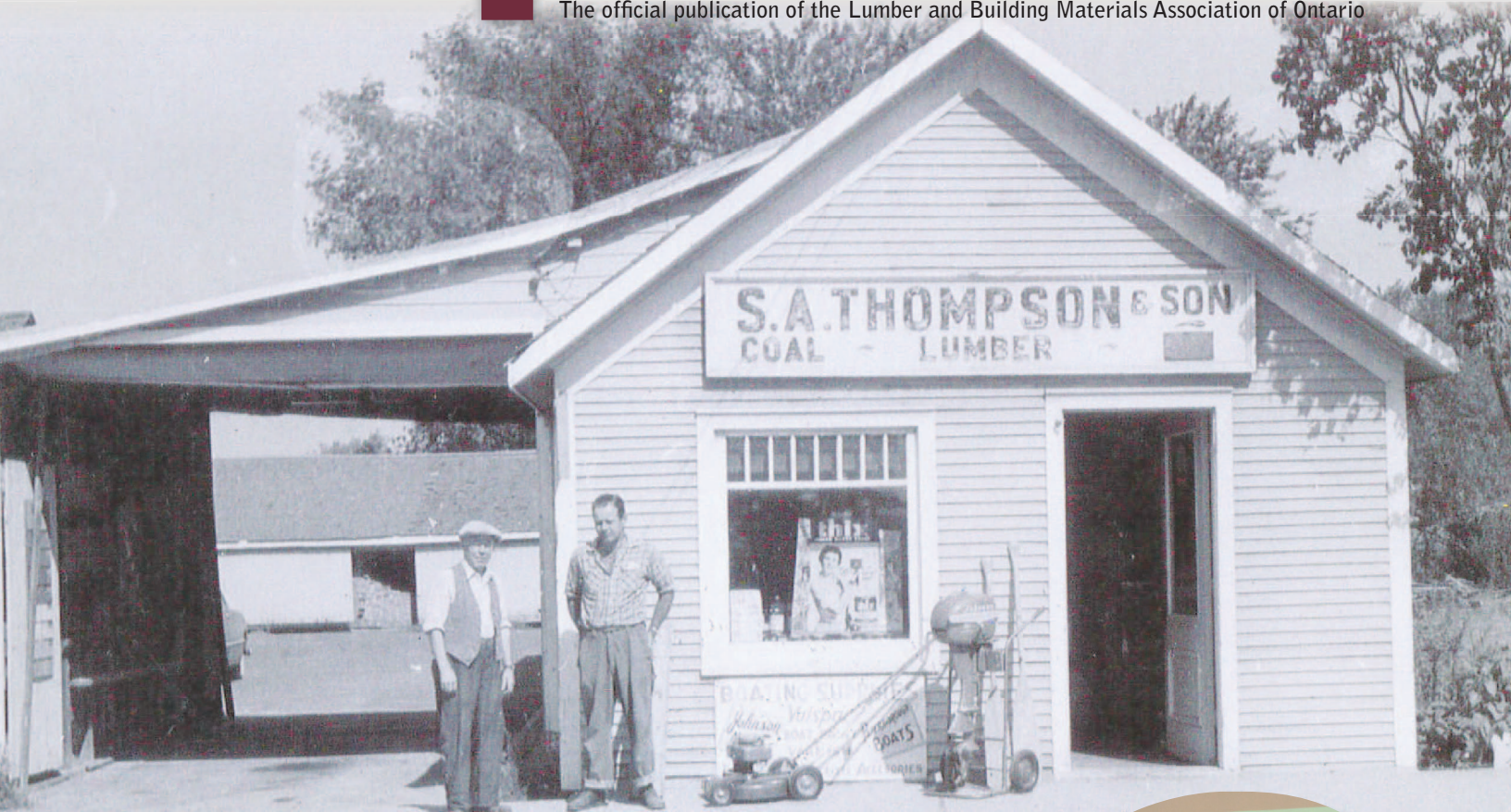


The LBMAO

November-December 2014

# Reporter

The official publication of the Lumber and Building Materials Association of Ontario



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# The LBMAO Reporter

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Serving the lumber & building materials, hardware and home improvement industry in Ontario



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## How Do You Deal With Stress?



Dwayne Sprague  
Morrisburg Home  
Hardware,  
Morrisburg, ON

"Laughter really is the best medicine; and, when we get together as a group, there are handshakes, hugs, jokes, smiles and laughter."

We've come to the end of another season and the most common response to the question, "How was your summer?" is: "What summer?" Looking back, I had to ask myself what the hell happened to summer – actually May through to October! Those six months are supposed to be half a year but it seemed like only two months.

It's been a difficult year right from the start for many dealers; but the last two months were good. We were playing catch-up to keep up with the previous year's sales. Margins on the other hand are still a little more difficult to maintain. This becomes stressful for every dealer as they try to keep costs down and inventory levels down, which in turn becomes stressful for the suppliers. Even some customers can seem stressed at times.

It's a vicious circle but how do we deal with this stress? We all talk about stress but we're not always clear about what it is. Sometimes it can be overwhelming but there are many ways to help control stress, including:

- Saying no. Most of us live in a 'yes' world to please customers but we need to say no sometimes.
- Learning to manage our time - even if it's in little pieces at a time.
- Indulging in physical activity - participate in our curling bonspiels and golf tournaments.
- Talking to someone.

I'm not a doctor but I definitely find that talking

with others helps. Laughter really is the best medicine; and, when we get together as a group, there are handshakes, hugs, jokes, smiles and laughter. Laughter is an excellent way to reduce the stress in our lives; and it can help you cope with (and survive) a stressful lifestyle which is what we all live with. Even joking with your customers can help.

Networking has almost become a lost art with some dealers and I'm not sure why. I realize that our businesses are running with less staff but that's



where the time management comes in to play. We need to not only manage our time but manage our staff - and have complete trust that they will run our business when we are away. Every opportunity is there for all to participate in various LBMAO functions, yet it is still difficult to get the people out.

I attended the BSIA show in British Columbia this past September and vendor and retail support was

fantastic. Everyone was talking about the year so far, good and bad, and the morale was great. Networking was alive and well. I believe we as an organization can benefit greatly by getting together as a group.

The LBMAO annual charity ride this past summer saw increased participation with both vendors and retailers. We toured many retail locations, got some great ideas and had many laughs. Going to our car the morning of the ride, we found a wood Adirondack

STRESS continued on page 21...

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David Campbell  
LBMAO

# LBMAO Programs and Services are Good for Business

"Training is not a cost of doing business; it's an investment in the future!"

Now that we are moving into the winter season, our member businesses are starting to slow down; retailers are taking a breath of air and working with their employees to train them in the skills needed to perform their jobs more effectively. Our Estimating and Yard Foreman courses were well attended over the past few weeks. The LBMAO endeavours to provide programs to our member companies to better help them manage their businesses. We also offer the following programs for you to take advantage of and encourage you to contact us for this valuable information:

### Retail Business Survey

The 2015 Retail Business Survey is now available from our office and I would suggest that all members take advantage of the information for budgeting purposes. The survey was conducted in late spring and provides a wealth of information on wages for all positions in a retail business, the size of community that most of our members are located in, average number of employees, as well as average size of our member businesses. It also provides benchmarking data on hours worked, margins, ratios to gross sales on wages, shrinkage, gross sales, gross margins and delivery charges used by our members.

Comparison of benefits and how benefit costs are shared by the employee and the employer is also detailed in the report. The Retail Business Survey is free for members; simply contact us and we will send you an electronic copy via email.

### Distance Learning Video Series

This comprehensive program of "customer service" videos (70 in total) covers all aspects of customer service at the retail level. A sample of the videos offered are:

- Selling quality over price
- Questions for customers who are "just looking"
- Suggested selling
- Price objections
- Increasing sales
- Telephone courtesies

As we move into the winter season, now is the time to utilize these excellent customer service skill

training videos. This program is FREE for members and more detailed information is available on our website: [www.lbmao.on.ca](http://www.lbmao.on.ca)

### OntarioLearn Online Business Courses

For those owners, managers and employees who wish to improve their business management skills through a more formalized training format, we have identified several online business courses from OntarioLearn. These are college level courses that provide an excellent learning outcome but do require a level of commitment and time to complete. They are all online but you will have to follow through on a timetable and, in most cases, a test to determine a passing grade. We recommend any of these courses for those who wish to develop their business management skills for the purposes of advancement. The courses selected support skills development in a retail environment. There is a cost from the college to take the course as well as for text books, etc.

The following is a list of some of the courses offered:

- Accounting Basics I & II
- Building and Maintaining Customer Relationships
- Computer Applications for Business
- Dealing with Difficult People
- Managing the Retail Workplace
- Material Estimating and Methods
- Principles of Sales
- Retail Management
- Roofing Inspection
- Structural Inspection

Some of the courses are suitable for sales and marketing people working in the supplier sector. More detailed information is available on the LBMAO website, [www.lbmao.on.ca](http://www.lbmao.on.ca). You can also access the OntarioLearn website for course start dates and costs: [www.ontariolearn.com](http://www.ontariolearn.com)

Now is the time to sharpen your management skills. We have a very comprehensive offering of educational programs that are suitable for all of our members and their employees.

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# Ottawa Report

**Brian Linklater**  
CRBSC Government  
Relations Advisor

**"The Small Business Tax Credit will effectively lower small businesses' Employment Insurance premiums from the current legislated rate of \$1.88 to \$1.60 of \$100 of insurable earnings in 2015 and 2016.**

### Economic and Fiscal Update

Mid-November saw federal Finance Minister Oliver deliver his mid-year Fiscal and Economic Update. Its purpose was to report on how the economy is performing compared to the projections contained in the 2014-15 federal Budget. Since that Budget was presented last March, its projections are now mostly of only historical significance. Thus, the update is more relevant to LBMAO members as they finalize their business plans for 2015.

However, a word of caution is necessary. The most recent survey of private sector economists who advise the Department of Finance on the national economic outlook occurred in mid-September. Thus, it preceded the subsequent volatility of the financial market and the decline in Canadian crude oil prices.

With that said, LBMAO members can still feel reasonably confident about the following percentage change projections by the private sector economists:

	2014	2015	2016	2017	2018
Real GDP Growth	2.4	2.6	2.4	2.3	2.2
3-Month Treasury Bill Rate	0.9	1.2	2.1	2.9	3.4
10-Year Government Bond Rate	2.3	3.0	3.6	4.1	4.3
Unemployment Rate	7.0	6.8	6.5	6.4	6.3
Consumer Price Index Inflation	2.0	1.9	2.0	2.0	2.0
U.S. Real GDP Growth	2.1	3.1	2.9	2.8	2.5

Real Gross Domestic Product (GDP) growth of less than three percent annually is widely regarded as signifying an under-performing national economy. The private sector economists believe that will be the case for Canada over the next several years.

In March, the private sector economists were projecting that both short and long-term interest rates would accelerate more rapidly than is now the case. That is good news for LBMAO members who have long stated that low interest rates are of significant importance to their business success.

Another important component to business

success in the eyes of LBMAO members is a strong level of consumer confidence. Low unemployment levels and the containment of consumer price inflation contribute to such confidence and the private sector projections in this regard are promising.

### No Mini-Budget This Time

The Government has previously used the autumn update to unveil taxation initiatives. While this latest version of the update did not contain such measures, announcements made this autumn more than compensated. Two of them are important to many LBMAO members and are reproduced below in the Government's own words:

The Small Business Tax Credit will effectively lower small businesses' Employment Insurance premiums from the current legislated rate of \$1.88 to \$1.60 of \$100 of insurable earnings in 2015 and 2016. Any firm that pays employer EI premiums equal to or less than \$15,000 in those years will be eligible for the credit.

All employers and employees will benefit from a substantial reduction in the EI premium rate in 2017 when the new break-even rate-setting mechanism takes effect. This will ensure that EI premiums are no higher than needed to pay for the EI program over time.

The Family Tax Cut, a federal tax credit that will allow a higher-income spouse to transfer up to \$50,000 of taxable income to a spouse in a

lower tax bracket. The credit will provide tax relief – capped at \$2,000 – for couples with children under the age of 18, effective for the 2014 tax year.

Increasing the Universal Child Care Benefit (UCCB) for children under age six: As of January 1, 2015, parents will receive a benefit of \$160 per month for each child under the age of six – up from \$100 per month.

Expanding the UCCB to children aged six through 17: As of January 1, 2015, under the UCCB, parents will receive a benefit of \$60 per month for children aged six through 17.



Provided by  
Morneau Shepell



# How to Stay Fit During the Winter Months

"Walk indoors when the weather is awful. Create a mini track in your house or walk laps inside the local shopping mall."

According to a recent Canadian Health Measures Study, most Canadian adults spend their waking hours sitting down and only engage in about four hours of light physical activity per day. Only 35 percent manage to accumulate about 10,000 steps each day - the minimum number recommended to improve overall health.

Today, pedometers like Fitbit™ are interactive, meaning you can track and sync your activity from multiple devices. If you have an activity tracker, you're likely familiar with the 10,000 step goal. Here's a look at what studies have shown:

- People who walk 10,000 steps a day and work out at the gym three times a week can add five years to their lives.
- Completing a 10,000 step program can significantly increase weight loss, while improving circulation, blood pressure and cholesterol levels.
- Equipped with a pedometer, the average walker will increase their daily steps by more than 2,100 steps a day. By setting goals, these individuals are more successful at reaching 10,000 steps a day.
- Vigorous physical activity, reduced stress levels and increased brain function are positively co-

related.

Supported by online and mobile functions and features, most pedometers make counting steps easy and fun, and help keep you motivated. Nonetheless, unfavourable weather conditions can hamper your best intentions and make it more difficult to step, step, step.

Here are some tips to help you navigate the winter weather and ensure you reach your 10,000 steps a day:

**Walk to a colleague's desk rather than send an email.** Need to ask a colleague a question or share an insight? While email is fast and easy, it is an inactivity trap. Imagine how many extra steps you can accumulate at the office if you walk across the building to personally ask your question or share your ideas. Not only can you increase your step count, you may find that your interoffice relationships improve as well.

**Take the stairs.** Elevators and escalators are convenient but they don't get your body moving.

*WINTER continued on page 21...*

# Calendar of Events and Seminars

For registration forms and information on LBMAO seminars, events, Online Health & Safety Training (including Lift Truck & WHMIS training) and more, please go to our website at [www.lbmao.on.ca](http://www.lbmao.on.ca).

## 2015 February

**February 4-5: 61st Annual Atlantic Building Materials Show**, Moncton Coliseum Complex, Moncton, NB. Contact: Don Sherwood, Tel: (506) 858-0700; Fax: (506) 859-0064; E-mail: [absda@nb.aibn.com](mailto:absda@nb.aibn.com); Website: [www.absda.ca](http://www.absda.ca)

**February 19-21: Orgill Spring Dealer Market**, Orange County Convention Center, Orlando, FL. For more details, please go to: [www.orgill.com](http://www.orgill.com)

**February 20-21: TIM-BR MART National Buying Show**, Toronto Congress Centre, Toronto, ON.

**February 26: 6th Annual LBMAO Snowmobile Day**, Haliburton Forest & Wildlife Reserve – the only wholly owned snowmobiling operation in the world! Its 60,000 acres of forest wilderness with 50 lakes and numerous ponds make it a snowmobiling wonderland. Stay tuned for more details...

## March

**March 5: LBMAO Toronto District Curling Bonspiel**, co-hosted by Royal Woodworking & Alexandria Moulding, Bradford Curling Club, 125 Simcoe Rd, Bradford, ON. Stay tuned for more details...

**March 9-10: Estimating for Decks, Garages & Front Counter Sales**, LBMAO Training Facility, Mississauga, ON. Contact: LBMAO Office, Tel: (905) 625-1084; Toll Free: 1(888) 365-2626.

**March 11-12: Estimating for Residential Construction, Roofs & Metal Sheathing**, LBMAO Training Facility, Mississauga, ON. Contact: LBMAO Office, Tel: (905) 625-1084; Toll Free: 1(888) 365-2626.

**March 13: Yard Foreman Seminar**, LBMAO Training Facility, Mississauga, ON. Contact: LBMAO Office, Tel: (905) 625-1084; Toll Free: 1(888) 365-2626.

## April

**April 19-21: Home Hardware Spring Dealer Market**, Henry Sittler Building, St. Jacobs, ON. Contact: Tammie Piel, Tel: (519) 664-2252; Fax: (519) 664-9971; E-mail: [tammie.piel@homehardware.ca](mailto:tammie.piel@homehardware.ca); Website: [www.homehardware.ca](http://www.homehardware.ca)



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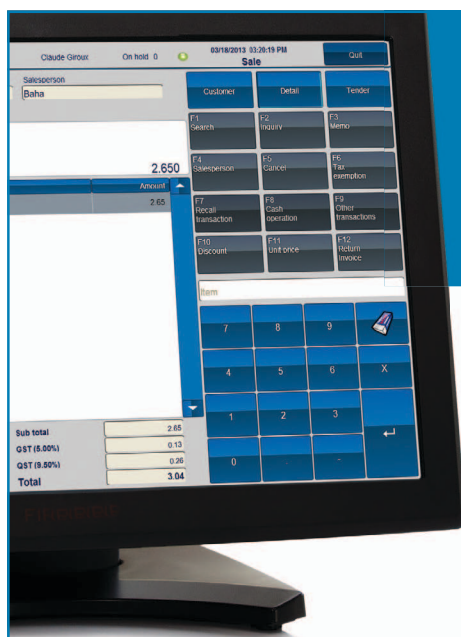


## Home Goes Pink Across Canada



Home Hardware Stores Limited traded their signature red for pink across Canada on October 28th in support of Breast Cancer Awareness month. Through the Home Goes Pink initiative, staff from over 250 stores and all five of Home Hardware's distribution centres donned thousands of pink t-shirts to show their support in the fight against breast cancer.

While Home Hardware has been a supporter of breast cancer awareness for over 15 years, this is the first year that the pink shirt initiative has been taken across



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Canada to involve both corporate locations and stores.

Each participating store hosted their own events and initiatives in support of the Canadian Cancer Society in addition to offering items for sale with a portion of the proceeds donated towards breast cancer research.


"With one in nine Canadian women being diagnosed with breast cancer, it is important for our Dealer-Owners from coast-to-coast-to-coast to join together with the rest of Canada in solidarity to find a cure. I encourage everyone to donate by visiting [www.cancer.ca/donate](http://www.cancer.ca/donate)." Terry Davis, CEO, Home Hardware Stores Limited

### About Home Hardware Stores Limited

Proudly celebrating its 50th anniversary in 2014, Home Hardware Stores Limited is a 100% Canadian owned and operated cooperative which now includes close to 1,100 stores under the Home Hardware, Home Building Centre, Home Hardware Building Centre and Home Furniture banners, with annual retail sales of more than \$5.4 billion. Through the Home Hardware network, Dealer-Owners have access to a world-class distribution system and 100,000 quality brand name and private label products at competitive prices. Home Hardware Stores Limited has received designation as one of Canada's Best Managed Companies. More information about the company is available at [www.homehardware.ca](http://www.homehardware.ca)

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## Castle Welcomes New Member



Castle Building Centres Group Ltd has continued to experience growth at an unprecedented rate in all regions of Canada, making them the fastest growing buying group in the industry, and the province of Quebec is no exception. Castle is pleased to welcome their newest member Matériaux Robert Boyer Inc. located in Ste-Anne-des-Lacs, QC to the Castle group.

"Castle is proud to offer Independent LBM and hardware retailers a transparent and progressive business model that ensures an easy transition to our group. With a fully bilingual support system, comprehensive buying program and internal member support, our new members are confident in their decision to join Castle." Ken Jenkins, President

Matériaux Robert Boyer Inc. is a well respected home improvement centre in the community of Sainte-Anne-des-Lacs, located just fifty kilometres north of Montreal. This beautiful and tranquil region of Quebec is where founder Claude Boyer started the family business almost 30 years ago. Robert Boyer, owner operator, acquired the business in 1984 and has since grown the company into a full

service lumber, building materials and hardware retailer; also specializing in high end windows and doors.

"When I decided it was time to look at buying groups, I took a look at Castle. What attracted me was the freedom given to their members by the group, their incredible buying power, and the value helped to make the decision easier. We are looking forward to the competitive advantage Castle will deliver." Robert Boyer, Owner

Today, Matériaux Robert Boyer has a 6,000 square foot storefront with over 12,000 square feet of warehouse space. The LBM warehouse encompasses 15,000 square feet of the property and houses a lumber yard over 25,000 square feet. This incredible retail footprint employs over twenty knowledgeable staff members, ready to assist the region's contractors, home builders and retail consumers.

"Matériaux Robert Boyer is very well known and respected by our industry and most certainly a great addition to our group of members in the region of Québec. Welcome to the family." Robert Legault, Business Development Manager, Quebec & Northern New Brunswick



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## PPG PITTSBURGH PAINTS® Launches In-Store Colour Work Station

PPG Industries (NYSE:PPG) announced on September 8th that PPG PITTSBURGH PAINTS® brand had launched the PPG Colour Work Station, a first-of-its-kind interactive in-store paint palette display with an integrated 42-inch digital touchscreen. The work station is available at PPG Pittsburgh Paints dealers across Canada.

Picture yourself walking into a paint store, choosing a paint chip on a large computer monitor and using your fingers to virtually paint colour onto walls in room settings of your choice. Or imagine choosing a colour from the display of paint chips on the store wall, scanning the chip into a computer and trying out the colour on screen in different living spaces. Then envision the computer recommending different colour schemes based on your choices so you can create looks best-suited to your décor; and then – beginning later this fall – allowing you to send your top colour picks to your personal email address for later viewing or to friends and family for input.

“The new PPG Colour Work Station is designed to provide added ease and inspiration in the colour selection process,” said Dee Schlotter, North American colour marketing manager for PPG Architectural Coatings, explaining that feedback from PPG retailers nationally indicates choosing paint colour is the number one challenge people face when painting. “We live in a high-tech world, so PPG retailers have turned to interactive technology that enables shoppers to play with paint colours in different digital environments and walk away feeling more confident about their colour decisions and armed with ideas on how to use and pair colours in projects.”

Another key feature of the PPG Colour Work Station is the wide range of colour tip videos accessible with a tap of the screen. “From finding colour inspiration, to best uses of paint chips and everything in between, the one-to-two-minute videos aim to arm consumers with the information needed to confidently make informed colour choices for their projects,” Schlotter said.

As examples, she offered these tips on choosing colours for more challenging spaces, as featured in the touchscreen videos:

**Small spaces** - Make a small space appear bigger by using one unified colour throughout the room. Even trim can be de-emphasized by painting it the same colour as the rest of the space. This technique fades defining lines and makes the room feel more spacious, while bringing an element of warmth and coziness to the area.



**Long hallways** - If you have a long hallway, eliminate the tunnel effect by painting the two parallel walls different colours. To make the hall appear wider, select a light or mid-tone colour for one wall; and then, on the same paint colour strip, choose a second hue two spaces down. To provide direction and add interest, paint the wall at the end of the hall a unique stand-out colour.

**Cluttered areas** - Colour can collect clutter or showcase your favourite collectibles. For example, if you have bookcases in the family room or glass-

faced cabinets in the kitchen, consider painting the space behind the shelves a bold tone. Even if the shelves aren't neat, colour can capture the eye and distract from the clutter. Similarly, if you have treasured items to showcase, colour will make them stand out and be noticed.

**Ceilings** - Contrary to common practice, ceilings don't always have to be painted bright white. In fact, pure-white ceilings can be distracting if there's no other white in the room. If your walls are soft beige, try creamy white for the ceiling.

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Or, to add drama to the room or highlight a great lighting fixture, consider using a matte chocolate brown or black paint overhead.

The integrated PPG Colour Work Station also includes enlarged paint chips and large, designer-sized take-home colour strips featuring more than 2,000 new and existing colours by the PPG Pittsburgh Paints brand. The display helps consumers easily identify coordinating colours by providing "colour starting points". Users can start with the most popular blue, green or beige, for example, and then the display layout will help them fine tune that hue to find the colour that works best for their project. Shoppers can also browse by style and personality using a range of magazine-like colour cards.

To learn more, or to locate your local PPG Pittsburgh Paints retailer, visit [www.ppgvoiceofcolour.com](http://www.ppgvoiceofcolour.com).

## Outstanding Home Improvement Retailers Awarded at Hardlines Gala

**HARDLINES**  
Connecting the Home Improvement Industry

**Canada's top dealers build community along with sales**

Canada's finest hardware and home improvement retailers were honoured last night at Hardlines' 2014 Outstanding Retailer Awards. The awards were part of a gala dinner that concluded day one of the 19th Annual Hardlines Conference in Toronto.

HARDLINES, the news service for the retail home improvement industry, celebrates the industry's finest once a year at the esteemed ORA Gala Dinner. Dealers from across the country were awarded, in a range of categories covering the gamut of home improvement retailing formats.

"The winners of this year's ORAs consistently displayed strong business savvy combined with passionate involvement in their local communities," said Michael McLarney, Editor and President of Hardlines Inc. "That was true whether they were small independents or managers of big box



stores."

The winners of the Hardlines 2014 Outstanding Retailer Awards are:

- Best Hardware Store – Sutton Home Hardware, Sutton, ON;
- Best Building Centre under 25,000 sq.ft. – Rocky Mountain House Co-op, Rocky Mountain House, AB.;
- Best Building Centre over 25,000 sq.ft. – Gananoque Home Hardware Building Centre, Gananoque, ON;
- Best Contractor Specialist Retailer – Alf Curtis Lumber, Peterborough, ON;
- Best Large Surface Retailer – RONA Erin Mills, Mississauga, ON;
- Young Retailer of the Year – Nancy Powell Quinn, Co-owner, Moffatt & Powell RONA, London, ON;
- Marc Robichaud Memorial Community Leader Award – Hickey's TIMBER MART, St. John's, NL

This year's Outstanding Retailer Awards were selected from among a range of exemplary dealers who entered from every corner of Canada. The judging was done by a panel of industry experts, representing all facets of the industry: retail, manufacturing, wholesale and store design. The ORAs, which began in 1992 as a way to honour and recognize the finest retailers in the hardware/home improvement industry, are one of the many programs offered by Hardlines to serve Canada's retail home improvement industry.

### About Hardlines

Now in its 19th year, Hardlines is a leading authority on the retail home improvement industry. Hardlines' products and services include its weekly HARDLINES electronic newsletter; its hard-copy magazine, *Hardlines Home Improvement Quarterly*; a comprehensive and informative website; a free Daily News Service; and the Annual Hardlines Conference. For more information, please contact Michael McLarney, Editor of Hardlines at 416-489-3396 or [mike@hardlines.ca](mailto:mike@hardlines.ca).

## Orillia Home Hardware Building Centre Awarded for Community Service Excellence

In recognition of their outstanding commitment to public relations and community service, John Locke and Bill Ecklund, Dealer-Owners, Orillia Home Hardware Building Centre were awarded the 13th annual Paul Straus Public Relations award during Home Hardware's semi-annual Shareholders' Meeting in St. Jacobs, Ontario.

Awarded to Home Hardware Dealer-Owners who excel at making their stores more visible in the community, the Paul Straus Public Relations award celebrates the building of relationships and awareness within the community through innovative approaches to public relations.



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# Industry News

Orillia Home Hardware Building Centre was recognized for its numerous contributions to the community including: driving awareness and raising funds for health issues, supporting area youth through 'Bowling for Kids' Sake' and providing home grown vegetables from their garden centre for the local food bank's 'Fresh Food' program. Each of these initiatives were successful due in large part to the creative public relations activities the store used to engage the community.

"John, Bill and the Staff at Orillia Home Hardware Building Centre exemplify Home's commitment to both community and customer service. As a result, the team continues to receive formal recognition for its achievements. In addition to receiving this year's Paul Straus Public Relations award, the store is a two time recipient of the Walter J. Hachborn Store of the Year award for its high standards in retailing and staff performance. Orillia Home Hardware Building Centre is a great representative of the Home brand." - Terry Davis, CEO, Home Hardware Stores Limited

## About Home Hardware Stores Limited

Proudly celebrating its 50th anniversary in 2014, Home Hardware Stores Limited is Canada's largest Dealer-owned hardware, lumber, building materials and furniture cooperative. Founded in 1964 by 122 independent Dealers, the 100% Canadian owned and operated cooperative now includes close to 1,100 stores under the Home Hardware, Home Building Centre, Home Hardware Building Centre and Home Furniture banners, with annual retail sales of more than \$5.4 billion. Through the Home Hardware network, Dealer-Owners have access to a world-class distribution system and 100,000 quality brand name and private label products at competitive prices. Home Hardware Stores Limited received designation as one of Canada's Best Managed Companies. More information about the company is available at [www.homehardware.ca](http://www.homehardware.ca).

## A Danch Wedding in Niagara District



LBMAO Niagara District Director Frank Danch and his wife Kim recently celebrated the marriage of their daughter, Stephanie. As you can see, she grew up in the business and, as a true building supply retailer, she was diligently at work on the day of her wedding. All we can say is, "Where are the safety boots?!!"

Kim relates, "The one picture of her and Frank is in the back room in front of the nail

scale. Frank weighed both of our kids in that scale from the day they were born until they no longer fit in it, so when milestone events came along – prom, graduations and then a wedding - the kids wanted pictures with Dad in front of the old nail scale!"

Many congratulations to Frank & Kim and best wishes for every happiness to the newlyweds!

## TIM-BR MART Group News



TIM-BR MART Group has appointed Jim Doyle to the role of Regional Director of Member Services (RDMS) to support the Group's growing membership in British Columbia.



Doyle brings with him over 40 years of experience in building material distribution, business management and sales. He has held numerous

management and sales executive positions across Western Canada, and is the founder of Boyd Distributors (formerly known as Insul-west Distributors), as well as Commercial Construction Supplies, and Insul-west Distributors US. Reporting directly to TIM-BR MART's Vice President of Business Development, Randy Martin, Doyle will be the one point of contact for the Group's BC members. He will act as a liaison between the Group's members, vendors, and TIM-BR MART's management team; and also be responsible for dealer recruitment and retention.

"Our RDMS team is instrumental in allowing us, as a national group, to act regionally and be proactive towards our members' needs," says Randy Martin, TIM-BR MART's Vice President of Business Development. "Our membership in BC has more than doubled over the past few years and Jim's role in the province will be crucial

in serving that growth and building on it. His sales and management experience in the distribution industry makes him a very valuable member to the team, and an even more valuable resource for our BC membership. His role will be pivotal in growing the region and ensuring that our members get the business expertise they need to be successful."

### Muskoka Lumber Acquires Fifth Location

Muskoka Lumber Building Supplies Centre Ltd has acquired their fifth location in Huntsville, ON - a ten-acre property with a 19,500 square-foot building and future plans for another 25,000 square-foot manufacturing building. The new property will be used for the sale of lumber and building supplies, as well as the manufacturing of mouldings, sidings and flooring.

"For the twenty-five years we've been a member, TIM-BR MART has negotiated healthy buying programs and offered rebates that have supported our



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expansion across the Muskoka region," says Tony Vanderstelt of Muskoka Lumber. "The new location will be our northern-most store; it will broaden our market reach and open up a new region of business opportunities."

"Muskoka Lumber's fifth location is another step towards strengthening their brand across Muskoka; they've also recently renovated and invested in their Port Carling and Bala stores," says Ian Cook, TIM-BR MART's Regional Director of Member Services for Ontario. "The management team at Muskoka Lumber leads a very well-managed and visionary company; they are extremely knowledgeable of the LBM industry and have always understood their market and their customers' expectations. Muskoka Lumber truly complements our group as a member; we're very proud to support their growth."

With the new property, Muskoka Lumber will have five retail locations along with three milling facilities, a finishing shop and a rental facility – located across the Muskoka region in Bala, Bracebridge, Mactier and Port Carling.

*About Muskoka Lumber Building Supplies Centre Ltd*

*Muskoka Lumber Building Supplies Centre stores are locally owned and operated – serving communities throughout Muskoka since 1988. Muskoka Lumber offers their customers a wide range of lumber and building materials, custom milling and finishing, and design and equipment rental services that are second to none. They support their customers with the right products, tools, expertise and services they need to build their homes, cottages, boathouses, docks*

– their dreams. For more information, visit [www.muskoka-lumber.on.ca](http://www.muskoka-lumber.on.ca).

### **TIM-BR MART Group Strengthens Commercial Arm**

TIM-BR MART Group strengthens their commercial arm with new member, Clare Interior Supplies Ltd, a welcome addition to the Group's commercial division and an integral part of the division's growth plans.

"Joining the TIM-BR MART Group was an easy decision; we wanted to partner with a national buying group that we knew we could trust and that had a solid reputation in the commercial GSD industry," says Jean Daly, President of Clare Building Supplies. "We look forward to working with Mark and his team and growing our business with a group that truly understands our needs and offers the products and pricing we need to be competitive."

"Throughout the twenty-six years they've been in business, Clare [Interior Supplies] has established a strong reputation in the commercial market and are well respected in the industry," says Mark Finucane, Vice President of TIM-BR MART's Commercial Division. "We're excited to have them on board; they're an ideal commercial member with plans to grow and will benefit greatly from the programs we have with our gypsum and insulation suppliers."

Clare Interior Supplies joined the TIM-BR MART Group on October 1, 2014. They are based out of Hamilton, ON and specialize in the sale of drywall and insulation.

*About Clare Interior Supplies Ltd*

*A family-owned and operated business, Clare Interior Supplies has been serving*

*commercial and residential contractors for over 26 years in Hamilton and the surrounding area. Stocking the best wall and ceiling products in the drywall industry and offering a full fleet of delivery vehicles and services, they ensure projects are completed with the high standard of quality their customers expect. For more information, visit [www.clareinteriors.com](http://www.clareinteriors.com).*

*In operation since 1967, TIM-BR MART Group is a leading Canadian buying group for Independents. It is a member-owned organization serving building material and hardware retailers, commercial dealers and manufacturers.*

*TIM-BR MART Group exists to help Canadian entrepreneurs involved in the sale of building materials and hardware to be more profitable.*

### **Three New Job-Protected Leaves Come Into Effect**



On October 29, 2014, new rules surrounding a new family caregiver leave came into effect. Employees will be entitled to an unpaid, job-protected leave of absence of up to eight weeks to care for a family member with a serious medical condition. Unpaid job-protected leaves for parents caring for a critically ill child (of up to 37 weeks) or coping with the tragedy of a crime-related death (up to 104 weeks) or disappearance of a child (up to 52 weeks) will also come into force.

### *...STRESS continued from page 6*

furniture set sitting on top of the car...I know it took at least four tall participants to do that. Now that was teamwork. Unfortunately, we couldn't take it home with us!

Red Skelton's credo on life was: "Have a little laugh at life and look around you for happiness instead of sadness. Laughter has always brought me out of unhappy situations. Even in your darkest moment, you usually can find something to laugh about if you try hard enough."

**Keep smiling.**

### *...WINTER continued from page 11*

**Go winter hiking or on a snowshoeing trip with the family.** When the weather's beautiful, it's much easier to get outside for some extra steps. From walking the dog around the neighborhood to hiking with the family, pleasant weather invites you

outdoors. Depending on whether there's snow on the ground, consider a winter hike or a snowshoeing adventure with your family.

**Park at the far end of the mall.** A common tip for getting more steps is to park at the far end of the parking lot. Ice, snow or rain can make that an unpleasant option in the winter; however, you could park close to the mall entrance but on the side farthest from your intended destination. This allows you to get those steps in and provides you with a warmer, more welcoming environment.

**Take advantage of fitness programs.** Check if your employee and family assistance program (EFAP) includes fitness coaching; it can help you understand and improve your mental and physical health through fitness. You may also be able to find organized walking groups at your local community centre.

**Go on indoor walks.** Walk indoors when the weather is awful. Create a mini track in your house or walk laps inside the local shopping mall.

**Set up activity tracker alerts.** Interactive pedometers can be synced to your computer or smart phone. For example, Fitbit™ can send notifications to your smartphone when you've hit 75%, 100% and 125% of your daily goal. Receiving that notification when you're just 25% away from your goal can nudge you to get moving again.

The LBMAO Benefit Program offers many different coverage options to groups of all sizes, allowing you to tailor your benefits to your employees' needs. All benefit plans include an Employee Assistance Program (EAP) serviced by Shepell-fgi and there are no minimum size requirements necessary for coverage under the LBMAO program.

For assistance in comparing benefit plans or to obtain a no-obligation, free quote, please contact Morneau Shepell at 1-866-307-1403.

Membership has its privileges!

## *Welcome New Members*

*The LBMAO Board of Directors is pleased to welcome the following new members:*

#### **Accenture Building Materials Ltd**

#201 – 1001 Austin Ave, Stn Main,  
PO Box 1104

Coquitlam, BC V3J 6Z4

Tel: 604-931-9003

Fax: 604-937-7005

TF: 1-844-931-9663 (WOOD)

Web: [www.accenturebuilding.com](http://www.accenturebuilding.com)

Primary Contact: Rick Sidhu, Sales

E-mail: [rick@accenturebuilding.com](mailto:rick@accenturebuilding.com)

Primary Product or Service: CSA-0121 Fir

Plywood, Canadian Plywood, Softwood

Lumber, Green E Board, Underlayment

#### **GAF Canada ULC**

3300 Highway 7, Ste 806

Vaughan, ON L4K 4M3

Tel: 905-482-4320

Fax: 905-482-4336

TF: 1-855-492-8085

Web: [www.gaf.ca](http://www.gaf.ca)

Primary Contact: Noemie Some,

Administrative Assistant

E-mail: [nosome@gaf.com](mailto:nosome@gaf.com)

Primary Product or Service: Shingles,  
roofing accessories, ventilation systems

#### **Henry Company Canada Inc.**

15 Wallsend Dr

Scarborough, ON M1E 3X6

Tel: 416-540-0684

Fax: 416-724-6818

Web: [www.henry.com](http://www.henry.com)

Primary Contact: Brad Armstrong, VP,  
Residential Products

E-mail: [barmstrong@henry.com](mailto:barmstrong@henry.com)

Primary Product or Service: Waterproofing,  
roofing, air barrier, driveway & coatings

#### **Primesource Building Products Canada Corporation**

1666 Shawson Dr

Mississauga, ON L4W 1N7

Tel: (905) 795-0581

Fax: (905) 795-8117

Web: [www.primesourcebp.com](http://www.primesourcebp.com)

Primary Contact: Mark Lalonde, General  
Manager

E-mail: [larondem@primesourcebp.com](mailto:larondem@primesourcebp.com)

Primary Product or Service: Distributor/  
Wholesaler of Building Products



# PETER MILLER

## 26<sup>th</sup> LBMAO Industry Achievement Award Recipient

The recipient of the LBMAO Industry Achievement Award for 2013 was announced in late March 2014 at the AGM held in Niagara-on-the-Lake. Peter Miller received this award at the AGM in Ottawa on December 4, 2014. He is well deserving of this recognition.

Peter is a veteran of this industry. He was born and raised in Galt, Ontario (now known as Cambridge), married his lovely wife Ann in 1979 and raised two children, Andrew and Ashley. Starting his career at the ripe old age of 16 working in the yard at Preston Building Supplies (after a stint of bending sheet metal at a local plant after

school), he progressed to the inside sales counter. After graduating from high school, Peter then took a position as an inside sales person with Weldwood of Canada. He demonstrated strong sales skills and, at the age of 22, was promoted to the outside sales team (they had to get a special rider on his car insurance as he was below the age of 25).

On the supplier side of the business, Peter has worked in various capacities of management and sales. Business development has been his strongest skill set and he has demonstrated his abilities to close the deal for the companies he has

worked for. He is the epitome of the "Road Warrior" having travelled in excess of 4 million plus km's during his career; and has been involved in 12 motor accidents (none his fault), totaling his car in five of them. He was nominated along with Brian Martin for the OPP Commissioner's Citation in 2010 for helping to rescue 4 people from a burning home while driving to a golf tournament (stop laughing). As many of those professionals who travel the highways can tell you, it's not a 9 to 5 job and the last call of the day may well mean a 2 to 3 hour trip to the next town to prepare for the morning sales call. Peter comments, "Living in hotels

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*Pictured from top left: A print ad from Preston Home Hardware circa 1976 where Peter got his start in the industry; Weldwood coaching circa 1979 (Peter is top row, far left); Doing what he loves best - gone fishin'; Peter's family: son Andrew, wife Ann, Peter and daughter Ashley.*

and motels all week, it sure is nice to come home to your own bed and a home cooked meal!"

His involvement with both the LBMAO and his community has been extensive. Peter is a strong supporter of the LBMAO – he was a Director on the Board and has served on several committees over the years. His community involvement extends from being the Chairman of "The Friends of the Bruce National Parks" to sitting on various boards and committees in the communities he has lived in. He has coached minor ball and hockey teams, as well as playing fastball on junior teams in his "younger days".

After living in various communities in Southern Ontario, eight years ago he and Ann moved to a home in Tobermory on the northern tip of the Bruce Peninsula, where they plan to live until retirement.

Peter is respected by his customers (who nominated him for this award) as well as his peers and competitors. His involvement in industry events, from the LBMAO Charity Bike and "Cool Car" Ride to

the Home Hardware semi-annual dealer/vendor golf tournament, has led him to be one of the most recognized "Road Warriors" in the field; and his knowledge of the industry and its people is legendary! The

Board of Directors and LBMAO members congratulate Peter on being recognized as a true industry icon.



The THOMPSON FAMILY CELEBRATES  
*150 years in Business*



"The early 1900s were tumultuous; businesses in small communities had to adapt quickly to the rapid changes in technology such as going from horse drawn delivery wagons to those newfangled behemoths called trucks!"

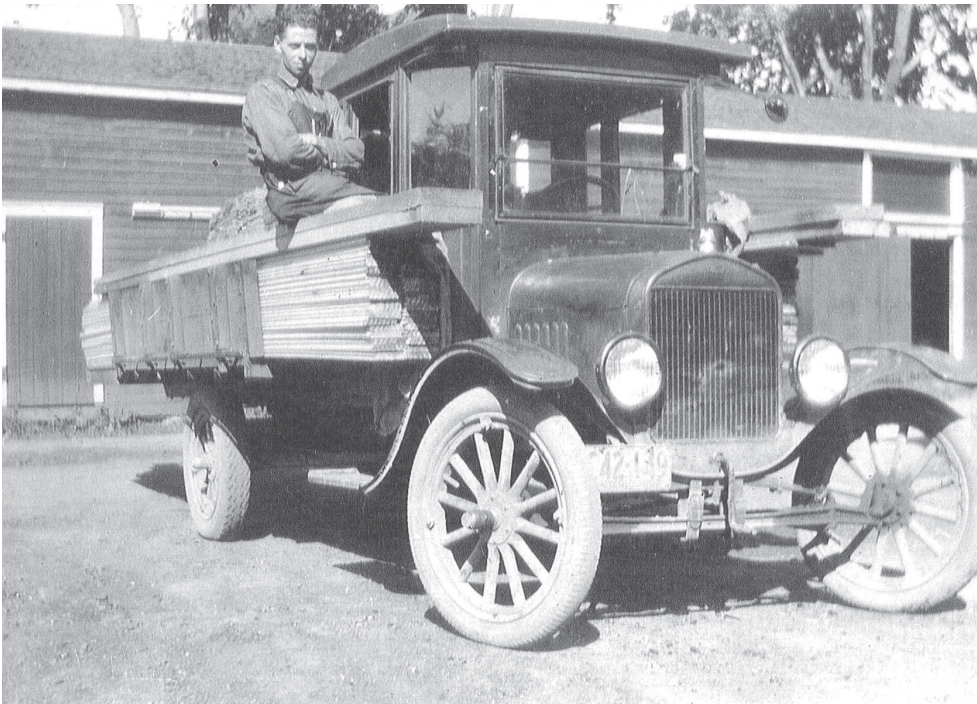
The building supply and home improvement industry in Canada has a robust and storied history of independently owned family businesses that have served and prospered in their communities; many for decades and some over the course of a century... Thompson TIMBER MART in Iroquois, Ontario is an example of the entrepreneurial spirit of those hearty pioneer merchants who weathered times of economic downturns and the influx of competitors but still managed to survive and thrive in their community.

The Thompson family founded their retail business in 1864 in the Village of Iroquois, marking 2014 as the store's 150th anniversary and giving the Thompson family a reason to celebrate.

Originally known as T.A. Thompson Estate, this business has been a staple of the Iroquois business community. The business was started by Thomas Allan Thompson as a grocery and hardware retailer, who then purchased a lumber yard to complement the product offering. His son Stewart Thompson, grandfather

*Pictured opposite: LBMAO President David Campbell (left) and Chair Dwayne Sprague (right) present the Thompson family with a plaque commemorating their 150th milestone. This page from top: Thomas Allen and Margaret Thompson in the original T.A. Thompson store in the late 1800s; cutting blocks of ice from the canal for use in iceboxes; Thompson delivery trucks*





of James and his sisters Janis and Vicki, started an ice (and then coal) delivery service in Iroquois branching out into fuel delivery service as well. The early 1900s were tumultuous; businesses in small communities had to adapt quickly to the rapid changes in technology such as going from horse drawn delivery wagons to those newfangled behemoths called trucks!

However, the Thompson family adapted and, with a strong sense of community service, they catered to their customers' needs and the family motto evolved: COURTESY COSTS LITTLE BUT PAYS BIG DIVIDENDS. They survived the challenges of two world wars with an economic depression between them. The business also experienced being part of the big move to physically relocate the whole town back several hundred meters north in the 1950s. This was so the St. Lawrence River could be expanded to accommodate the St. Lawrence Seaway system. As with all successful independents, they weathered economic ups and downs; and competition from the box stores in nearby Cornwall, Ottawa and Brockville.

James Thompson and his partner (and brother-in-law) Ken Hasson carry on the tradition of James' father Donald and mother Ann who took the reins of the business from his grandfather Stewart. Ken started working at the business in 1972 after marrying James' sister Vicki. In 1977, Janis married Dale Charbot who also became a partner in the business until 2001 when Dale left the business to pursue another career in real estate. In 1981, the family was struck with tragedy when James' brother Randy, age 32, died while responding to a fire as a local volunteer fireman. Randy also worked in the business as the manager of their fuel delivery division. James and Ken sold off the fuel delivery business shortly after Randy's tragic death.

The surviving matriarch of the family, James' mother Ann - who is still actively involved at the age of 90 - attended the anniversary celebration on August 23rd, visiting

*From top: Delivering lumber in the early days with 'newfangled behemoths called trucks'; coal delivery was an important service provided by Thompsons in the 30s and 40s; the loyal staff today.*

and reminiscing with loyal customers and friends. During the anniversary event, the Thompson family served the community with a BBQ lunch and hosted a dinner and dance at the local legion in the evening (raising over \$2,000 for the Dundas County Food Bank and the South Dundas Animal Shelter). Both events were well attended and, with the support of their vendors, they provided many valuable giveaways and prizes valued at \$500.00 or more as a thank you to their loyal customers.

The Thompson building supply business was independent until the mid 1960s, at which time they joined with a group of eastern Ontario and Quebec based building supply dealers for buying purposes under the PAL (Progressive Alliance of Lumberyards) banner. The business joined Homecare in the '70s and then made the conversion to TIMBER MART in the early 1990s.

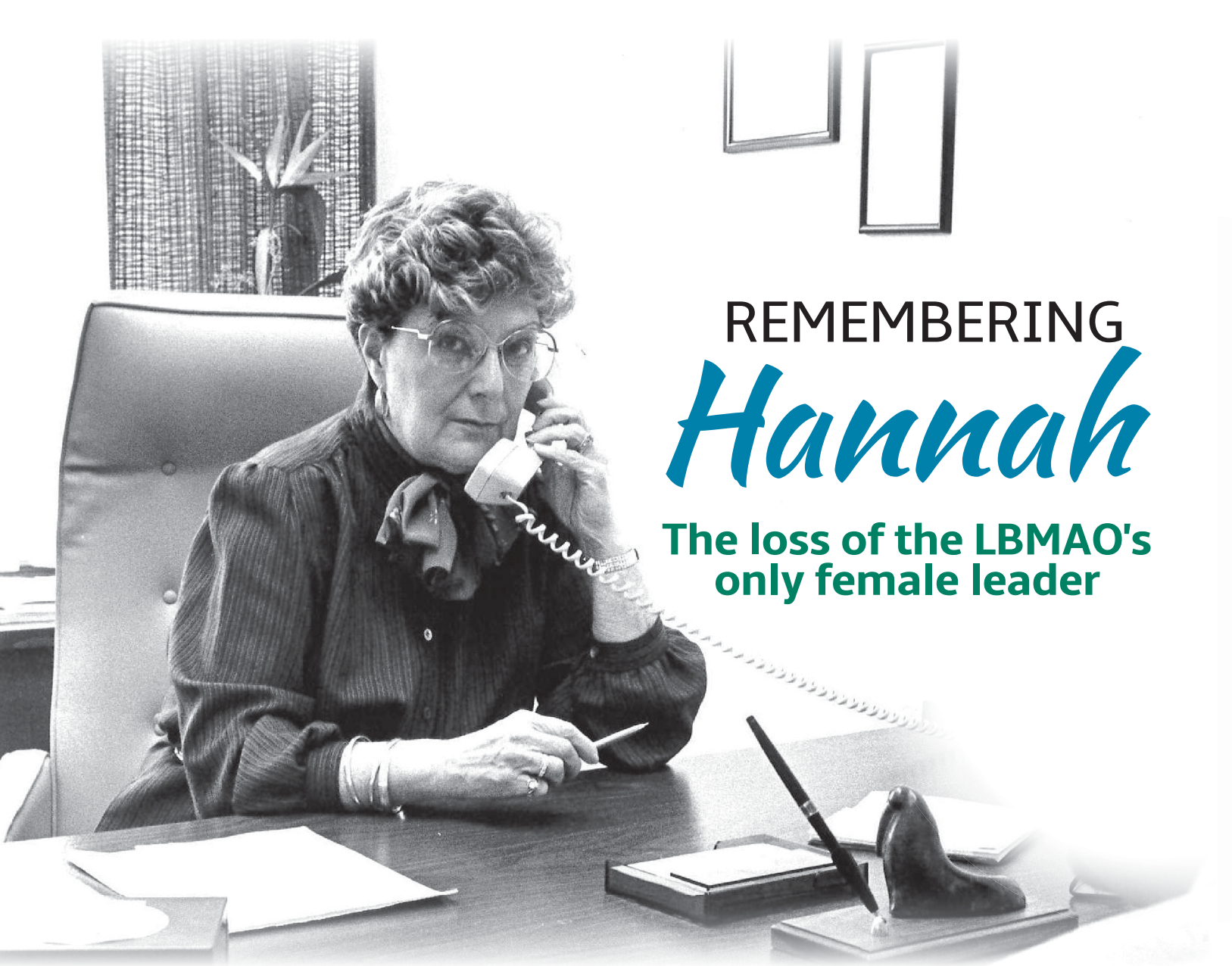
When asked about the challenges and rewards of owning and running an independent building supply business, James, Ken, Vicki and Janis all echo: Servicing your customers who are also your neighbours and friends is the key to success. There is no small task or service they won't do to earn their business! They also know the challenges in today's marketplace and are always looking for product categories such as flooring and installed sales to enhance margins.

Thompson TIMBER MART is truly a unique business and its longevity as a thriving building supply retailer can be attributed to the family's dedication to their customers, employees and community. The other important component to their success is their staff - the 12 dedicated full time and 2 part time employees who are as committed to serving their customers as the Thompsons. The vendor community is also a key element in supporting the store and keeping the products flowing and the staff trained!

We look forward to helping Thompson TIMBER MART celebrate their 175th year in business in 2039!



*Top and centre: The anniversary celebration hosted by the store for their loyal customers on August 23, Bottom: Four generations of Thompsons*



# REMEMBERING *Hannah*

The loss of the LBMAO's  
only female leader

In the early '70s, Hannah M. Hancock was hired as Executive Secretary to the Executive Vice President of the LBMAO, Mr Herb Hardy. She eventually became Executive Vice President which was quite an accomplishment in a very male dominated industry. To this day, she was still the LBMAO's only female leader.

In 1981, tragedy struck when Hannah's daughter Leslie and her fiancé Jim were killed when their car was struck by a drunk driver while returning from a weekend ski trip. After this, Hannah became very involved with the Mothers Against Drunk Drivers (MADD).

Hannah retired after working for the LBMAO for 20 years. Her retirement was celebrated on Nov 7th, 1993 by a large audience during the LBMAO's 76th Annual Dinner at the Toronto Airport Marriott Hotel. After 6 months of preparation by an enthusiastic committee of LBMAO

members and office staff, a "This is Your Life" evening went off without a hitch. Stan Iutzi (who hosted the evening) did his very funny Amish routine, 'arriving by horse and buggy' to take Hannah to

**"Some of the stuff we did was really silly at times but it was always fun. I remember she was always a good sport, ready to do whatever it took to make it work."**

**- Stan Iutzi**

the Amish retirement home. There were many slides of Hannah - with 'appropriate' comments - from early childhood to the present; and she was surrounded by family and friends. All in all, it was a great

evening and a fitting tribute!

Once she retired, she joined a bridge group in her condo building and took up line dancing - which she enjoyed twice a week up until April of this year when her hip started giving her trouble. She kept up her bridge group until just before her surgery.

Hannah's last column in the November/December 1993 Reporter was titled: "Now It's Time For Me To Go". Well, twenty-one years later, that time has come again.

*Rest in peace, Hannah.*

**Here are some remembrances from the Industry:**

"I had been talking to Lloyd Stewart during the LBMAO show/conference and I mentioned that I would be interested in getting involved with the LBMAO.

The recently opened Airport Marriott was the host hotel and I think that was the year that they ran out of food at the gala dinner... but that's another story. A few days later I had a call from Hannah asking if I would like to be on the Education Committee. It was a real pleasure working with Hannah on various committees and the Board (most recently the 100th Anniversary Committee). She ran a tight ship and had a great working relationship with the members and staff. Many good memories of mill tours, etc. with Hannah. She played a major role in the success of the LBMAO and we will all miss her." - **Murray Robins, Past LBMAO President/Chair, 1994 and LBMAO Industry Achievement Award recipient, 2009**

"I consider myself fortunate to have had Hannah as a friend and associate for many, many years. My involvement with the old Conference Committee got us into many humorous situations. The dressing up for our Theme Nights was always the highlight. Some of the stuff we did was really silly at times but it was always fun. I remember she was always a good sport, ready to do whatever it took to make it work. I was deeply moved when she appeared and spoke at my retirement party. She will be missed. We have lost a good one but the folks upstairs have got a keeper." - **Stan Iutzi, Past LBMAO Industry Achievement Award recipient, 1994**

"I am very saddened to hear about Hannah. We had many years together in many aspects of the LBMAO. She had tremendous knowledge of the industry and will certainly be missed." - **Mac Gadway, LBMAO Past President/Chair, 1990**

"It is with heavy heart that I write my thoughts regarding Hannah. She was my teacher, mentor and, over the years, my friend. She loved Industry Night - truthfully dressing up was not my thing, but we had so many laughs that one just had to go along with her. That is not to say that there weren't a few "discussions" during our working relationship but once the conversation ended and we went our own way, we always knew that we each respected the other and it was only a difference of opinion.

When Hannah hired me in 1987, her last remark as I was leaving the interview was that I would either love working for the association and its members or I would be gone within a month. Well, I retired in 2003, always thankful to her that she had given me an opportunity to find my niche.



*Hannah (centre) hosting a mill tour; along with Murray & May Robins*



*Stan Iutzi with Hannah at her retirement party in November, 1993*



*Hannah (left) during a committee meeting with, among others, Mac Gadway (centre) and Lloyd Stewart (far right)*



*"Hobo Hannah" (centre) goofing around with industry friends for Hobo Night*



*All dolled up for another themed convention*



She taught me that "everything is possible" and "to never say never". There were times when I had to take a deep breath but I knew that she was always there supporting me.

Since retiring to Kelowna I have had two occasions to have supper with Hannah and Jenni. As you can imagine there were a lot of laughs. She did love to laugh.

Hannah, I trust you have found line dancing sessions and bridge partners." – **Maureen Beirnes, retired LBMAO employee, 1987-2003**

"Sorry to hear about Hannah. She was a nice lady to work for." – **Liz Wharton, former LBMAO employee**

"Hannah hired me in 1990 and we had a love/hate relationship for many years. I remember the time that I felt she didn't trust me, so I offered to hand in my office key. She said to me, 'You might as well. You're always the last to arrive and the first to leave!' I mentioned this at my retirement lunch in 2012 – when I was handing over my key - and we all had a good laugh!

Like me, she was a big Coronation Street fan (plus we both watched many other British TV shows). On one of her many trips, she went to England and took the Coronation Street studio tour. I took my Mum to Acton once for a Coronation Street party at a local tea room; and who did we happen to see there? Hannah, of course...

After she retired, we used to go the Mandarin Restaurant once or twice a year. The last time was November 2013. I drove down from Midland just for lunch. We had a nice visit afterwards at her condo and then I drove home. She had hip surgery on Sep 4th; I spoke to her when she returned home and we planned to go to the Mandarin once she was able. Sadly, that wasn't to be. I will miss her." – **Jenni McKeown, retired LBMAO employee, 1990-2012**

*Left: Hannah served on the LBMAO's 100th Anniversary Committee until her death. This photo was taken in October, 2011*  
*Back row: Past President Murray Robins; Joanne Moquin, LBMAO; Past President Paul Sutter, former LBMAO employee Charmaine Burke; President David Campbell; Front row: Past President Alain Lacroix; Carolyn Buffa, LBMAO; Retired Executive Vice President Hannah Hancock; Retired LBMAO employee Jenni McKeown.*

# Obituary

## Mike Connolly (1963-2014) Trent Timber Treating Ltd



It is with the deepest sadness that we have to announce the passing of Mike Connolly on October 4th, 2014. Mike was employed by Trent Timber Treating Ltd as their Manager of Dealer Sales in Eastern Ontario and is noted for his kindness and joyful sense of humour. He participated in many LBMAO events and brought joy and great laughter with his pranks and joking. He was also known at his office for being a prankster, doing things like jumping out of the closet to be sure the girls got their hearts pounding in the morning; he also was known to alter licence plates on visitors' cars just to cause a bit of confusion.

Mike had been a 26 year employee of Trent, starting with inside sales and eventually moving onto the road as their Dealer Sales Representative. He had a love of monkeys, puppets and was also an avid skier.

He is survived by his wife Barbara and daughter Sarah of Peterborough; and his brother Tom (Helen) of Australia.

We will miss him and the joy he brought to our lives. His customers, friends and co-workers are sad that he is gone but he will be remembered with love and kindness.

*Pictured: The good old days: Mike (top right) golfing with friends at the LBMAO Eastern District Tournament in 2013; and feigning a bit of Penguins-Senators rivalry with J.D. Van Noy of Lannin Home Building Centre.*


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**Keven Robin**

Brisson Castle Building Centre Cochrane, ON



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