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QUARTERLY SPRING 2018

business

A TIMMINS CHAMBER OF COMMERCE PUBLICATION

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Finalists announced for 2018 Nova Awards

The lineup for the 2018 Nova Business Excellence Awards is now set, as the Timmins Chamber of Commerce has announced the 45 rock stars of Timmins business who will share the spotlight as finalists at the region's biggest celebration of entrepreneurial achievement.

A record-breaking 160 nominations were submitted across 15 award categories for this year's May 10 event, and were narrowed down to three finalists each by a panel of independent community judges. These finalists will be celebrated with a "Business Takes the Stage" theme to showcase the many ways these entrepreneurs are Timmins' unsung rock stars, said Jamie Clarke, president of the Timmins Chamber of Commerce.

"This year's slate of incredible nominees is yet another reminder that even though they're not headlining tours or selling out concert venues, Timmins' business leaders are just as creative and dedicated to setting the tone in their own fields, and they deserve our applause," said Clarke.

"It's clear from this list of finalists that our local entrepreneurs are truly world-class, which is why we're looking forward to counting down the hits of Timmins business at the Nova Awards on May 10."

Now in its 16th year, the annual awards gala is dedicated to Timmins business success stories, and highlights their positive impact on the region and its economy. As such, this annual celebration of business is a crucial one, said Clarke.

"Our businesses work in harmony with each other and the community, each adding their own melody to the mix to help make Timmins a great place to work, live, and play. It's why we're honoured to have spent 16 years making sure that their achievements are recognized with the fanfare they deserve, and we look forward to more than 700 attendees joining us at the Nova Awards to lend their voice to the chorus and make this a gig to remember."



Full Beard Brewing Co. was one of the Nova Awards finalists announced March 6. Finalists were notified in person by Chamber volunteers.

As in recent years, Eastlink news personalities will interview the event's finalists, organizers and community champions on the Nova Awards' own version of the red carpet. These segments will be broadcast live throughout the many flat-screen televisions on display throughout the area, which serve to promote further conversation among attendees during the celebration.

Each of the finalists for the 2018 Nova Awards were hand-delivered their notices, as well as a commemorative gift, by Chamber representatives and volunteers on March 6. The day of notifications was sponsored by Eastlink, who also participated.

A full list of finalists, along with a photo gallery of finalists receiving their notifications, is available P6-7, or at <http://tinyurl.com/2018NovaFinalists>

Volunteers needed for Nova Awards

Help the Timmins Chamber of Commerce make the 2018 Nova Awards a success by volunteering an hour or two of your time.

As a major event catering to more than 700 people, the 2018 Nova Awards are only possible due to the tremendous dedication and passion of countless volunteers.

From setting up the decor, to working the event proper, to taking down and cleaning up afterwards, there are many tasks for which the Timmins Chamber relies on the generous assistance of those who choose to help celebrate the best of Timmins business.

As such, the Timmins Chamber is asking for volunteers at the following times:

- Tuesday, May 8: between 10 a.m. - 8 p.m. (hanging curtains, place tables/chairs)
- Wednesday, May 9: between 10 a.m. - 8 p.m. (set up tables, set up bars, hang décor)
- Thursday, May 10: between 10 a.m. - 4 p.m. (final set up)
- Thursday, May 10: between 5 p.m. - 11 p.m. (various duties)
- Thursday, May 10: between 10:30 p.m. - 1 a.m. (tear down, clean up)
- Friday, May 11: between 8:30 a.m. - 2 p.m. (tear down, clean up)

Interested individuals are asked to contact Carmen Swartz, Manager of Business Services at (705) 360-1900 or info@timminschamber.on.ca

Please note that high school students can receive official volunteer hours by contributing their time to this event.

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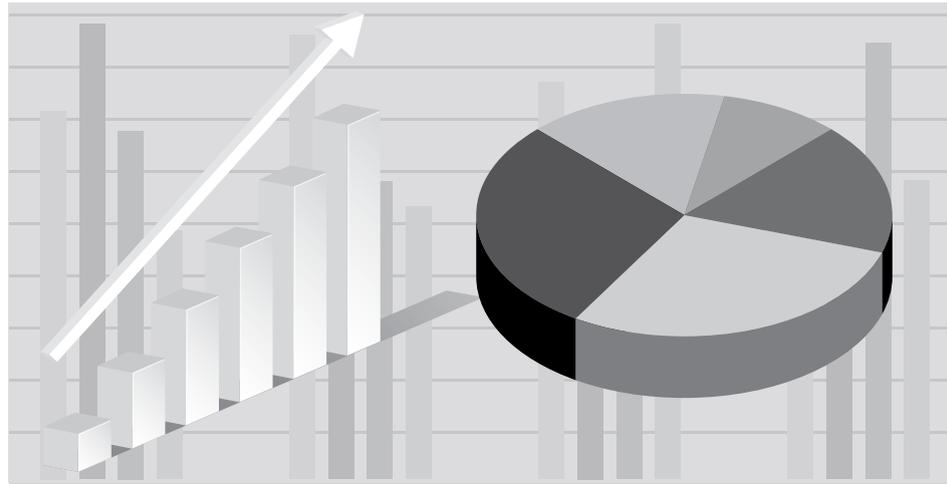


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Federal budget insufficiently focused on business, says Timmins Chamber

Rising deficits and tax uncertainty causes for concern



Though there are some measures in the 2018 federal budget that may benefit Timmins businesses and entrepreneurs, it also contains a number of measures that threaten competitiveness and growth, according to the Timmins Chamber of Commerce.

Presented on February 27 by Finance Minister Bill Morneau, the 2018 federal budget makes even more changes to how small businesses are taxed in Canada. While it has simplified its proposed rules around passive investment, the budget also dictates that firms with more than \$150,000 in passive income will lose access to the small business tax rate.

“While it’s good that the federal government has listened to the national Chamber network in making these rules more focused than what had been announced last summer, there’s still much work to be done on corporate tax rules in Canada,” said Jamie Clarke, president of the Timmins Chamber of Commerce.

“Businesses in Timmins and across Canada need a tax system that actually encourages investment, rather than make it more challenging or businesses to grow and thrive. Today’s budget makes it even more clear that Canada needs a complete and independent review of the federal tax system, and that’s something we will continue to work with our national partners to advocate for.”

However, Clarke added that there are some positive measures of interest to Timmins businesses in the budget, including:

- \$115 million over five years to enhance support for women entrepreneurs, including the launch

of entrepreneurship support programs and an expansion of export opportunity initiatives;

- An extension of the 15-per-cent Mineral Exploration Tax Credit for an additional year to March 31, 2019, which helps junior exploration firms to raise capital;
- \$5.5 million per year over five years to improve national labour market information, and
- \$2 billion over five years to create a new Indigenous Skills and Employment Training program (replacing the Aboriginal Skills and Employment Training Strategy), which will assist 15,000 people over five years.

These items in particular stand as important means of addressing some prominent gaps, and

will certainly prove beneficial for Timmins’ economy, said Clarke.

However, in order to pay for these and countless other programs, the budget will see \$18 billion deficit. As these projections are also based on an extremely optimistic view of Canada’s economic fortunes over the next five years, this raises a lot of questions about the nation’s fiscal future, said Clarke.

“We certainly appreciate some of the positive items that the government has introduced in this budget, but there are still too few measures to ensure that our businesses can remain competitive in an increasingly challenging global market. That also means that the Canadian economy itself

must remain on strong footing, but that also means having a realistic plan to bring things back into balance.”

This concern was shared by Perrin Beatty, President and CEO of the Canadian Chamber of Commerce, who said that there simply isn’t enough in the budget to address the changing fiscal reality for today’s entrepreneur.

“Canadian business asked the government to focus on fundamentals like the growing competitiveness gap, the need to attract more private sector investment and presenting a realistic plan to balance the government’s books,” said Perrin Beatty. “Although the budget sets out many positive measures, including support for women entrepreneurs, a clearer path to Indigenous self-determination and improved skills development, it doesn’t address the most basic issues facing our economy. The cost of running a business in Canada is rising rapidly and without a strong private sector, there’s no way to pay for all this spending, except by sending the bill to our kids.”

Beatty said the Canadian Chamber is also disappointed in the lack of a concrete and responsible plan to balance the budget, and the unrealistic economic expectations laid out in the budget.

“By adding a further \$27 billion to the national debt in 2018, the government appears to believe that we can spend our way to prosperity. If Ottawa continues to run up the debt when times are good, we can only speculate on what our national finances will look like next time there is a downturn,” said Beatty.

Provincial budget adds to the burden of business, says Timmins Chamber

Budget introduces a half-billion in new taxes and no relief measures

The 2018 provincial budget adds significantly to the rising cost of doing business in Ontario, adding nearly half a billion dollars in new taxes for entrepreneurs at a time where they already face numerous challenges, according to the Timmins Chamber of Commerce.

Presented on March 28 by Finance Minister Charles Sousa, the pre-election budget includes measures that mirror recent federal corporate tax changes on income splitting, as well as passive investment income, which phases out small business deductions for certain earners. Combined with new budget measures that also propose to tighten businesses’ eligibility criteria for the Employer Health Tax, this will translate to \$495 million in new taxes on Ontario businesses over three years.

“While there are some elements in the budget that we’re happy to see, these new tax measures will only add to the cumulative, growing burden of doing business in Ontario,” said Timmins Chamber President Jamie Clarke.

“The speed with which recent labour law changes were introduced through Bill 148 left businesses with little time to adjust their operations, creating considerable uncertainty and obstacles that many are still struggling to overcome. Rather than providing relief to businesses reeling from these changes, these tax measures will instead create



additional and unnecessary financial challenges.”

However, Clarke added that there are some positive measures of interest to Timmins businesses in the budget, including:

- Expansion of the Northern Ontario Heritage Fund by 50 percent, increasing its budget to \$150 million by 2020-2021;
- \$500 million over three years to expand broadband in rural and northern communities;
- Improved labour market information portal with real-time updates, and
- \$3 million in Connecting Link funding for Timmins for reconstruction of Highway 101, as previously announced.

These items, and the expansion of the Northern

Ontario Heritage Fund in particular, stand as important means of strengthening the economic future of the North, and will certainly prove beneficial for Timmins’ economy, said Clarke.

However, with these additions and several new big-ticket programs, Ontario is marking a return to deficit in this budget. This year’s budget marks a \$6.7 billion deficit, adding to Ontario’s existing \$308-billion debt at a time where interest payments represent Ontario’s third-largest expense at \$12.5 billion per year. The budget also indicates there is no plan to get back to balance until 2025 -- an approach that threatens Ontario’s long-term economic stability, says Clarke.

“Although we recognize the importance of

investing in Ontario, this must be done in a way that is responsible and that protects the value of every single dollar. That means having a realistic, practical plan for bringing our spending into balance, and making sure that our investments help our businesses and our province as a whole to be more competitive.”

This concern was shared by Rocco Rossi, president and CEO of the Ontario Chamber of Commerce, who noted that the impetus for much of the new social spending proposed by the Ontario government is to address the notion that prosperity is not being shared. The budget indicates that, of the more than 800,000 net new jobs created since the recession, the majority were created “in industries that pay above-average wages, in the private sector, and as full-time positions.”

“Ontario’s businesses are doing their part to create a fairer society, and the best way to ensure that continues is to consult with businesses and reduce their cumulative burden,” said Rossi. “As the government and opposition parties turn their attention to the upcoming election, we again call on them to adopt our Vote Prosperity recommendations that will strengthen business competitiveness, foster job creation, build healthy communities, and improve government accountability.”

Northeastern Ontario businesses show limited confidence in Ontario's economic future: report

Projected revenues to fall, input costs to soar



ONTARIO ECONOMIC REPORT

Only 19 percent of northeastern Ontario businesses are confident in Ontario's economic future, according to the 2018 Ontario Economic Report, issued in February by the Ontario Chamber of Commerce in partnership with the Timmins Chamber of Commerce.

This is a five-percent drop from the previous year, as revealed in the 2018 Ontario Economic Report (OER)'s annual business confidence survey. The report indicates that businesses' main area of concern is the growing cost of operating in Ontario, due in part to its rising tax burdens and electricity rates.

"These findings are in keeping with the challenges faced by Timmins businesses, whose costs continue to rise in virtually every sector," said Jamie Clarke, president of the Timmins Chamber of Commerce.

"Over the last year, our membership has expressed strong concerns about the impact that issues like cap and trade and labour law changes are having on their competitiveness, and we

continue to advocate on their behalf to urge government to relieve some of that burden."

Despite a lack of confidence in the larger economy, northeastern businesses are slightly more confident in their own economic future: 45 percent said they have a positive perspective for their own firm, citing a growing client base and increased demand.

The combined result, according to the report, is a projected stagnation in Ontario's overall economy. This is reinforced by regional data, as the Business Confidence Survey reveals that nearly half of northeastern Ontario businesses expect their organization's revenue to stay the same over the next 12 months.

"Industry in Ontario are feeling the impact of the rising minimum wage, significant labour reforms, increasing global and US competition, NAFTA renegotiations, consistent overregulation, rising input costs, and challenges to accessing talent," said Rocco Rossi, President and CEO at the Ontario Chamber of Commerce.

"This year's Ontario Economic Report indicates that these challenges are creating a climate of low business confidence that will compromise the province's future prosperity."

Tackling many of these issues will be a major focus for the Ontario Chamber in 2018, which will also work on some specific areas of interest for northeastern Ontario. In particular, the Ontario Chamber will look to address Northern Ontario transportation and infrastructure issues, in part due to continued advocacy by the Timmins Chamber on topics such as Connecting Link funding. The Timmins Chamber will continue to work directly with the Ontario chamber network throughout the coming months to address barriers that impact local businesses.

The OER contains several different perspectives on Ontario's economy, produced by different partners for the Ontario Chamber: this includes the Business Confidence Survey, as conducted by Fresh Intelligence; a Business Prosperity Index (BPI), as developed by the Canadian Centre for Economic Analysis (CANCEA), and a 2018 Economic Outlook, as prepared by BMO Financial Group.

The BPI still suggests that while total business prosperity in Ontario is near its historical high, business fundamentals remain challenged particularly in non-financial industries. While Ontario businesses possess significant financial resources available for productive use, the share of those resources going towards the production of goods, services, and future knowledge-based industries continues to deteriorate.

Several of the factors driving these trends include:

- Business profitability is relatively low, and exports remain below levels prior to 2009. Household spending has become an increasingly important contributor to economic growth and industry may see risks in its sustainability with mounting household debt. With significant opportunity for returns on non-productive assets, businesses may see continued deterioration in the motivation to "produce". This, in turn, affects the ability of business to be globally competitive. In addition, regulatory uncertainty may be causing business to hold off on investment until the environment settles.
- Shelter affordability continues to decrease in Ontario with increasing costs in both ownership and rental markets. This continues to put pressure on households to maintain their levels of discretionary spending and may dissuade potential employees for seeking employment in regions with affordability challenges.
- Continued capital investments in both the public and private sector are required to support long-term economic prosperity. Efficient and prompt execution of long-term public infrastructure plans designed to account for the changing economy must remain policy priorities.

To view the full 2018 Ontario Economic Report, visit www.tinyurl.com/OntarioEconomicReport2018

Canadian Chamber of Commerce proposes 10 ways to build a Canada that wins



Canadians," said Perrin Beatty, President and CEO of the Canadian Chamber of Commerce, in a release.

"10 Ways identifies the ways in which business, government and others can work together to improve Canada's public policy environment and create the conditions for businesses across the country to flourish."

As one path to success, the CCC says that Canada must develop an internationally competitive system of business taxation that rewards entrepreneurship, encourages businesses to invest in the technologies, skills and capacity they need to grow and attracts capital, product mandates and highly qualified people from around the world. To that end, the federal government must undertake a thorough review of the Canadian tax system, and ensure changes in small business tax rates do not harm business growth.

Similarly, the report says that Canada must strive to improve its federal regulatory management and risk assessment processes, especially with regards to environmental assessments. It adds that to remain competitive, Canada requires a modern regulatory environment, applicable to current market conditions, technologies and business practices; it must ensure certainty for business investors, a competitive playing field in domestic and international markets, and the effective pursuit of public policy objectives in

the easiest and least costly way possible for Canadian business.

Another important strategy identified in the report is the need to ensure that Canadian business interests are protected in the ongoing North American Free Trade Agreement negotiations. To enhance the competitiveness of Canadian businesses in the North American market, Canada must expand and streamline business access to customers, energy and natural resources, goods, services, technologies, skilled people and capital in Canada, the United States and Mexico. In so doing, the country can ensure a competitive playing field for Canadian businesses and impartial mechanisms for resolving trade disputes, while also improving the efficiency and security of our external and internal borders. Ultimately, the report suggests, this will eliminate unnecessary regulatory impediments to trade and business investment.

The report also points to the need for Canada to develop more agile workforce strategies to help meet the growing challenges that businesses are facing in securing the employees they need to grow and thrive. To help meet those gaps, there is a need for improved labour market information systems that can provide current and detailed information at a local level on what skills and competencies are available and in demand; in other words, more granular labour market information is required,

and businesses must be given easy access to such information. Moreover, Canada must do more in attracting talent from around the world and enabling temporary entry for foreign workers required by Canadian business; similarly, more must be done to assure greater labour mobility across Canada.

To that end, the CCC will work in 2018 with the federal government to shape its policies on streamlining temporary foreign work entry, expanding work-integrated learning and supporting colleges and universities to deliver in-demand, on-time training. It will also work closely with local chambers across Canada in support of their efforts to improve our education and training systems, deliver business training programs, measure available skills and support local businesses' needs.

"Each of the topics on this list is important, but they all boil down to one single question: how can we—business, government and decision-makers—create the conditions for Canadian businesses to be more competitive and equip them to take advantage of the new opportunities opening up around the world?" said Beatty.

To view the full report, Ten Ways to Build a Canada That Wins, visit the CCC website at www.chamber.ca

Canada must take steps to regain its global competitiveness that include improving regulatory and tax competitiveness, and strengthen relationships between Indigenous and non-Indigenous businesses, according to the Canadian Chamber of Commerce (CCC).

These and other ways Canada can leverage its unique advantages are highlighted in Ten Ways to Build a Canada that Wins, an annual report outlining specific recommendations that will serve as the CCC's advocacy plan for 2018.

"While the global economy remains risky, there are still tremendous opportunities for business growth, but we need to work together to create the conditions to support business development and build a more prosperous economy for all



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2018 Nova Finalists

This is the complete list of finalists for the 2018 Nova Business Excellence Awards, which will be held May 10 at the McIntyre Arena (see P1 for more details):

BMT Insurance & Financial Services Business Contribution to the Community Award (1-5 Employees)

Aline's Tea Shop
Near North Video Productions
The SandBox

The Venture Centre Business Contribution to the Community Award (6-10 Employees)

Toffanello's Fresh Pasta
Vets Taxi & Dispatch Service Inc.
Vista Radio

NorthernTel Business Contribution to the Community Award (11+ Employees)

Discover Fitness with Kate Durst Inc. / Crossfit Timmins
Dorrington & Associates Professional Corporation
The Bucket Shop

FNETB Best Place to Work Award

BMT Insurance and Financial Services
Kia of Timmins
Great White North Technology Consulting Inc.

Collège Boréal Young Professional Award (Under 40)

Johny and Justin Bonney, Timmins Wake Park
Loralee Boucher, Loralee's Hair & Beauty Salon
Carly Stringer, Stringer Law Professional Corporation

RBC Marketing Award

Holy Cow Indian Cuisine
J&B Cycle and Marine Co. Ltd.
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National Bank Innovation Award

CMGC - Curtis McCharles General Carpenter
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Northern College Service Excellence Award

Balsam Suites Boutique Inn & Residence
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Caisse populaire de Timmins Alliance New Business Award (Under 2 Years)

Full Beard Brewing Co.
Just Beecause Chocolates & Confections
INEOS Calabrian

TD Bank Group Business of the Year Award (1-5 Employees)

Pinchin Ltd.
Dr. Dibadin and Dr. Francis Dental Clinic
Restore Physiotherapy Timmins

Scotiabank Business of the Year Award (6-10 Employees)

Expert Garage Ltd.
Little John Enterprises Ltd.
Radical Gardens

Kidd Operations Business of the Year Award (11+ Employees)

De Beers Victor Mine
JTR & Custom Works Inc.
Tahoe Canada

De Beers Canada Indigenous Partnership Award

NORCAT
Northern College
Timmins & Area Women in Crisis

City of Timmins Non-Profit Organization Award

Anti-Hunger Coalition Timmins
TDH Auxiliary
Timmins Sports Heritage Hall of Fame Committee

OPG Lifetime Business Achievement Award

Dominion Day Care Inc.
Gorf Manufacturing/Contracting Ltd.
Lafleur Gardens Ltd.

President's Award

To be announced at the Nova Awards on May 10

Proud Partners of the 16th Annual Nova Awards:





Timmins Chamber celebrates Nova Awards finalists

More than 45 local businesses and entrepreneurs were celebrated on March 6 as representatives of the Timmins Chamber of Commerce hand-delivered finalist notices for the 16th annual Nova Business Excellence Awards.

In honour of being named a finalist for the May 10 event, each finalist received a commemorative toy instrument as a memento of the occasion.

Set to take place at the McIntyre Arena, the Nova Awards will shine a spotlight on the best of Timmins' business across 15 categories (see P1,

P6 for more details). The theme for this year's gala evening will be "Where Business Fits Together," with puzzle pieces being used as a visual motif to show how Timmins organizations and entrepreneurs work together to make Timmins a better place to live, work and play.

Thank you to Eastlink for sponsoring the occasion.

Thanks also go out to the Timmins Chamber Board members and numerous volunteers who donated their time and energy to help celebrate

the Nova finalists. Representatives from the following businesses assisted in the delivery of the finalist notifications:

- RBC Bank
- Trimeda Consulting
- Caisse populaire de Timmins Alliance
- Scotiabank
- NorthernTel
- Chic Baby & Kids

- Community First
- Great White North Technology Consulting Inc.
- Near North Video
- Eastlink
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www.communitylivingontario.ca/en/francais-student-links

Student Links is an opportunity for students who have an intellectual disability to explore ideas for their future after high school. Student Links matches students and mentors who share a common passion or interest. The goal is to enhance their capacity to make informed decisions about their future prior to leaving school. This is achieved by connecting young people with adult mentors or community connections where similar interests exist.

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Wednesday, April 25

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11:30 a.m. - 1:30 p.m.

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Member Milestones

If your business is celebrating a major milestone between September 1, 2017 and August 31, 2018, let us know at policy@timminschamber.on.ca

Rainville Health: 20th anniversary



Co-owners Patrick and Tina Rainville receive their plaque from Chamber volunteer Renée Palmateer

Q: Provide a brief description of your business.

Rainville Health provides the finest footcare, footwear and foot orthotics to make all people mobile and feel better.

Q: How many employees do you have?

Thirteen:
Front office staff: Kathy, Val, Kim, Lisa
Providers: Nick, Ginette, Liz (currently on leave), Chantal, Tina, Kelly

Manufacturing: Andre
Bookkeeping: Sandy
CEO: Patrick

Q: What factors have helped you to successfully reach this particular milestone?

The main factor that have led us to reach this milestone has been the determination of the owners, the quality of the staff, and meeting the wants and needs of our customers.

Q: What has been your most memorable moment in business?

The opening of our new service facility at 1086 Riverside Drive.

Q: What's one interesting thing about your business that people might not be aware of?

People can call and schedule their own appointments without being referred by their doctor.

We have our own state of the art orthotic manufacturing facility on site and can manufacture orthotics and make shoe modifications on site.

In addition to regular footcare, we provide specialized medical foot procedures including soft tissue surgeries such as tendon releases and ingrown toe nail removals and laser removal of warts.

We have a full shoe store onsite specializing in comfort fashion footwear that is open to the public.

Q: What is the biggest challenge you have overcome as a business to reach this milestone?

Finding the Superstar Team that can get you there. Once the team is created, leadership must know how to organize and ensure that the desired product reaches the consumer in the way they want to receive it.

Also, forever changing and adapting and growing without fear or hesitation.

Q: What has your experience doing business in Timmins been like thus far?

Timmins is a great place to do business and raise a family. The customer base is easy to know

and has been loyal to get us this far.

Q: Describe how your business started, and how it's changed over the years.

Our business started in a single treatment room I rented from a chiropractor. Within one year, I had grown the business and purchased a building on the same block I started the business. Ten years went by growing the business, and we decided to expand to a larger building as the client base was too big for the 900-square-foot location we were in. We moved to a 3,500-square-foot location at the Hollinger Court for the next five years, and then moved to a 5,000-square-foot location at the old Blockbuster location, where we stayed for three years while our current location was being developed. Now we are in an over 8,000-square-foot dream location with ample parking and a large enough building to accommodate us now and our future growth for years to come. We have remained true to our core services of foot care, footwear and orthotics. The only difference is we have strengthened what we do well and always try to improve the things that are not working so well.

Q: What can we expect from your business in the future? Are there any plans on the horizon you would like people to know about?

We plan on creating a legacy for footcare services in Northern Ontario. We understand that the day will come when the Rainvilles are no longer around. However, the Rainville name and location will continue to be a dominant force that people can trust when it comes to footcare in Timmins and the surrounding area.

NEO Laser Tag: Five-year anniversary



Co-owners Dan Daoust (center), Roxanne Daoust (right), receive their Member Milestones plaque from the Timmins Chamber's Member Success Coordinator Maddison Wojtus.

Q: Provide a brief description of your business.

We provide a unique form of entertainment to the City of Timmins and other surrounding communities. When Neo Laser Tag Inc opened in November of 2012, it was a small 4,100-square-foot facility with a party room, cannon balls and a laser tag arena. Within a year, the business expanded by 3,000 square feet, adding 13 redemption arcades. In October 2014, in response to stunning demand, the business expanded again, adding another 2,000 square feet for a new Kids' Zone, which includes a three-story indoor playground and another age appropriate party room. Later that year, we saw a market gap and partnered with another business in order to expand with the addition of an indoor golf simulator and a nine-hole mobile mini putt course. In 2016, we once again expanded to include two elaborate escape zone rooms, offering a series of puzzles and catering to business clientele for team-building exercises and offering our services for larger corporate events. In 2016, we also purchased 16 inflatables to add to our rental services for various events. With all these additions, we have truly have become a full family entertainment attraction

with options for all ages.

Q: How many employees do you have?

We currently have one permanent full-time employee and seven part-time employees; however, during special rental events, we hire up to an additional 10 contract employees.

Q: What factors have helped you to successfully reach this particular milestone?

We believe listening to our staff and customer feedback, and continuously evolving and expanding to meet those needs is what helped us reach this milestone.

Q: What has been your most memorable moment in business?

November 1, 2012, the day we officially opened the doors. It was a huge jump from our fairly normal daily life, to becoming a business owner.

Q: What is the biggest challenge you have overcome as a business to reach this milestone?

April 2016, after a storm, the building suffered significant damage to the roof, causing us to have a flood and resulting in major damage

to the building and to the equipment. We had to arrange last-minute rental space and move parties around to make sure it didn't affect our clients; we had to decide at that moment if this was the end or if we wanted to pick up the pieces and start over.

Q: What has your experience doing business in Timmins been like thus far?

It has been a challenge at times, but it is worth it for us when every day, we see little children arriving with the biggest smiles because they get to play here today, or the customers who successfully complete the escape rooms and share with us how much fun they had, or the adults who just won and collect their prizes for the week's men or women's league. That experience is why we opened the business and why we continue to grow.

Q: What can we expect from your business in the future? Are there any plans on the horizon you would like people to know about?

We plan to expand again with some equipment upgrades, some all new attractions and perhaps even a new location.