



Dialogue

AUGUST 2003

ASSOCIATION OF CANADIAN SEARCH EMPLOYMENT & STAFFING SERVICES

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President's Message

Dear ACSESS members,

As I write this message, it is July – our summer solstice – and I hope you are all able to take some well-deserved time off. I have been asked to prepare a few paragraphs of wisdom and wit, which is beyond my abilities as a writer and pontificator. Instead, I will share what little wisdom I have retained (no pun intended) over these 24 wondrous years in my chosen profession. And, I would like to include a pictorial glimpse of my loves and passions.

First, the tiny bits of accumulated wisdom.

1. Surround yourself with great people and you will prosper emotionally and financially.

2. Keep everything in per-

spective and do not panic – it will work out.

3. Do like Sam Walton – innovate and do not be shy in copying what works well for others.

4. Never forget to contribute in some way.

5. We are rewarded in direct proportion to the efforts we put into our endeavours.

6. NEVER, EVER, EVER GIVE UP, as many people do 5 yards before the goal post.

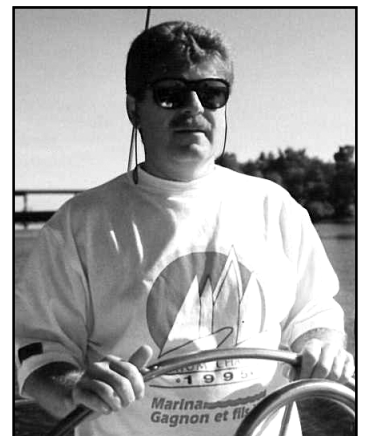
7. And always remember why you do what you do, and what it gives to those you cherish.

The pictures in this issue of *Dialogue* may be more personal than those you often see published. Yet they are those I get up for every day, and for



which I thank my lucky stars. They are the most important part of my life and my personal passions, and it gives me pleasure to share them with ACSESS members.

My partner and pillar of 30 years, Sylvie. My ski team made
continued on page 7



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Two Thumbs Up for ACSESS National Conference 2003

THIS YEAR'S ACSESS conference, held in Edmonton, Alberta, has been said to be the best in the history of ACSESS (and some look back and embrace in this statement the conferences mounted by APPAC and ESSAC). With an attendance that beat committee target projections, and a great line-up of speakers, members are still raving about it today.

The conference included more than 150 delegates and 20 sponsors and exhibitors. The educational program included speakers like John Izzo, Tony Martin, Fazila Nurani, John Klymshyn and Jeff Skrentny, who recently filled a room with an encore seminar in Toronto (see "Thanks to the Cubs" in this issue). The conference included a spe-

cial IT discussion with expert panelists David Booth, Art Smith, Kevin Brown, David Watt and moderated by Bill Hanniman, CPC, of Eagle Professional Resources in Calgary.

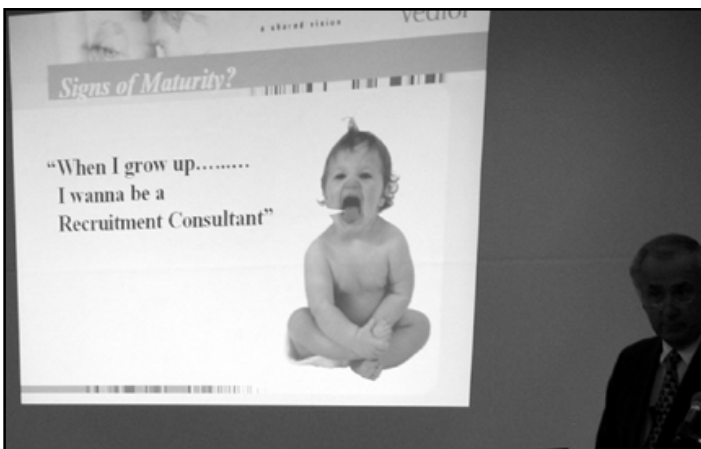
Along with the successful educational component of the conference, the three-day program was filled with networking events such as Dine-Around-Edmonton, which followed the opening reception and a warm welcome from Edmonton Councillor Jane Batty.

Let us not forget the Gala Dinner, Awards Night and CPC celebrations. After becoming aware of major changes within the originally contracted band



Left: Congratulations to our CPC Graduates

Immediately below: Edmonton – A well-deserved Chapter of the Year





The Edmonton Conference truly set the stage for conferences to come. ACSESS again extends its thanks to Ria and her committee members – Michel Blacquièrre, CPC, Jamesie Bower, CPC, Terry Davey, CPC, Chris Roach, CPC, and ACSESS Executive Director Amanda Curtis.

As my first Conference with ACSESS, it far exceeded my expectations. This was a terrific opportunity to meet and get to know many members, with whom I had spoken on the phone, and to learn about a fascinating industry and our members'

commitment to high professional standards. I truly look forward to seeing many of you again at Conference 2004, for which planning has already begun.

Speaker handouts, list of delegates and pictures of this year's conference are available on the website at www.acsess.org.

Marinella Nesso
ACSESS Manager, Member Services

and with only weeks to go before the conference, committee organizer Ria Ames went on a mission in search of a new band that would ultimately make this Gala Dinner a memorable one. Earth Beat, an Edmonton-based band, packed the dance floor with members, executives and even Delta banquet staff, and received not one, but two, encores. Nice job, Ria!

Thanks to Sponsors...

...whose generosity helped make the 2003 annual conference such a great success.

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CHAPTER LIAISON

Marinella Nesso

ACSESS

Edmonton Chapter

THE 2002–2003 year brought to the Edmonton Chapter a whirlwind of excitement, enthusiasm and the opportunity to host the 2003 National Conference. The year seemed to fly by with community events, conference planning and of course, monthly meetings showcasing a number of different topics in our industry, including presentations from two of our long-time respected Edmonton Owners, David Aplin from David Aplin & Associates and Mike Duff from the Design Group, who willingly came before our group to share their experiences from the past and present, and to offer insight as to what the future of the staffing industry might hold for us.

Throughout the year we had a number of special events, including our annual Stuff the Bus, a charitable drive for the Edmonton Food Bank and our annual toy drive for Santa's Anonymous, both very big successes. The biggest focus and highlight for Edmonton was, of course, hosting the 2003 National Conference. With many obstacles along the way, the Edmonton Chapter, in conjunction with an exceptional National Conference Committee and our staff at

National office, found a way through and held what we thought was a "highly successful, fun and informative conference." When we didn't think it could get any better, we were awarded Chapter of the Year at the Gala, an award we will honour with great pride.

2003–2004 already brings some interesting issues to the Alberta market, including re-classification and increases to the WCB rates for temporary labour. Our Chapter will work with Mary McNinch at National to ensure that our recommendations are heard and that assistance regarding information on safety programs will be available to our members. Education, marketing and membership services will continue to be worked on in order to provide variety to the membership in the way of speakers, and a new quarterly newsletter will be introduced to our members to help keep them informed on Edmonton's activities. We will continue our community involvement and we will strive to exceed the accomplishments of past with new ones in the upcoming year!

Ria Ames, CPC

President, Edmonton Chapter

A Message from the President of the Toronto and Southwestern Ontario Chapter of ACSESS

WELL, another year has passed. And what a year it was. The Toronto and Southwestern Ontario Chapter of ACSESS had an extremely eventful year. We held a client panel discussion that was attended by more than 70 members, two educational sessions, a Gala Christmas/Seasonal banquet with Erin Davis as the speaker, and a silent auction that raised more than \$5,000 for Ronald McDonald House. Finally, we wrapped

it up with a “Day at Ontario Place” for Staffing for Canada Week. A very special thanks to all of the 2002–2003 Board, who made it possible.

Moving forward, one of the things I would like to see is more active participation from our Chapter members. To have a strong chapter, we need our members to support the activities, meetings and programs. A great deal of time and effort is spent by the Chapter Ex-

ecutive to plan and produce these events, and it makes it all worthwhile when the events have good attendance. In addition, we are able to plan topical programs and events when we have input from our membership. I encourage you to get involved and/or have your staff get involved. Meetings are posted on the ACSESS website and are open to all Chapter members.

Finally, we have always believed in giving back to the community, and this year we are again supporting Ronald McDonald House. Our commitment to sponsor a room is \$5,000 per year for the next four years. Many people do not realize that Ronald McDonald House, although supported by McDonald’s has to raise almost 90% of its operating expenses from outside sources. Please join us in supporting this worthwhile organization, which provides “home-away-from-home” facilities to families while their children are undergoing treatment at Sick Children’s Hospital.

I look forward to meeting and working with many of you this year and hope that you will come out and support your Chapter.

*John C. Rich, CSP, CPC
Chapter President*

2002/2003 Calgary Chapter — A Year in Review

EARLY IN JULY the “new” board got together and decided to send a survey to the Calgary Chapter members. We wanted to be sure we were best serving the needs of the Chapter. The survey included questions regarding location and times of Chapter meetings, costs for meetings that included meals, types of speakers, training requirements. With the information gathered we were able to set up our meeting schedule for the fall and into 2003.

We held monthly meetings the third Thursday of the month and the survey indicated the preference was for lunch meetings. Meetings included: Steve Jones – ASCESS National President’s Tour, Creating Client Relations, The Privacy Act, How to Stay Motivated in an Economic Downturn, Interactive Case Studies – to name a few.

We also decided that we would hold Special Interest Group meetings once every other month to focus more around the specific needs of our different members and their representatives. These included Owners and Managers, Industrial, IT, Accounting, etc., and although the meetings attracted smaller groups, they were highly informative and provided a chance to network with

peers in the same industry field.

We held a social function at Christmas and incorporated a silent auction in support of a local charity – the Calgary Food Bank.

Our celebration for Staffing for Canada Week was a Murder Mystery Dinner with an excellent turnout of 120 people from 11 different member companies. The fundraiser for this event was a 50/50 draw and the proceeds went to the Kids Cancer Charity in support of three of Calgary’s radio celebrities (Don, Joanne and the Coach) who will be shaving their heads in August to raise money for this charity.

2003/2004. This fall the Executive Board will be planning meetings for every second month and we will be alternating between lunch and dinner meetings. This is in an effort to allow more members to attend and also to cut some of the costs of monthly meetings until this great economy of ours turns around! Ha, ha. And if you have been in the business as long as I have, you know that is a “given.”

Take care and I trust you are all having a wonderful summer.

*Terry Davey, CPC
Calgary Chapter President*



Don't forget, WHMIS Safety Tape and Trainer's Manual available to ACSESS members. To order, contact info@acsess.org.

The Importance of ACSESS Membership

Submitted by Staffing Strategies, an ACSESS member since May 2002

MANY COMPANIES have chosen to use the staffing industry to find suitable employees for opportunities available within their organization. We are strategic in our approach and we are known to be experts in searching for the best candidates. However, not all potential clients understand our search system and business ethics.

In a recent discussion about our services with a client, he was uncertain how he could be guaranteed that we perform our recruitment processes professionally and fairly. He had heard that once employees had been placed and were past the guarantee period, the same agency would try to recruit those employees and place them elsewhere.

In response to our client's concern, I informed him that Staffing Strategies Inc. has a business code of ethics for both clients and applicants and that we have taken further steps by becoming a member of ACSESS. ACSESS is an organization that "assumes a leadership role in industry licensing and regulation," and it is an association that "creates awareness of the industry and positive public relations."

As a member, we are also guided by the Code of Ethics and Standards to serve our clients and candidates "faithfully, with integrity and professional responsibility." We observe "the highest principles of honesty and fair practice in dealing with clients, candidates, and all regulatory authorities" and "we will not recruit, encourage or entice a candidate whom we have previously placed to leave the employ of our client."

I also informed our client that as a Certified Personnel Consultant with 10

years of experience, I have been tested and certified by ACSESS for my knowledge of the staffing industry in the recruitment, interviewing and placement of both temporary and permanent positions.

Our client had not been aware that the employment industry is closely supported and monitored by ACSESS and he had not realized the staffing services that are voluntary members of ACSESS abide by a Code of Ethics and Stand-

ards. As a result of this information about ACSESS, he now feels confident that we will perform our duties ethically, competently and without harming his company's reputation.

Due to this situation, I have learned that being a member of ACSESS and becoming a Certified Personnel Consultant have enhanced our credibility and given our clients further confidence in the staffing industry. □

Highlights: Report on the 2001 Survey of Employment Services

- The industry reported operating revenues of \$5.19 billion in 2001, relatively unchanged from \$5.14 billion in 2000. A general slowdown in economic growth in 2001 impacted the Employment Services Industry which provides workers to business for part-time and permanent assignments. The data for 2001 show that revenues from placement services (i.e. permanent staffing) were lower while revenues from temporary staffing services grew to offset the decline.

- Temporary staffing services generated 80.3% of operating revenues in 2001, a significant increase from 2000 when they generated 75.7% of industry operating revenues. In contrast, the share of operating revenues from placement services fell to 18.2% from 21.5% in 2000.

- The industry reported that 464,000 workers used the services of Temporary Staffing agencies in 2001. These temporary workers generated 221 million billable hours for the industry in 2001, up from 210 million in 2000.

- Sixty-one percent of operating revenues were earned in Ontario, up one percentage point from 60% in 2000.

- Operating profit margin for the industry fell to 3.9%, down from 5.9% in 2000.

- The largest user of this industry's services was the business sector, which generated 87.2% of operating revenues in 2001.

- Revenues from clients outside of Canada grew to \$122 million in 2001, up significantly from \$74 million in 2000.

- Large businesses play a major role in the Employment Services Industry, but their overall share of operating revenues slipped in 2001. The top 20 firms accounted for 37% of operating revenues in 2001, down 3 percentage points from their 40% share in 2000. Similarly, they accounted for 39% of all salaries and wages paid in the industry in 2001, down from 41% in 2000.

The Report on the 2001 Survey of Employment Services by Statistics Canada includes relevant statistical data pertaining to both employment placement agencies and temporary staffing firms across Canada with industry comparisons from 2000. Some of the data covered included operating revenue, economic growth, operating profit margin and users of the industry's services, to name a few.

If you would like a copy of the report, contact the ACSESS Public Affairs Manager, Mary McIninch, at 1-888-232-4962 or email at mmcininch@bbandc.com.

ACSESS Congratulates CPC Graduates 2002/2003

(Previously published in Dialogue, May 2003 Conference Issue.)

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
WENDY A. BODIO, CPC, Mark Staffing, Calgary
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
CHRISTINE TRAEGER, CPC, Mark Staffing, Calgary
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

Welcome New Members

(Previously published in Dialogue, May 2003 Conference Issue.)

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 Services, London
AppleOne Employment Services, Etobicoke
Corinth Healthcare Services Ltd., Toronto
FrontLine Workforce, Mississauga
Invoke H.R. Inc., Ottawa
Labour Ready Temporary Services, St. Catharines
Pinnacle Search Group Inc., Mississauga

Prologic Systems Ltd., Ottawa
Stafflink Solutions Ltd., Toronto
The Finance Department Limited, Toronto
Trebtor Personnel Inc., Mississauga
Universal Staffing Inc., Brampton
Walker House Employment Services Ltd., Walkerton
wwwork!com Inc., Toronto

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Metroland Printing Toronto/SW Ontario
Pacific Newspaper Group, Vancouver
The McQuaig Institute, Toronto

PRESIDENT from page 1

of my three sons, Patrick Paul, Marc André, and Sebastian, my brother André and nephew Alex, and me at the helm of Friend-Ship. I hope that you all had a great summer and I look forward to serving you in my final term as the President of our Association.

My very best regards to all of you.

*Yvan Michon, CPC
National President*

2003 Awards

IT IS VERY ENCOURAGING to see the number of submissions for ACSESS Awards climbing steadily year by year. The most highly supported award is the Member Company Community Service Award, which shows the pride our

According to Danny

(Previously published in Dialogue, May 2003 Conference Issue.)

JUST SHY of 100 members attended Danny Cahill's Peak Performance Seminar held in Toronto earlier this year. 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."

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.

members have in their many activities that return value to the community.

Nominations are reviewed by the National Awards Committee – this year chaired by Jeremy Ingle – as well as the CEO's of previous community award recipients, and are presented at the Annual Gala Dinner.

Emotion was high at this year's Awards ceremony, held at the Delta Edmonton Centre Suite Hotel.

The Community Service Award went to Bowen Workforce Solutions. Terry Davey, accepting on behalf of the company, was clearly honoured by this recognition of the family-owned Calgary company .

The Chapter of the Year Award was presented to Edmonton for the second time in four years. There can be little doubt of the strength and vibrancy of this chapter.

The Award of Excellence, the premier ACSESS award, given in recognition of the recipient's outstanding contributions to the association and the staffing industry in Canada, was presented to Barbara

Allen, CPC. An active member and leader of our industry associations at committee, chapter and national levels, Barb was applauded and thanked for her generous contributions and her ready willingness to assist others. She will now join the ACSESS Circle of Excellence.

Our congratulations to you all, and thank you again for the incredible time and effort you put into our industry and our Association.□



Barb Allen, CPC

"Thanks Steve"

THIS ISSUE of *Dialogue* includes a personal message from our incumbent president, Yvan Michon, CPC, and some sage predictions from president-elect Kevin Dee, CPC, but let's not be too quick to forget immediate past president, Steve Jones, CPC.

President and CEO of The People Bank, Steve encourages his staff at all levels to become involved in ACSESS, and has personally never failed to step forward when asked. During his national presidency, Steve visited Chapters in Vancouver, Winnipeg, Regina, Calgary, Toronto and Ottawa. He also made himself readily available to all our key committees, wrote articles and responded to numerous contacts from

the press.

At the National Board meeting in May, the first since the election of Yvan Michon, Steve continued to volunteer to support ACSESS directors and staff on several important initiatives, including our desire to develop an insurance program for the temporary side of the industry.

A member of the "ACSESS Circle of Excellence," Steve has contributed to ACSESS in ways too numerous to mention here, and we're betting he'll continue to do so for sometime to come.

On behalf of our members, thank you Steve for all you have done over the years, and we look forward to working with you in the future.□

ACSESS Adopts New Board Policy

(Previously published in Dialogue, May 2003 Conference Issue.)

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. □

ACSESS Affiliate Program Announcement

ACSESS is proud to announce that we have teamed up with HotJobs.ca, a Yahoo! company, to offer ACSESS members great savings on HotJobs.ca Agency Recruitment Solutions.

As ACSESS continues to increase our services and benefits to members within the staffing industry, we encourage you to take advantage of this exciting offer.

ACSESS Member Discount – 15% Savings!

HotJobs.ca, a Yahoo! company, is committed to working with the staffing industry to help you maximize the potential of online recruiting. HotJobs.ca will offer members unique recruiting solutions designed to satisfy a wide range of needs, budgets and segments within the Canadian staffing industry.

SAVE 15% on all regular-priced Ya-

hoo! HotJobs Agency Recruiting Solutions, including HotJobs Recruitment Media (excluding taxes).

For more information about how HotJobs can make your recruiting experience better than ever, contact Dave Bellemare, HotJobs Agency Specialist, at 416.848.6105 (1.866.452.2648) or via email at dbellemare@hotjobs.com.

Ask Dave today about HotJobs ACSESS member special offer!



Your Leaders across Canada

Kevin Dee, CPC — Our Next Leader

TO BE NAMED President Elect for our industry association is an honour, and I am hopeful that I can bring value to the position. Personally I am excited about the prospects for our industry in the 21st century, and I say this for a number of reasons.

Firstly, pure demographics are going to drive the demand for our industry to a fever pitch. New jobs will outpace a declining workforce for probably the next 10 years, and by 2006 two workers will leave the U.S. workforce for every one entering it – and that will be echoed across the industrialized nations.

UPCOMING EVENTS

Rice & Cohen Owner Manager Training – Toronto – October 22 Recruiter Training – Toronto – October 23

Thousands of owners, managers, and recruiters worldwide have benefitted from the Rice & Cohen training sessions. See what people are calling the “Dynamic Duo.”

ACSESS members are invited to two seminars – October 22 for Owner/Manager Training and October 23, for Recruiter Training.

Rice & Cohen’s premier appearance in Canada will be priced with Canadian dollars at par! In addition, the first 50 delegates to sign up will receive a complimentary training video package equal to the cost of a registration.

For more information, contact Marinella Nesso at 905-826-6869, 1-888-232-4962, or to learn more about what makes this session so different go to www.ricecohentraining.com and click on “Testimonials.”

Companies will need help finding employees, will need more help meeting peak or project demands, will focus more on their core competencies, and the “value” provided by our industry will be well recognized.

Secondly, in a world where service-based industries are outpacing the resource-based industries, it is people who will make the difference – and we are the people who supply the people.

Thirdly, as the economy moves to a “candidate poor – job rich” market, our services will be needed more and more to meet not only client needs, but also to fuel the employment needs of a workforce that is more interested in balance of life than their parents were.

And finally, studies are beginning to show a strong correlation between the strategic use of a flexible workforce and increased shareholder value. The flexibility afforded companies to be able to meet peak demands, manage costs and reduce risk are all factors why this occurs.

Our industry is coming of age and the challenge for us is to “get it right,” to bring value to our clients and not be

viewed as a commodity. We need to challenge the drive of the labour movement that would see all workers become homogenized. We need to ensure that governments do not bring in legislation that will restrict the capability of industry to take advantage of a flexible workforce. We also need to work together as an industry to ensure we maintain the highest levels of professionalism and integrity.

I will definitely be honoured to be President of an industry association with such promise, and look forward to playing my small part in our industry’s bright future.

Kevin Dee, CEO

Eagle Professional Resources Inc.

President Elect, ACSESS

ACSESS continues its commitment to seek leaders who are representative of the various sectors of our industry. Kevin Dee will be our first president with an IT focus. For those who have not yet met Kevin, he is CEO of Eagle Professional Resources, a 100% Canadian-owned, high-tech staffing company founded in 1996. Eagle now has offices in provinces across Canada.

Thanks to the Cubs

IT WAS A SOLD-OUT EVENT, the venue had to be changed, and it happened all within a two-week time frame – all thanks to the Chicago Cubs, of course! Well-known industry speaker, Jeff Skrentny, CPC, had just returned from our Edmonton conference and was looking for a good excuse to watch his beloved Cubs play in Toronto. So how could ACSESS refuse his offer of a special one-time only seminar. More than 150 recruiters, managers and owners from our member firms attended Jeff Skrentny’s Encore Seminar, held in Toronto June 16, 2003. This half-day session focused on recruiter cold-calling

techniques and prepping candidates. The energy in the packed room was incredible and Jeff Skrentny “brought down the house” once again for ACSESS members. A number of individuals tried to hold Jeff back after the seminar as he rushed off to catch his plane back home. Goes to show what a big fan base Jeff has in Toronto. And for baseball fans, the Blue Jays lost one and won one against the Cubs. □

For future education seminars see “Upcoming Events.” All seminar and event details are available on the website at www.acsess.org.

Members in the News

Eagle's 2003 Scholarships Awarded! Eagle Professional Resources Announces this Year's Award Recipients

News release transmitted by
CCNMatthews

OTTAWA, ONTARIO – Eagle Professional Resources Inc. is pleased to announce this year's recipients of the Eagle Professional Resources Scholarship Awards. The selection criterion remains the same as in previous years, and is based primarily on academic merit and community involvement. Currently, the program supports students in Calgary, Toronto and Ottawa at SAIT, Seneca College and Algonquin College, respectively.

SAIT recipients were Lawrence Hussey from the Computer Technology program and Wei Lei, a student in the Bachelor of Applied Information Technologies Program. "I want to thank Ea-

gle for their generosity," said Wei Lei. "They've done a really great thing in encouraging students to pursue excellence at SAIT."

Rachel Jacobsen, Eagle's Human Resources Manager, had the opportunity to meet and present the awards to two recipients at Seneca College: Israel Quintero, a student in the second year of the Computer Systems Technology Program; and, Razia Ullah, a first-year student in the Computer Networking and Technical Support Program.

The award at Algonquin College will be presented to Martin Miller in a commemorative ceremony in the fall of 2003. Martin Miller is a student in the Computer Studies Program.

"Eagle started the scholarship program in response to industry concerns about skill shortages. Despite current economic conditions, these shortages will return and we all need to encour-

age students to enter technology programs," said Kevin Dee, Eagle's CEO. "It is great to see promising future technology stars receive these awards. Our industry will be strong as long as we can attract great people like these to the technology field."

The Keith Bagg Group Challenges YOU!

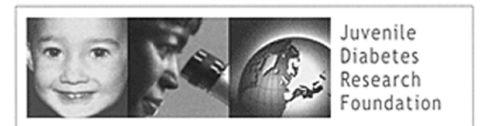


WE WILL BE participating in the September 12, 2003, Juvenile Diabetes Ride for Research at Nathan Phillips Square. We have a 10–11 a.m. time slot and would like to challenge our competitors to meet us there and see who can pedal the farthest in that hour.



Staffing pride is on the line!

Join us for a great time for a good cause. To sign up please call: Kathy Dennis at 905-944-8700 ext. 288 or email kdennis@jdrf.ca. For more details, visit the Juvenile Diabetes website, www.jdrf.ca. Let us know if you are up to the challenge at Jennifer@bagg.com.



dedicated to finding a cure

Work Offline and Say Adios to Spam

By Marinella Nesso

EVER WONDER why your email box receives numerous upon numerous amounts of spam. Emails with subject lines like "How's your work," or "I heard about your family" can fill your inbox with so much "junk" you end up mistakenly deleting the important ones. Besides the fact that you normally would never get emails with such great subject lines, these emails come as quickly as you can hit the delete button – and that's exactly what you shouldn't be doing. According to Jeff Youngberg, Manager of IT for Somerset Graphics, the best way to eliminate emails such as these is to set your email account to work offline.

Anytime you click on the email subject of a spam email or virus, a message is automatically sent to the host for ac-

tive email verification. This programming encrypted into the emails, verifies that (a) the message has been received, and (b) it is an active email account, which can then be distributed to companies that purchase email addresses for e-marketing purposes. Hence, endless amounts of spam. The best way to decrease the number of junk email is to work offline.

Here's the how to: After opening your email program and receiving emails into your inbox, go to the top program menu bar, under File, and select Work Offline. It's as simple as that. You've basically created a wall for the verification to go through and can then preview, view, and delete these emails without worrying about the 22 others to follow. □

Legislative Update

OVER THE COURSE of the past six months, ACSESS continued to make our industry's views known on a wide range of policy issues.

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 in developing occupational health and safety prevention materials that will provide a summary of best practices for the temporary help industry in provinces across Canada.

In early May, the British Columbia government released private sector privacy legislation, the *Personal Information Protection Act*, for first reading in the legislature.

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 Health and Safety/ WCB Committee

Ontario:

ACSESS continues to play a very active role as safety group sponsor. Safety groups are designed to give credit to businesses that make prevention a daily habit by building prevention elements into their management systems. Firms in a safety group may receive rebates on their WSIB premiums if they participate fully in the program and demonstrate that they have made prevention elements an integral part of their businesses. Both the Ottawa and Toronto groups have made significant improvements to date and recognize the tremendous benefits of the program.

We are currently in the process of developing occupational health and safety prevention materials that will provide a summary of best practices for the temporary help industry. The product will provide a summary of best

practices for the industry. The first draft of the manual is now complete and we hope to launch the product to members this fall.

British Columbia:

Earlier this year, Adecco Employment Services was advised that the 33.3% construction surcharge cap could be eliminated in 2003, resulting in significantly higher rates in 2004. The increase could result in a 30% increase for members supplying labour to the construction industry. In a letter to ACSESS dated May 6, WCB Policy Bureau announced it will begin its evaluation of the Experience Rating Pilot for Construction this summer and has invited ACSESS to participate in consultations with construction associations and other interested stakeholders. Our committee is in the process of reviewing the *Experience Rating for Construction Firms Consultation Paper* and will submit our recommendations later this summer.

Employment Issues Committee

British Columbia:

The BC government introduced Bill 38, the *Personal Information Protection Act* on April 30, 2003. The bill has been given first and second reading, leaving little opportunity to make substantive comments. Stakeholders are rightfully concerned about the government pushing this legislation through without engaging in public consultation. 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. For highlights of the legislation, see the May edition of *Legislative Watch*.

National Capital Committee

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. ACSESS is requesting that the wording of the Litigation Rights (LR) and Additional Named Insured (ANI) clauses be revised to provide an acceptable solution for the Crown and the majority of the insurance industry.

For more information, contact Mary McIninch, Manager of Public Affairs, by email at mmcininch@bbandc.com or by phone at 905-826-6869.

What We're Watching — Upcoming Legislative/ Policy Challenges

Quebec:

- In early 2004, the CSST will be reviewing industry rate groups and proposing changes to employer classifications.
- New Liberal Minister of Labour's position on recommendations contained in Bernier report.

Alberta:

- Changes to WCB classification system, increase in supply of labour rates for 2004.

British Columbia:

- Workers Compensation Board will be reviewing industry rates, and possibly eliminating the surcharge cap for members supplying to the construction industry.

Ontario:

- Will Ontario adopt privacy legislation or will the federal Act apply effective January 2004?
- WSIB consultations on policy re: independent contractor versus worker status under the *Workplace Safety and Insurance Act*. □