

News & Views

A NEWSLETTER FOR BIA STAFF AND BOARDS | December 2010 | Vol. 1 No. 1

HOLIDAY DE-LIGHTS!



Albion Islington BIA's gorgeous thistle lighting gives added charm to the area | (inset) TABIA and Hydro's Annual Lighting Exchange at St. Lawrence Market

PRESIDENT'S MESSAGE

As we begin this new four-year term of BIA Directors and City Council, I would like to thank all of you for service on your BIA Boards. This year we are celebrating 40 years of improving our neighbourhoods. This fall TABIA has stepped up our communications and research capacity in support of Toronto's 71 BIAs. TABIA is meeting with councillors new and old, looking for BIA support and making connections with the new Mayor's administration. If cost cutting at City Hall is for real, BIAs offer more value for each tax dollar through our cost-sharing programs and local involvement. We will make sure the new Mayor understands what a BIA is and how much we can accomplish with his support in improving our neighbourhoods.

We are pleased to announce that **Faiza Ansari** has recently joined TABIA on a part-time basis to look after Membership Outreach and Development. We would like to know how TABIA can better serve our members and what your needs and challenges currently are. Over the coming months, Faiza will be contacting all 71 BIAs to speak with their Boards of Management and staff to review a series of questions that will help us determine the areas in which TABIA can assist.

Having worked with a number of BIAs and presently the Director of Operations for the GreekTown on the Danforth BIA and the Taste of the Danforth Festival, Faiza brings an extensive knowledge of BIAs, festivals and street events to TABIA that we look forward to sharing with our members. She can be reached at fansari@toronto-bia.com or 416-209-8881.

Deborah Etsten, formerly the Executive Director of the Beach BIA, has also joined us on a part-time basis as Communications Advisor. In addition to editing this newsletter, she will be assisting us with our communications needs. You can reach Deborah, usually on Tuesdays and Wednesdays, at detsten@toronto-bia.com or at 416-698-3344.

We are currently launching the second wave of Shop Local advertising and planning new cooperative programs for the summer festival season. In the next newsletter we will talk about the new tourism and BIA employee benefits initiatives. Let us know what you think, in the survey we are attaching to this newsletter, and any time!

Michael Comstock
TABIA President, Representing
St. Lawrence Market Neighbourhood BIA



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KUDOS!

This regular column will recognize some of the significant achievements of our BIAs. Let us know what you've done so we can spread the good news!

Liberty Village BIA recognized as one of 10 "Smart Commute" Employers of the Year

Congratulations to Liberty Village BIA (LVBIA) for receiving the Smart Commute Employer of the Year award on November 18. LVBIA was recognized for reducing parking and congestion and enhancing the economic health and wealth of this business community. Each month LVBIA arranges for the purchase of more than 300 discounted TTC Metropasses as part of the TTC's Volume Incentive Program. They also launched the Liberty Village Carpool Zone, and with funding support from Live Green Toronto, they installed secure bike lockers and artistically designed bike racks.

"The Smart Commute Employer of the Year award acknowledges that government, business and community are successfully working together on low cost and effective solutions that reduce greenhouse gas emissions. It's a real honour to be recognized for the actions we've taken so far, and it certainly motivates us to continue to work with our Smart Commute partners and our Liberty Village community to add even more environmentally friendly transportation options," said Lynn Clay, Executive Director, LVBIA.



Smart Commute is a program of Metrolinx and the municipalities in the Greater Toronto and Hamilton Area. To date, more than 150 employers with 350,000 employees have signed on to the Smart Commute program. More info at www.smartcommute.ca and www.metrolinx.com

Liberty Village BIA takes one of 10 Smart Commute awards at the awards ceremony. From left to right: Lawson Oates, Director, Toronto Environment Office; Shelley McEachern, Director, LVBIA Board of Management; Francesca Fabry, Coordinator, LVBIA; Marco Iacampo, Smart Commute Toronto-Central; and Lynn Clay, Executive Director, LVBIA.



PROFILE: Crossroads of the Danforth BIA

Where the mighty Danforth Ave meets Danforth Road, there's a crossroads. The location is well-known to locals and the more than 20,000 daily drivers who whiz by the area. Now it's part of a 12-block east end BIA that extends from Victoria Park in the west to Scotia Avenue in the east. The new Crossroads of the Danforth BIA wants to make the entire area one that is more than a well-known location but a destination, as well.

Since the main business of the BIA is automotive – from used cars to garages—an important niche already exists. Some existing businesses within the BIA that give it added desirability include furniture stores, an LCBO and a beer store. A new government service called Access Point will open soon and attract more people into the area. It's up to this new BIA to find additional stores and services that would complement the current ones, and then brand the area appropriately.

Started as a concept in November 2008, the BIA opened its office a little more than half a year later. This has been one busy BIA. Already new street signs are up, banners are waving and planters have been set in the ground. Feeling festive, the BIA had their first event in August 2010. Local residents came by to enjoy the festivities and to express their feelings. They let the BIA know they'd like to shop locally for items they need like fruits and vegetables, good coffee or a nice snack. The BIA agrees and would like to attract businesses like that. When one of their newest tenants just happens to be a reptile store, you know things are about to change!

This BIA is run by a seven-member board and one part-time staff member. Dan Glazier, founder of Frontier Sales Furniture, is the Chair. All Board members except one are business owners. One is a property manager who also owns a business.

CONTACT INFORMATION

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Chair- Dan Glazier – 691-3300



NEWS TO USE

FOR BUSINESS OWNERS AND MANAGERS

This column will bring you tips, suggestions, advice, and the latest information or even legislation. In this issue, we expose a sticky situation -- grease traps -- for the benefit of food service owners and managers.

Grease traps: Helping restaurant owners protect their property, business, public health and the environment

As a restaurant owner or employee, you have many responsibilities; one of them is to do your part to help maintain the sewer system.

The City of Toronto Sewers Bylaw, Municipal Code, Chapter 681, requires all commercial, industrial and institutional food facilities to dispose of fats, oils, and grease properly and to install and maintain a proper interceptor (also known as a "grease trap") on appropriate plumbing fixtures.

Why is a grease trap important?

- When warm fats, oils, and grease make their way into the plumbing system, over time they build up and cause a number of problems, including blocked sewers.
- Blocked sewers can lead to a sewage backup into your business, neighbouring property or even local rivers.
- Blocked sewers can also lead to increased vermin and contact with disease-causing organisms, all of which pose serious health risks to anyone working in or visiting the restaurant.
- Issues caused by blocked sewers could ultimately lead to a temporary or permanent closure of the restaurant by Toronto Public Health.
- Any costs incurred by the City as a result of a grease-blocked sewer or damage to the sewers will be charged back to those responsible.
- Conviction can result in a fine of up to \$50,000 for a first offence. In the case of a continuing offence, conviction can result in a fine of not more than \$10,000 for each day the offence continues.

For more information on your obligations under the bylaw and how to properly maintain a grease trap, visit <http://www.toronto.ca/water/sewers/greasetrap.htm>

What you need to know about Workplace Violence Prevention

Are my employees at risk of workplace violence or harassment?

Is there anything I can do to protect them?

These are the questions your BIA members need to ask themselves, now that Bill 168, Occupational Health and Safety Amendment Act (Violence and Harassment in the Workplace) 2009 was passed into law on June 15, 2010.

The Occupational Health and Safety Act requires each Ontario employer to assess the risks of workplace violence. With that knowledge, they can formulate policies and programs regarding workplace violence and workplace harassment. Information is available with a toolbox to help business to develop policies and procedures to aid in compliance at: <http://www.labour.gov.on.ca/english/hs/topics/workplaceviolence.php>

A Powerpoint presentation from the Ontario Service Safety Alliance for educating your members is available on the TABIA Website at:

<http://www.toronto-bia.com/images/stories/tabia/presentation09.2010.ppt>

Employers are welcome to use other processes, tools or techniques to help them comply with the requirements of the Occupational Health and Safety Act.

DON'T FORGET

to complete the survey to let us know how you'd like to receive future newsletters from us!

To fill out the survey online, go to:
<http://fluidsurveys.com/s/TABIASurvey>



Screenshot from Ontario Service Safety Alliance Powerpoint presentation

HUDAK'S VISIT

Tim Hudak took the floor on November 18 but it wasn't in the Ontario Legislature. The Ontario PC Caucus Leader from Niagara West-Glambrook spoke to a group of BIA chairs and staff from locations as far afield as Collingwood, Mississauga and Niagara at a small theatre adjoining TABIA's offices. Hudak's reason for meeting the group was to find out their main concerns and ask them to fill out a survey with questions ranging from job creation to education. The survey is also online at: www.haveyoursayontario.ca

BIAs asked questions about taxation, tourism, the HST and even the definition of small business. Although Hudak didn't directly answer most questions, his staffer was dutifully noting them.



UPCOMING EVENTS AND DATES TO KEEP IN MIND

So often, we hear about a deadline for a grant or an upcoming seminar that's just weeks away. Here's the info you need now, for you to pass along to your members.

TABIA inter-departmental meetings – Held the last Tuesday of each month (except December) at Old City Hall, from 2-4 p.m. Room TBA each month. These are great sources of information on the latest news coming from City Hall or issues affecting BIAs.

The following grants depend upon budget approval by the new City Council, so stay tuned!

Facade Grant – Online links are usually available March 1 followed by a mailing to eligible property owners. Individual BIAs are encouraged to promote the grant program to BIA members and business owners. It's important to apply early before the funds run out. Contact: George Wheeler at 416-392-1820 or http://www.toronto.ca/bia/financial_incentive_programs.htm

Mural Program - This very popular program usually has application forms online starting in January, with the final application accepted the last Thursday in March.

Contact: Michael Saunders
msaunders@toronto.ca at 416-392-1005 or http://www.toronto.ca/bia/financial_incentive_programs.htm

Neighbourhood Beautification Program

No deadlines known yet. Each ward has a maximum of two projects, with a cap of \$4,000 per ward.

Contact: Rob Watson, Project Officer, Public Realm Section, Transportation Services, rwatson@toronto.ca Phone 416-397-4123 or http://www.toronto.ca/cleanandbeautiful/pdf/nb_community_projects_application_form.pdf

Special Events Grants – no longer offered



Grant information can be accessed through the BIA section of the City of Toronto website at: www.toronto.ca/bia

Enterprise Toronto Seminars - These free, year-round seminars are operated by the City of Toronto to help entrepreneurs. Information on the month ahead is routinely emailed to each BIA. Here's an advance peek at events for January and February.

Check the website 24 hours before a seminar date for any room changes or more detailed information. The following descriptions have been shortened for this newsletter. Full location addresses noted below. *Please note: usually sessions are also booked at Toronto City Hall. The change in City Council has led to a temporary disruption of that location.*

EARLY MORNING SESSIONS JANUARY AND FEBRUARY, 8-9:30 A.M.

Wed., Jan. 12 | North York C.C.

Planning for Success – A Business Plan That Works
Setting benchmarks and tracking progress.
Presented by: TD Canada Trust, Small Business Banking

Wed., Jan. 19 | Etobicoke C.C.

Intellectual Property *For inventions or creative work you want to protect.* Presented by: Arnold Ceballos

Tues., Jan. 25 | North York C.C.

Search Engine Optimization (SEO) – Tips for Better Rankings on Google *Tips to improve rankings on search engines.* Presented by: Patrick Herman

Thurs., Jan. 27 | Scarborough C.C.

Starting Your Start-Up *What comes after the great business idea?* Presented by: Adrian Isaacs

Wed., Feb. 9 | North York C.C.

Managing Your Cash Flow *A challenge for small business owners.* Presented by: TD Canada Trust, Small Business Banking

Wed., Feb. 16 | Etobicoke C.C.

Insurance & Risk Management *Reduce risk, increase net worth and protect business and personal assets from the taxman and creditors.* Presented by: Ron Caine

Thurs., Feb. 17 | Scarborough C.C.

13 Ways to Increase Your Return on Investment
Presented by: Gabriella Puschel

Thurs., Feb. 24 | North York C.C.

Doing Business with the Federal Government *How to make the government your customer.* Presented by: David Di Felice

LOCATIONS

North York Civic Centre

5100 Yonge St. | Committee Room # 3

Scarborough Civic Centre

150 Borough Drive | Committee Room # 2

Etobicoke Civic Centre

399 The West Mall | Council Chambers

Toronto City Hall, as of March 2011.

LATER AFTERNOON SESSIONS JANUARY AND FEBRUARY, 10-NOON

Wed., Jan. 12 | North York C.C.

Your Most Important Business Asset: Your People
Fundamentals to build an efficient, healthy and productive workforce. Presented by: Glenn Nishimura

Wed., Jan. 19 | Etobicoke C.C.

How to Increase Your Company's Presence Online Using Web Video Presented by: Sofia Stefou

Tues., Jan. 25 | North York C.C.

The Art of Cold Calling *Learn the art of calling on new prospects.* Presented by: Tom Kaufman

Thurs., Jan. 27 | Scarborough C.C.

Marketing Tactics You Can Use: Facebook, Youtube, Direct Mail. *Interactive session.* Presented by: Mike Leon

Wed., Feb. 9 | North York C.C.

Establishing your Personal and Business Credit. *Get expert advice from a specialist in credit, debt and funding approval.* Presented by: David Bissoo

Wed., Feb. 16 | Etobicoke C.C.

The Art of Cold Calling Presented by: Tom Kaufman

Thurs., Feb. 17 | Scarborough C.C.

Finding More Profits Presented by: Cheryl Rankin

Thurs., Feb. 24 | North York C.C.

Selling Techniques That Work *If you can't sell it, it's not worth a dime.* Presented by: Ron Chaikin

REGISTER TODAY!

Register on-line at: www.enterprisetoronto.com or leave a message at 416-395-7416. BIA members are advised to check the website for updates or email Enterprise Toronto at enterprisetoronto@toronto.ca or call any one of the three offices:

North York Civic Centre 416-395-7534
Toronto City Hall 416-396-6646
Scarborough Civic Centre 416-396-7169

TABIA Staff

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Membership Outreach and Development Consultant: Faiza Ansari
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Contact TABIA at info@toronto-bia.com or 416-263-3295.
Website: <http://www.toronto-bia.com>

TABIA Board Executive

President: Michael Comstock, *St. Lawrence Market Neighbourhood BIA*
Past President: John Wakulat, *Roncesvalles Village BIA*
Past-President: Alex Ling, *Bloor West Village BIA*
Secretary: Paul Dineen, *Cabbagetown BIA*
Treasurer: Henny Varga, *The Kingsway BIA*
Vice-Presidents: Amy Chow, *The Danforth BIA*
and Lionel Miskin, *Kennedy Road BIA*

Board Directors (BIA Board Chairs)

Christena Chruszez, *Bloor-Yorkville BIA*; Kevin Currie, *The Waterfront BIA*; Harbhajan Dhillon, *Emergy Village BIA*; Beverly Don, *Yonge Lawrence Village BIA*; Jacques Jones, *Bloorcourt Village BIA*; Sam Meghji, *Weston Village BIA*; Don Panos, *St. Clair Gardens BIA*; Carl Porritt, *Long Branch BIA*; John Scheffer, *Lakeshore Village BIA*

Board Directors (BIA staff):

Lynn Clay, *Liberty Village BIA*; Grace Russo, *Little Italy BIA*; Laura Schaefer, *Queen St. West BIA*