a residential area can be a great way to supplement the cost of home ownership. But there are several things buyers should consider before making an offer. Chief among these is making sure a rental unit is permitted under municipal zoning by-laws.

If the property being considered already contains one or more rental units, that does not mean that use is legal, and can be continued. The Municipality could later take action to stop the use, which would force the new owner to either convert the property back to a single-family home or seek a costly and time-consuming by-law amendment.

It is often assumed that continued use will be "grandfathered," but that is often not the case. The Planning Act (Ontario) does protect continued use of a property from future zoning by-law changes. For example, I own a single-family home in a zone that allows for a duplex. I renovate my house to add an additional unit and rent it out to a tenant. If the municipality passes a new zoning by-law that no longer allows duplexes on my property, I am entitled to continue my use as a duplex. The duplex would be considered a "legal non-conforming use" and would be protected under the Planning Act from retroactive application of the new zoning by-law.

Of course, this is not always the case. It is quite possible that a property has been converted to include multiple units contrary to the existing zoning by-laws, and nothing has happened to alert the municipality to such use. In this instance, there is nothing preventing the municipality from enforcing the existing by-laws.

The best protection for a potential purchaser is to ensure the offer includes a warranty from the seller that the existing use can be continued, this allows your lawyer to insist on proof from the seller that the use can be continued prior to closing. If the seller won't agree to that, then the next best option is to make the offer conditional on the buyer completing their due diligence in this regard.

Once you've been satisfied that the rental unit is legal, and you've

closed on your new home, there is still work to be done. Renting out a portion of your house makes you a landlord and subject to the Residential Tenancies Act (Ontario). The landlord and tenant relationship can be a tumultuous one if you are not careful at the beginning of the relationship. Following a few simple guidelines when selecting a tenant will help avoid future issues.

1. Ask For References and Check Them: Taking a few minutes to speak with a previous landlord can provide valuable insight into the tenant's behaviour and the reason they are leaving their previous apartment. It's reasonable to assume behaviours, whether good or bad, will continue with you.

2. Put It In Writing: The Ontario government has recently developed a standard residential lease which is required for all residential tenancies. You can find the form online, and it contains all the necessary provisions under the legislation. The standard lease can and should be supplemented with the specific terms of your agreement. Anything that is not contrary to the Residential Tenancies Act can be added. Putting your agreement in writing will avoid any debate if the relationship goes south.

3. Act Quickly: Whether it is a request from the tenant, or a missed rent payment, don't put it off. Responding promptly to tenant concerns will help avoid any complaints to the Landlord and Tenant Board. Similarly, if your tenant misses a rent payment, don't accept excuses, serve them with an N4 (Notice to End a Tenancy Early for Non-payment of Rent). This form can be found on the Board's website. The Landlord is not required to proceed with an eviction if the tenant later pays up, but it will start the clock in case an eviction becomes necessary. **BL**

Matt Leask is an Associate at Lancaster Brooks & Welch LLP, practicing within the corporate, commercial and real estate department. He may be contacted for questions or advise on your real estate matter at 905.641.1551.

A professional headshot of a young man with dark hair and a beard, smiling at the camera. He is wearing a light gray blazer over a blue and white plaid shirt.

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Samantha's Story

"Compassionate, emotional care from Hospice Niagara helped Samantha and Jay live a life filled with spontaneity and love."



BY CHERYL CLOCK

Four days before Jay Bond died, he gave his wife Samantha a bouquet of red roses. Despite the cancer, despite knowing that he would die soon, it was still their anniversary.

Jay could not walk or eat. His cancer had spread, despite surgery and weeks of chemotherapy. But he could still love. And he did that to the end.

Jay smiled from the hospital bed in their living room, holding the roses and a small package. Inside was a necklace, a heart and key pendant on a gold chain.

"This is the key to my heart," he told Samantha. "And it belongs to you. You will hold it forever."

She wrapped her arms around him and cried. On the Wednesday of their eighth wedding anniversary, she wore her new necklace. By Sunday he was gone. Jay died May 7, 2017. He was 46.

Compassionate, emotional care from Hospice Niagara helped Samantha and Jay live a life filled with spontaneity and love, and then supported Samantha, 37, and their two children after Jay died.

Hospice Niagara helps people and families live well from the time of diagnosis with an incurable condition, through to end-of-life care and bereavement. Hospice care involves the whole person. Physical. Emotional. Social. And spiritual.

When Jay was sick, it was a relief for Samantha to talk openly with a visiting volunteer who came to their home and her mind was eased when a supportive counsellor also visited Jay.

"Hospice sounds like a scary word until you get to know the people," said Samantha. "It felt like a weight was lifted off my shoulders."

In the weeks after Jay died, the autopilot that propelled her through life suddenly stopped.

"I thought I was failing at grieving and failing at surviving," she said. "Everything was so hard."

With help from a supportive counsellor, she felt more reassured as she learned about grief. Two years later, Samantha remains connected to Hospice Niagara and participates in fundraising events.

"They help people through the hardest time in their life and I am forever grateful," she said. "They will have my heart forever." **BL**

Cheryl Clock is a communications specialist at Hospice Niagara. The non-profit organization relies on donations to provide programs and services at no cost to the community. To read Samantha's full story or to donate, visit www.hospiceniagara.ca/spring or call 905.984.8766.



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Complete Rules and Regulations at hospiceniagara.ca. Total value of all prizes is \$217,551.37, inclusive of all applicable taxes and other charges. Prizes may not be exactly as shown. Early Bird Prize draw will be conducted at 3:00 p.m., June 17, 2019, at Hospice Niagara, St. Catharines, ON. To be eligible, tickets must be purchased by 2:30 p.m. Online orders made after June 16, 2019 will not qualify for the Early Bird draw. Cheques will not be accepted as payment for Early Bird qualifying tickets after June 6, 2019. Bonus Prize draws (five) and Grand Prize draws (five) will be conducted at 6:30 p.m. on August 5, 2019, at Montebello Park, St. Catharines, ON. To be eligible, tickets must be purchased by 6:00 p.m. on August 5, 2019. Online orders will not be accepted after August 4, 2019. Cheques will not be accepted as payment after July 25, 2019. June 17, 2019. Prize values are as follows: 2019 Honda Civic LX Hatchback \$29,430.80; 2019 Toyota Rav4 LE FWD \$33,792.65; 2019 Mazda MX5 GS Convertible \$39,205.35; 2019 Chevrolet Camaro Convertible LT \$46,250.90; 2019 Ford F-150 XLT 4x4 \$53,871.62. Only 30,000 tickets will be available. LL#10673

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ARE YOU A SALESPERSON OR A SALES PROFESSIONAL?

BY BRETT MEADOWS

Ask anyone in sales if they consider themselves a professional and the response is an immediate "yes." But I challenge you – if you were in court, in front of a judge, could you produce the evidence to prove you're a professional salesperson?

Being a salesperson and being a professional salesperson are miles apart. People get into sales because the income potential is unlimited. The problem is they don't understand that to achieve their desired income, working hard at their sales knowledge is never-ending. Daily effort is required to be among the best.

Here's a list of evidence that what you'd have to bring to court so you wouldn't be convicted.

1. Books about selling, negotiating, attitude that you have read.
2. Sales Audio from your iPhone/iTunes account
3. Receipts from sales seminars you attended.
4. Certificates from completed sales training programs.
5. Magazines and email newsletters you subscribe to that focus on sales and sales techniques.
6. Your Winners Circle award you won for being the best

How much evidence do you have? If the answer is "not enough," develop a written program for yourself, and follow it.

Read, watch, and listen. It's the best way to learn new selling skills. Read books, watch videos, and listen to audio. If you're serious about becoming the best salesperson you can, you have no choice but to learn (Learners are earners!) Instead of listening to the same old news, or talk radio while driving, invest this time to learn something new. Use your smartphone as your "University on Wheels." Try to feed your head with new knowledge that will help you make that next sale.

Want to become an expert in sales? By learning one new technique per day 50 weeks a year, five days a week, you will learn 250 new techniques per year. If you sell for five years, you'll have over 1,250 techniques in your arsenal. It's amazing what you can do if you just do something small every day. If you just dedicate 15-30 minutes a day to learning something new about sales and achieving a positive attitude, at the end of five years you'll be a master salesperson and have a great attitude about life. Practice on a prospect. It's especially effective to learn a new technique in the car, and immediately try it out on your next appointment.

Once you start the learning process, don't stop. If you gain a little knowledge and begin to think and sound like you know everything, you develop the kind of attitude that's destined to fail. Continuing education also breeds continuing success. **BL**

Brett trains, coaches, and speaks to salespeople all over the country. For more information on seminars and training, please visit www.brettmeadows.com or contact the friendly folks at Meadows Performance Sales and Strategy via email at info@brettmeadows.com or by calling 289.696.3605.

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Why Before How

BY DENNIS O'NEILL

Much of my time in school went wasted. Teachers taught the curriculum. They told me about lots of things. I didn't have any interest in most of those things. You see, while they covered how certain things worked, they neglected to tell me why I should want to know.

They gave no purpose to the "how." No "why."

Much the same in business, we can explain the "how" to do something. But never without the "why." People will only absorb the "how" to do something if they clearly understand "why."

Remember, always explain the "why" before outlining the "how." "Why" before "how." **BL**

Dennis O'Neill, The Business Growth Coach is located in Niagara-on-the-Lake. For more information on how to grow your business, please call 905.641.8777, email dennis@dennisonneillcoach.com or visit www.dennisonneillcoach.com.



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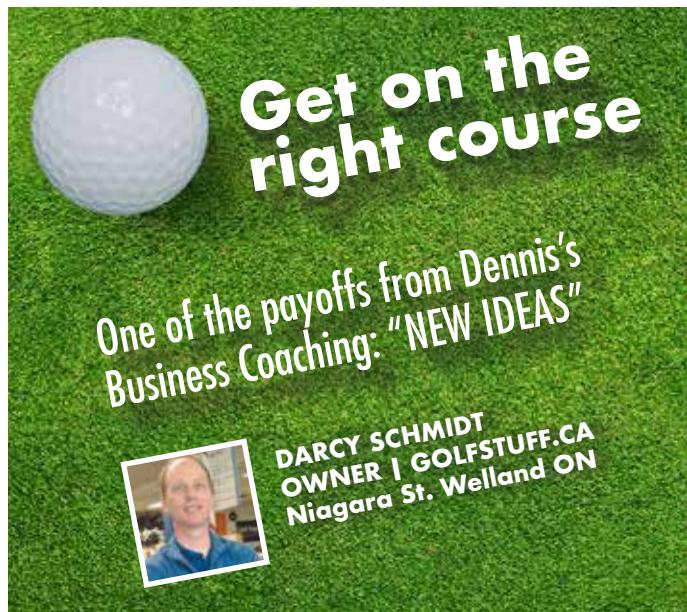
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Eight Reasons Why You Should Have Travel Insurance

PROVIDED BY C.M. STEELE INSURANCE BROKERS

No one likes to spend the days leading up to their trip worrying about what might go wrong. Nobody can even predict what unexpected travel problems may arise. Having proper travel insurance can help ease these worries. Here's a list of eight reasons why you should have travel insurance.

1 A lot can happen before a trip - whether it be an issue arising with work, a child getting sick, or a family member having surgery. There are many scenarios where you may need to cancel your trip unexpectedly. Make sure you're covered so you don't have to pay for a vacation you don't take.

2 Arriving at your destination with no luggage in sight is a terrible way to begin your vacation. Travel insurance can reimburse you for the replacement of your essential travel items when your bags are delayed, damaged or stolen.

3 The only thing worse than getting sick is getting sick on vacation. No one wants to spend their vacation sleeping away the day in a hotel room. Travel insurance will help you get the medical care you need so you can get back to enjoying your hard-earned vacation.

4 Canadian healthcare does not travel with you around the world. Travel insurance can save you a fortune in medical bills if you have an emergency while travelling. If you have an accident while travelling and are unable to take a regular airline service home, you may need to arrange an air ambulance. These firms usually don't provide service without payment upfront and can cost tens of thousands of dollars. Make sure you have an insurance plan with these benefits to cover the medical care and transportation you may need so you aren't stuck with the costs.

5 When you're travelling, you want to know you'll end up in a qualified facility if an emergency were to happen. You should have a travel insurance package that recommends qualified facilities around the world. Travel insurance providers can recommend over 1,500 hospitals and clinics in over 130 countries and 500 cities.

6 When times are tough, companies can file for bankruptcy without notice. Travel insurance can cover pre-paid expenses if your airline, tour operator or cruise line goes out of business. That puts the money back in your pocket if the people hosting your jungle safari trip go under.

7 No one likes to spend unplanned delays figuring out what to do. Luckily, a travel insurance plan can cover you for additional fees incurred during a delay including meals and accommodations.

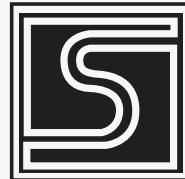
8 A refund isn't a refund unless you can spend that money on anything you'd like. It's too bad that when a problem comes to fruition an airline or cruise line usually offers you credit vouchers with a long list of stipulations. Travel insurance can get you the cash back when the trip doesn't go as planned and give you the option to be able to start planning another one. **BL**

C.M. Steele Insurance Brokers Ltd. is located on 46 Charlotte Street in Port Colborne. For more information, please call 905.835.2417 or go to www.cmsteeleinsurance.ca.

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The Factory Surplus Direct team at their St. Catharines office.

BUILDING THE BEST

Factory Surplus Direct Inc. is your go-to source for automation and robotics parts and service.

By Scott Leslie

There's an old proverb that says, "Mighty oaks from little acorns grow." That adage is the perfect way to describe the success of an international parts distributor like Niagara's own Factory Surplus Direct Inc.

Over the past decade, this innovative technical firm has grown from a modest online parts business into a world leader in the field of industrial automation and robotics parts, service and integration.

For the uninitiated, Factory Surplus Direct Inc. (FSD) specializes in automated robotics systems, consulting, in-house and field robotics repair, spare parts, electronics and servomotor repair and refurbishment. Over time, the FSD team has also served countless sectors that use automation or robotics including the aerospace, automotive, electronics, and food and beverage industries.

"We're proficient in all areas of automation," says María José Gutiérrez, marketing coordinator at Factory Surplus Direct Inc. "Our team of engineering professionals are the best in their field – and we're proud to be a trusted partner of countless global corporations. Our track record speaks for itself."

AN UPHILL CLIMB

Every successful business starts with the desire to fill a need.

In the case of Dave Burgess, he had been operating a small online-based business in the early 2000s, buying up surplus parts at auctions, storing them in a garage, and selling the parts on eBay. Over the years, however, the demand for robotic parts and servicing took off, and maintaining a parts inventory alone was no longer an option.

In response, Dave founded Factory Surplus Direct Inc. in 2008.

"The business really began to thrive when we started servicing and selling refurbished parts and systems," Maria explains.

With the prevalence of automated manufacturing and increasing use of robots in industrial environments, FSD would grow with astonishing speed. Over the next few years, FSD would shift its business to increasingly larger garage spaces in Niagara Falls and St. Catharines. By the fall of 2014, FSD moved to an industrial unit on Queenston Street in St. Catharines. Still, the demand for FSD's services didn't let up.

Two years later, FSD made its biggest move to date, relocating to its current 18,000-square foot site at 113 Cushman Road in St. Catharines. The company now has a staff of over 15 full-time employees and a half dozen contractors, not to mention vehicles, trailers, lift trucks, and a parts warehouse in Niagara Falls, New York so they can easily service the international market.

"Although our online business now only accounts for 10% of our business, we still have over 1,500 eBay listings," Maria explains, "and ship around the world to countless countries in North America, South America, Europe and Asia."

A SOURCE OF STRENGTH

Over its history, Factory Surplus Direct has built a sterling reputation for its world-class technical support, and rapid part procurement times.

In terms of inventory, FSD has access to thousands of new and used parts by such respected brand names as Fanuc, Allen-Bradley, Omron, ABB, Yaskawa Motoman, Siemens, Indramat and Kuka.

FSD's expert sales team has also proven to be a big help to customers looking to unload their surplus parts and industrial equipment. Through its international channels, FSD can find an interested party to purchase this surplus inventory and help its customers free up valuable space in their plant or workplace. (All spare parts go through a rigorous evaluation process to ensure the highest level of quality).

When it comes to servicing, FSD's highly trained technicians are consummate experts at refurbishing industrial robots, whether the unit needs cleaning, painting or a complete restoration. By repairing an existing robot, FSD can help its customers save thousands of dollars on replacement costs. FSD's technical team will also reset each robot to OEM specifications in order to ensure its continued safety and reliability.

Originally relying on outside contractors to repair and refurbish equipment, FSD now employs a skilled team of in-house technicians dedicated to these tasks. Throughout this growth, there have been large investments in labs and testing equipment. FSD now boasts some of the most advanced testing facilities in Ontario.

According to Maria, FSD's support teams have served clients throughout Ontario and serviced equipment as far afield as Montreal and Calgary.

"When our customers have problems, we're right there for them," she explains. "We can drive right to the customer and service their robots personally."

THE FUTURE IS FSD

With strengths such as these, FSD has continued to grow by leaps and bounds. Last year, the up-and-coming firm celebrated its 10th year in business – all the while doubling its sales with each passing year.

Partnerships have also played an integral part in the growth of FSD as it strives to seek out innovative solutions for its customers. In 2016 for instance, FSD was first company to act as a Canadian distributor for Robot Reels. Over the next two years, the firm established several partnerships with service companies in France and Spain, and key supply partnerships were secured in Asia for the supply of CNC drives and motors. This year alone, FSD began distributing products for DRIM Robotics, and is currently signing a distribution partnership with a major cobotics robot supplier. This deal will provide FSD's customers with a line of robots that can be easily programmed and work safely without the need for guarding.

FSD has also been able to grow its business here at home by

liaising with local associations like the Niagara Industrial Association and doing business with such manufacturers as Linamar, Martinrea, Magna and GE.

In fact, FSD has experienced such unprecedented growth that they're quickly outgrowing their present Cushman Road location.

But Dave says Factory Surplus Direct Inc. has no plans to abandon its firm commitment to the Niagara Region.

"We're looking to purchase a new location in the next year," he says, "but we want to stay in Niagara and continue growing our business with local manufacturers and SMEs. There's so much potential here for business and it's a great place to live." **BL**



Factory Surplus Direct Inc. is located on 113 Cushman Road (Units 45-48) in St. Catharines. For more information, please call 1.800.825.3049, email sales@factoriesurplusdirect.com or go to www.factoresurplusdirect.com.



YOUR TALENT IS LIKE A WILD HORSE

PUT A SADDLE ON IT TO CROSS THE FINISH LINE.

BY JESSICA POTTS

Donald O. Clifton, Ph.D. was a psychologist and business executive whose life's work was based on a single question: "What will happen when we think about what is right with people rather than fixating on what is wrong with them?"

Clifton believed that everyone has talent – special abilities that come naturally to us in our innate ways of thinking, feeling, and behaving – and that those unique talents are the key to finding our purpose and maximizing our potential in both work and life.

He believed that if this simple notion of focusing on what's right instead of what's wrong with people was applied to our everyday lives, we could be more productive, successful, and fulfilled. This approach is called strengths-based development and today, Donald O. Clifton is recognized as the father of strengths-based psychology and the grandfather of positive psychology.

Since our talents influence our decisions and guide our activities, they also explain why some things come more easily to us than others. We are all built for a purpose and it's up to us to uncover it using our talents as clues.

Let's think about horses as an example of talent in action:

- Racehorses are built for speed.
- Steeplechase horses are built for agility.
- Cross-country horses are built for endurance.
- Driving horses are built for power.

We'd never expect a racehorse to pull a sleigh, nor a driving horse to excel in jumping. They just aren't made for that! And while those horses may be physically able to complete the mis-matched tasks, we accept that they wouldn't be able to consistently produce excellent results.

The key to benefitting from your talents is being aware of them and using them intentionally. When you are in tune with your talent, harnessing and practicing them consciously like tools in a toolbox, you can achieve consistently outstanding results – what Clifton defined as a "strength."

What's equally fascinating about the research is that the same source of power and edge – your raw talent - can also be your greatest form of distraction and detriment. That's because our natural talents and tendencies left unchecked can lead us astray.

I like to think about talent like a wild horse. Another term for a wild horse is a mustang, from the Spanish word "mustang" meaning an ownerless beast or stray.

These small but sturdy equines are resilient, just like our talents and tendencies that stay with us over time. Properly nurtured and trained, mustangs can be great riding horses and have faired well in competition.

Like our friend the wild horse, you may be able to run the fastest, or jump the highest. But if it goes unharnessed the mustang could end up grazing in the grass or running off-course instead of finishing the race.

It's possible that you could be taking your own talents for granted because they seem ordinary to you. Be warned – this lack of self knowledge threatens your positive outcomes:

- If you're skilled at finding trends and patterns, beware that over-analysis doesn't keep you from acting on opportunities while they are still timely and relevant.
- If you're skilled at developing relationships, be careful that you don't make deals at the cost of profit.
- If you're skilled at coming up with brilliant new ideas, beware being distracted from producing a tangible output.

These examples of talent mis-applied result in what Clifton would call a "weakness." – the same way a shortage of talent in a given area can cause problems.

It's up to you to saddle up that wild horse, take the reigns, and harness your raw talents into mature strengths. When you do, you'll have the winning formula to cross the finish line with the flair and distinction of a thoroughbred winning the Triple Crown. **BL**

Jessica Potts is the president of Inspired Strategy Group Inc. and a Gallup Certified Strengths Coach, working with clients to develop leaders, build high-performing teams, sustain stakeholder and employee engagement, and realize their goals. Her approach is rooted in a strengths-based philosophy that maximizing potential happens when we encourage people to become great at what they're naturally good at. For more information, visit www.inspiredstrategy.ca or search "Inspired Strategy" on your favorite social media platform.



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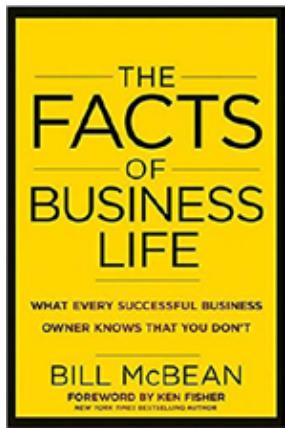
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The Facts of Business Life

WHAT EVERY SUCCESSFUL BUSINESS OWNER KNOWS THAT YOU DON'T

By Bill McBean Published by John Wiley & Sons



BEING A SUCCESSFUL BUSINESS owner means more than knowing one's industry and understanding the concepts of leadership, management and motivation. It means being able to master many areas of business – and knowing how each of these areas build on one other. It also means understanding how those areas change as a business goes through its inevitable life cycle, and how the owner must be prepared to change with them.

The Facts of Business Life is the first book designed to provide readers with the means of achieving the long-term understanding that's the key to true and lasting success. Toward that end, the book covers the seven Facts of Business Life that every successful business owner knows.

These include "If You Don't Lead, No One Will Follow," "Planning Is About Preparing for the Future, Not Predicting It," and "If You Don't Market Your Business, You Won't Have One."

Devoting one chapter to each Fact, the book explains what it is, what it means, and more importantly, how it can help entrepreneurs achieve success and stay away from potentially harmful mistakes.

Written by Bill McBean – a successful businessman with four decades of ownership experience – The Facts of Business Life presents every business owner with the key facts to ensuring a strong and lasting enterprise. **BL**

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INCUBATING THE INTERN: MY JOURNEY THROUGH TECH

BY CHRIS ROSATI

I'M A FOURTH YEAR game development student studying at Brock University and Niagara College, and I've had the pleasure of interning and working at Innovate Niagara for the past two summers.

By the time I had to decide on a career path when I was in high school, the only thing I had a sustained interest in was video games. This passion led me to Brock, where I joined the first cohort of the game design program.

It was after two years in the program that I found a group of friends dedicated to the art of creating immersive worlds, fascinating stories and fluid gameplay. After realizing how well this group worked together, we began to dream of starting our own company once we graduated.

The summer between my second year and third year of studies, I learned of an internship opportunity with Innovate Niagara through Brock University's Centre for Digital Humanities. I applied and was honoured Innovate Niagara offered me the position. This experience became a huge stepping stone towards furthering my career in the tech industry.

Innovate Niagara uses every opportunity they can to give me valuable experience, and exposure to the work they do to help entrepreneurs succeed. I've helped the team plan events, conduct research, and have shadowed them during some of their projects. In doing this, I've developed many soft skills that are crucial for a professional setting such as communication, problem solving, initiation and networking.

In particular, I helped plan one of Innovate Niagara's Tech Mashups - a tech-focused event where local industry professionals gather to network over some refreshments. Attending these events as a student has proven to be an awesome way for my classmates and I to meet local tech entrepreneurs and stay up-to-date on everything

tech in Niagara.

By seeing first-hand the ways Innovate Niagara helps entrepreneurs, I've learned about many of the challenges they face in their entrepreneurial journeys. I see many of the different companies located in the tech incubator talking to one another and helping each other solve problems. A lot of the time, they end up facing a similar challenge that another company may have just overcome.

Although these things may not seem like they have anything to do with creating games, they have everything to do with how to start and grow towards becoming a successful entrepreneur.

This experience has given me more confidence in both my professional career and as an individual. Also, being that some of their clients housed within the tech incubator are game studios, I'm able to witness the processes they go through to become successful developers. Word of mouth is strong in the tech industry and having local contacts who will recognize you in a crowd of talent is extremely beneficial.

The amazing team at Innovate Niagara have introduced me to so many different people who have all helped in one way or another to acclimate me to this new environment. I'm excited to continue my development as both a student and colleague; and with the help of everyone at Innovate Niagara, maybe even an entrepreneur. **BL**

Chris Rosati is a project coordinator at Innovate Niagara, a not-for-profit private corporation that helps innovators grow their ideas. He is currently a fourth year student at Brock University and Niagara College in the newly developed Game Design program. For info on Innovate Niagara visit www.innovateniagara.com. Connect with Chris on LinkedIn.



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Five Ways to Make Sure Summer Vacations Don't Kill Team Productivity

BY CLAUDIA VALLE

It's the time of year when we try to make the most of the precious eight weeks of summer. As a leader, it's easy to treat summer as something to coast through until the busy fall season arrives. Studies suggest that workplace productivity drops an average of 20% during the summer months.

Summer doesn't have to be a productivity graveyard! There are easy ways to maintain productivity and team momentum. Here are five tips for how to fully embrace the fun and flexibility of the summer without your team falling apart by Labour Day:

1. Have Fun At Work – When you find ways to bring a little enjoyment and surprise into the lives of teammates who aren't on vacation, they won't feel so bad about having to hold down the fort. This can include simple things like bringing in ice cream or a food truck one afternoon, casual Fridays, or a

potluck picnic outside where colleagues can connect and get to know one another better.

2) Tether The Team - Appoint someone to record all of the scheduled vacation time in a shared calendar so your team can plan their collaborative projects accordingly. Providing this schedule to the whole team can keep members from feeling left high and dry when due dates approach.

3) Let People Be Off For Real! - When people are away, let them truly be away. Hold off on emailing them directly, and don't text them! Set norms in your office that allow people to truly rest and rejuvenate - and not feel guilty about it.

4) Keep Meeting - Don't skip meetings just because some people will be away. Keep regular meetings as scheduled, even if there are only a few people in attendance. Take advantage of the smaller group to check-in

with people on a deeper level than the larger group allows. This can also help quieter team members feel heard.

5) Be Flexible - So many jobs can be done from anywhere, anytime. When possible, offer this scheduling option for the summer months. Perhaps employees can come in early and leave early? Or allow employees to work longer days and take Friday afternoon off.

Try and use the relaxed, slower pace of these months to offer some unique approaches in the workplace that will help bring the fun of summer into your office without killing productivity.

Claudia Valle is an associate at Leaders for Leaders. She's passionate about helping teams and leaders gain the confidence and skills needed to thrive. Claudia helps organizations around the globe to overcome chronic issues and conflicting values. To find out more, go to www.leadersforleaders.ca.

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OUR NEXT MEET UP



6788 Thorold Stone Rd. Niagara Falls

Wednesday, July 31st
Cat's Kitchen + Bar
5pm -7pm



DAVE BROWN REVITALIZE SOLUTIONS

DAVE BROWN IS A quality management consultant and the owner of Revitalize Solutions – an innovative firm dedicated to helping small and medium-sized companies improve their quality management systems (QMS). Dave is mainly in the business of working with companies registered to or planning to register to ISO 9001:2015.

Many businesses adopt a QMS to help improve things like their product quality and customer service. Sometimes, however, these QMSs are too complicated for their needs, which can lead to unnecessary paperwork and poorly chosen priorities.

As a quality management consultant, Dave helps his clients streamline their QMSs and make them easier to manage. By having the right system in place, companies can improve their overall performance by focusing on the most important tasks and end up saving money in the long run.

In addition to his QMS consulting skills, Dave has trained hundreds of other individuals to be successful auditors. The cost of training internal auditors can be funded through the Canada Ontario Job Grant program. **BL**

To find out more or for a free consultation, call Dave at 289.990.2525, email dave.brown@revitalizesolutions.ca or go to www.revitalizesolutions.ca.

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BUSINESS LINKS TO NIAGARA'S EVENTS

Your guide to the regions business events.

JULY EVENTS:



Westburne Church Canada Day Community Celebration
July 1st, 7 pm
237 Rykert St, St. Catharines

Ride 4 Our Cancer Kids
July 6th, 9 am
Clare's Harley Davidson, 590 York Rd, Niagara-on-the-Lake

Brew at the Zoo at Safari Niagara
July 6th
2821 Stevensville Rd, Stevensville

Henley Christian Music Festival
July 7th, 14th, 21st, 28th.
BBQ at 5:30 p.m., concerts at 6:30 p.m.
310 Scott St, St. Catharines

Business After 5 NEXTNiagara Takeover by GNCC
July 9th
Outlet Collection at Niagara 300 Taylor Rd Niagara-on-the-Lake

Navigating Your Journey Workshop
July 10th, 10 am
Alzheimer Society of Niagara Region, 403 Ontario St., St. Catharines

Business After 5 Lincoln Chamber of Commerce
July 17th

Sue Ann Staff Estate Winery
3210 Staff Ave Jordan Station

TD Niagara Jazz Festival
July 19th 11 am – July 28th 11pm

Henley, Grandstand, Main St, St Catharines

Business After Business by Hamilton CC
July 25th, 5:30 pm.

The Scottish Rite
4 Queen St. South
Hamilton



BizConX Niagara is a business-to-business networking event that takes place on the last Wednesday of every month at Cat's Kitchen + Bar on 6788 Thorold Stone Road in Niagara Falls.

Presented by Business Link Media Group, BizConX Niagara is a great opportunity for you to connect with like-minded professionals, entrepreneurs and business owners. Serving the entire Niagara Region, this event is sponsored by Cat's Kitchen + Bar which provides great appetizers for networkers to enjoy.

For more information or to register for the next BizConX Niagara, please go to www.meetup.com/bizconxniagara.

Want your event posted here?
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THE FUTURE IS MODULAR!

BY SCOTT LESLIE

NEW STATE-OF-THE-ART GREENHOUSES REQUIRE NO HEATING WHILE KEEPING CROPS AT A CONSTANT TEMPERATURE.

Okay, you're looking to build a greenhouse. What kind of materials are you going to use? Conventional wisdom says you could stick with a more traditional greenhouse made of glass and galvanized steel piping. Or – your best bet might be a modular greenhouse.

What is a modular greenhouse?

These insulated greenhouses use a state-of-the-art active heat storage and release system that collects heat during the day and circulates it during off hours. Consequently, no outside heat is required at all. At the same time, users are able to maintain a consistent temperature night and day – even during extreme temperatures of -50 degrees Celsius. That's a great benefit to greenhouse owners, particularly if

you're looking to reduce greenhouse gas emissions and do your part to combat climate change.

Modular greenhouse construction has several other impressive advantages. For example, its durability makes them a great option when you're looking for something that will absorb strong winds and handle the accumulation of snow. Modular greenhouses are also easy to assemble and can be easily moved from one site to another.

Glass greenhouses may have been the big kids on the block for years. But with their superior construction and energy-saving attributes, modular greenhouses are really "growing" in popularity and have a number of patents worldwide. **BL**



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NIAGARA FALLS SMALL BUSINESS ENTERPRISE CENTRE

This one-stop-shop for business info can make your entrepreneurial dreams a reality.

BY SCOTT LESLIE

HAVE YOU EVER CONSIDERED starting up your own small business? If you have, you're not alone. Canada currently boasts over 825,000 entrepreneurs and nearly 35,000 new entrepreneurs join their ranks ever single year. But the question is – how can you increase the chance of your business plan succeeding?

Contacting the Niagara Falls Small Business Enterprise Centre, that's how.

Serving Niagara Falls and the surrounding area, the Niagara Falls Small Business Enterprise Centre is the perfect destination for entrepreneurs looking for in-depth information and expert advice on how to launch their own business. In order to provide the most benefit to the public, the centre's services are free with a few isolated exceptions.

"We're a one-stop shop for new and existing businesses," says Michael Warchala, a small business consultant at the centre. "We offer free one-on-one consultations to discuss their business and help refine their business plan. We can guide them through the registration and licensing process and answer any business-related questions they might have."

Prospective entrepreneurs who drop in at the Niagara Falls Small Business Enterprise Centre on 4343 Morrison Street in the Falls will find a wealth of amenities to help further their business goals. That

includes an extensive reference library, and offices and workstations that are open to the public. Each year, the Niagara Falls Small Business Enterprise Centre also offers a wide range of seminars and workshops designed to help new and existing businesses reach their potential. Topics include everything from how to prepare a business plan to dealing with intellectual property, taxation, social media, and TripAdvisor.

Over the years, the demand for the Niagara Falls Small Business Enterprise Centre's services has continued to grow. In 2018 for instance, the centre had over 400 one-on-one consultations with its clients and had more than 2,000 public contacts through phone calls, email and walk-in traffic.

Michael says their small business consultants are ready to help their clients out in any respect.

"Everyone has different needs," he explains. "We can help them research their target industry, do a company name search or zero in on a federal or provincial assistance program that might help them out. All we need to do is set up an appointment and we can get started." **BL**

The Niagara Falls Small Business Enterprise Centre is located on 4343 Morrison Street in Niagara Falls. For more information, contact Small Business Consultant Michael Warchala at 905.356.7521 x5004, email mwarchala@niagarafalls.ca or go to niagarafalls.ca/business/small-business.

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