



TOP NOTCH

profiles in excellence

A SELECTION OF WATERLOO REGION SUCCESS STORIES

TOP NOTCH

profiles in excellence

- 2 Artistic Landscaping - the beauty
- 4 Audi - the luxury
- 6 Chicopee - the fun
- 8 Cober - the flow
- 10 Ear & Hearing Clinic - the sound
- 12 Suite 76 - the wow
- 14 Lackner McLennan - the protection
- 16 Paul Davis - the recovery
- 18 Frank Voisin - the legacy
- 20 Waterloo Region Water - the efficiency
- 22 Haven House - the safety
- 24 Turvial Pursuits - the message

ARTISTIC LANDSCAPING

your dreams your space

“First we listen.” says Patrick Dyck. “That’s when we begin to form a picture of what each client has in mind for their outdoor living space. For more than 35 years our teams have been designing and constructing people’s unique versions of paradise. Their dreams actually come to life.”

The team consultation approach at Artistic Landscaping sets the stage for on-site organization and coordination so that no detail is overlooked.

FRESH THINKING

One important aspect of designs from Artistic Landscaping is the stretching into all seasons. A great designer always considers creating a 12 month space; not just for summer. Heraclitus once said, “The only thing permanent is change.” When you apply that thinking to your outdoor space, you begin to design not only for 4 season usage, but also with the future in mind; not only for the weather but also for different functions and sources of enjoyment that come with time. People change ... and their expectations of ideal outdoor living follows. There should be a simple way to adjust that space as time passes to match the shifting attitudes and desires of those who inhabit it. Many clients seek change and look for ways to enhance their dream every year, continually adjusting their outdoor experience. Thinking about the future before it arrives, ensures the quality and the longevity of our creative designs. It also allows for a 1 - 5 year plan that encourages the innovative use of materials and makes the design elements more affordable.

PLAN FOR CHANGE

As Juanita points out, “The client excitement that infects our whole team, culminates in a finished

space that is perfect for the client ... and can change as the family becomes larger or smaller. Since we understand the inevitable drive to shift space to accommodate change of usage and fresh thinking, our designs of today set the groundwork that easily accommodates the future. We’re right there when new ideas have motivated our clients to re-ignite their space.” That’s value.

An analysis of Artistic Landscaping projects completed during the last 12 months shows the results of their superb workmanship, efficiency and forward thinking. Business from existing clients accounted for 65% of the activity. That’s not just loyalty. It’s also a solid indication of trust and of meeting high service expectations. People believe in the values that drive Artistic Landscaping; the values that are deeply imbedded in every project by everyone who works here. The smiles that beam from clients entering their exciting outdoor space for the first time are contagious. “It’s a great reward,” says Pat, “when we watch people step into their dream. It’s perfect for them because they worked with our specialists every step of the way. It suits them and their lifestyle. Their space welcomes them home every day to the comfort and peace of mind that they sought. We’ve helped them make it their own and put their personal stamp on it. It is one of a kind, like no other.”



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AUDI KITCHENER WATERLOO

driven

“My Grandfather, Gordon Crosby, began Crosby Volkswagen Audi in 1966.” says Michael Crosby. “He put his heart and soul into the business and formed a value system that remains our key focus 50 years later. It was simply The Golden Rule; treat people the way they expect to be treated. When I joined the company he tutored me through leading our sales team initially, and eventually I advanced to general management. Gord believed in full transparency, honesty and simplicity. His philosophy was to make sure we were always providing value to our customers, and he believed if we did that they’d keep coming back. He was an incredible mentor.”

And so it continues.

THE BRAND AND THE SERVICE

Audi Kitchener Waterloo has recently moved into a new facility on Shirley Drive. It’s comprised of over 38,000 sq. ft. of indoor space housed on 4 spacious acres. The brand selection experience, directed by Deon Van Der Watt, and executed by a the team of Audi Brand Specialists will “help you select the perfect Audi for you.” All in a specially designed 14 vehicle showroom that lives up to the Audi brand. Prepare to be amazed!

Meeting your service needs is a point of pride here. Morgan Catton, the Service Manager, highlighted the value of the team approach where, “Communication is the oxygen that keeps us alert and attentive to all client needs and expectations.” When you speak with Morgan you’ll feel the dedication and pride that flows through all of the teams. Service Technicians are even encouraged to connect directly with the clients whose vehicles they look after. Steve Hummel, the Parts Manager understands, “People feel connected to their cars. Our clients need to trust us to care for them properly. We build that

trust continually. That’s what keeps people coming back.” Steve speaks with a certainty that comes from 30 years of experience with the Crosby family that has always been “firm and fair”.

Taylor Moffitt, Pre-owned Inventory Manager, promises “A full complement of almost-new, high-quality vehicles to choose from. Here at our new facility we have the ability to be able to expand and grow our pre-owned operations.” The commitment of Taylor and all of the teams at Audi Kitchener Waterloo is reflected in the unusually high employee retention rate. People learn and connect and stay.

Michael’s mother, Peggy Crosby, is in her 39th year with the dealership. As the Controller, Peggy has been a guiding light on the financial side, and also believes strongly in giving back to the local community. Crosby’s have been long supporters of The Working Centre, St. John’s Kitchen, and Carizon.

THE ESSENCE OF AUDI

Loyalty and commitment of the team forms a solid foundation of positive attitude that has enabled the company’s growth. A client loyalty program is also provided that can be used to reduce the cost of a new vehicle and earn a variety of services like detailing and gift cards. Everything is designed with the client in mind, like threads that weave purposefully into a comfortable fabric that is Audi Kitchener Waterloo.



Audi
Kitchener-Waterloo



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CHICOPEE SKI & SUMMER RESORT

fun family friends

The first thing I noticed about Chicopee was the attitude. Even though I was a stranger, everyone met me with a warm smile and greeting. When I mentioned this to CEO Bill Creighton, his smile widened. I certainly felt like I belonged here in this vibrant community asset.

The second thing that hit me was how active Chicopee is during the warmer months. They call it the 'Green Season'. There are many opportunities for all ages of groups, families and individuals in Spring, Summer and Fall. One popular event that is hosted here is the Mighty Machines show that's designed to make you feel like you're actually inside a huge sandbox, whatever age of kid you are.

Full summer programs include adventure camps, mountain biking, beach volleyball leagues, disc golf and tennis.

It's likely no surprise the winter season is also alive with over 150,000 ski visits per year; skiers who are thrilled that such a great experience is right here, in our own community. Many had their first downhill thrill at Chicopee; some as toddlers and some who went on to compete in the Olympics!

Bill Creighton is on a mission. "Our goal at Chicopee is to ensure that every child in Waterloo Region gets to feel the thrill of skiing! We're connecting with school boards, integrating skiing into school programs, for the health of it. It gets the heart going. No one denies that. Skiing is much more than a sport. It's a lifestyle ... that everyone can enjoy."

EVENTS FOR EVERY OCCASION

If you're hosting a celebration or fund raiser, try something different. Chicopee has 165 acres to explore and a large chalet that can easily

accommodate up to 250 of your closest friends. Many memorable weddings have been hosted in the spacious great room that features an impressive fireplace, big view windows and a massive deck with a rare view of nature in the city. It's an event designer's paradise with professionals available to help with just the right touches for your event. From casual to formal business meetings, banquets, birthdays, school groups, corporate announcements ... anything you decide is worthy of celebration ... consider the stress-less organization skills of our staff. No worries.

JUST FOR FUN. NOT FOR PROFIT.

As Bill says, "We're here to serve the community in the most enjoyable way possible. To make sure we thrive, we take special care to be fiscally responsible. Having a carefully selected Board of Directors helps to keep us on track as a successful organization."

There are families who've been skiing here for generations. What began with a few friends in 1934 has morphed into a four season celebration of many, who bond and develop lifetime friendships. You can stand in the chalet in the summer overlooking the lifts and the hills and the beauty of it all and imagine the excitement over the decades. Right here. The closest skiing to your home. And if you listen very carefully it's not difficult to imagine the excited call that began it all ... "Let's go skiing!"



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COBER

the essence

During my conversation with Peter and Todd Cober (father and son), I began to understand their vision. I nodded unconsciously as they filled in the concepts and spoke of a particular client who has fully embraced the Cober Way. It's based on the idea that all aspects of communication in every company should be connected.

Beginning with the 'what' of strategy, they seek every single opportunity to apply their experience, skills and innovative technology to integrate the 'how' of logistics and communications for the future. From traditional warehousing and transportation to dynamic social media and strong corporate culture; from creative print to active web surprises.

THE COBER WAY

"What won't you do for your clients?" became the question. Todd quickly replied, "Nothing. The more we do for them, the better the results. How can we promise our best efforts if we're not listening and contributing to the whole enterprise?"

One of Cober's long term print clients asked for help identifying and coordinating all communications. The expertise and advice this client received from Cober over time had gradually affected many components of their company. They trusted Cober and they valued the imagination that Cober brought to every challenge. Now it was time to connect everything for everyone's benefit; for all stakeholders with a strong focus on current and future clients.

Once you've clearly defined your path, Cober brings to bear all of their skills and imagination to the tactics of getting there. Then it will flow. You become connected in all that you do, all that you imagine, all that you feel and all that you plan to accomplish. It's like watching your home transform into the dream you seek, without leaving home ... and there's no mess! Before you fully grasp it, you're living in your future.

Cober knew how to affect the connectivity and flow of a successful business because they lived it. The Cober Way was built on their own **DRIVE** to assess and to innovate; a looping process that never ends.

INNOVATION FOUNDATION

The success of Cober during the last 100 years is now being shared with others. It all began with Todd's Great Grandfather, Vernon Cober, who owned a grocery store in Kitchener. The store was doing well but he felt the bottom line would be better served if he could only get the word out to more people. Vernon bought a printing press so he could spread the word. The culture of innovation began and never stopped; now in the fourth generation. It's like breathing.

Picture a stunningly colourful, perpetually shifting shape that draws you to create your own beautifully active flow that invites others to engage with your company, your vision, your people, your products and your services. You're pictured as an enterprise that has it all together. You are a magnet.

Cober is nothing short of inspirational. I could feel it while listening to two generations of the Cober family whose eyes glistened proudly as they spoke of their extended family of dedicated staff. As Todd says, "It's the people who work at Cober with such pride in their jobs and high expectations of themselves that set the stage for continuing innovation and growth. Thanks to them, the future is bright for Cober and for all of us who believe in Cober!"

COBER

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EAR & HEARING

sounds good

“This is my passion,” smiles Juliane Shantz. “It’s so rewarding to have such a significant and immediate impact on people’s lives. Every smile I see leaving our office reminds me of the importance of the strong positive attitude, a hallmark of our clinic, that engages each client. That empathy is just as important as providing the best possible technology to address a wide variety of issues from ringing in the ear to gradual loss of hearing.”

IT’S PERSONAL

Imagine not being able to hear as well as you did in your thirties! From pediatric to geriatric, most of us experience hearing challenges at some point in our lives. With the focus on hearing of all ages, the professionals work with clients as young as 2 days in the infant hearing program and are dedicated to research and performing clinical trials to help develop the next generation of hearing instruments.

The well trained staff at the clinic includes 5 regulated audiologists who specialize in diagnosis and solutions for everyone. The large selection of aids for hearing provides choices of function and style from many manufacturers, including virtually invisible aids. Presenting a variety of aids is important, “since ears are like snowflakes ... no two are the same.” Hairstyles also vary. Many men, for example, keep their hair cropped close along the sides. That’s why the clinic offers hearing aids that cannot be seen.

CURIOSITY

Many of the loyal clients of the Ear & Hearing Clinic didn’t go there for a hearing aid; they dropped in to see the magnificent space and to listen to the story. Juliane began her journey with 10 years of

university education, earning her Doctorate of Audiology. With unwavering support from her parents, Orvie and Edith Shantz, Juliane set up business in their home. Mom was the receptionist and appointments took place in a nearby Doctor’s office. Now with three offices, in Elmira, Palmerston and Kitchener, the staff can easily service a large and growing clientele. And, as the word spreads, curiosity continues to bring new ears to the clinics regularly.

The main clinic sits proudly in the centre of Elmira; a landmark of the community that has served as the Police Station, Post Office and Town Hall during the last 120 years. Juliane repurposed the grand old building over an exciting 2 year period, ensuring ease of access and designs that make you take notice. The most comfortable elevator you’ve ever experienced, artifacts like the beautiful original safe door and the operating clock that takes 126 winds each week, all wrapped around state of the art technology, this incredible space treats you visually; a metaphor for the treat your ears will experience with the returning of lost sounds.

It all culminates in what’s been called a ‘Centre of Excellence’ by peers and visitors from around the world. The attention to detail in every aspect of the Ear & Hearing Clinic is without parallel ... and wonderfully comforting. This space is for you.



Ear & Hearing Clinic

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SUITE 76

totally theresa

“Suite 76 is a definitive reflection of who I am; an example of what I do for others. But this one’s for me!” Theresa explains with a glint in her eye. Her passion for interior design goes back as far as Theresa can remember. Her success is a result of helping others discover designs that are just right for the home they’ve selected. Theresa is a superb interior designer.

UPTOWN DELIGHT

Jim Blight and Janet Lang are two of Theresa’s recent believers. “I couldn’t stop crying when I walked into our new space,” Janet admits. “It all began with a very enjoyable conversation with Theresa just before we went to Boston for 7 months, keeping in touch through email. The moment Jim and I entered our new home on return to Waterloo we were totally speechless. Only tears expressed my love for our home. Theresa had perfectly captured who we are in every detail ... while we were away!” Jim continued, “Most people fit into a space but, to our delight, Theresa turned that upside down and designed the space to fit us; simple, easy to maintain, earth tones, a clear sense of deliberate design, but subtle and calm. Perfect for us.”

Theresa began dreaming about spaces and how to affect them at the age of 8. It’s been her passion for many sleeps. Consciously and unconsciously she continually views spaces from varying points of view and function. It’s as if Theresa discovers puzzles and has great fun moving pieces and colours around in her mind, developing solutions for people who arrive on the doorstep of her Gallery Double T in UpTown Waterloo. A common lament of such new friends is, “We have a difficult space and need help!” It’s not uncommon to find people who don’t know what they don’t know, nor whom to trust.

People select Theresa.

PROJECTS OF ANY SIZE

Many local homes and commercial properties have been dramatically transformed by Theresa. She’s proud of them all and happy to share testimonials from clients who live within the spaces she’s brought to life. A story in the March 2016 edition of Grand Magazine showcased Theresa’s skills in capturing the owners’ dreams. The reaction? “I have to pinch myself to believe that this is actually our home. Thank you so much for understanding who we are!”

The first large project Theresa developed from scratch was designing and supervising construction of her own 4,000 square foot Double T Gallery. One of her smaller beauties that is equally incredible is Suite 76, one of the original houses on Regina Street and the site of the original Gallery Double T, located near the corner of Spring Street in UpTown Waterloo. Designed for overnight short-term guests who deserve the very best that Waterloo Region has to offer, this unique space fosters a sense of ease, encouraging relaxation in this elegantly appointed suite with a perfect balance of luxury and liveability; a treat in the heart of UpTown Waterloo! Every piece has been carefully selected by Theresa to create a living space that flows around you, triggering your imagination, carefully setting you down in a comfort that you wish was yours. As visitors leave they invariably whisper with wide open eyes the same three letter word ... “Wow!”

SUITE76
W A T E R L O O

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LACKNER MCLENNAN INSURANCE

the business of protection

There's a quiet comfort here. You feel it as you enter; like a buzz of beehive activity that you cannot hear and cannot see. It just is. More of a knowing and a certainty; a feeling that there's a lot happening every minute of every business day ... and beyond. Silently efficient. Yes, you could hear a pin drop.

BEYOND EXPECTATIONS

It's something special ... like a secret energy that's unique in this industry, always in action, moving swiftly to deliver the best possible solutions to client calamities that arrive without fail every day. Companies of all sizes come here with high expectations of quality personal service. And they stay; many for decades.

Seventy years of dedication to our community brought Lackner McLennan to this point. A solid foundation of clients who understand their assets are well covered, and a staff that is eager to do their best, knowing that their loyalty is well appreciated and well rewarded.

CEO Dave Stark puts it this way, "We're all proud of the foundation that our founders set in stone in 1946; a focus on integrity that will always guide us in all we do. We have an impressive history of serving our local business world and the world of business across Canada; decades of building on each success to achieve a client base now greater than 20,000, all the while carefully building a close-knit support staff; a family of professionals. An important key to our success is the value we place on each individual. As a growing company we must grow our staff. In the hiring process we are careful to seek professionals with experience but more importantly real humans with a healthy positive attitude that will be a good fit for our way of doing business."

TAKING OWNERSHIP

The stories are many at Lackner McLennan, with happy results of teams who gather to take control

of recovery from calamity. They 'own' that project, opening their minds and collaborating to resolve all obstacles; an impressive history of serving the local business world, resulting in Lackner McLennan becoming the largest KW based commercial insurance brokerage firm, with an impressive 150 years combined experience in the team of partners you see here.

As you might guess from the smiles, Lackner McLennan is also a fun place to work; with seemingly unending support for community projects. From Random Acts of Kindness, to Women's Crisis Centre, to Tournament of Hearts and Sunnyside Home Foundation; from Grand River and St. Mary's Hospitals to earthquake victims' support and the local Rotary shoebox initiative. As Senior Partner Cameron Yule says, "Many years ago we chose to focus primarily on health and children. That helped us be more efficient and needs-centred instead of giving little bits of money to anyone who asked. Now we've got it together and it's resulted in many opportunities for every one of us to participate in strengthening the community that we love. There's always an exciting atmosphere of fund raising activities; everyone participates and it's not unusual for food to be involved. I like it!"

There's a clear sense of pride at Lackner McLennan that comes from so many achievements in such a happy place to work and contribute.



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PAUL DAVIS

road to recovery

“We’re here, in this issue of Top Notch, to tell our story, of course,” explains Glenn Wilkinson, “but also to share our excitement about our shift to a much broader scope of service; a shift that will bring us to many more doors, and possibly yours.”

Stuff happens, the old saying goes, and when it does it’s usually unexpected. There’s that brief stunned moment when you discover two feet of sewage backed up in your basement, or half of your shingles gone with the monster wind that just blew through ... or both! So, you call your insurance broker and, likely as not, they call the recovery specialists at Paul Davis. Their job is to transform you from grief to grateful. And they do ... to much applause.

LOOKING FORWARD

Upon that solid base of experience serving others in dire straits, they’ve recently added First Priority Agreements where they monitor your property to catch problems before they get out of hand and look ahead to set clear plans for action in case of disaster. Just like your personal financial plan or personal wellness plan, Paul Davis helps families and businesses design preventative measures and priorities that preserve the state of your property and ensure a speedy recovery when the unexpected occurs.

One benefit of the First Priority Agreement approach is a close relationship with the clients who are eager to plan for the future and understand the value of regular reviews to reflect continual changes in weather patterns and inevitable changes in government regulations. Many companies are now mandating disaster recovery plans just like they did with fire escape plans. The stronger and less predictable Mother Nature is, the more disasters she causes, at forever increasing cost. Planning is prudent.

Other new services have been added that are a natural fit for Paul Davis including post construction cleanup, property monitoring and property management; being there to help avoid calamity in homes and industrial buildings. Also taking responsibility for multiple site projects like municipal government buildings, school boards and universities; designing premises safety and public safety plans and procedures.

A FRESH LOOK

“We’ve always thrived on change,” Glenn beams. “Every day opens the door to unusual challenges. Rarely are any two the same. We have to think fast and move fast, being conscious of every detail and the expectations of our clients. And now, whether preventative or restorative, we’re fully engaged with a fresh, broader perspective.”

Everyone at Paul Davis is also fully engaged in contributing to important community initiatives. The primary focus is on children and families. You can see it on their office walls, proudly decorated with photos of sports teams sponsored by the company. Their pride also shows in support of Lutherwood’s Families in Crisis program to prevent homelessness through the Raise the Roof project, and in everyone’s excitement about helping to build a home with Habitat for Humanity or hosting a silent auction to raise funds for Kidsability.

Paul Davis continues to pump heart into all that they do.

PAUL DAVIS
RECOVER • RECONSTRUCT • RESTORE

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PAUL DAVIS

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FRANK WILLIAM VOISIN

community builder

Frank Voisin was born in Waterloo in 1922 and grew up during The Great Depression. He was the oldest of six children and the family was profoundly poor. As a young boy, he worked after school and on the weekends in his grandmother's grocery store in the front of her Allen Street home. Frank decided two things at a very young age: he loved to work, and he didn't want to be poor for the rest of his life.

THE PERFECT TEAM

Frank met and fell in love with Gladys Voll in 1944. She, too, was devastatingly poor, and she also loved to work. They pooled their savings and bought the lot at 30 Earl Street. Together, they built their first house. Since they had done all the work themselves, the house was worth a lot more when it was finished. They sold it at a good profit and built another house, then another. Frank and Gladys both lived by the motto "Work is fun." They married in 1946 and started a family.

When Gladys could no longer help him, Frank continued to build houses and before long he was building 125 houses each year. That was more than the next four largest builders combined. He built almost one thousand homes in Fairfield Heights, Lincoln Heights, Forest Hill, Forest Heights and Breithaupt Park. Frank built the Forest Hill Shopping Centre in 1962 and the Sunrise Shopping Centre in 2003.

BUILDING COMMUNITY

Throughout the years, Frank was a tireless volunteer for many organizations in our area. He served in

various capacities on the Board of St. Mary's General Hospital from 1972 to 2003. As a dedicated member of the Catholic Church, Frank was on the Building Committee for the design and construction of Our Lady of Lourdes Church in Waterloo and for St. Francis Church in Kitchener. In 1966 Frank designed and supervised the construction of the buildings for St. Agatha Children's Village in St. Agatha. He was the Permanent Secretary-Treasurer of the Committee for the Carmelite Nuns, a group of local people who raise funds for and give advice to the local community of Carmelite nuns. In November 2011 Frank was named Knight Commander with Star of St. Gregory the Great by Bishop Douglas Crosby for his continued work and support of the Catholic Church. This is the highest honour given to lay people in the Catholic Church.

"Why," I asked Frank Voisin, "did you devote so much of your life to helping others?"

Frank paused, and then explained, "It all began because someone asked me to help. It never occurred to me that I wouldn't do everything I could to support my community. I was there, I had the knowledge and I was willing. So I just never stopped." Frank simply says it like it is. Frank is frank.

Frank and Gladys raised ten children: Greg, Mac, Anne, Jane, George, Guy, Tina, Paul, Chris and Vince. They were all influenced by the strong values of their parents. The family has grown and now includes 26 grandchildren and 39 great grandchildren. The Voisins have been instrumental in the evolution of Waterloo Region as it became a vibrant and respected Canadian community. Thank you, Frank and Gladys!

Publisher note: The Frank Voisin story is the first in the new Legacy Series presented to honour lifetime commitments to our community.



WATERLOO REGION WATER SERVICES

good for everyone

Neil Robinson of Borealis is happy to share the story. “One of our cornerstones at Borealis Grille & Bar is to pay close attention to the environment. As a priority, it’s right up there with ‘the best possible customer experience.’ When Wayne Brabazon from the region stopped by to explain the Water Efficient Technology Program (WET), we listened.”

STARS ALIGNED

Wayne outlined their intention to support all restaurants as part of the Region’s Water Efficiency Master Plan (2015-2025). Borealis Grille & Bar, Kitchener, and four other restaurants were recently certified: East Side Mario’s, King St. Waterloo; Charcoal Steakhouse, Kitchener; Angie’s, Erb St., Waterloo; Tim Horton’s, Holiday Inn Drive, Cambridge.

All of these restaurants were eager to participate, not simply because they saved money, but also because they believe in supporting community and preserving the environment. As Neil puts it, “We’re proud of our reputation. Water efficiency fits right in with our obligation to do the best we can in all of our restaurants. In order to achieve certification, the region helped us to analyze our water bills and compare before and after water flow; engage an engineering firm to complete energy and water audits; replace pre-rinse spray valves with efficient models; educate staff on conservation; install water efficient faucet aerators and ensure equipment suppliers install energy and water efficient models. And it paid off!”

When you enter any of these certified restaurants you’ll see table cards and notices that celebrate their commitment to ongoing water efficiency. As Regional Chair Ken Seiling says, “A wide variety of initiatives are promoted regularly throughout Waterloo Region with a clear focus on the environment and on the future. Water conservation and efficiency is an important part of that for all of us. The Water Services team delivers programs for residents, businesses, industries and institutions.”

AWARDS

Evidence of progress continues to build and accolades for the Region’s Water Services Division show that people are paying attention. The Ontario Water Works Association presented the team with its coveted Award of Excellence at their annual conference for the success of the Restaurant/Business Certification program. And more restaurants are now requesting the opportunity to be water efficiency certified. It not only directly impacts the bottom line, it’s also good community stewardship.

“Helping everyone reduce water usage is our primary goal,” says Water Efficiency Technologist Wayne Brabazon. “With improved technology and consciousness we’ve actually experienced a reduction in water use as population increases. That’s encouraging but we remain committed to further gains. Our research helps us discover other communities around the world who have implemented creative solutions that may present opportunities for Waterloo Region.

We’re actively stepping into our community with solutions. We aim to engage people by introducing efficient technologies, education support and funding options to support their stewardship goals. We’re not waiting for the future. We’re excited about the dramatic results we’ve achieved by delivering the future right now!”



Region of Waterloo

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HAVEN HOUSE

she deserves it

CEO Mary Zilney of the Women's Crisis Services of Waterloo Region recalls the oft repeated phrase that moved our community to help those living in abusive relationships, "Here ... take my couch." It all began with women helping women. And now, everyone is chipping in to support women in crisis through the Haven House fundraiser. For over 35 years, Women's Crisis Services has been providing a safe haven to women and their children escaping abuse in Waterloo Region.

Police Chief Bryan Larkin reports that calls about domestic abuse are the 3rd highest volume of calls they receive. "At 6,100 last year, it's likely only a fraction of actual crises, and most of those are calls made by concerned neighbours, relatives and kids. It's the tip of the iceberg."

There are many women who never call. There are many more who don't understand that safe alternatives are available for them and their children.

HELP IS HERE

Haven House is so much more than a 45-bed shelter. The new facility will focus on a nurturing environment to help women and their children in Waterloo Region gain the confidence needed to build new lives and safe futures. It will enhance and facilitate community partnerships directly affecting education and intervention and serve as a catalyst to help break the intergenerational cycle of domestic abuse. It prepares them for a safe and productive future.

Volunteers hear many stories of victims of abuse and sometimes come to the realization that their own experience was very similar. Brenda Halloran is an example. "It still shocks me, that I was in an abusive marriage and didn't even see it. But when I began to hear other women's stories, I recognized the signs in my own life. The pattern was there, all so subtle, but it was an unending pattern.

"I always thought it wouldn't happen to me, with a good family, good education and good job. But the escalation of alcohol use and psychological abuse

brought it to light for me and I escaped with my daughter just as the abuse was becoming physical."

Luckily, Brenda received full loving support from her family who lived nearby. She was able to pull herself up and seek a position where she could help others by sharing her story. Women listened in awe as Mayor Brenda Halloran told of her own abusive relationship. As more women spoke up, we all began to understand that it can happen to anyone and that achieving one's dreams is possible once you have the freedom to choose your future.

INCREASING NEED

Calls for help from women in distress are increasing as they learn there are choices available for them to escape from abuse. The demands for safety and transformation are increasing. That's why Haven House is expanding; to provide not just a bigger shelter but also services that help women find a safe future for themselves and their children. Based on the successful example of Anselma House, Haven House will help support more women in need, all guided by the social profit enterprise, Women's Crisis Services of Waterloo Region.

Sara McLennan asks, "How much would you contribute to keep a woman and child safe? If everyone reading this story ... like you ... decided to help with a contribution of \$50 we could meet the goal of completing the new facility without a mortgage. But even \$10 is a good positive step in the right direction. And it's easy to do the right thing, right now, online at: www.wcswr.org/donate

Thanks."

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TOP NOTCH

turvial pursuits



When I sit back to consider all of the fine people I've met in the pursuit of sharing local Top Notch stories each year, I smile. In my search for profiles to present to you, the Top Notch audience, I've found many businesses and organizations who are dedicated to serving our incredible community. Their attitude is refreshing and inspirational. Their work ethic sets a good example for anyone who takes the time to look and listen. Their leadership benefits all who believe in them. They are committed to being the best at what they do. They have helped me grow as I sought the roots of their success and wrote their stories.

OUR FABRIC

These leaders continue to build on the tradition of excellence and innovation that's the foundation of our community. The heart of the matter is the feeling that there's something special going on here. Wherever you go you'll find good people doing good work. Read these stories with pride because you've helped bring them the success that encouraged them to continue to weave strong threads into the fabric of all that we are ... for the benefit of those who follow. And so it grows.

We are now a tribe of many nations, each contributing their essence to broaden our

perspective. When it comes right down to it, we've come to believe in the goodness of people. That in itself sets us apart from many. Honour and pride both reside deep inside. In that we share.

COLLABORATION

The excellent images of Top Notch are from the good eye of Terry Scott White, of TSW Photography who, despite his shenanigans that continue to catch me off guard, is a good fellow who brings people to the comfort of who they really are in his photos.

Audra Noble of Bam Creative Services is a perfectionist who assembles all of the pieces to present the finished jig saw puzzle that is no longer a puzzle.

The good folks of Cober present in Top Notch, one of the best examples of their work.

Bill Wood and family of Active Promotions deliver Top Notch with speed and accuracy to 30,000 homes each Spring.

Me? I will continue to hone my skills as the writer and to manage the annual production as publisher of Top Notch. It's the best I can do. I will also be perfecting the art of nothing on the beach of Port Dover. Tiny cottage. Huge view!

The new owners of Top Notch are Pat and Juanita Dyck of Artistic Landscaping who are dedicated to continuing the top notch tradition that you have come to expect.

Looking forward,

John

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When in doubt, lead. jrt