

## SEPTEMBER DINNER MEETING

Tuesday, September 16, 2014  
Cascades Casino Resort Ballroom  
20393 Fraser Highway, Langley



### Connections that Work Join Anne Murray, Vice President of Marketing & Communications for the Vancouver Airport Authority

as she tells the dynamic story of why Vancouver International Airport (YVR) matters to BC. Learn more about how they create jobs, help local business grow and connect to global destinations.

Registration and Networking: 5:00 pm to 6:30 pm  
Dinner and presentations to follow.

**RESERVATIONS REQUIRED BEFORE  
5:00 PM ON FRIDAY, SEPTEMBER 12th.**

Members: \$35<sup>00</sup> + GST ~ Non Members: \$50<sup>00</sup> + GST  
p: 604-530-6656 e: info@langleychamber.com  
w: www.langleychamber.com

Cancellation Deadline: 24 hours prior ~  
Sorry, "No Shows" will be invoiced.

## Get to know your neighbours at Sunridge Gardens

Designed by Dutch architect Jan Timmer and the internationally-acclaimed interior design team at Hager & Associates, Sunridge Gardens introduces the idea of bringing the outdoors in with warm rich tones, soft flowing forms, and built with recycled, renewable and organic materials.

Opened in October 2011, the building incorporates a range of energy-conservation measures and intensive energy modelling that saves an estimated 590,000 kilowatt-hours of electricity and reduces approximately 1,250 tonnes of carbon emissions each year.

The two most important components of the energy system are passive solar panels and a geo-exchange system that draws heat into the building and circulates it through the floors, giving all the spaces a great feeling of comfort. Other measures include energy-efficient lighting and controls, increased roof and wall insulation, solar hot water and a condensing boiler.

To acknowledge these innovations, the Canada Green Building Council awarded Sunridge Gardens LEED Canada Gold for New Construction certification in October 2013. This accomplishment highlights what we've known all along — that Sunridge Gardens gives our residents exactly what they need: housing that is beautiful, comfortable and energy efficient.

But enough about green building. Sunridge Gardens is much more than a model for sustainability in the retirement residences industry — it is a community of active, life-interested people who follow the Bria Communities mantra of 'getting to know your neighbours'.

Bria is the umbrella brand for all seniors' communities built by Century Group, a BC-based



real estate development and property management company started in 1957 by the Hodgins family. Bria Communities was established in 2009 to align the company's resident-centred philosophy with its tried-and-true operations style.

Bria is focused on people and about new beginnings. Bria is for friends, families and residents; for lifestyles, cultures and backgrounds; for interests, abilities and care needs. Bria communities are accessible, inclusive and built for the people who live in them. Our residents tell us that joining a Bria community feels like a fresh start.

As such, Sunridge Gardens has become a place where people find new friends, see new faces, and discover their independence. In other words, our communities are social. We entertain each other, participate in local activities and lend a hand to those who need it.

From the resident-run Walking Club who ramble off through nearby parks to the gardening group who make full use of Sunridge's raised beds, there is always something to do and friends to do them with. Even the wildly popular Sunridge Gardens Glee Club is now 25 voices strong where on any given Wednesday you'll hear refrains from the old classics being belted out with enthusiasm.

If you're curious what life is like at Sunridge Gardens, contact Jane Bryce, Area Marketing Manager for Langley at 604 510-5091.




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# September Means Back To Business and Local Elections "Your Voice - Your Vote"

As summer 2014 winds down, the Board of Directors is gearing up for a very busy fall season. Once again, the Chamber of Commerce will focus on the municipal elections and try to emphasize the importance of citizens participating in the process to elect our local Mayors and Councils. We will promote our "Your Voice - Your Vote" campaign and encourage our business members to become familiar with the local issues, engage their employees in the discussions, and encourage everyone to cast their vote. Business does not have a direct vote, business can certainly influence the process by encouraging employees and colleagues to be informed regarding the candidates' platforms and learning about issues that support a healthy business climate.



at 604-530-6656. You can also send us a note on Facebook or Twitter (#GLCC)!

In September our Board executives will represent Langley at the Canadian Chamber of Commerce AGM in Charlottetown, PEI. We will be lobbying for the resolution calling for a regional approach to address the funding for dredging and flood control on the Fraser River in order to protect this key transportation corridor.

We are in the process of finalizing plans for the 2014 Business Excellence Awards Gala. This is our opportunity to celebrate outstanding businesses and business people in the Langley Trade Area at a special event on Wednesday October 22 in the ballroom at the Cascades Casino Resort.

- This is your opportunity to show your appreciation to your customers, clients or colleagues by nominating them for one of the prestigious awards!
- We also encourage you to consider one of the sponsorship opportunities available to connect your business name with the excellence program. We have some new sponsorship categories that are tailored to encourage our smaller businesses to participate.

The gourmet dinner and entertainment evening is held during Small Business Week, so its a great opportunity to recognize your staff by inviting them to attend and help support our great business community. For nomination, sponsorship or ticket information please contact the Chamber Office at 604-530-6656 and our staff will be happy to assist you!

*Kristine Simpson,  
President*

## Your Voice - Your Vote



**Municipal Election  
Saturday, November 15, 2014**

- We will be hosting a Mayoral Debate at our October Dinner Meeting and open public meetings for the City and Township Council candidates. The Board of Directors wants your input regarding questions or issues to be addressed in the debates, specifically considering where it impacts business success in the City and Township of Langley.
- Our Chamber continues to focus on advocacy for our members for issues at all levels of government – municipal, regional, provincial and federal. We need you to continue providing specific examples of issues that are impacting the Langley business community, where we can assist in influencing positive change. Through our Membership Survey and the Board Planning Retreat a number of have been identified, which we will be reviewing:

- Business Taxation
- Oversize Load Permitting Process
- Impact of Secondary Suites
- Neighbourhood Development Planning
- Transportation
- Return of the Business Vote

Please send your suggestions for candidates questions or advocacy issues to the Exec. Director Lynn Whitehouse at [lynn@langleychamber.com](mailto:lynn@langleychamber.com) or





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## Upcoming Chamber Events

For more information or to RSVP for any of our upcoming events, contact the Chamber office.  
p: 604-530-6656 or e: info@langleychamber.com

### U40 Monthly Mingle September 2014

Wednesday  
September 3rd, 2014  
4:30 pm to 6:30 pm  
Earls Kitchen & Bar Langley  
600 - 6339 200 St, Langley  
Complimentary for  
all guests but an  
RSVP is required.

### Open Late for Business at Sunridge Gardens

Thursday,  
September 25th, 2014  
4:30 pm to 6:30 pm  
Sunridge Gardens  
22301 Fraser Hwy, Langley  
Complimentary for  
all guests but an  
RSVP is required.

### 18th Annual Celebration of Excellence ~ Business Excellence Awards

Wednesday,  
October 22nd, 2014  
Reception: 6:00 pm  
Dinner: 7:00 pm  
Cascades Casino Resort Ballroom  
20393 Fraser Hwy, Langley  
Tickets: \$80  
+ GST per person.

18TH ANNUAL GREATER LANGLEY CHAMBER OF COMMERCE

## 2014 BUSINESS EXCELLENCE NOMINATION FORM

AWARDS EVENING: WEDNESDAY, OCTOBER 22ND Cascades Casino Resort Ballroom - 20393 Fraser Hwy, Langley

The Greater Langley Chamber of Commerce invites you to help us recognize businesses, organizations and business people who demonstrate outstanding innovation, growth, ethics, customer service and contributions to the community.

- Please provide reasons for nomination on a separate sheet and include letters of support (3 maximum)
- All nominees must be conducting business within the Langley Trade Area
- Previous winners are ineligible for nomination in same category for 2 years following the year in which they have won



— Please select one category. Nominations in more than one category must be submitted separately. —

☐ **George Preston Memorial Business Person of the Year**  
Recognizes an individual who demonstrates outstanding business achievement through solid leadership, business ethics, community contribution and innovation.

☐ **Community Impact Award (For-Profit)**  
Recognizes a for-profit business who consistently contributes to the social and cultural well-being of the community.

☐ **Community Impact Award (Not-for-Profit)**  
Recognizes a non-profit organization that consistently contributes to the social and cultural well-being of the community.

☐ **Entrepreneur of the Year**  
Recognizes an individual who has been in business no less than 1 year and no more than 5 years, and combines risk, innovation, leadership, skill and craftsmanship upon which to build and motivate.

☐ **Business of the Year**  
(Small, medium & large)  
Recognizes a business that demonstrates an overall high level of leadership in the community, shows continuous innovation and growth, and provides outstanding customer and employee service (including employee education and training).

☐ **Environmental Leadership**  
Recognizes a company/person that exhibits a significant proactive concern for, and proven success with, conducting business processes in such a way as to leave the environment (water, earth, air) better off because of their company's products, services or business practices.

☐ **Service Excellence**  
Recognizes a business that consistently provides outstanding customer service.

Nominated Business: \_\_\_\_\_  
CEO / Owner: \_\_\_\_\_  
Business Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email: \_\_\_\_\_  
Nominated By: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email: \_\_\_\_\_

PLEASE RETURN COMPLETED FORMS TO: [www.langleychamber.com](http://www.langleychamber.com)

GREATER LANGLEY CHAMBER OF COMMERCE: #1, 5761 GLOVER ROAD, LANGLEY, BC V3A 8M8 PHONE: 604-530-6656 FAX: 604-530-7066

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## Become a Chamber member & Benefit

With the exclusive Chambers of Commerce Group Insurance Plan® you can get the most sought - after group benefits; from extended health to dental and vision care. The Plan offers a full range of employee benefits. Start with life insurance and, for firms with fewer than 5 employees, add either a disability benefit or health and dental. All other

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## Fraser Valley Chambers of Commerce Business Showcase

Presented by the Fraser Valley Chambers of Commerce: Abbotsford, Chilliwack, Langley, Maple Ridge-Pitt Meadows, Surrey and South Surrey & White Rock

### Why attend?

- Be one of the first 300 guests to attend and participate in the NEW Vendor Passbook Prize Draw Contest!
- Over 80 exhibitor booths!
- Hundreds of local business people and guests from participating communities attending!

To RSVP or for Exhibitor information, contact Chantelle at the Chamber office:  
events@langleychamber.com or 604-530-6656.



**Wednesday, November 5, 2014  
3:00 pm to 6:30 pm**

**Cascades Casino Resort Ballroom  
20393 Fraser Highway, Langley  
Complimentary for all guests  
but an RSVP is requested.**

## WHO'S WHO at the Chamber

### EXECUTIVE COMMITTEE

**PRESIDENT** ~ Kristine Simpson, BDO Canada LLP  
**1ST VICE-PRESIDENT** ~ Eric Woodward, Statewood Properties Ltd.  
**2ND VICE-PRESIDENT** ~ Scott T. Johnston, Campbell Burton & McMullan LLP  
**SECRETARY-TREASURER** ~ Paul Van Koll, Deloitte LLP

### COMMUNITY DIRECTORS

**LANGLEY CITY** ~ Mike Morrison, Envision Financial  
**NORTH LANGLEY** ~ Rick Barnett, Valley First Aid Ltd.  
**ALDERGROVE** ~ Scott Waddle, Precision Auto Service Ltd.  
**SOUTH LANGLEY** ~ Kris Mohammed, Sun Life Financial

### DIRECTORS AT LARGE

**CLAUDE CHOQUETTE**, Audacious Living Inc.  
**BRIAN DOUGHERTY**, Horizon Landscape Contractors  
**JANE FEE**, Kwantlen Polytechnic University  
**TAMMY REA**, TD Canada Trust  
**NATASHA WADDELL**, Alikova & Associates Inc.  
**SHERRI-LEE WOYCIK**, Social Media Minder

## THE VOICE OF BUSINESS CONTACTS:



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**Barb Sytko**  
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## 10 Social Media Tips for Your Business' Internal Communication Program

Often, internal communication takes the back burner to its counterpart, external communication. But it plays a significant role in improving employee productivity and engagement, and a bigger driver for business success than people think.

Social media provides several especially relevant channels for internal communication. Many business leaders see the value in sharing their organization's messages with external clients and potential customers via social media, but it's a practice easily forgotten internally. "What many don't realize is that it is equally important to use social media internally," says Steve Nicholls, "to facilitate communication between departments, overcome geography, and ultimately to maximize productivity."

Nicholls is the author of the best-selling book *Social Media in Business*, and over the course of his career, he has helped organizations around the world build advanced internet applications into their communications programs. His belief is that social media-if used properly-can dramatically influence any company's internal communications program.

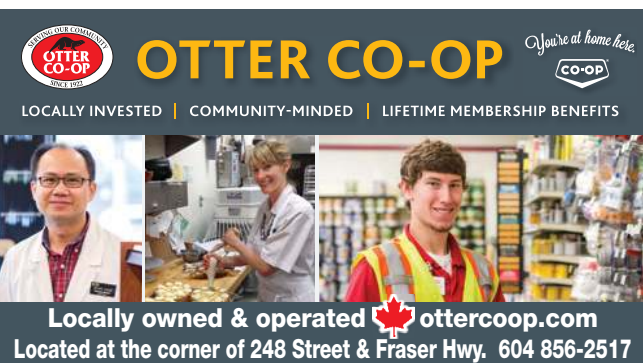
### Here are Nicholls' suggestions for doing just that:

- Create a common language. For social media to help internally, your staff needs to be trained. Highlight how it will help your organization, and explain its relevance to each department.
- Understand your company culture. "Culture will define how well your social media projects will do within your company," says Nicholls. Strive for transparency. A culture that discourages communication by nature won't blend well with social media.
- Create internal social networks. Internal social networks can facilitate communication between different

departments and levels of management, which can otherwise be hard to come by.

- Information sharing. "Many organizations suffer from a lack of information sharing," says Nicholls. Social media encourages sharing of information, which is perhaps the most valuable by-product of using it internally.
- Encourage employee participation. Communicating online can be less intimidating than doing so in a boardroom. By encouraging participation at all levels in your organization, you give everyone a voice.
- Collect intelligence. Research and monitor the kind of content being generated within your organization. It can be tremendously valuable for recognizing areas for improvement.
- Mobile technology and online project management tools. Making use of many of the available technologies-from iPads to conferencing tools like Skype-can improve efficiencies across your organization, even if yours is geographically dispersed.
- Don't forget the risks. There is always a certain amount of risk in introducing new strategies to your business. Be sure to measure and account for those risks. Just remember: "Those who don't integrate social media into their business will be left behind," says Nicholls.
- Have a solid social media policy. Set out clear rules and regulations for the personal and professional use of social media. This can greatly ease your organization's transition into what may be a new arena.
- Do not go enthusiastically in the wrong direction. Don't assume that all social media is good social media. Understand your business' context, identify your goals, and build your social media strategy from that understanding.

*Article courtesy of  
Carmen Morgan  
Writing on the Wall*



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