



# DOGWOOD EXPRESS

October 2018

## Cannabis: Are You Ready?

The Cannabis Control and Licencing Act in BC received Royal Assent May 17, 2018; not yet proclaimed, but likely to be before the Federal Cannabis Act comes into effect October 17. There are three main considerations that members of the BC Lodging and Campgrounds Association need to pay attention to.



- Safe Workplace for Employees
- Guests Consuming and Distributing Cannabis
- Long Term Guests Growing and Distributing

### Safe Workplace for Employees

WorkSafe BC already has information and requirements on [substance use and impairment in the workplace](#).

Impairment can have many causes, but the most common substance-related causes of impairment in the workplace are:

- The use of alcohol or legal drugs (which will include cannabis as of October 17, 2018)
- The use of illegal drugs
- The use of prescription drugs to treat medical conditions
- The use of over-the-counter medications

Impairment from substance use can cause physical and behavioural changes that affect a person's ability to work safely. These changes can include:

- Impaired judgment, perception, and decision making
- Decreased motor co-ordination, reaction time, and sensory perception
- Psychological or stress-related effects, such as mood swings or personality changes

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JJ Belanger, President  
BC Lodging and  
Campgrounds Association

## President's Report

We had quite the start to a busy summer. It was shaping up to be great for tourism and camping in general until August arrived and fire season hit us hard, the sequel to 2017, and we endured another government state of emergency with the accompanying media frenzy. My operation is in Tofino so we are not so affected by the wildfires or the massive smoke fields so some in our business may not believe that it was a cool, foggy summer for us on the Pacific Rim. However, my international guests talked about the smoke and air quality in Vancouver and around the province as they travelled through it. I know speaking with colleagues that the Okanagan and Kootenays were particularly hard hit with many August cancellations or no-shows. The question is what can be done to prevent wildfires short of praying for a wet summer?

The BCLCA board have discussed this and feel that we need to approach government to find out how their wildfire budgets are being spent and what management practices are being employed to reduce fuel loads in forests both in/or near urban communities as well as more remote areas. Questions have been raised as to how fire-fighting is prioritized by the Wildfire Service and if the practice of leaving remote fires, which can become out of control fires, is the correct approach.

There is also an education perspective that BCLCA and members can utilize to message to our guests to help reduce the incidence of human caused fires. At high risk times, such as July through September, we all comply with what seems to be an annual campfire ban, but other sparks can cause fires such as carelessly discarded cigarettes; vehicle exhausts; poorly maintained trailer wheel bearings and RV towing chains. For instance, pulling off the side of the road into deep dead grass can cause a tail pipe fire as the exhaust contacts the vegetation.

I had the opportunity to meet with Tourism Leaders in Victoria in early September. At the meeting we discussed the business outlook for British Columbia and the Tourism sector in particular. It was interesting to hear the comments of colleagues echoing that both the provincial and federal governments do not understand the importance of tourism, just taking it for granted.

The topics discussed by the leaders were wide ranging from taxes such as the speculation tax and employer health tax that are dampening the mood of investment; to labour issues such as the acceleration of minimum wage rates and lack of access to foreign workers, especially at a time when we have such a low unemployment rate. This led to a conversation about finding workers places to live, the affordable living problem and a poor solution proposed by the NDP to allow the monies from MRDT collection from short term rental platforms such as Airbnb, to be spent on non-marketing initiatives and in particular affordable housing.

The spectre of no new NAFTA and the potential tsunami of US tariffs is a cloud hanging over us and the federal government has also created a headache with the introduction of legalized Cannabis on October 17<sup>th</sup>. The Federal Liberals continue to go after small businesses for taxes and especially those campgrounds with five or less employees. I guess small businesses are not considered middle class!

I invite you to contact me directly if you have any comments or suggestions on the direction your Association is taking. I can be reached via e-mail at [jj@crystalcove.ca](mailto:jj@crystalcove.ca) or call my direct office line at 250-725-0090.

I hope to see you at our upcoming AGM and Ideas Forum in Kelowna this October. Have an amazing fall! ■

## BCLCA PURCHASING PROGRAM FOR MEMBERS ONLY

The following companies offer preferred pricing to BCLCA members

### Beds & Sleep Products

Restwell Sleep Products, 604-576-2339 ex 112

### Business Forms

Deluxe | Perfect Partner, 1-800-461-7572

### Canadian Camping & RV Council Group Purchasing Program

Entegra Procurement Services, 416-805-6760 and Moneris 1-888-692-0321

### Employee Recruitment Services

go2HR, 604-633-9787  
GT Hiring Solutions, 604-795-9675 ext 4008

### Furniture & Equipment to Hotel Industry

Nationwide, 604-277-9294

### Grounds Equipment Maintenance

John Deere, 905-945-7326

### Laundry & Cleaning Supplies

PlanetClean, 250-701-8881

### Linen Products

Tex-Pro Western, 1-800-663-9266

### Maintenance & Building Supplies

Cloverdale Paint, 604-421-8299  
HD Supply, 1-800-782-0557  
RONA, 604-882-6200 ex 6221

### Online Accommodation Reservations

Campground Booking, 307-278-9244  
Check In Canada, 1-888-612-2772

### Paint & Associated Products

Cloverdale Paint, 604-421-8299  
RONA, 604-882-6200 ex 6221

### Pedestals & Power Centres

A.C. Dandy, 1-800-642-2952

### Propane

Superior Propane, 866-952-7941

### Property & Liability Insurance

Western Financial Group, 250-762-2217

### Visa, MasterCard & Debit Services

First Data, 1-800-886-1052 ext 6023538

Access member benefit programs in the Partner Extranet—[click here](#)

### Board of Directors & Staff

For a complete list of Board members [Click Here](#)  
For staff contact information [Click Here](#)

# ASSOCIATION NEWS BYTES

## BCLCA UPDATES

### *Membership and Board Items*

- **Membership Dues.** It's time to pay your annual membership fees, which were due September 1st. A big thank you to those who paid by August 31st. Note: new members - those who joined after September 1, 2018 - will be invoiced on their anniversary.
- **Nominations** are open for 2019/20 positions on the board. Please contact Nominations Chair, Jim Humphrey at 250-732-4889 if you are interested in sitting on the board.
- **BCLCA Lodging and Camping Ideas Forum** is taking place October 24 - 25, 2018 at the Ramada Hotel, Kelowna. Hope to see you there.
- **BCLCA Annual General Meeting** will take place 4:00—5:00 pm October 24, 2018, Ramada Hotel, Kelowna during the Ideas Forum.

### *Marketing Initiatives*

- **Student Morgan Ariss** helped migrate the community, driving tours and regional content from [www.travel-british-columbia.com](http://www.travel-british-columbia.com) to the new responsive design site set for launch this fall.
- **Campground Booking Beta project.** In March we launched the Campground Booking Beta project to allow campers to make reservations at select enrolled parks directly from their listing on [Travel-British-Columbia.com](http://Travel-British-Columbia.com). ALL campground and lodging listings have been updated as part of the Beta project to be responsive design ready for the next phase, the re-launch of our website in the fall.
- **2019/20 Super Camping/Select Lodging Guide** (155,000 copies). The listing deadline is February 8, 2019.
- **Web Listing Deadline.** Is your listing in [www.travel-british-columbia.com](http://www.travel-british-columbia.com) up-to-date? If not, please contact Anne at [anne@bclca.com](mailto:anne@bclca.com). Over 550,000 people visited the site in the past year and consumers deserve accurate information.
- **September 7 – 8, 2018 was the Fall Camping Appreciation weekend** – thank you to participants. Your listings, without the offers, remain live to promote your business at <https://www.travel-british-columbia.com/rv-parks/fallcampingweekend/>
- **Winter RV Marketing Campaign.** Planning is underway for a 2018/19 winter marketing campaign for RVing – deadline for sign-up is October 5th. See <https://www.campingrvbc.com/winter/>
- **New Blogs Posted.** Check out the newest blogs posted every two weeks on <http://blog.travel-british-columbia.com/> and <https://www.campingrvbc.com/blog/>
- **Website Visitors Growing.** August saw [www.travel-british-columbia.com](http://www.travel-british-columbia.com) exceed 550,000 visitors over the past year.

### *Group Purchasing Programs*

Information on all BCLCA benefit programs is outlined starting on Page 9 entitled: **“BCLCA Group Buying Programs Save Members Money & Time”** ■

## Cannabis: Are You Ready?

(Continued from page 1)

### *Workers and employers share responsibility for managing impairment in the workplace*

As a worker you must tell your supervisor or employer if your ability to safely perform assigned work is impaired for any reason. If you have a physical or mental impairment, you must not do work if the impairment may create a risk to yourself or anyone else.

As an employer you must not assign impaired workers to activities where impairment may create an undue risk. You must also not permit workers to remain at any workplace while their ability to work safely is affected by alcohol, a drug, or another substance or condition.

As an employer you have policies and procedures that address items such as smoking, consuming alcohol, turning up appearing to be impaired, being tardy or hung over etc. These policies must be communicated with employees and discipline as appropriate taken.

### *Medical marijuana and accommodating an employee*

Where an employee claims a medical need for marijuana the employer must treat them like any other request to accommodate a medical condition. Medical marijuana must be treated like other prescription drugs. Employers need to have policies in place permitting medical use of marijuana but can still prohibit employees from operating equipment where safety is a concern.

A policy might read:

- No coming into work impaired
- No using medical marijuana at the workplace, or immediately prior to entering the workplace
- No smell or evidence that you have consumed marijuana
- No unexcused absences or lateness
- Employee must continue to carry out duties of employment in an acceptable manner
- No sharing prescription with co-workers or guests.

It is important to keep in mind some key points:

- A prescription for medical marijuana does not entitle an employee to be impaired at work
- The prescription for medical marijuana does not entitle the employee to smoke or consume in the workplace
- The employee using medical marijuana must not endanger themselves or the safety of others.

Please note you have no duty to accommodate recreational use of marijuana in the workplace. This should not be tolerated and your policy on this should be communicated to all employees.

*Guests Consuming and Distributing Cannabis and Long Term Guests Growing and Distributing* will be covered in future newsletters.

Sources:

WorkSafe BC - <https://www.worksafebc.com/en/health-safety/hazards-exposures/substance-use-impairment>

Mathews, Dinsdale & Clark LLP – Mark Bout will be at the BCLCA Lodging and Camping Ideas Forum on October 24, 2018 at the Ramada Hotel, Kelowna to explain your legal responsibilities concerning Marijuana, both in the workplace and handling guests. ■



# BCLCA Annual Ideas Forum

## October 24-25, 2018, Ramada Hotel, Kelowna

Join us at the "Lodging and Camping Ideas Forum" Sponsored by:



### Education and Information Sharing

The Ideas Forum is designed to provide BC Lodging and Campground Association members and guests with an inexpensive learning opportunity thanks to our sponsors and suppliers. It's a chance to network with the sponsors, suppliers, fellow members and meet the volunteer board of directors. This is where ideas are discussed, knowledge is shared, and members' questions answered!

### Annual General Meeting

The BC Lodging and Campgrounds Association Annual General Meeting will be held at the Ramada Hotel, Kelowna from 4:00 pm to 5:00 pm Wednesday, October 24, 2018 as part of the annual Lodging and Camping Ideas Forum. Only members in good standing may attend the BCLCA Annual General Meeting.

### Registration Details

The fee per person for members is \$125 plus tax for BCLCA members, and \$250 per person for non-members. This per person charge covers all meals and refreshments outlined in the agenda, with the rest of the forum expenses generously paid by the sponsors - WorkSafe BC, go2HR and Western Financial Group. Non-members who join the association at, or 30 days after, the event qualify for \$125 per property credit towards their first year of membership.

Accommodation can be purchased at the Ramada Hotel (a proud member of BCLCA) at the preferred room rates of \$109.99 per night. Call 250-860-9711 booking reference "BCLCA OTHER".

To register for the forum please call Anne Philley at 778-383-1037 or e-mail [anne@bclca.com](mailto:anne@bclca.com) or complete the registration form below:

[Full Program and Registration Form](#)

### Supplier Exhibiting

For direct face-to-face access to members, suppliers can attend the fall Lodging & Camping Ideas Forum. BCLCA is hosting a table top display evening at the Ramada Hotel & Conference Centre, Kelowna on Wednesday, October 24 from 5:30 pm - 7:30 pm. The cost to purchase a table top is \$100 + GST.

[Supplier Registration Form](#)



Amy Thacker, CEO Cariboo Chilcotin Coast Tourism Association & Patrick Gramiak, BCLCA President 2017-18 at 2017 Forum

**For Program & Speaker Line Up See Next Page**



## Program & Speaker Line Up

***The Legalization of Recreational Marijuana is about to have a massive impact on workplaces across British Columbia with speaker Mark Bout, Mathews, Dinsdale & Clark LLP***

By the time of this presentation, the new world of legalization will be a reality! This session will analyze the framework for legalization with emphasis on the effect of legalization in the workplace. The session will assist employers in developing a framework for how to appropriately address issues arising from legalization in the context of the management of employees, with emphasis on policy creation and best practices with respect to occupational health and safety. The session will also touch on how your policies can address guest behaviour.

***Recruiting in a Challenging Labour Market with keynote speaker Christine Willow (CMC, RPR), Partner Chemistry Consulting Group***

Christine writes "In order to make any business come to life, we need to have the right people, with the right skills, to provide the services expected by the visitor. And that all starts with the recruitment process. This session will provide an overview of the current challenges related to recruitment, recruitment best practices and recruiting internationally."

***Jacqueline Simpson, Director, Global Marketing Channels, Global Marketing Destination British Columbia***

Jacqueline will discuss the next evolution of HelloBC.com (<https://HelloBC.com>) and the online marketing direction being taken by Destination BC over the next couple of

years. And how is Destination BC and BC's tourism industry rising to the challenge: the Powerful Marketing Network (this section includes our future plans.)

Other speakers include:

- ***Sean Simmons, President Anglers Atlas*** – Marketing Session
- ***Shane Devenish, Executive Director, Canadian Camping and RV Council*** - Economic Impact of the RV Industry
- ***Walt Judas, CEO, Tourism Industry Association of BC*** – Provincial Tourism Issues
- ***Krista Morten, Principal Align Consulting*** - Camping & RVing BC Coalition 2017/18 Consumer Research Findings
- ***Ginger Brunner, go2HR*** – Employment Standards Your Responsibilities
- ***WorkSafe BC*** - Bullying/Harrassment & #MeToo Movement
- ***Heath Padgett, CEO & Co-Founder of Campground Booking*** – Online Booking
- ***Michael Chang, El Chango Media*** – Travel-British-Columbia.com Responsive Design Website

**[Full Program and Registration Form](#)**



British Columbia  
Lodging and  
Campgrounds  
Association

## Notice of BC Lodging & Campgrounds Association Annual General Meeting

**Location: Ramada Hotel, Kelowna**

**Date & Time: Wednesday, October 24, 2018, 4:00 pm to 5:00 pm**

***All members in good standing may attend***

# Exclusive 15% Savings for

## British Columbia Lodging and Campgrounds Association

Use **Perfect Partner Member Code 97435** to **save 15%** on any regular-priced item, including these member favourites:

### Promotional Products



### Guest Registration Forms



### Pet Supplies



### Apparel



**SAVE 15%. Always.**  
Call or go online today! **1.800.461.7572 | deluxe**

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\*Offer does not include website services, payroll and other business services, EZShield, shipping and handling, tax and other order fees. Not valid in combination with any other offer. Not valid on previously placed orders.

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## BCLCA Travel-British-Columbia.com Website Statistics

September 1, 2017 to August 31, 2018

Month	Current Sessions	Past Year Sessions	Yearly Variation	Unique Visitors	Pages Viewed	Pages / Visitor	Returning Visitors	% of Returning Visitors
17-Sep	39,718	29,335	-4.51%	35,197	87,493	2.20	6,559	16.51%
17-Oct	29,076	24,201	-0.88%	25,782	64,836	2.23	4,669	16.06%
17-Nov	23,335	20,906	-3.58%	20,708	51,992	2.23	3,554	15.23%
17-Dec	21,204	20,906	1.43%	18,895	46,440	2.19	3,135	14.78%
18-Jan	35,042	34,914	0.37%	30,266	88,403	2.52	17,582	17.15%
18-Feb	30,918	32,843	-5.86%	26,821	78,913	2.55	14,507	17.54%
18-Mar	39,564	40,981	-3.46%	33,621	104,731	2.65	24,840	19.09%
18-Apr	41,667	46,228	-9.87%	35,450	109,865	2.64	8,037	19.29%
18-May	53,164	57,988	-8.32%	45,470	133,799	2.54	9,843	18.51%
18-Jun	65,836	69,379	-5.11%	55,885	170,680	2.59	12,577	19.10%
18-Jul	79,520	84,687	-6.10%	67,761	197,912	2.49	15,157	19.06%
18-Aug	72,785	66,109	10.10%	62,715	166,851	2.29	13,506	18.56%
<b>Totals:</b>	<b>531,829</b>	<b>528,477</b>	<b>0.63%</b>	<b>458,571</b>	<b>1,301,915</b>	<b>2.43</b>	<b>133,966</b>	

	Jun 30, 2016	Aug 31, 2016	Jan 31, 2017	Jun 30, 2017	Aug 31, 2017	Jan 31, 2018	May 31, 2018	Aug 31, 2018	Increase/decrease since May 31/18	% Increase/decrease since May 31/18
Twitter Followers	2,243	2,289	2,321	2,375	2,391	2,406	2,434	2,416	-18	-0.76
Facebook Likes	7,649	9,266	9,248	14,961	16,805	16,750	17,299	18,956	1,657	12.72
Pinterest Followers	534	550	566	596	600	607	613	620	7	1.19
Google +	174	178	177	180	182	185	164	153	-11	-6.18
Blog traffic	29,494	30,564	35,668	46,093	55,224	60,706	64,296	66,895	2,599	6.35
Instagram Followers	393	433	476	529	549	583	598	607	9	1.78
Consumer Newsletter August 2018	Sent 14,614		Opens 5,581 (38.2%)			Clicks 13.7%				

## BCLCA Member Satisfaction Survey – Have Your Say by September 30

YOUR  
OPINION

**B**C Lodging and Campgrounds Association is updating its Strategic Plan for 2018 – 2021 and needs your opinion on the activities we carry out on your behalf, in order to focus the Association's tasks on what is important to you. We therefore invite you to take this short online satisfaction survey.

<https://www.surveymonkey.com/r/VJ6W8S7>

By taking the time to score these products and services offered by the BCLCA and its partners you are participating in the setting of future strategies for the organization. We need to know what services you value and what activities are most important to you and how we can improve them.

Thank you to members who have already completed the survey but we would like to hear from everyone. To have your say please **complete the survey by September 30, 2018**. Updates on the survey responses to encourage participation will be sent monthly. ■

## Thinking of Going Solar?

**C**anSIA now has two guides to help Canadians learn about installing solar on their homes, businesses, or farms. Check out Canada's Go Solar Guide & Directory 2018 for useful tips and advice. Now available for Alberta, CanSIA's Alberta Go Solar Guide is tailored just for Albertans who want to learn more about going solar and what programs are available for them! [Click here](#) to read Canada's Go Solar Guide and the Alberta Go Solar Guide. ■

## Superior Propane Fixed Price Program 2018-19 Pricing

**Superior**  
Propane

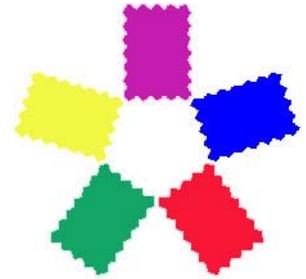
**T**he 2018-19 Superior Propane Fixed Price Program began August 1, 2018. The negotiating team met frequently with Superior Propane to negotiate the best deal available based on the projected volume of 3.25 million litres representing 149 clients. It was difficult this year following a very cold winter and the prices from gas producers did not dip as much in June and July as past years. CanWest clients were also eligible for the first year to join the program with the acquisition of the company by Superior Propane.

The following pricing structure applies until July 31, 2019:

- West Coast Resort Association Members All Volume - 0.594
- BCLCA Members Volume Over 10,000L - 0.634
- BCLCA Members Volume Under 10,000L - 0.664

The next negotiating period opens up again in May 2019 and we hope to be able to better these prices. No one likes to see price increases year over year but the negotiating committee feel that having a fixed price, which is less than the Superior Propane standalone price, for the next 12 months, outweighs being on the open market where pricing can dramatically spike based on weather and business conditions. ■

# BCLCA October 2018 Flyer



**TEX-PRO  
WESTERN**

**TEX-PRO WESTERN LTD.**

*Quality, Selection & Service Since 1967*

## ROYAL ROSE TOWELS

100% cotton, full terry (no borders)

# 3315	Face (12x12", 1.00 lb/dz)	\$ 0.53 ea
# 3317	Face (13x13", 1.5 lb/dz)	\$ 0.90 ea
# 2783	Hand (16x27", 3.00 lb/dz)	\$ 1.62 ea
# 2247	Bath (22x44", 6.0 lb/dz)	\$ 3.76 ea
# 2450	Bath (24x52", 10.5 lb/dz)	\$ 5.45 ea
# 3014	Pool (24x52", 8.5 lb/dz) Blue stripes at ends	\$ 5.65 ea



## SLEEPYTIME PILLOW

Grade A polyester fibrefill

160 tc, poly/cotton blend shell

# 1951	Standard (20 x 26")	\$ 8.95 ea
# 1952	Queen (20 x 30")	\$ 9.95 ea
# 1953	King (20 x 36")	\$10.95 ea



**NOVObasics**

Please provide your BCLCA membership number when placing your order.



**British Columbia  
Lodging and  
Campgrounds  
Association**

**We have moved!**  
#110—5898 Trapp Avenue  
Burnaby BC V3N 5G4  
Te; 604-254-9551. Toll Free 1-800-663-9266  
Fax 604-636-0130  
Email: [afleming@texpro.net](mailto:afleming@texpro.net)  
Web: [www.texpro.net](http://www.texpro.net)

# BCLCA GROUP BUYING PROGRAMS

## SAVING MEMBERS MONEY & TIME

GROW YOUR BUSINESS & MANAGE EXPENSES

Program Information Updated September 2018

### Background

The BC Lodging and Campgrounds Association (BCLCA) has negotiated savings and solutions designed for the smaller independent operator. This list briefly explains the various “member benefits”, which we have available to help our members grow their business and/or manage expenses.

The benefits listed below, when accessed by you for your business, will more than cover your annual dues investment, and the majority of members report a significant return on investment (ROI).

### Applying

To apply for a benefit please reach out and contact the representatives listed and mention you are a BCLCA member in good standing. Please note it can take up to 72 hours or three business days to hear back. Some suppliers require that you provide evidence of membership in the form of the member number (MID) so please contact [anne@bclca.com](mailto:anne@bclca.com) or call 778-383-1037 if you cannot locate this MID number.

If you have difficulty contacting a representative or are not satisfied with their service please contact Anne Philley at [anne@bclca.com](mailto:anne@bclca.com) or call 778-383-1037 and she will try to address the concern.



### British Columbia Premier Financial Benefits

- **Western Financial Group (Insurance Broker)** – Lisa Jabbusch will provide Competitive Insurance Rates by quote within 30 days of an insurance policy expiring. Lisa also offers members quality insurance advice: extending to reviews of existing policies and identifying inadequate coverage. Members using Western Financial Group report saving money without compromising insurance coverage or deductibles and receiving better advice and service. Insurance products include commercial, home, group employee health products, legal expense insurance and more. Contact Lisa Jabbusch at 250-979-3239 or 1-800-667-2217 or [Lisa.Jabbusch@westernfg.ca](mailto:Lisa.Jabbusch@westernfg.ca) for a confidential quote.
 
- **Merchant Credit Card Services** - For the past seven years, the BCLCA has had a preferred partnership with First Data Canada for merchant services (credit card/debit processing). BCLCA members have enjoyed the very best in rates and fees with First Data. First Data offers a full suite of integrated payment solutions for the hospitality industry such as Online, Front Desk, Restaurant, and Liquor Store payment solutions. Due to other service providers' high “non-qualified” surcharges and extra fees, the quoted base rate is no longer as important as the total cost to process the total mix of cards. Please contact Paresh Karkhanis at 1-800-886-1052 extension 6023538 or [paresh.karkhanis@firstdata.com](mailto:paresh.karkhanis@firstdata.com) or direct dial 905-602-3554 and ask him to compare your current merchant processing costs with First Data's offer as it could help you save money. If First Data cannot beat your current provider's rate, they will offer you a \$1,000 prepaid MasterCard.
 

(Continued on page 12)

## Group Buying Programs



BCLCA  
GROUP  
BUYING

(Continued from page 11)

### Canadian Camping and RV Council Group Purchasing Program

Members of BCLCA have access to the Canadian Camping and RV Council national group purchasing program as BCLCA is a founding member and sits on the board of the Council. To enrol or for more information on the national programs please contact Shannon O'Callaghan at 905-336-8969 – [info@ccrvc.ca](mailto:info@ccrvc.ca) at the Canadian Camping and RVing Council.

Here is a selection of the offerings:

- **Moneris** offers preferred rates on consumer, corporate, premium and elite cards for both VISA and MasterCard based on the method of acceptance in the range of 1.44% to 2.14%. Debit card rate is \$0.045. Overall savings around 15% over the rates charged a standalone merchant.
- **Campground Tax Audit Insurance** available from PFP Inc. - Canada's provider of professional fee protection. Protect your business from unexpected tax and legal issues plus get unlimited legal advice!
- **Mark's Warehouse** is a Canadian clothing & footwear retailer operating over 380 stores. Enjoy Mark's Pay-As-You-Go Card and receive a 10% discount on items listed on the card.
- **United Leasing & Finance Inc.** leasing program so you can finance your new Cabin and Machinery purchases: attractive rates, seasonal payments, with flexible terms up to 84 months!
- Improve your Campground or Marina Security with a **Gate System from Parking BOXX**. Parking BOXX has equipped campgrounds and marinas with the right tools to generate revenue and provide the safest, most secure customer experience. This program offers 20% off a system.
- **Gordon Food Service**, food distributor, 1% savings – **entegra procurement partner**
- **Sysco Foodservice**, food distributor, 1% savings – **entegra procurement partner**
- **Canadian Linen** 35% potential saving – **entegra procurement partner**
- **Acklands Grainger**, mechanical parts and supplies, up to 47% – **entegra procurement partner**
- **Grand and Toy**, office supplies, up to 93% – **entegra procurement partner**
- **Sherwin Williams**, paint, 35% savings – **entegra procurement partner**
- **Purolator**, courier services, 30% savings – **entegra procurement partner**
- **Unisource Janitorial Supplies**, 20% after a \$650 spend – **entegra procurement partner**
- **NAPA Canada**, automotive parts and accessories, up to 20% savings

To enrol or for more information on the national programs please contact Shannon O'Callaghan at 905-336-8969 – [info@ccrvc.ca](mailto:info@ccrvc.ca) at the Canadian Camping and RVing Council.

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### British Columbia Supplier Purchasing Programs

- **Superior Propane** annual fixed price propane program current range \$0.6340 to \$0.6640 per litre depending on each individual business consumption volume, year expires July 31, 2019. The program is now open to former CanWest Propane customers with their take over by Superior Propane. Next enrollment period May 31, 2019 – July 31, 2019. Not a Superior client? Then please contact Amanda Imbery 604-495-7953 or [amanda\\_imbery@SuperiorPropane.com](mailto:amanda_imbery@SuperiorPropane.com), your local Superior Propane representative will call you within 72 hours to discuss. 
- **RONA Contractor discounts** – BCLCA Members save up to 15%. Must present a valid contractor card at time of purchase. If you do not have a **RONA** contractor card please contact the BCLCA office to arrange for one to be sent or contact Brad LeGrow at 604-882-6200 ext. 6221 or Cell: 604-314-1366. 

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## Group Buying Programs



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- **Cloverdale Paint** offers BCLCA Members savings up to 30% off paint purchases from any corporate Cloverdale Paint store. Discount Code must be quoted at time of purchase. Discount Code "025 BCLCA". Contact Dave Picariello – National Business Development Manager 604-551-8083 or for information on the products, please refer to: [www.cloverdalepaint.com](http://www.cloverdalepaint.com)


- **Restwell Sleep Products** has created a special BCLCA hospitality pricing catalogue for beds. For hotel grade beds such as: Good and Mid-Level hotel beds Restwell recommends two sided mattresses so that the mattress is flipable. This allows for better longevity, durability and is less prone to comfort impressions. Single-sided mattress options are also available. Sizes range from single to king. For High End and Ultra High End Level beds Restwell recommends a one-sided product so that the mattress is not too thick. This will alleviate custom sheets etc. Sizes range from single to king. The Restwell Sleep Products pricing catalogue is available from Bernie King, Western Canada Contract & Hospitality Manager, 604-576-2339 ext 112, or 1-888-665-1112, Cell: 604-366-0454, E-mail: [berniek@restwell.com](mailto:berniek@restwell.com).


- **HD Supply Facilities Maintenance Canada** is a single-source national wholesaler of maintenance, repair, and operations supplies and services. HD Supply offer fast, easy online ordering with no minimum order size and free shipping in Greater Vancouver and Victoria areas (delivery costs apply outside of these areas). BCLCA members receive volume pricing for all orders of catalogue items, regardless of the quantity ordered, with a two-day delivery in most of BC (3 days on Vancouver Island). Their advantage is an extensive product selection, reliable delivery and expert knowledge in categories including lighting, electrical, plumbing and janitorial, hardware, hospitality supplies, and more. For further information, visit [hdsuppliesolutions.ca](http://hdsuppliesolutions.ca) or contact rep Isabelle Desroches directly at [Isabelle.desroches@hdsupply.com](mailto:Isabelle.desroches@hdsupply.com) or 403-461-5141.


- **PlanetClean®** offers 15% on all items (except laundry and Warewash chemicals, labour, repairs, parts, special order items, used equipment and freight). PlanetClean® offer a full line of environmentally friendly options, cleaning chemicals and supplies for every task. With an inventory of more than 15,000 items, PlanetClean® customers are assured a superior selection of quality products. For serving the front of the house and stocking the back of the house, PlanetClean®'s ever-expanding line of Hospitality and Commercial Dishwashing Supplies meets today's ever changing needs. Contact Rob Chapman at 250-701-8881, Email: [rchapman@planetclean.com](mailto:rchapman@planetclean.com) or visit [www.planetclean.com](http://www.planetclean.com) and remember to mention you are a BCLCA member.


- **Tex-Pro Western Ltd.** offers linens to members at 5% off their annual Hospitality Wholesale Price list. Contact Al Fleming, 604-254-9551 or 1-800-663-9266 for a price list. As well, Tex-Pro Western Ltd. offers quarterly BCLCA special features towels and sheets. Invest in high-quality linens – Thomaston sheets and 1888 Mills towels (made in the USA) designed to withstand the intensity of today's commercial laundries. Save money by using cost effective linens that last longer than imports wash after wash.


- **NEBS a Deluxe Company** 5% – 15% Discounts on all purchases. Items such as cheques and forms that help you manage your day-to-day business; promotional products and print marketing that help get you noticed; personalized, quality apparel to outfit your team; and much more! - Quote Perfect Partner Code 97435 to save and call or go online today! 1-800-461-7572 | [nebs.ca](http://nebs.ca).


- **John Deere Canada ULC** - Grounds care equipment including commercial mowing equipment, Gator™ utility vehicles, compact utility tractors, lawn and garden tractors and accessories. Professional portable power equipment includes chainsaws, trimmers, edgers, blowers, generators and pumps. Contact your John Deere Dealer. Current members of the BCLCA are eligible for a **complimentary John Deere Rewards upgrade** (Platinum 1 status) – which unlocks the best loyalty rewards including [valuable equipment discounts](http://valuableequipmentdiscounts). <http://johndeere.ca/bclca> is the link to the BCLCA page to apply.



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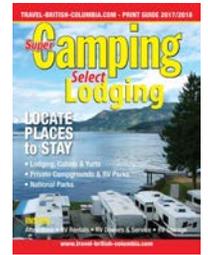
## Group Buying Programs

BCLCA  
GROUP  
BUYING

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### Cooperative Marketing Benefits

BCLCA thinks marketing 365 days a year and we deliver information to consumers 24/7. Our goal is to target people seeking the outdoor recreation lifestyle and drive people to make enquiries and reservations at member properties.



- Listing in **Super Camping/Select Lodging Guide** – 150,000 copies of the guide are printed annually and the listing works for a full 12 months, (although the guides have a two year shelf life), all 4 seasons, to attract groups, families and friends, whatever their combined lodging and camping needs might be. The guides are distributed by Visitor Info Centres, RV rental stations, members and 40,000 print guides are also distributed at various consumer shows in British Columbia, Alberta, Washington State, California and the Eastern US Seaboard. Listing deadline February 8, 2019. Next publish date April 2019. To purchase listing options, a display ad or for edits contact the BCLCA office at 778-383-1037 or [anne@bclca.com](mailto:anne@bclca.com).
- **RV BC & Alberta Spring & Fall Campground Discount Guide** – campgrounds can purchase a listing in this guide and 10,000 copies are distributed by the top three RV Rental Agencies - Fraserway, Canadream and Cruise Canada – at their Calgary and Vancouver depots. This guide gets distributed in the Spring & Fall from April 1-June 30 & August 20-October 14 to those international guests renting an RV. Next publish date April 2019. To purchase a listing or for edits contact the BCLCA office at 778-383-1037 or [anne@bclca.com](mailto:anne@bclca.com).
- **Global online marketing** through a responsive design listing on [www.travel-british-columbia.com](http://www.travel-british-columbia.com) with over 550,000 visitors in 2017. The web profile listing includes contact information and a link to your website. The listings are managed in house so contact Anne Phillely at [anne@bclca.com](mailto:anne@bclca.com) for edits. The web listing profile is included as a benefit of membership but additional display ads can be purchased on the website to enhance listing profile, contact [anne@bclca.com](mailto:anne@bclca.com) for rates and options.
- **NEW - Online Campground Booking** reservations for campground and RV Parks – in 2018 BCLCA launched an online reservation system for campground members directly from [travel-british-columbia.com](http://travel-british-columbia.com). Each year, BC visitors view more than 1.5 million pages on our [travel-british-columbia.com](http://travel-british-columbia.com) website while they are planning a trip. Our goal is to leverage these visits to generate reservations and revenue. Those campgrounds enrolled receive a priority listing on our listings pages on [Travel-British-Columbia.com](http://Travel-British-Columbia.com), so they are marketed above campgrounds who don't accept reservations through our site. As well, they have an instant booking widget for consumers to book direct. Some campgrounds have chosen to enroll on the full property management system with no cost to the campground and consumers paying \$5 per online reservation, while others just accept reservations through email so they can accept or deny reservations based on their current availability – this service costs the consumer \$7 per completed transaction. To enroll contact the BCLCA office at 778-383-1037 or [anne@bclca.com](mailto:anne@bclca.com).
- **Check In Canada** for lodging properties - Today's consumers prefer to book directly with accommodation providers. However, until now, they could only shop for accommodations by searching passive listing sites, browsing Online Travel Agencies (OTAs), or multiple hotel websites. Through Check In Canada, consumers can perform a dynamic accommodation search and obtain results by accommodation, room type, and price. Check In Canada have taken the worry out of high referral fees. No matter how many consumers click on your listing, Check In Canada™ only charges for a maximum of 200 referrals per year. Visit <https://my.checkincanada.com>, or email [info@checkincanada.com](mailto:info@checkincanada.com), or call 1-888-612-2772.
- **Camping and RVing BC Coalition** - BCLCA is the lead agency for the Coalition marketing initiatives and manages and implements this annual \$200,000 cooperative marketing program. The call to action is the website <https://www.campingrvbc.com> which lists all BCLCA campground/RV park members. Contact Anne Phillely at [anne@bclca.com](mailto:anne@bclca.com) for edits.



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## Group Buying Programs



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- **Camping and RVing BC Coalition & BCLCA** - each produce a consumer e-newsletter 6 times a year plus a travel and/or camping blog every two weeks, all designed to encourage visitors to book a member lodging or campground. Members can provide stories or blogs for consideration. Contact the BCLCA office at 778-383-1037 or [anne@bclca.com](mailto:anne@bclca.com) to submit ideas.
- **Canadian RVing and Camping Week and Camper Appreciation Weekend** – 2019 will see the fifth year of the Canadian RVing & Camping Week, held each May immediately following Victoria Day. The first weekend after Labour Day is national Campers Appreciation Weekend. Members can participate by offering discounted stays and events – there is no fee to participate but you must be a member in good standing. Contact the BCLCA office at 778-383-1037 or [anne@bclca.com](mailto:anne@bclca.com) to express interest and be sent an application.
- **Canadian Camping and RV Council** website listing – the council offers all BCLCA campground and RV park members a listing on its website - <http://ccrvc.ca/campgrounds-canada/> Listings are maintained by the BCLCA office.
- **GoRVing Canada Website Listing** – all BCLCA members with RV parks and campgrounds are listed on [www.gorving.ca](http://www.gorving.ca). The listings are updated once a year as part of the agreement. The updates are taken from listing information supplied by members and managed by the BCLCA office.

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## Employment and Consulting Services

- **Chemistry Consulting Group - (BCLCA Employee Recruitment & HR Services)**  Chemistry Consulting offers a range of HR services including executive search, recruitment, immigration consulting, policy review, analysis and development and outsourced HR services. In addition, we provide tourism consulting services such as business/operational planning, strategic planning, business/environment scans and analysis, operational assessments, facilitation and workshop services and DMO advisory studies. Contact: Christine Willow 1-877-382-3303 ext. 206 or [c.willow@chemistryconsulting.ca](mailto:c.willow@chemistryconsulting.ca) – mention you are a BCLCA member.
- **go2HR - (BCLCA Employee Recruitment Services)** - Whether you are looking to recruit for positions, become a more attractive employer, or further support your employees with training and development, go2HR is BC's tourism human resource association and the one-stop shop to meet your needs. 

*Recruiting for new positions* - Post your jobs on go2HR's [free job board](#) featuring exclusively tourism and hospitality positions in BC, and submit your hiring events and job fairs to the [events calendar](#). go2HR also connects you to job seekers, youth, and students with an interest in tourism and hospitality through events such as career fairs, the [Winning Pitch](#) and [Student Industry Rendezvous](#).

*Keeping existing staff* - Access [tips and resources](#) on managing employees and read up employer success stories and [legal articles](#).

*Training for your employees* - Ensure your employees are certified with industry training programs including:

- [Serving it Right](#)
- [FOODSAFE Level 1 by Distance Education](#)
- [SuperHost Customer Service Training](#)
- [Foundations of Workplace Safety](#)

*Improving workplace health and safety* - Find everything you need to know about keeping your workplace safe in our [Health and Safety Resource Library](#)!

For more information, visit [www.go2hr.ca](http://www.go2hr.ca). ■

## Product Spotlight

### Indigo Ridge Lavender Farm

2019 Wholesale Booking Program, confirm your 2019 orders by December 31<sup>st</sup> and receive 2018 pricing. Initial orders will be shipped for delivery in March, April and/or May. Unsold lavender can be returned after September 30, 2019 for refund (excludes shipping), conditions apply.

Check us out at [www.smallbatchstudio.ca](http://www.smallbatchstudio.ca) or call (250) 878-0815.

### Welcome New Members

John Tymstra  
Finz Resort  
Blind Bay, BC

LeeAnna Jewell  
Jewell Ranch Campground  
Summerland, BC

### Preferred Supplier

Deanie Foley Gillespie  
Indigo Ridge Lavender Farm  
Kelowna, BC

September 24, 2018

## BCLCA Members Generously Supported Make-A-Wish® This Past Summer

A big thank you to BCLCA Members who participated in the Make-A-Wish Foundation's annual fundraising initiative during the Canadian RVing & Camping Week in May. You should feel proud to have been a part of this program that, across Canada, raised \$17,000 to let Atticus, a child facing a life-threatening illness, experience the RV lifestyle.

Following is a big thank-you from Dave Maharaj, Manager, National Corporate Alliances, Make-A-Wish® Canada.

"I don't know how we do it sometimes, but we do. We put one foot in front of the other and we live one day at a time," says Atticus's mom, Melissa. "He isn't his illness, he is so much more. He is happy, he's sweet, he's loving, he's funny."

On behalf of all our wish kids and their families, thank you for participating in this year's Canadian RVing and Camping Week from May 22-27. We are excited to announce that with the support from select campgrounds and RV dealerships across Canada, the campaign raised almost \$17,000 to help us grant life-changing wishes for children living with critical illnesses. Thank you for the important role you played in this achievement!

It is because of wonderful and generous partners like you, and support from Go RVing Canada, the Canadian Camping and RV Council (CCRVC) (of which BCLCA is a member), the RVDA of Canada, we were able to grant Atticus's wish to have an RV so he can camp with his family. Atticus's mobility is limited, and he can't communicate verbally, but he is a happy kid who smiles the most when he is outside enjoying the sights and sounds of nature. This wish come true allows him and his family to enjoy the great outdoors and experience the camping/RV lifestyle for the first time together.

You can read more about Atticus's wish here <https://makeawish.ca/atticus>

We are just blown away by the support we receive from partners like you! Thank you for all that you have done and continue to do for our mission, and for your strong belief in the power of a wish! ■

*Flyers that may be included in this newsletter are products/services provided by Preferred Suppliers of BC Lodging & Campgrounds Association.*

*They may contain time limited offerings and pricing. For a complete list of Preferred Suppliers go the BCLCA website [Buyers Guide](#).*

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