



Canadian Rental Association **ONTARIO** MemberUpdate

May 2010 • www.CRArental.org

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A message from your president

On April 1, the flood gates opened at our store and we have been running hard ever since. Spring has been unbelievable weather-wise and many of us have capitalized on the early summer-like temperatures to turn everything from excavation equipment to lawn and garden tools far earlier and more often than anticipated.

The new construction season also has generated much firmer demand for equipment than a year ago. For me, that pressure has meant blown budgets and the need to hire new employees. In fact, in order to meet rental demand at our store, I spent more on new equipment in April than I had planned to spend over the entire year! I've made purchases to develop new equipment lines as well as expand existing fleet numbers. The demand has come fast and it has come furious. For instance, on two key purchases this spring, I required the units in my yard ready for rental within 48 hours of placing the order. One piece was delivered to my shop April 6 at 1 p.m. and was on site working at 4 p.m. It is now early May and that was the last time I physically saw the unit. The other unit was delivered on time and has seen high rates of utilization; the salesman returned later to check on things and was stunned to see the number of hours we have put on it. These are all very, very good (and welcome) signs of recovery.

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I would like to thank our members who have welcomed CRA Ontario into their operations this season: Vulcan Demolition, Rentquip Canada,

Affair Rentals and Stihl Canada. Being in the rental industry is more than a full-time commitment. Your willingness to give your time to CRA Ontario to improve the association's programming and in opening your location as host to our members is invaluable to the industry at large. Again, I thank each of you for your service to the CRA Ontario and to our members.



Also thank you to you, the CRA Ontario member, for taking the time to attend and participate in association events throughout the past season. I know, given the economic conditions, we are all trying to do more with less; however, your association has plenty to offer and CRA/ARA meetings and events are an excellent source of information and encouragement. Don't discount what a local meeting has to offer your business; they are more than just a social networking event!

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CRA Ontario has some exciting events already set for the 2010/2011 season.

Things will kick off Sept. 14 with the 41st Annual Golf Tournament. Please see the notice in this issue. We also have formalized a date for the return of our 'Tabletop' Trade Show and Banquet. The show was a hit with vendors and attendees alike when we first held it in 2009. If you weren't able to attend or are unsure what we mean by 'tabletop,' let me share what this event is all

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It's been a busy season; more activities planned for the fall

If you weren't able to attend all of the CRA Ontario's events this past season (2009/2010), below is a quick summary as well as a preview of what is to come this fall.

Programs held between September and April:

Vulcan Demolition Tools and Target Equipment Sales:

Went on a facility tour and heard a presentation from the director of the Canadian Federation of Independent Business (CFIB).

Rentquip: Went on a facility tour and heard a presentation on sustainable energy.

Affair Rentals: Went on a store tour and heard a presentation from OPA.

Canadian Rental Mart:

Participated in the CRA Ontario Annual Awards Banquet, Myers-Briggs seminar and the Next Generation Reception.

Toronto: Enjoyed a Harbour tour and Tall Ship dinner cruise. In addition, the CRA national board of directors held its annual meeting in Toronto.

Stihl: Undertook a facility tour and heard a presentation.

Upcoming events:

September: Golf tournament at Trehaven Golf Club in Orillia

October: Member meeting at a member's store

November: Member meeting

January: Tabletop show Jan. 22 in London, Ontario

February: The Rental Show in Las Vegas

March: Member meeting

April: Member meeting

This has been an eventful season. We look forward to seeing many of you in the fall.

Your CRA local board of directors hopes you have a wonderful summer. ♦

— Penny O'Sullivan
CRA Ontario director

IAIN WATSON
President

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President's message *continued from page 1*

about. Basically, it is a quick and straightforward opportunity to visit all of your favourite vendors in one location in a trade show format without all the formalities of a conventional trade show.

'Booths' are reduced to a tabletop, and vendors offer the typical show deals and promotions. It is a format that we have adapted from CRA Atlantic and it works really well for everyone involved. Moreover, considering that 2011 will be an off year for the Canadian Rental Mart, how can you not attend!

For this 'Tabletop' we have once again secured the Lamplighter Inn and Conference Centre in London for Jan. 22, 2011. This facility boasts the Atrium Oasis, an indoor pool area and a three-story, 140-foot water slide, which is a perfect excuse to bring the family and make a weekend out of it. The Atrium is a true tropical destination in the heart of

the Lamplighter Inn & Conference Centre! With live palm trees and lush gardens, it is an ideal hit of summer fun in the dead of winter.

There is also a good chance of the unexpected. Last time it was the Wilson brothers from *A World of Rentals* in Kingston entertaining a standing-room-only audience in the hospitality suite on their fiddles. And then there was me ... on stage ... hypnotized. It really is a lot of fun!

I have one final thank you to my board members for all of their hard work and dedication this year. It has been an outstanding season and I have enjoyed every minute of it! I hope to see all of you at the golf tournament in September or at another association event in the near future. Best wishes for a prosperous rental season! ♦

— James Morden
CRA Ontario president

What you need to do to be in compliance with Bill 168

Bill 168, an act to amend the Occupational Health and Safety Act with respect to violence and harassment in the workplace and other matters, goes into effect June 15, 2010. At this time, workplaces in Ontario will be required to have the necessary policies, programs, procedures and measurements in place.

Will you be ready?

When Ministry of Labour (MOL) inspectors come in to check your workplace for compliance, they may:

- Ask your employees what instruction/training they have had.
- Check that policies are posted.
- Review health and safety records, minutes, incident reports, etc.

According to the new bill, you **must:**

- Assess the risk of violence.

- Prepare workplace policies for both violence and harassment.
- Develop and implement a program to protect workers from the risks identified.
- Inform and instruct employees on the program and procedures.
- Create a process for responding to complaints and threats.

For guidelines, templates and a checklist from the Ministry of Labour, go to the following sites:

Workplace Violence and Harassment: Understanding the Law — <http://www.labour.gov.on.ca/english/hs/pubs/wpvh/index.php>

Appendix A: Example of Workplace Violence Policy — http://www.labour.gov.on.ca/english/hs/pubs/wpvh/appendix_a.php

Appendix B: Workplace Violence Program — http://www.labour.gov.on.ca/english/hs/pubs/wpvh/appendix_b.php

Appendix C: Example of Workplace Harassment Policy — http://www.labour.gov.on.ca/english/hs/pubs/wpvh/appendix_c.php

Appendix D: Workplace Harassment Program — http://www.labour.gov.on.ca/english/hs/pubs/wpvh/appendix_d.php

For training and information, check out these resources:

Workplace Violence and Harassment provides some direction and a checklist guide, from the Ontario Service Safety Alliance (OSSA).

Violence in the Workplace identifies some occupations that may be at higher risk of violence, provided by the Workplace Safety and Insurance Board (WSIB) website.

Violence in the Workplace: Awareness online precursor course, from the Canadian Centre for Occupational Health and Safety (CCOHS). ♦

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ISO 9001:2000

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INSURANCE AND RISK SERVICES

HED gets new name

HED Insurance and Risk Services is proud to announce that as of May 1, 2010, it has changed its name to Western Financial Group Insurance Solutions.

The name change reflects that it is now part of Western Financial Group:

- One of Canada's largest insurance brokerages
- With more than 90 locations in more than 80 communities
- Serving more than 400,000 customers across Canada

It will continue to provide the same quality group insurance solutions to its clients:

- Same people
- Same location
- Same great service
- Same great insurance programs

Your contacts will remain unchanged; however, the e-mail address format will be changing to firstname.lastname@westernfgis.ca. For example, Ken Fingler can be reached via e-mail at ken.fingler@westernfgis.ca. He also can be reached by phone at 800-665-8990, ext. 7279. ♦

Member meeting • Stihl • April 21



Host a meeting

If you are a general or associate member and are interested in hosting an upcoming CRA Ontario meeting, please contact Mike Maltby at 519-485-4231 or Mike @ingersollrentall.ca. If Maltby is not available, please contact any member of the board.



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Ontario Golf Tournament!

Tuesday, Sept. 14, 2010

9-11 a.m. — Meet Fellow Rental Operators and Suppliers for Breakfast



Equipment Display by Hole Sponsors

11:30 a.m. Shotgun Scramble Start!

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**Call Rentquip
to register!
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Send cheques to:

Rentquip, 624 Jack Ross Ave., Woodstock, ON N4V 1B6

Cheques payable to: CRA Ontario Golf Tournament

For information, call:

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Contribute to your CRA Ontario newsletter

The goal of this newsletter is to provide you with the latest updates from your provincial association as well as to share news and success stories about our members.

If you have a story to share, please write a quick item and e-mail it to Dale Brinklow at mhra@cottagcountry.net.