



Chapter 15

Miscellaneous





Hosting a Political Candidates Forum

Checklist

1. Obtain board approval
2. Set a date
 - a. Ensure that you speak with all the candidates and set a mutually convenient date (or you may appear biased toward one candidate over another)
3. Reserve a facility
 - a. Reserve sound system and technician
4. Secure volunteers
 - a. 1 moderator/chair
 - b. 2 timers
 - c. 2 ushers
5. Secure a partnership
 - a. A *non-partisan* partner like the media (newspaper/radio/TV) would also ensure good media coverage
6. Prepare a "press release" and advertising (with partner)
7. Prepare an agenda and time schedule (with chair)
8. Prepare the "rules and regulations"
9. Prepare letters of invitation to the candidates, including:
 - a. The agenda
 - b. Rules and regulations
 - c. 5-6 prepared questions on "hot" issues (optional)
10. Prepare "written question" forms
11. Arrange for coffee/tea for a break (sponsor opportunity)
12. Prepare name tags and table tent cards for each candidate
13. Prepare numbers for order of speaking draw by the candidates
14. Water and glasses for chair and candidates
15. Decorations (optional)
 - a. Flowers for head table
 - b. Skirting for tables
 - c. Municipal, provincial, or Canadian flags
 - d. Chamber banner/sign



Political Candidates Forum

(Municipal, Provincial or Federal)

Sample Agenda

- 6:45 p.m. Candidates present themselves to the chair to draw for order of speaking.
- 7:00 p.m. Call to order (**ON TIME**)
- 7:02 p.m. Chair's remarks and reading of the "Rules and Regulations"
(Welcome, thank-you, intent)
- 7:10 p.m. Introduction of the candidates alphabetically
Announce "order of speaking" (determined earlier by draw)
- 7:15 p.m. Each participant is given 3-5 minutes for a presentation
(This would vary depending upon the number of candidates)
eg: 6 candidates 6 X 5 min = 30 min
allow 1-2 min between candidates for applause and shifting of positions
6 x 2 min = 12 min Total 42 minutes
- 8:00 p.m. 15 minute break (coffee, tea, etc.)
- 8:15 p.m. Question and Answer Period
(Determined by issues of the day and number of candidates)
- 8:45 p.m. Summary by candidates
6 x 1 min = 6 min
and 6 x 1 min = 6 minutes shuffling Total 12 minutes
- 8:57 p.m. Chair's concluding remarks
(Thank volunteers and sponsors!)
- 9:00 p.m. Adjournment (**ON TIME**)

If the candidates are in agreement, you may want to announce that the candidates will be available for a short while to answer any questions. **Do not abandon the candidates** – they may need to be "rescued" and you are hosting the event.

Rules and Regulations

1. The Chair for the forum will be _____ of _____ (name of business/position in Chamber).
2. The facility will be opened at 6:00 p.m. for the candidates and their campaign workers in order to provide enough time to get organized for handing out or setting up pamphlets and literature.
3. NO signs may be posted in the room; attached to any walls, curtains, doors, etc.
4. The doors for the public will open at 6:30 p.m.
5. The candidates will present themselves to the Chair at the head table promptly at 6:45 p.m. to draw for the order of speaking.
6. The forum will be called to order promptly at 7:00 p.m., and the doors to the room will be closed. Anyone arriving late will only be seated between speakers so as to keep the disruptions to a minimum. We will adjourn at 9:00 p.m.
7. The candidates will be seated alphabetically at the speakers' table, starting on the right, facing the audience. In the Chair's opening remarks, candidates will be introduced in alphabetical order.
8. Candidates will have 3 (or 5) minutes to expand upon their political platform. The format of the presentation is at the discretion of the candidate. The timer will give a 20 second warning and ring a bell at the end of the allotted time. No candidate will be allowed more than their allotted time and the Chair will ask the candidate to be seated.
9. During the question period, questions will be received from the floor in written or spoken form. The public will approach the microphone, identify themselves, and address a question to one candidate. The ushers will read the written questions and address to one candidate. The Chair will use his/her discretion in balancing written and spoken questions. In an attempt to keep equal response, each question directed at a candidate will be directed at another at the discretion of the Chair.
10. The Chair will rule out of order any question(s) deemed inappropriate, offensive, and derogatory or that would seem to attack the integrity of any candidate.
11. The Chair will rule out of order any person who unreasonably attempts to use the question period as a platform for expressing a point-of-view on any issue.
12. Answers to questions will be limited to two minutes in order to maximize the number of questions that can be fielded in the time allotted. The question period will be limited to 30 minutes (60 minutes).
13. Candidates will each have one minute after the question period for a rebuttal or to summarize their platform.
14. The Chair will have final jurisdiction in all matters
15. For further information, contact the Chamber office at _____.

Sample Written Question Form

Topic: _____ (e.g. taxation, education, health care)

Question to be asked: _____

Name (please print): _____

Please address this question to: _____

Electoral District Information

FEDERAL

The Federal Government's website is www.canada.gc.ca

Elections Canada's website is www.elections.ca

This is a great site for finding our information on your particular riding or electoral district. Go to the following:

- Electoral Districts (top of page)
 - Voter Information Service
 - Search by one of the options given

These maps can be downloaded very easily and the individual Electoral District information includes:

- Electoral Map
- Candidates Information
- Returning Officer
- Electoral District Profile
- Past Results

PROVINCIAL

The provincial government's website is www.alberta.ca

Elections Alberta's website is www.elections.ab.ca

(*This handout should be developed around the activities of your Chamber)

Why Members are Members

The Chamber of Commerce is the only collective voice of professional and business people representing the entire community, operated on a not-for-profit basis by and for its membership.

They keep members in touch through legislative reports, monthly mailings, surveys, and an informative monthly newsletter.

The Chamber organizes seminars and other meetings that help members become more effective in their daily business. Together, members can discuss business trends with other people in their field and in their community.

Members can take advantage of the Chamber's sickness, accident and life insurance group rates, as well as its Mastercard, VISA and other preferred rate programs.

Members are included in the Membership Directory and Buyer's Guide circulated to Chamber members.

Volunteer members and staff need members' support to continue worthwhile programs on their behalf.

Members contribute towards keeping the competitive enterprise system a reality.

Members, whether individually they are able to participate or not,, support volunteer members who act for business on committees and government boards.

As members of the Chamber, they are able to participate in the formulation of policy positions for the Alberta Chambers of Commerce. These policies are then presented to the various levels of government to enhance the environment in which business is conducted in Alberta.

The Chamber network is ***the most effective way to be heard*** on municipal, provincial, and national business issues.

**THE CHAMBER IS THE DRIVING FORCE
FOR A STRONG LOCAL ECONOMY**



Chamber Planning Calendar

(Sample Current Year)

January

- (5th) Board meeting
- (12th) General meeting
- (26th) Executive meeting
- Yearly budget meeting
- Bi-annual meeting – Business/Council
- Business of the Year award

- Committee – Mardi Gras
- New President sworn in

April

- (6th) Board meeting
- (13th) General meeting
- (27th) Executive meeting
- Meeting the Mayor – General meeting

- Shop Local program (8 weeks)
- Register for Alberta Chambers AGM

July

- (6th) Board meeting
- (13th) General meeting
- (27th) Executive meeting
- Canada Day activities
- Small Business Week Committee activated
- Shop Local Committee activated
- Start telephone directory sales

October

- (5th) Board meeting
- (12th) General meeting
- (26th) Executive meeting
- End Telephone Directory sales
- Small Business Week
- Christmas Social Committee activated
- Halloween Hoopla

February

- (2nd) Board meeting
- (9th) General Meeting
- (23rd) Executive
- Winter carnival
- Board retreat
- Deliver telephone directory (25,000 copies)
- Mardi Gras
- Alberta Business Awards of Distinction

May

- (4th) Board meeting
- (11th) General meeting
- (25th) Executive meeting
- Student Summer Services start

- Tourism staff start
- Alberta Chambers AGM

August

- (3rd) Board meeting
- (10th) General meeting
- (31st) Executive meeting
- Student Summer Services end
- 26th Ag. Fair weekend

- Tourism staff end

November

- (2nd) Board meeting
- (9th) General meeting
- (30th) Executive meeting
- Chamber elections
- Monte Carlo evening
- Remembrance Day
- Shop Local program (8 weeks)
- Alberta Chambers Fall Meeting

March

- (2nd) Board meeting
- (9th) General meeting
- (30th) Executive meeting
- Political Action Day – ACC
- Monte Carlo Committee

June

- (1st) Board meeting
- (8th) General meeting
- (29th) Executive meeting
- Telephone Directory Committee activated
- Ag. Parade mail-out

September

- (7th) Board meeting
- (14th) General meeting
- (28th) Executive meeting
- Nomination Committee activated
- New Lists Phone out Committee

- Bi-annual mtg Business/Council
- Canadian Chamber AGM
- Student of the Year award

December

- (7th) Board meeting
- (14th) General meeting
- (28th) Executive meeting
- Christmas Social

By Board Motion: Bi-annual meetings with City Council

Other Activities: monthly newsletter/political forums/seminars/After Hours Mixers/roundtable discussions/Chamber Night at the Movies/golf tournament



Goal Setting

The Board should be prepared, *as soon as possible after their appointments*, to set long and short term goals. Goals should be SMART (specific, measurable, achievable, recorded and have distinct timelines).

1. Short Term Goals

Through a brainstorming session at least 3 short-term goals should be established. Three goals the board, by consensus, agrees to **accomplish during their year term**.

2. Long Term Goals

Long term goals and values should be established and reviewed annually.

VALUES

Our **values** are an expression of **WHAT WE STAND FOR** and the ideals to which we aspire while pursuing our goals.

1. We promote the concept of the free enterprise system.
2. We support the promotion and use of community businesses.
3. We strive for customer satisfaction in all our business transactions.
4. We strive for high standards of integrity in our dealings with others.
5. We support the sharing of business knowledge and skills with other Chamber members.
6. We support a win/win problem solving approach to conflict resolution.
7. We support a dynamic economic development strategy for the [name of your town or city].
8. We subscribe to the development of people a means to efficient/effective business operation.
9. We strive to take a leadership role while working with other entities to determine the future of our community.

GOALS

Our **goals** are in an expression of **WHAT WE STRIVE TO DO** as we adhere to our values. Goals are as follows:

1. Provide a means for business networking, cooperation and promotion.
2. Provide special services and resources to Chamber members.
3. Promote and coordinate professional development and education for members.
4. Act as advocate on behalf of the members to senior levels of the Chamber and to all levels of government.
5. Provide leadership in business and community planning and development.
6. Recognize the achievements and successes of our members.
7. Develop wellness of the Chamber and its members.
8. To exercise fiscal responsibility in Chamber operations.

ACTIVITIES

Activities represent the current means by which we **ACHIEVE OUR GOALS** and provide services to members and the community.

1. Sponsor general meetings and guest speakers.
2. Sponsor the Christmas Social, Monte Carlo Night and Mardi Gras.
3. Produce the Chamber Business and Community Directory.
4. Sponsor and promote small business week.
5. Market the Chamber's Group Insurance Plan.
6. Provide the VISA/MasterCard preferred rates service.
7. Provide the other program discounts offered by the Alberta Chambers.
8. Provide the Student Summer Service program.
9. Sponsor the Chamber newsletter every two months.
10. Provide the Visitor's Information Centre.
11. Coordinate the delivery of professional development seminars and workshops for managers and employees.
12. Maintain membership in the Alberta Chambers of Commerce and the Canadian Chamber of Commerce.
13. Recognize business achievements.
14. Liaise with the [name of your town/city] Council.
15. Manage the annual Shop Local Campaign.



7 Steps to Starting a New Business

(In the Town/City of _____)

A CONDENSED GUIDE PRODUCED AND DISTRIBUTED BY THE _____ CHAMBER OF COMMERCE AND THE TOWN/CITY OF _____ IN ORDER TO ENCOURAGE AND AID NEW BUSINESSES.

Step One

Develop a business plan. This outlines the market environment, your competitive strengths and weaknesses, and your strategy to capture a feasible share of the target market, as well as projecting sources of funds to start and operate your venture. Most business plans have three main components:

- Market Plan
- Operating Plan
- Financial Plan

An accountant can aid with your financial plan. Your financial institution will require a copy of your business plan for any type of operating or term loans. A list of accountants and financial institutions that are _____ Chamber of Commerce members is available at the Chamber office.

A key to a successful business is to compare your financial statements and budgets periodically (monthly, quarterly, semi-annually, and annually). If there are any large discrepancies between your budget and your actual statement, investigate and take corrective action before a small problem becomes a large problem.

Canadian Business Service Centre can assist you in developing a business plan and can assist you to find your areas of interest and expertise. Free seminars are also available periodically.

- The Business Link 1-800-272-9675

For a free downloadable business plan, go to:

- Business Development Bank of Canada www.bdc.ca

The _____ Public Library is also a valuable source of information. The Library has a small business section.

_____ Public Library, Address, _____, AB (Postal Code), Phone Number

Step Two

The type of business organization that you choose is important. There are four types of business organizations:

- Sole Partnership
- Partnership
- Limited Companies
- Cooperatives

It may be advisable to retain a lawyer to further explore the appropriate business organization for you. A list of solicitors who are _____ Chamber of Commerce members is available at the Chamber office. Partnerships, proprietorships, trade names, and agreements for limited partners may be registered at:

Government Services
Corporate Registries
Phone 1-800-227-4088
www.gov.ab.ca

Step Three — Licenses and Permits

Federal Government

The federal government has wide licensing powers within the fields of agriculture, manufacturing, communication, and inter-provincial and international transportation. Information as to which federal department deals with specific licenses can be obtained from:

Reference Canada
1-800-667-3355
canada.gc.ca

Provincial Government

The provincial government regulates some businesses by requiring them to obtain a provincial business license. For more information, contact:

Government Services
Registries
1-877-227-4088
www.gov.ab.ca

Municipal Government

The Town/City of _____
Contact: The Town/City of _____
Business Licensing
1234 Main Street
_____, AB Postal Code
Phone Number

Step Four — Permits Required

Development Permit — a new business must have one. Development relates to land use. For example, the use to which a piece of land and the building on that land is put to, the town/city and county have land use bylaws which stipulates what type of uses are allowed and which ones are discretionary in commercial, industrial, residential districts, etc. An application for a development permit must be made and approved by the development officer to confirm the proposed development complies with the land use bylaws.

If you are considering leasing or purchasing a property, you may wish to contact the Town/City of _____ prior to signing any papers to determine if the general land use is allowed in that district. A development permit application would still be required, but a preliminary inquiry could save time.

Building Permit — If a building is being constructed or altered in any way (renovated), a building permit is required. Also if the occupancy of space changes, a building permit may be required (i.e. if office space is turned into a restaurant or office space is turned into retail space.) Building permits do not just deal with construction, but also with safety, building, and fire codes.

Step Five — Other Government Agencies to be Contacted

Alberta Human Resources and Employment
Workplace Health & Safety
310-0000
www.gov.ab.ca

(Local) Health Unit
Address
Town/City, AB Postal Code
Phone Number

Alberta Human Resources and Employment
Employment Standards

www.gov.ab.ca

Calgary	(403) 297-4346
Edmonton	(780) 427-3731
Edson	(780) 723-8201
Fort McMurray	(780) 743-7205
Grande Prairie	(780) 538-5254
Lethbridge	(403) 381-5423
Medicine Hat	(403) 529-3520
Peace River	(780) 624-6164
Red Deer	(403) 340-7125
St. Paul	(780) 645-6349

Canada Customs & Revenue Agency

Tax – Business

Forms & Publications	1-800-959-2221
GST/Harmonized Sales Tax Credit	1-800-387-1953
Business Enquiries & Registrations	1-800-959-5525

Workers Compensation Board

310-0000

www.wcb.ab.ca

Inquiries regarding provincial and federal grants and programs should be directed to:

Business Development Bank of Canada

1-780-495-2277

www.bdc.ca

All inquiries concerning Federal sales and excise tax should be directed to:

Canada Customs & Revenue Agency

1-800-959-5525

www.canada.gc.ca

Canadian Automated Export Declaration (CAED)

1-800-257-2434

Home Occupations/Cottage Industries

There are some restrictions for operating a business out of the home. For regulations regarding a home occupation or cottage industry, contact:

The Town/City of _____
Housing & Development
Phone Number

Step Six – Other Things to Consider

Accountant

An accountant can aid with setting up books and/or doing year-end statements. A list of accountants who are _____ Chamber of Commerce members is available at the Chamber office.

Bonding

For further information on bonding, contact local insurance companies. A list of companies who are _____ Chamber of Commerce members is available at the Chamber office.

Business Insurance

There is a wide variety of insurance available to protect a business and business premises. Contact local insurance companies. A list of companies who are _____ Chamber of Commerce members is available at the Chamber office.

Computer

You may want to purchase a computer or additional software. A list of companies who are _____ Chamber of Commerce members is available at the Chamber office.

Employee Relations & Related Issues

Chamber of Commerce members have access to an expert who can answer all employee related issues. These would include:

- Labour Regulations & Standards
- Safety/WCB
- Human Rights
- Benefits
- Employment Procedures

Financial Institutions

There is a wide variety of services offered. A list of financial institutions that are _____ Chamber of Commerce members is available at the Chamber office.

Group Insurance

A national plan is available to Chamber of Commerce members. A business of one person can obtain group rates and benefits, such as life, disability, dental, and medical. Contact the Chamber office for full details at [phone number].

Hiring

The nearest Employment and Immigration Canada Office or Social Services Office can help with personnel needs.

Human Resource Development Canada
Alberta Regional Office
1-780-427-3731

Family & Social Services
Address
Town/City, AB Postal Code
Phone Number

Local Job Resource Centre
Phone Number

Lawyer

As previously mentioned, it may be advisable to retain a lawyer to further explore the appropriate business organization. A list of solicitors who are _____ Chamber of Commerce members is available at the Chamber office.

Logo

Contact the Chamber of Commerce for a list of companies who are Chamber members who will aid with the design and printing of your logo, business cards, letterhead, envelopes, invoices, etc.

Logo Protection

For any information, contact:
Canadian Intellectual Property Office (CIPO)
1-819-977-1936
www.cipo.gc.ca

Step Seven

Join the _____ Chamber of Commerce!
Your Chamber of Commerce is a salesman for your business community.

(Add local top 10 reasons to be a Chamber member)

101 Ways to Create a Better Working Environment

1. Say "good morning" and make eye contact with everyone ... make the rounds ... do it every day.
2. Say "good night" and make eye contact with everyone ... do it every day.
3. Leave your desk absolutely empty of all pieces of paper ... every single night.
4. Send a sincere thank you note to someone at least once a week.
5. Laugh out loud.
6. Be known for putting out fires, not for starting them.
7. Recycle.
8. Make someone's day ... just for the heck of it.
9. Walk away from gossip ... **always** walk away from gossip.
10. Work on being happy at home and it will follow you to work.
11. Park your ego ... say, "I need your help."
12. Every once in a while, stop ... think about what you just said ... say it again ... this time in a more positive light.
13. Ten minutes before leaving for lunch, stop ... do that "little thing" that you've been meaning to get done.
14. Measure ... always measure.
15. Tidy something.
- 16. Remember that you don't get paid for the hour; you get paid for the value that you bring to the hour.**
17. Brush the snow off a colleague's car.
18. Spend major time on major things and minor time on minor things. Check up on it ... is it major or minor.
19. Remember that, inevitably, what goes around comes around.
20. Read ... FEED YOUR MIND.
21. Write down your goals.
22. After giving 100%, throw in an extra 10% ... just because!
23. Find out often how the children of your colleagues are doing.
24. Just before you start your day, open a dictionary ... learn a new word.
25. Decide to be in a FANTASTIC mood for the entire morning every Monday.
26. Try to spread the contagious feeling that you got from doing #25.
27. Listen ... don't talk ... really listen to your colleagues.
28. Time is money ... spend it on solutions, not problems.
29. Car pool.
30. Spend one half hour's pay on the food bank every payday.
31. Close your eyes for 30 seconds ... take five deep breaths.
32. Do a "little" thing that no one expects you to do.
33. Send a thank you card to a long term member or sponsor ... tell them how much you appreciate their business.
34. Dream on paper.
35. Write down your dream on your bathroom mirror.
36. Treat every colleague just a little bit better than you would want them to treat

- you.
37. Leave a thank you note for your spouse before you go to work.
 38. When solving a complicated problem ... stop ... think like a seven year old for three minutes.
 39. Network.
 40. Lead by example ... there is no job beneath you.
 41. Precede constructive criticism with genuine appreciation.
 42. Spend 90 seconds mentally counting your blessings ... be grateful for them.
 43. Double-check anything that you are sending to a member/volunteer.
 44. Ask a question.
 45. Admit that you don't know the answer.
 46. Learn the answer.
 47. Let the other guy win ... don't make it obvious.
 48. Brag about a colleague's accomplishments.
 49. Be willing to make mistakes.
 50. Admit you made a mistake.
 51. Say nothing about your colleague's mistake.
 52. Quit talking about it ... forget writing a memo about it ... don't analyze it again ... JUST DO IT!
 53. Do it better than you were going to do it.
 54. Do it in an especially kind and gentle way.
 55. End a grudge with a colleague before you go home ... make the first move.
 56. Brush your teeth at work.
 57. Know where you stand. Change your thinking for a minute. Think about where the other guy stands.
 58. Create options ... SUCCESS IS ABOUT CREATING OPTIONS.
 59. Invent something.
 60. Be willing to change your mind.
 61. Arrive at work at least 10 minutes before you are expected.
 62. Be proud ... of someone else ... tell three people about it.
 63. Slice up a challenge into bite sized pieces.
 64. Smile ... keep smiling long enough to make someone else smile.
 65. Say you're sorry ... explain why.
 66. Keep your word, no matter what it costs.
 67. Communicate ... explain exactly why you are doing it the way you are.
 68. Ask for the cheque.
 69. Save some money ... even if you can't afford to save much, save something out of every paycheque.
 70. Clean the hand piece on your telephone.
 71. Have faith ... always have faith.
 72. Be prepared.
 73. When a colleague is talking to you, look at them in the eyes.
 74. Convey warmth ... OFTEN.
 75. Remember that you are responsible for your own happiness ... take on the responsibility.

76. Do your part to provide the paperwork to keep the system running smoothly ... ALWAYS.
77. Embrace change.
78. Remember, "hate rots the container." Always keep your list of enemies at zero.
79. Say what you honestly think ... not what you think the other person wants to hear.
80. Always make time for a colleague in need.
81. Tell the truth.
82. Pass on compliments from members/volunteers to colleagues.
83. Be a corporate cheerleader.
84. Voice ideas ... lots of them.
85. Listen to motivational tapes in your car.
86. Live in the present ... work in the present. (**Yesterday is history, tomorrow is a mystery, and today is a gift! - that's why it's called the present.**)
87. COLOUR OUTSIDE THE LINES!
88. Give credit where credit is due.
89. DARE TO LEAD.
90. Remember that it's the journey that counts ... the destination is dessert, not the main course.
91. Enjoy the journey.
92. Remember that giving and receiving are the same thing ... and GIVE.
93. Ask yourself? "Is it really a big, complicated, impossible problem or it is a wonderful opportunity to WIN?"
94. Don't spend money on it if you don't have to ... you are one of the people who control the budget.
95. Decide that, today, challenges will MOBILIZE you, not paralyze you.
96. Simplify.
97. Manage the middle.
98. Don't shoot the messenger.
99. Make at least one effort EVERY DAY to contribute to your company's PROFIT.
- 100. NEVER, EVER QUIT!**

ATTITUDE IS ABSOLUTELY EVERYTHING.

**Look at all the angles.
It's like picking raspberries, if you only pick from one angle
you're going to miss a lot of berries.**