

Proudly Serving  
the Townships of  
Douro-Dummer  
North Kawartha  
Selwyn  
Trent Lakes



**2011**  
**2012**

***Annual  
Report***

## Scott Davidson, Hendren Funeral Homes President's Message



Hello Fellow Chamber Members,

As we approach our Annual General Meeting, I would like to say thank you to each of you for allowing me to serve as your President for the past two years. I have enjoyed my time in this role and serving the business communities that we represent. This excellent organization remains a valuable tool and resource for the varied sectors that are represented in its membership.

This past year has once again been filled with many exciting changes and growth within the East Kawartha Chamber of Commerce. Some of the highlights from the past year include our successful Annual Charity Golf Tournament which raised funds for the Habitat for Humanity Faith Build in Lakefield, the Annual Business Awards of Excellence and Gala which

highlighted successful businesses from our catchment area, ongoing consultation and review of several Trent-Severn Waterway issues with the Public Policy Committee and very enjoyable Breakfast meetings, Business After Hours and Member Showcases.

We have also added a new staff member to the Chamber office in the role of Membership & Marketing Coordinator. Chantelle Held joins the team and brings vast knowledge and experience in municipal and non-profit work.

Our ServiceOntario staff continue to maintain the highest standards of service for licensing and Health Card needs. I thank them for their dedication and hard work as well as the many volunteers that freely give their time to make sure that the many functions of the Chamber operate

smoothly. We have made great strides once again this year with our Human Resource plan including staff and volunteers. The Office staff including Sherry, Tammy and Chantelle have again worked diligently this year to ensure that our membership continues to grow and flourish.

This year we will be focusing our efforts on building a Strategic Plan that will help guide us over the next number of years to be sure that we are supplying the best value to our membership. We will be asking for your input throughout this process and I encourage you to contribute your thoughts and ideas to make your voice heard and to help us build a strong and relevant Chamber of Commerce.

Once again, thank you for your support over the past year and I look forward to working with many of you again at Chamber events in the future.

Sincerely,  
**Scott B. Davidson**  
**President**



Scott Davidson presents a cheque to Keith & Una Warner of the Apsley & District Lions Club for their Annual Winter Carnival.

## Kevin James, Financial Security Advisor - Chair Human Resources Committee

The year of 2012 was a year of many positive human resources (H.R.) results and activities as well as a year of some H.R. challenges.

The spring Volunteer Recognition event went very well. The breakfast was delicious and the venue was inviting as we met at the Beachwood Resort in Buckhorn. Larry Gilman of Freedom 55 Financial talked about his experiences at the Howard Hospital in Zimbabwe, Africa. Larry shared his heart for the work and for the people. His stories obviously touched the East Kawartha Chamber of Commerce (EKCC) members in attendance at the Volunteer Breakfast as many asked questions and then sought ways to participate with Larry in making a difference too!

The H.R. Committee was able to continue in its efforts to update the facilities at our ServiceOntario location as new main windows were installed by FCI Windows of Peterborough. FCI donated the installation in support of the EKCC and our work in the community. Our most sincere "Thanks" goes to Jamie Stringer and his team at FCI for

enhancing the work environment for both our staff and customers!

The H.R. Committee members Sally Harding and Lorri Rork worked hard as always in continuing the Chamber's policy development in 2012. Our committee volunteers also participated in conducting staff reviews alongside our General Manager. Additionally; we were part of the staff hiring process as the Chamber worked to add to our staff team after Britt Leeking left the position of Marketing and Member Services Coordinator. This was a long process that sought to respect the many applicants and bring us the most suitable employee. We are all very pleased that Chantelle Held has joined EKCC to attract new members and to provide relevant services to our entire membership.

Since we were without the services of this key staff member for a few months, more work fell on Sherry and Tammy. I know you all will join me in extending our sincerest appreciation to them both for their stellar performance through the busy fall

season. The Tabletop Show and the Gala are just two of the successful events that Sherry and Tammy worked on so hard. The volunteers who came to the Tabletop Show were all treated to a wonderful gift of preserves made by McLean Berry Farm. These tasty jams were a token of appreciation from the H.R. Committee for the wonderful contribution volunteers make to the East Kawartha Chamber of Commerce. We truly could not continue being such a vibrant Chamber of Commerce without your cheerful volunteerism!

May 2013 be another good year!



Chantelle Held, Marketing & Membership Coordinator.

### COMMITTEE MEMBERS:

- Chair, Kevin James, Financial Security Advisor
- Sally Harding, Nightingale Nursing Registry
- Lorri Rork, Community Care Peterborough

## Kris Keller, RBC Royal Bank, Commercial Banking - Chair Member Services & Marketing Committee

### COMMITTEE MEMBERS:

- Chair, Kris Keller, RBC Royal Bank, Commercial Banking
- Diana Carter, Hellwinkies Fashion & Peterborough Fire Extinguishers
- Tom Podd, Ennismore Automotive
- Val Wilson, Tap Small Biz Services
- Maureen Vukmanich, Creekside Inn Apsley & Rustic Roots in the Kawarthas

2012 was our first full year operating as the combined committees of Membership and Marketing. We worked toward leveraging the East Kawartha brand and incorporated a more web based focus utilizing Facebook and Twitter social media outlets to drive traffic to our website and ultimately to the membership. A mobile application has also been added and QR codes implemented to ensure we are easily accessible by the growing number of hand held devices that are the preferred method of communication for many.

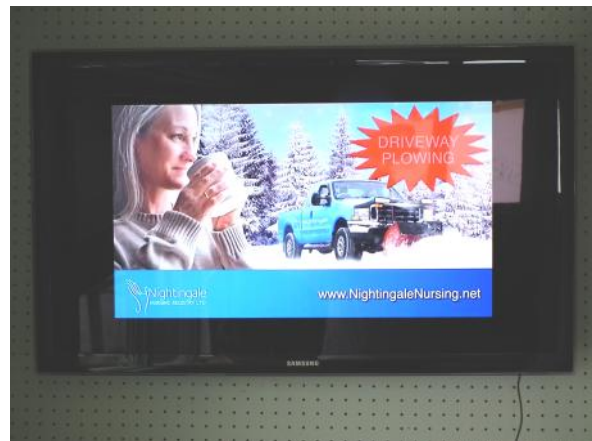
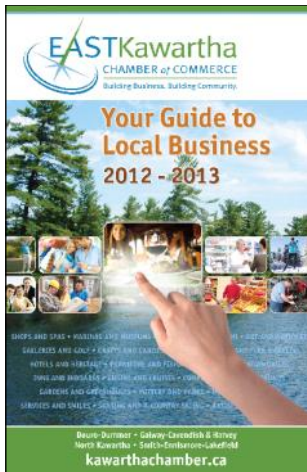
We implemented Screen Monitors in the North Kawartha Community Centre, the Douro Community Centre and our ServiceOntario office which offer opportunities for members to advertise their businesses and also feature EKCC and local community events. Further expansion of this initiative will continue in 2013.

Our annual printed directory continues to attract positive feedback and is a

widely used document which validates the need to maintain this information in a print format for the foreseeable future.

We are now exploring the best options available in terms of co-operative advertising and media buys for our membership and we will be providing more details on this initiative in the very near future.

In closing, we are pleased to note that membership showed net positive growth again this year and the committee tried to take on a more proactive role in terms of welcoming and including new members in various chamber activities. We believe that demonstrating value for membership in EKCC will ensure we continue to attract and retain members.



Screen Monitors in ServiceOntario Lakefield, North Kawartha Community Centre and Douro Community Centre. Put your ad here! Contact the Chamber office.



Chamber display at the Apsley Winter Carnival.

## A Warm Welcome to our New Members - Dec. '11 to Nov. '12

- A Buyer's Choice Home Inspections
- Accelerated Technologies
- Arbonne International - Janet Leipert
- Apsley Home Hardware Building Centre
- Ask Jude
- Athletics Centre at Trent
- ATK Roofing
- Brittany 'N' Bros.
- Buckhorn Riding Academy
- California Iron
- Celtic Connection
- Chemong Lodge Steak & Seafood
- Chemong Physiotherapy
- Commercial Press & Design
- Danbe Catering & Event Specialist
- Dave Butcher Flooring Installation
- Debbie (Henry) Sutton Accounting, Bookkeeping & Income Tax Services
- Douro Marine
- Dream View Enclosures
- Habitat for Humanity Peterborough & District
- Hamilton Bay Golf Course
- Harper's Printing
- Healthy Vibrations
- Hellwinkies Fashion
- Horlings Garden Centre & Landscaping
- Kawartha Docks
- Kawartha Highlands Signature Site Park
- Lakefield Physiotherapy & Foot Health Clinic
- Lakefield Restaurant
- Lead the Way Group of Clinics
- M&M Disposal Service
- Melody Bay Resort
- Morton Community Healthcare Centre
- Neighbourhood Dominion Lending Centres
- North Kawartha Disposal
- Phoenix Financial Solutions
- Red and White Diner
- Rivernorth Photos
- Signature Construction
- Smitty's Consulting
- Sunblockers
- Sun Life Financial - Jesse Loucks
- Swanky Events
- Tap Small Biz Services
- Township of Galway-Cavendish & Harvey
- Trinity College School
- Vandenberg's Tree Services
- Village Pharmacy Lakefield
- Vincent Press Ltd.
- Watchguard Security Systems
- Waterfront Interiors
- Wildfire Golf Club
- Woodhouse Photography



Kathryn Verhulst, Athletics Centre at Trent



Diana Carter, Hellwinkies Fashions



John & Jenn Sharrard, Accelerated Technologies

## Kendra McNabb, RBC - Chair Programs & Events Committee

The Committee is involved with two different types of events, those that provide opportunities for networking and business promotion among our members and those that are designed to raise funds for the Chamber in addition to connecting members with other business people.

If you haven't recently attended one of these functions, be sure to include some in your schedule this year.

A huge thank you to **Lead the Way Group of Clinics** for their sponsorship of our 2012/13 Networking Events.

### BUSINESS AFTER HOURS

Many thanks to our BAH hosts: **BEL Rotary; Stuff, Kawartha Lakes Fudge Co., Happenstance Books & Yarns and The Art Shop (Lakefield Retail Crawl); Athletics Centre at Trent & Trent Health in Motion (Lead the Way Group of Clinics); Buckhorn Sand & Gravel and Kawartha Lakes Construction.**

Thanks to all door prize donors, and to those who attended and made each event an excellent opportunity to network and learn about the host business.

Our **New Member Event** was hosted by **Lakefield Lanes**. It was great fun and an informal opportunity to learn about our newest member businesses. **Nuttshell Next Door Café, the chocolate rabbit and Viamede** kindly provided delectable refreshments for this special BAH. A hugely successful **Tabletop Tradeshow** was enjoyed by Chamber members and the public alike. Thanks to hosts, the **Royal Canadian Legion, Lakefield.**

### BREAKFAST CLUB

Chamber members enjoyed two breakfast events.

Our annual Volunteer Appreciation Breakfast took place at **Beachwood Resort**. It featured guest speaker **Larry Gillman**, who spoke about his volunteer experience with Howard Hospital in Zimbabwe. The inspirational presentation reminded us of how volunteerism changes lives and makes a difference in our community and abroad.

The Chamber partnered with the **GPA EDC** and the Millbrook Chamber to present a morning focused on business success. Bridges to Better Business speakers covered social media, networking, identifying and accessing

new markets and more. The panel included Karen Copson of **Camp Kawartha.**

### SPECIAL EVENTS

The Chamber was pleased to assist various community groups with some special events this year. We partnered with the **Apsley and District Lions Club** to organize a tabletop tradeshow at their annual Winter Carnival. Sponsorship was provided for the skijoring class at the Carnival as well as PolarFest ice carving in Bridgenorth, Ennismore and Lakefield. We worked with Lakefield merchants to stage the annual Sidewalk Sale. A significant contribution was made to the Steering Committee for the inaugural Rock the Locks event to commemorate the 125th anniversary of the locks at Buckhorn, Lovesick and Burleigh Falls.

### GOLF TOURNAMENT

Our 6<sup>th</sup> Annual Golf Tournament was another success, this year at **Tamarac Golf Club & Grill**. Golfers enjoyed great weather and lots of fun, and we're proud to say we had our best turnout ever.

Special thanks to **Tony Davidson, RBC Dominion Securities** for sponsoring the tournament for the 6<sup>th</sup> year in row. This Chamber event raised significant funds with partial proceeds donated to Habitat for Humanity – Lakefield Build.

Many thanks to all of our sponsors and those who generously donated items to our prize table to help make the Tournament a huge success. The hard work and dedication of the planning committee ensured the event was a success.

**Lead the Way.ca**  
Peterborough, Lindsay & The Kawarthas

Contact Us!  
For more information about our services, practitioners or clinics contact us at:  
**705.741.2284**

PSIC  
Lindsay Physiotherapy & Foot Health Clinic  
Lindsay Rehab Health Centre  
trent health-motion  
chemong physiotherapy  
thomas, neill & associates

## Kendra McNabb, RBC - Chair Programs & Events Committee

### GALA & AWARDS OF EXCELLENCE

The guests at the 2012 event were treated to a wonderful evening at the **Quarry Golf Club**, complete with an entertaining live auction and fabulous meal. Representatives from businesses across the region attended to enjoy the award presentations and networking opportunity with new and old acquaintances.

There were more nominations than ever this year for businesses and individuals in nine categories. Congratulations to all nominees and recipients who were recognized for their work! The recipients (in bold) and category finalists (alphabetical) are as follows:

**Corporate Citizen of the Year: Doug Northey** of **Chemong Lodge**, finalists not announced.

**Outstanding Business Achievement: Hendren Funeral Homes**, Chemong Lodge, Discovery Dream Homes, Kawartha Lakes Construction.

**Volunteerism: Peggy Jewell**, finalists not announced.

**Young Professional: David Wilson**, - **Let's Get Digital**, Emma Harrison - Push Fitness, Jason Dulmage - Monidax, Matthew Logan - Logan Tree Experts, Dr. Melissa Caswell - Village Animal Hospital, Ryan Freeburn - FreeFlo Physiotherapy.

**Business Beautification: Salon Sorella & Day Spa**, Chemong Lodge, FreeFlo Physiotherapy.

**Customer Service Excellence: Young's Point Personal Training**, Hendren Funeral Homes, Nutshell Next Door Café.

**Entrepreneur Innovation: Nightingale Home Maintenance**, Don Frost - Sculptor, Let's Get Digital, Your Body You.

**Retailer of the Year: the chocolate rabbit**, M&M Meat Shops Lakefield, Stuff, Tragically Hipp Fashion Gallery.

**Tourism/Hospitality: Indian River Reptile Zoo**, Chemong Lodge, Trent Valley Archives.

This event not only provides the opportunity to recognize businesses in our community but is also a fundraiser for the Chamber. The evening would not be a success without the generosity of the award sponsors, gala sponsors, and the donations for the live and silent auction. A special thank you to the committee members for donating their time and talent.

### Programs & Events Committee

- Kendra McNabb, RBC (relocated in July)
- Bryan Kingdon, ISL
- Annie Siegel, Darling Insurance

### Golf Tournament Planning Committee

- Chair, Kendra McNabb, RBC
- Tony Davidson, RBC Dominion Securities
- Bart Fielders, Habitat for Humanity - Lakefield Build
- Bryan Kingdon, ISL
- Kent Randall, EcoVue Consulting Services

### Gala & Awards of Excellence Planning Committee

- Chair, Deanna Renouf, RBC Lakefield
- Sally Harding, Nightingale Nursing Registry
- Katie Carr, CIBC Lakefield
- Brad Katz, Kawartha Lakes Fudge Company
- Tracy Logan, Logan Tree Experts
- Mary McGillis, Celtic Connection
- Sue Swankie, Swanky Events
- Dana Thain, Phoenix Financial Solutions
- Cindy Windover, Kawartha Lakes Construction



**2012 Award Recipients**

## Chamber Activities



Kevin James, HR Committee Chair; Larry Gillman, Guest Speaker at Volunteer Appreciation Breakfast; Scott Davidson, Board President.



Debbie Karpenko, Waterfront Interiors shows great form at the New Member Welcome event.



Brenda & Jenn from Chemong Physiotherapy and Evelyn derKinderen of Tragically Hipp Fashion Gallery during BAH Retail Crawl.



Scott Davidson, EKCC President; Tracy Utter, Branch Manager RBC Lakefield; Tony Davidson, RBC Dominion Securities, tournament sponsor and Kendra McNabb, RBC Business Banking & Golf Tournament Chair present cheque to Bart Fielders, Habitat for Humanity Lakefield Build..

## Tabletop Tradeshow

Brent Harper, Harper's Printing and Steve Carter, Peterborough Fire Extinguishers



Matt & Tracy Logan, Logan Tree Experts



David Bartleman, RJ Brown Insurance



Janet Liepert, Arbonne International and Cindy Lukawesky-Dowdle, Imagewear by Marks



## Esther Inglis, The Gallery on the Lake - Chair Public Policy Committee

The EKCC Public Policy Committee continued to have an extremely active year, advocating on issues of vital concern to our membership. This small, hard-working team of dedicated members achieved significant results in 2012 in two areas.

### TRENT-SEVERN WATERWAY

We continued to advocate for sustainable capital and operational funding, in conjunction with "Voices for the TSW."

Through these efforts, and in response to our concerns, we were invited to meet with MP Dean Del Mastro. In this Jan. 2012 meeting, the MP confirmed that he delivered a request for \$20m in 2012 funding, to Minister Flaherty. The remaining \$180m (of \$200m requested) would have to be deferred to the next fiscal cycle. He also made a number of suggestions for revenue such as hydro generation and others requiring the collaboration of the municipalities along the waterway.

In April 2012, the federal government announced sweeping budget cuts for all its departments. The first impact appeared to be a reduction in the operating hours for the TSW. The Policy Committee immediately launched a campaign protesting the proposed reduction in hours citing its immediate impacts on

local businesses and tourism. These efforts along with those of other concerned groups appear to be the basis for the federal government's revoking the proposals to cut hours for 2012.

During the summer months, the four "waterway" MPs hosted a series of discussions regarding Operations; Revenue Generation and the TSW's future in Parks Canada. Heather and Esther attended the first meeting on "the future of the Trent-Severn Waterway" at Trent University. While the audience encompassed a large and comprehensive body of stakeholders and many practical solutions were put forward, the MPs appeared to be focused on cuts rather than solutions. Heather attended the second meeting in Lindsay. This meeting re-confirmed our first impressions that the government was not seriously addressing TSW issues and the impact of the TSW on local economies.

By September 2012, MP Barry Devolin announced his intention to put forward a Private Member's Bill to deal with the TSW's revenue and governance issues. In brief it would suggest the creation of a "super agency" with benefits based cost and revenue sharing in a crown corporation type model. The Policy Committee met with MP Devolin and expressed support for this initiative.

The Committee will continue to advocate minimal/no increase in fees as well as no reduction in operating hours for 2013, given the devastating impacts these changes would have on local economies.

### SIGNAGE BY-LAW

In 2012 the Policy Committee continued to highlight concerns with The Township of Smith-Ennismore-Lakefield's (now Selwyn) proposed signage by-law. These changes would have negatively impacted many Chamber members. Both Heather and Dick attended Council Meetings and also held several discussions with staff. Their efforts resulted in a number of changes and Council passed the proposed (modified) by-law at its December 10, 2012 meeting.

Our small but effective committee continued through 2012 with only three members. I would like to express my gratitude to Dick Crawford, Heather Sadler and our General Manager Sherry Boyce-Found for all of their efforts to allow us to achieve these results. There is an urgent need for new Committee members. If you would like to be part of a group that effectively advocates members' concerns, we hope you seriously consider joining us. Please contact one of us with your ideas...and passion.

### COMMITTEE MEMBERS:

- Chair, Esther Inglis, The Gallery on the Lake
- Heather Sadler, EcoVue Consulting Services
- Dick Crawford, Crawford Building Consultants and PKA SoftTouch

## 2012 BOARD MEMBERS

### Executive

**Scott B. Davidson**, President  
Hendren Funeral Homes  
**Heather Sadler**, Vice-President  
EcoVue Consulting Services  
**Diana Carter**, Secretary/Treasurer  
Hellwinkies Fashion & Peterborough  
Fire Extinguishers

### Directors

**Gillian Exton**, Stuff  
**Esther Inglis**, Gallery on the Lake  
**Kevin James**, Financial Security  
Advisor  
**Kris Keller**, RBC Kawartha  
Lakeshore Commercial Centre  
**Bryan Kingdon**, ISL Insurance  
**Tracy Logan**, Logan Tree Experts  
**Tom Podd**, Ennismore Automotive  
Repair  
**Dan Rosborough**, Rosborough  
Accounting & Consulting  
**Maureen Vukmanich**, Creekside  
Inn Apsley & Rustic Roots in the  
Kawarthas

## 2011/12 STAFF

### Sherry Boyce-Found

General Manager  
generalmanager@kawarthachamber.ca

### Chantelle Held

Marketing & Membership Coord.  
membership@kawarthachamber.ca

### Tammy Underwood

Administrative Assistant  
info@kawarthachamber.ca

**Deb Lowcock**, ServiceOntario  
Supervisor

**Carla Hunt**, ServiceOntario  
Assistant Supervisor

**Krista Laidley**, ServiceOntario Clerk

**Laurie McGee**, ServiceOntario Clerk

**Deb Yandt**, ServiceOntario Clerk

### Main Business Office

12 Queen St. Lkfld., P.O. Box 537  
P: 705.652.6963 T: 888.565.8888

### Satellite Office - Apsley

135 Burleigh St. (Royal LePage Frank  
Real Estate bldg.) P: 705.652.6963  
Staffed by Chamber July & Aug. Access  
anytime a real estate agent is on duty.

### ServiceOntario Office

133 Water St. Lkfld., P.O. Box 537  
P: 705.652.3141

## 2012 Event Sponsors

**We are very appreciative of the tremendous support that many generous businesses provide to the Chamber through event sponsorship & donations.**

### 6th Annual Golf Tournament - Partial proceeds to Habitat for Humanity - Lakefield Build

#### Tournament Sponsor:

RBC Dominion Securities, Tony Davidson

#### Cart Sponsor:

- Nexicom

#### Exclusive Hole Sponsors & Special Prizes:

- Lakefield Foodland
- Nightingale Nursing Registry
- Savage Arms Canada
- Tamarac Golf Club & Grill
- The Irwin Inn
- Tony Davidson, RBC Dominion Securities
- Viamede

#### Hole Contest Prizes:

- Beachwood Resort
- Brian D. Bulger, Chambers Insurance Plan Local Agent
- Comfort Hotel and Suites
- Hellwinkies Fashion
- Peterborough Fire Extinguishers
- Pineridge Broadcasting
- Quarry Golf Club

### Tabletop Tradeshow

- Royal Canadian Legion, Lakefield

### Gala & Awards of Excellence

#### Awards Sponsors

- Celtic Connection
- County of Peterborough
- Darling Insurance Realty Ltd.
- Hendren Funeral Homes
- Nexicom
- Nightingale Nursing Registry
- Peterborough Community Futures Development Corporation
- RBC Financial Group
- Sunshrine Day Spa & Salon

#### Gala Sponsors

- SGS Lakefield
- Quarry Golf Club

### A Very Special Thanks to:

- Business After Hours Hosts
- Breakfast Club Speakers
- Prize donors for many events

#### Hole Sponsors:

- A.P. (Ontario) Insurance Brokers
- Ayotte Dupuis O'Neill Law Firm
- Chemong Home Hardware Building Centre
- Clearview Cottage Resort
- Craftworks at the barn
- Dan Rosborough, Rosborough Accounting & Consulting
- EcoVue Consulting Services
- Ennismore Automotive Repair
- FreeFlo Physiotherapy
- Gastles - Registered Patent Agents
- Hendren Funeral Homes
- Irwin Sargent & Lowes—Bryan Kingdon
- Kawartha Country Wines
- Lakefield Rental & Sales
- Lead the Way Group of Clinics
- LLF Lawyers
- Ptbo. Conservative Electoral District Association. Rep. Dean DelMastro
- Protectors Group, The
- R&J Machine
- Robert D. Gauvreau, Chartered Accountants
- Salon Sorella & Day Spa
- Shaun Milne Signs
- Tucker's Marine
- The Village Inn

#### Table & Décor Sponsors

- Kawartha Lakes Fudge Company
- Swanky Events

#### Auctioneer

- Keith Monk, Auction Service

#### Photography

- Rivernorth Photos

#### Networking & Social Hour Sponsors

- King's Auto Wreckers
- RBC—Rita O'Brien & Michael Korkus
- Van de Bor Paving

#### Young Professional Nominee Tickets

- Doughty Aggregates
- Rosborough Accounting & Consulting

▪ A multitude of event and committee volunteers!