



Dialogue

MAY 2003

ASSOCIATION OF CANADIAN SEARCH EMPLOYMENT & STAFFING SERVICES

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Reaching the Peak

AS I TAKE ON the role of National President I am aware that one of greatest sources of satisfaction will be to see firsthand the tremendous enthusiasm our association receives from its members. And planning this conference is just one example of a committee's exceptional energy and dedication.

Of course we should have been warned! Almost two years ago, our Executive Director

arrived at a National Board meeting carrying a watering can complete with seeds, ribbon and the painted message "Promoting Growth in Our Industry – Edmonton 2003." From this first bid, Ria Ames and her Edmonton supporters have never missed a beat. Their conference theme – Reaching the Peak – also perfectly describes the performance of our host committee.

Over the next few days you

will have the opportunity to be inspired by an excellent lineup of motivational speakers and trainers. You will also have the chance to surround yourself with professionals who excel in our industry, and with whom you can share experiences and knowledge.

I encourage you to make the very best of this opportunity.

Enjoy!

Yvan Michon, CPC

ACSESS National President

Welcome to the City of Champions

Dear ACSESS Members:

I would like to personally wish you all a warm welcome to "The City of Champions" and to the 2003 Annual Conference. To begin, I would like to commend all of those individuals who were involved in bringing this event to you, especially the Conference Committee, which was comprised of Chris Roach, Terry Davey, Michel Blacquiere, Jamesie Bower and of course our infamous Executive Director, Amanda Curtis. Without this enthusiastic, supportive, insightful group, this conference would not be the success that it is! In addition, I would also like to extend a special thank you to

Kevin Dee and Bill Hanniman for their exceptional work on the IT Panel!

As we have all seen in the last year our world has changed dramatically and with that came changes to our industry and to the way that we must carry out our business. I truly believe that change is a good thing as "without change there can be no progress" but firstly believe even more so, that we must continue to strengthen the cooperation amongst our membership or the changes we are about to face will not be easy ones. With that thought in mind, please remember as we gather here this weekend it is not only to educate ourselves

but to network and share our ideas and experiences with each other so that we may build a stronger membership today to deal with those changes of tomorrow!

Hope you all have a good time and I look forward to meeting you all during your stay with us here in Edmonton!

Sincerely,

*Ria Ames, CPC
Chairperson,
2003 Annual Conference*

PLEASE CIRCULATE

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Annual Conference 2003

AN INCREDIBLE PROGRAM, planned by a truly outstanding committee. This conference promises to measure up with the best.

Session highlights will be published following the event as well as being posted on the ACSESS website. In only two full days, delegates will gain invaluable knowledge from the following diverse list of speakers:

Jeff Skrentny, CPC, Chicago – One of North America’s most sought-after industry trainers;

Tony Martin, Chairman & CEO, Vedior, U.K. – Staffing Trends Worldwide;

Dr. John Izzo, Vancouver – Canada’s best known presenter on corporate eth-

ics and good business practices;

Kimberley Chesney, CPC, London – Recruitment Strategies for Direct-Hire Professionals;

Fazila Nurani, Thornhill – Privacy Legislation and the Staffing Industry;

Paul Christie, CPC, Montreal, and **Steve Jones**, CPC, Toronto – Government Relations Issues and Outcomes, An Open Forum;

Kevin Brown, David Booth, Art Smith and **David Watts** – this group of high-profile business leaders will discuss the future of IT and staffing needs;

John Klymshyn, California – Those who have ever attended an American Staffing Association meeting will know

how tough they are on speakers. And John’s Sales Sessions have now been rated THE best on more than one occasion.

We particularly liked the following comment from an attendee at a recent Jeff Skrentny workshop. As you read this, many of you will have just left Jeff’s session. Would you like to add to this...

“After 16 years in this business I admit to a mild sense of dread when the term ‘training seminar’ comes up. However, this veteran couldn’t be more pleased that he spent a sunny day with you [Jeff] instead of golfing. Your ideas work because you work a desk.... Thanks, this is one old dog who learned some great new tricks!” □

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A Summary of ACSESS Government Relations Initiatives: May 2003

IN **Ontario**, ACSESS continues to play an active role as safety group sponsor and is working closely with the WSIB and other safe workplace associations on developing occupational health and safety prevention materials that will provide a summary of best practices for the temporary help industry in provinces across Canada. The first draft of the manual is now complete and we hope to launch the product to members this fall.

In early May, the **British Columbia** government released their private-sector privacy legislation, the *Personal Information Protection Act*, for first reading in the legislature. The BC legislation incorporates the 10 privacy principles of

the *CSA Model Code for the Protection of Personal Information*, and is scheduled to come into force on January 1, 2004. Please see our May 2003 edition of *Legislative Watch* for a summary of the legislation and the implications on the staffing industry.

In **Quebec**, ACSESS made representations before PQ Minister of Labour, Jean Rochon, as part of a roundtable discussion on the recommendations contained in the *Rapport Bernier* (report studying the non-traditional workforce in Quebec). ACSESS Quebec members and the Conseil du Patronat welcomed the election of a new, Liberal government in the province.

The ACSESS **National Capital** committee continues to encourage and monitor ongoing discussions between Public Works and Government Services Canada insurance advisors and the Insurance Bureau of Canada representing the insurance industry regarding RMSO insurance coverage requirements for the supply of temporary help to federal government. We are confident that a mutually acceptable agreement will be reached within the next six months.

For more information on any of these initiatives, please contact Mary McIninch, Manager of Government Relations, ACSESS, at 905-826-869/1-888-232-4962 or mmcininch@bbandc.com. □

ACSESS Congratulates CPC Graduates 2002/2003

NOVEMBER and March examinations resulted in the following 33 professionals successfully completing the ACSESS certification program. These individuals have shown their commitment to our industry, and will now be able to use the CPC designation.

RIA AMES, CPC, Choice Office personnel Ltd., Edmonton

CHRISTINE BANFIELD, CPC, Your Advantage Staffing, Cambridge

ANGELA CODE, CPC, The Keith Bagg Group, Toronto

KEVIN DEE, CPC, Eagle Professional Resources Inc., Ottawa

RICHARD DUFOUR, CPC, Les Consultants en Personnel Logipro, Montreal

LUKE DUGANDZIC, CPC, Adecco Financial, Mississauga

JUDY ENGLISH, CPC, Newfoundland Personnel, St. John's

FRED FERRI, CPC, Nexstaf IT Recruitment, Toronto

TERESA GABRIELE, CPC, Pinstripe Personnel Inc., Toronto

BILL HANNIMAN, CPC, Eagle Professional Resources Inc., Calgary
JEAN HALL, CPC, Staffing Strategies Inc., Toronto

STEPHANIE HUFFMAN, CPC, ITS Industrial Temporary Solutions, Burlington

JACKIE LEE, CPC, Winters Technical Staffing Services, Willowdale

SERGE LUCCHETTO, CPC, The Employment Solution, Toronto

RON MAIZIS, CPC, Maizis & Miller Consultants, Etobicoke

JOANNE MCCONNERY, CPC, Spherion, Barrie

NORMA MCCREA, CPC, Kelly Services, Victoria

COLLEEN PARSONS, CPC, Manpower, Kitchener

JEFF PRESCOTT, CPC, The Employment Solution, Mississauga

CHRISTINE RACO, CPC, The People Bank, Toronto

STEPHEN ROTHSTEIN, CPC, NAP Executive Services, Toronto

KRISTI SEARLE, CPC, Kelly Services, Vancouver

SANDRA SEARS, CPC, Staffworks, Toronto

ROBIN SÉGUIN, CPC, NT Temps Inc., Alliston

EMMA SKILLEN, CPC, McNeill Nakamoto Recruitment Group, Vancouver

JEFF STEELE, CPC, Brock Placement Group Inc., Toronto

SUSAN STRICKLAND, CPC, The Selection Group, Mississauga

LIZA SOLIMAN, Staffing Strategies Inc., Toronto

KATHRYN TREMBLAY, CPC, Excel Human Resources, Ottawa

TRACEY UTRONKIE, CPC, Excel Human Resources, Ottawa

KRISTA WAKEFIELD, CPC, Spherion, London

DAVID WILSON, CPC, The Employment Solution, Toronto

OZAN (JOE) ZEKI, CPC, The Employment Solution, Mississauga

U.S. Press Release Gives Optimistic Forecast

ONE OF OUR U.S. counterparts, the National Association of Personnel Services (NAPS) recently released the results of a staffing industry survey that they completed in conjunction with Advanced Recruiting Trends (ART). The focus of the survey primarily addressed recent and anticipated performance by staffing organizations, as well as a number of peripheral issues that are likely to be of interest to professionals within the staffing marketplace.

Approximately 200 staffing professionals, representing a broad range of

industry sectors, and dispersed throughout the U.S., participated in this inaugural quarterly survey.

The NAPS press release quotes the following survey findings:

“Survey results reflect a great deal of optimism relative to an improving market climate over the remainder of 2003. In fact, 69% of those participating in the survey anticipate the marketplace will improve tangibly over the remainder of the year.”

“Approximately 40% expect that their firms will strive to add headcount prior to the conclusion of 2003.”

In addition, Don Evans, a Principal with ART, is quoted as saying, “While overall recent performance was somewhat mixed, we think it’s significant that

those firms citing improved performance represented a wide range of industry areas. This would seem to suggest that any recovery is likely to be broad-based in nature.”□

Many ACSESS members will be aware of our own efforts to report on trends and statistics. We receive many calls requesting information, yet find response rates to surveys to be too low to provide meaningful data.

We are again exploring the collection of information with an independent market research firm that specializes in this industry (U.S. based, and interested in working in Canada). It is our hope that if we get this off the ground you will support and indeed encourage participation by your company.

According to Danny

JUST SHY of 100 members attended Danny Cahill’s Peak Performance Seminar in Toronto at the end of February. Despite the failure of the Internet dial-up line, Danny presented the type of outstanding learning opportunity for which he is well known. Evaluations rated Danny as a solid 5 (top rating) in both Knowledge and Presentation style.

Comments are typified in the following quotes: “Excellent, I wish the seminar was longer,” “Very focussed, very informative, exhibited tremendous demonstration of experience,” “Covered a lot of topics with humour and great examples,” “A highly productive day away from desk and phone,” “He has a wealth of knowledge in the recruiting industry.... I am definitely able to walk away with a better approach to business.”

Following this session, we are delighted to be able to announce that Danny has offered a special discount to ACSESS members to enroll in his ongoing program “AccordingToDanny.com.” A flyer and email broadcast will announce this new value-added service in the very near future.□

Gala Dinner and Awards

THE THIRD ANNUAL Awards Program resulted in an excellent number of submissions for individual awards, corporate awards and, of course, Chapter of the Year. Not only were there multiple submissions, but they came from several provinces.

On Friday, May 30, ACSESS conference delegates and their guests will be treated to an evening of fine food and

top-class entertainment.

They will also have the opportunity to personally applaud our 2002/2003 CPC Graduates, and to recognize ACSESS members who have excelled in their commitment to our industry, and a company that has shown an extraordinary commitment to, and genuine concern for, the community at large.□

Marinella Nesso joins ACSESS as Administrator — Extraordinaire!

COMING FROM a Geography Bachelor background, Marinella brings an interesting combination of experience in marketing and database management, as well as an understanding of staffing disciplines. Her work with Statistics Canada, City of Toronto, Ryerson University and, most recently, at Brainhunter.com will definitely prove to be well-utilized here at ACSESS. Her focus will be assisting committees and members

with ACSESS and staffing relations, as well as increasing the public’s awareness of ACSESS. Marinella looks forward to meeting our members this May at the Annual Conference.

If you have any questions about ACSESS, our marketing initiatives or database management, she will be pleased to assist you. Please contact her at 905.826.6869 or drop her an email at mnesso@bbandc.com.□

ACSESS Adopts New Board Policy

ACSESS continues to place emphasis on the importance open communication plays in the success of any organization. This includes: regular contact with members via mail, email and our website; encouraging members to provide input and direction; frequent sharing of information between our national staff and directors, and Chapter leaders who provide the essential services in cities across Canada.

Occasionally, we also receive requests from members wishing to sit in on a National Board meeting. And, why not – this is a great way to gain a better understanding of what your Association is doing and where we are heading. The National Board meets three to four times a year, usually in Toronto and with one meeting held in conjunction with the Annual Conference. Materials are circulated in advance and air travel is paid for elected directors (sadly, we can't stretch the budget to cover guests).

In response to the interest expressed, the following policy has been developed and was unanimously approved at our March meeting.

Attendance at Meetings. While it is expected that elected directors attend, participate in, and vote at Board meetings, other persons – including members – may attend upon request or by

invitation, and it is the position of ACSESS that all reasonable requests for permission to attend or petition the board shall not be denied. It should be noted that voting by proxy or ballot is not permitted at Board meetings [as it is at an annual or special meeting of the members] and thus individuals attending on behalf of an elected director may participate in discussions, but do not have the right to vote.

When Do Consultants/Advisors/Non-Elected Members Attend Meetings?

(a) An invitation may be extended by the President or his/her designate thereby permitting those involved in a specific ACSESS activity to participate and/or present on an agenda item. The decision as to whether such guests be invited to attend the full Board meeting or only a portion of the meeting will be determined on a case-by-case basis.

(b) A member may request permission to sit in on a National Board meeting at any time. This request should be submitted to the President or Executive Director, following which a confirmation of attendance will be provided together with the meeting agenda. While

such members will be attending as observers, they will be encouraged to participate in general discussion. In cases where the member requesting permission to sit in on a meeting is not the Authorized Representative of a Member Company, then the permission of the Authorized Representative should be obtained.

(c) A member may request permission to attend and address a specific subject at a National Board meeting, providing the request is received no less than 15 days prior to the meeting and is accompanied by a brief written description of the issue they wish to raise. The member will be given a 5-minute presentation time on the agenda. The decision as to whether such guests be invited to attend the full Board meeting or only a portion of the meeting will be determined on a case-by-case basis. Not more than three petitions to address a specific subject will be accepted at any one meeting.

The objective of this policy is to create a greater degree of openness and to provide a means for members to approach National Board and take part in the formulation of national goals and services. □

MARK THESE DATES

GENE RICE and JEFF COHEN are committed to bringing their training to Canada.

October 22, 2003, Toronto – Owner/Manager Session

October 23, 2003, Toronto – Recruiter Training

All sessions are full days and every attendee receives a 100+ page workbook.

More to follow.....

Welcome New Members

SINCE the last issue of Dialogue, the following companies have joined ACSESS. If you see their representatives at Annual Conference 2003 or upcoming functions, please be sure to welcome them.

Allegis Group Canada Corporation,
Mississauga

Allstaff Inc. Personnel, London

AppleOne Employment, Etobicoke

Corinth Healthcare Services,

Mississauga

Hatton Professional Search, Mississauga

Invoke H.R. Inc., Ottawa

Labour Ready Temporary Services,

St. Catharines (and across Canada)

Michael's Manpower, Toronto

Pinnacle Search Group, Mississauga

Prologic Systems, Ottawa

SkillBank Inc., Windsor

Sundance Personnel, Toronto

Trebor Personnel, Toronto

The Finance Department, Toronto

Universal Staffing Inc., Brampton

Wwwork!com Inc., Toronto

Affiliate Members

Metroland Printing, Publishing &

Distribution, Willowdale

Pacific Newspaper Group, Vancouver



PRIME MINISTER • PREMIER MINISTRE

It is with great pleasure that I extend my greetings to everyone celebrating Staffing for Canada Week 2003.

This special event provides the opportunity to recognize the important role that temporary and contract workers play in our nation's economic development. Their dedication and professionalism, as well as their willingness to learn new skills, make them valued assets in Canada's economic prosperity.

I would also like to commend the organizers of this event, the Association of Canadian Search, Employment and Staffing Services (ACSESS), for their outstanding work in helping many Canadians find new job opportunities.

Please accept my best wishes for an enjoyable and productive week of celebrations.

OTTAWA
2003



THE PREMIER OF ALBERTA

Message from Honourable Ralph Klein Premier of Alberta

On behalf of the Government of Alberta, I am pleased to recognize the contribution the staffing industry makes to Canadian business. Alberta's economy continues to grow and, as a result, the need for qualified workers is on the increase. The staffing industry is vital to ensuring that this need is met.

Whether employers are in need of temporary help or executive recruitment, the Association of Canadian Search, Employment & Staffing Services consistently ensures the best people are placed in appropriate positions, while making workers' safety and well being a priority.

Best wishes for the success of Staffing for Canada Week 2003.

June 2 - 8, 2003