Summer’s here
~ get outside!
We cannot direct the wind, but we can adjust the sails …

My friend Roger always talks about telling a story. There’s a story for everything! Why is there a resurgence of interest among today’s business and organizational leaders in the ancient art of storytelling at a time when electronic communications might seem to make it obsolete? Human beings have been communicating with each other through storytelling since we lived in caves and sat around campfires exchanging tales. What is new today about the art of telling stories is the purposeful use of narrative to achieve a practical outcome with an individual, a community, or an organization. You will join us to explore how storytelling will become the key ingredient to managing communications, education, and innovation in our next ten years.

We will springboard stories that will enable stakeholders to make a leap in understanding how our BIA can change.

I was reading the address that was given by the President of the WWF, President Emeritus Monte Hummel, when his honorary doctorate degree was conferred at a recent convocation at my own Alma Mater.

Well, they say always start with a story, so here’s one I’ve told many times…

I take you back to the seventies, when Inco was the worst corporate villain of them all. They were the largest point source of sulfur dioxide in North America, which was the chief cause of acid rain. I was Executive Director of Pollution Probe at the time, and it had been all-out war between us and “Stinko” for years, in the media, at Queen’s Park, in the courts and in the streets.

Someone proposed an off-the-record meeting of opposing generals, in the Inco boardroom downtown. I was elected from our side, which was assembled down one wall of the room. A Senior VP named Walter Kurelek was elected from their side. As Mr. Kurelek and I started to move toward the centre of the room, the atmosphere was tense ~ I felt like Kennedy meeting Kruschev. I turned to a colleague accompanying me and whispered that this wasn’t going to be easy for me, because my dog’s name was Walter. She shot me an elbow, and warned me not to say anything stupid.

When we met, Mr. Kurelek extended his hand and gave me a curious smile. I asked him what was so funny, and he said, “Sorry, but I’ve got a horse named Monte.” The blood drained from my colleague’s face, because she knew what was coming… “That’s nothing,” I blurted, “I’ve got a DOG named Walter!”

Without skipping a beat, Mr. Kurelek responded, “Well, is Walter a good dog?” “Yes he is… And is Monte a good horse?” “Yes he is.” “Great,” I said, “At least we have that much in common. So let’s talk.”

So let’s talk. You will be receiving an invitation from the Board to attend a ‘Breakfast Challenge’ so that we can do just that. We want to talk to you, so please do try and make the time available to come and meet with us. Hear our story, and tell us yours.

Until next time ~

Lyn Hellyar
Christmas is coming!

Yes! Christmas is coming! At least in the world of advertising, Christmas is just around the corner. Marketing and publishing for the Christmas season needs to be planned well in advance. We do hope to see lots of our merchants taking part in this opportunity to market with a minimal financial outlay.

Again this year we are publishing a Christmas guide for shoppers that will rival those being published by our big box neighbours with much larger marketing budgets. Our goal is to promote our West End as the place to holiday shop and dine during the festive season.

You have recently received the promo package for the xmas guide. I do encourage you to take advantage of the special price ~ and consider where (and how many) it will be delivered. If you are interested in participating, please be sure and call us!

Eye on the Street

Graffiti
Call the office and leave a message on extension 225 or report it yourself at 311.

Roedde House at Davie Day
Be sure and see the back page this edition How easy is it to travel back to the Victorian era and visit the founding times of our city, Vancouver? How often can we witness what the train of domestic life in the 1890’s would have been like for the West End’s first settlers? These experiences are not beyond reach. The charms of history are few in our vibrant and modern city life; however they are not as few and far between as many would believe.

Deadlines ~ the next important one!
In respect of our deadlines, last edition we provided an event calendar with some notes for you to mark on your calendars. We don’t want you to miss out on the many BIA programmes we have for free (for the most part) to help advertise your business.

From VPD Anne Longley

Advisory Regarding Break-Ins to Homes Under Construction

Vancouver Police are advising residents and construction companies of an unusual increase in residential break-ins of homes under construction primarily in the southwest area of Vancouver.

Since the end of March, there have been 30 reported break-and-enters to homes under construction, including garages. The break-ins are occurring on weekends and at night time when the homes are unoccupied, with doors being pried or kicked in. A variety of items have been stolen – 11 of the break-ins involved the theft of tools, ten involved the theft of appliances or hardwood flooring and two involved the theft of copper wire or tubing.

The Vancouver Police Department would like to remind people to look out for their neighbours and to immediately report suspicious people or activities to 9-1-1.

Construction workers should take care when leaving tools, equipment or valuable items unsecured at work sites.

If you have information pertaining to any of the investigations, please contact Crime Stoppers at 1-800-222-8477.
Crime Prevention & Safety for Businesses

Part 3 in a Series from Cst. Anne Longley, VPD

Preventing Internal Theft

- Have strict hiring practices, and contact all references and former employers.
- Have clear and strict policies on theft and accepting bribes.
- Set a good example ~ don't take supplies or equipment for personal use, or without paying for it.
- Maintain a high level of morale. Employees who are happy to work in your business, and who are treated fairly will take pride in the business, and will be much less likely to steal from you.
- Get to know your employees and ask them for suggestions on how to improve their work environment.
- Keep your salaries competitive, and consider a profit sharing program.

Robbery

If someone threatens you with a weapon and demands money, give it to them ~ never refuse a robber!

Below are a few tips on how to prevent robbery:

- Do not work alone. If you are alone, turn on a TV or radio in a back room so that potential robbers think that someone is with you.
- Do not make bank deposits at the same time every day, rather vary them, so that no one can predict your schedule. Keep minimal cash in the drawer, so that if you are robbed, your loss is minimized.
- Arrange your store so that the cash register is visible to passers by, and a potential robber would be seen from the street. Do not block the windows with posters that could block visibility from the street.
- If your business is high risk for robbery, consider getting a bullet-proof cashier screen.
- Put up clear signs that the safe required a secondary key that is not on the premises.
- If you do not have one, install a security alarm, and consider getting one with a panic button. Advertise that you have an alarm with clearly visible stickers. Make sure that your employees know how and when to use the panic button.
- Talk to other stores in your area. Agree on keeping an eye on each other's stores or buildings and to watch any suspicious activity.
- Paint or stick a series or markings by the door at 1 foot increments so that it is easier to estimate a robber's height as he leaves.
- Record the serial number of the bottom bill in each drawer, and instruct employees not to use these bills.
- Consider keeping "bait money" in a compartment of the cash register. The bills should be separated by face value, and the serial numbers recorded, so that they can be given to law enforcement officers if you are robbed.

Visit: www.vpd.ca to learn more about Community Crime prevention programmes in your neighbourhood and how you can get involved. Your Community Policing Centre works to resolve crime and safety problems in your area. Don’t sit back, be proactive and take part in your community.

To obtain a tape, call the office.
Are you covered?
Part 7 (final in the Series)

Violence prevention tips for delivery drivers

Minimize the risk to delivery drivers by following these guidelines:
• Provide drivers with a communication system such as cellular phone or two-way radio that is in functional range wherever they might be required to drive.
• Maintain delivery vehicles in good running order, and ensure that drivers know how to perform basic emergency repairs, such as changing tires.
• Encourage drivers not to wear expensive jewellery.
• Require drivers to cash out on each delivery, by depositing all cash from a delivery before leaving the store again.
• Remove signage from the tops and sides of cars.
• Encourage drivers to use a bright flashlight to find addresses or check the perimeter.
• Train drivers not to take unnecessary risks. For example, if they feel a situation is unsafe they should use a cell phone to call and ask the customer to meet them out front; or they should wait until the dispatcher can confirm safe delivery (for example, the porch lights are turned on).
• Work with local police to determine high crime areas to be avoided. Restricting delivery to a whole area may result in a loss of business, so other restrictions may be useful (for example, deliver only to the supervisor's suite in an apartment building or only during safe hours). Some companies have a policy of telling customers in high-risk areas to come out to the vehicle, cash in hand, so the driver can leave quickly if necessary.

Crime Prevention & Safety continued from page 4

If you are being robbed:
• The most important rule if someone is threatening you with a weapon is to comply with their demands.
• If you have a silent alarm and can activate it without being noticed, do so, otherwise wait until the robber has left.
• Try to signal other employees with a pre-arranged signal, but avoid any sudden moves.
• Try to get a good look at the suspect, so you can give a description to police officers.

After a robbery:
• Call 911
• Immediately after calling the police, write down everything you can remember about the incident, and a description of the robber, including:
  ✓ Height
  ✓ Weight
  ✓ Colour of hair and eyes
  ✓ Race
  ✓ Identifying features such as scars, tattoos, accent or anything unusual
  ✓ Clothing
  ✓ Weapon
  ✓ Mannerisms
• Try to get a look at the escape vehicle and license plate numbers, and the direction of travel.
• Keep everyone away from surfaces or objects the robber may have touched.

Do I have to register?

Most employers are required by law to register their business/firm with WorkSafeBC and pay premiums. Registration of employers is legislated by the Workers Compensation Act. But obtaining coverage is more than just a legislated requirement. When you're covered by WorkSafeBC insurance, you're protected against lawsuits from injured workers. If a worker is injured or contracts an occupational disease while on the job during the course of employment, WorkSafeBC covers the worker's medical and wage loss costs. Workers are automatically protected under the Act and cannot register for WorkSafeBC insurance coverage.

Generally, registration is mandatory if you:
• Employ and pay people on a regular, casual or contract basis
• Hire someone to work in or around your home
• Come from another province or country to work in B.C.
• Work as a commercial fisherman
• Work in the trucking industry

To access online registration, the quickest and most efficient way to register, visit Employer Self-Serve Registration.

Protect yourself – Consequences of not registering

If you fail to register for insurance coverage with WorkSafeBC when required, you could put yourself at considerable financial risk. If a worker you’ve hired gets injured on the job and you’re not registered as required, you could be held liable for all compensation costs associated with the claim and for your unpaid premiums.

It is against the law to avoid registering when it is required under the Workers Compensation Act.
Meet Constable Romi Mattu ~ Neighbourhood Police Officer

At a Safer Parking Initiative meeting in March, Constable Romi Mattu was introduced as Constable Jeff Campbell’s replacement on the Safer Parking Initiative (SPI). She has now also been given the job as our new Neighbourhood Police Officer, replacing Kelly Risebrough after 3 years. Kelly will be sadly missed, but Romi is very capable, and I call tell you that Kelly spent a long time bringing Romi up to speed here in the West End. We will find out more about her in the September/October newsletter, but let’s now find out more about SPI.

Training was held in May 2011 from Kelvin Reynolds, head of Safer Parking in the UK, for 30 VPD and neighbouring city police officers. We are proud to have been a partner in making this happen. Now at task is to get more of our lots here in the West End approved, and up to standards.

**Safer Parking Initiative ~ The Programme**

The Safer Parking Initiative builds on the experience and success of the Safer Parking Scheme, an initiative of the U.K. Association of Chief Police Officers. Over a period of 14 years, this scheme has significantly reduced crime levels in participating parking facilities – and even in the neighborhoods near them.

The regulatory arm of SPI is the Vancouver Police Department’s Safer Parking Program (SPP), developed in consultation with the U.K. Association of Chief Police Officers and a coalition of business partners including parking lot owners and operators and community groups.

The VPD manages facility evaluations, award designation, and data collection for the Safer Parking Program. Additional information about the UK Safer Parking Scheme can be found online at: www.britishparking.co.uk

**The Safer Parking Award**

The Safer Parking Award is a visual identifier or brand, granted to those parking facilities that have been vetted by the VPD and met a set of criteria that help to deter criminal activity and anti-social behaviour, in order to prevent crime and reduce the fear of crime in the parking facility.

The Award indicates that the facility is a safer place to park your vehicle than facilities in the same area that have not made the same effort to combat crime.

**Award Benefits**

Recipients of the Award are entitled to use the Safer Parking Initiative logo on all signage within their facility. The location and name of facilities that have received the Award will be promoted through the SPI website, marketing campaigns and media relations activities.

Awarded facilities will also have access to an information network that shares best practices and other industry information.

**How to attain Award status**

- Nominate your parking facility by contacting the VPD or an SPI representative
- A VPD representative will then tour your facility and discuss their evaluation with you
- When your parking facility is brought up to Award standard you will receive a Safer Parking Award
- Parking Facilities will be re-inspected each year for compliance

**Criteria for receiving the Safer Parking Award**

Each facility is evaluated on a flexible and individual basis that focuses on:

- Lighting & paint
- Maintenance & cleanliness
- Signage
- Entrance and exit points
- Management practices
- Crime statistics & risk analysis
- Facility design
- Boundary perimeter treatment

Aleya Trott ~ so proud to be receiving her certificate.
It’s still picnic weather ~
so get out and do it!

There is always potato salad. It travels very well in a picnic basket. Find our favourite recipe on page 9 in the July/August 2009 Our BIA Neighbourhood.

“Life is like potato salad – spread it around and you will have a picnic.’

AWESOME Bean Dip

My daughter and I have for years been competing about bean dips – we started with hummus. And yes – our Scottish heritage leads us to soaking the beans, but when you are in a hurry – canned beans work! I’ve been throwing together ingredients to create a go to bean dip for whenever I’m hungry and I want to throw something on a tortilla to mow down on. This one is not ours – but it’s delicious.

Combine all ingredients in a tupperware container to store in your fridge and dip into whenever you need something yummy and flavourful to fill your belly or to supply for your friends when they come over hungry and want something to dip chips into. (Or to take for an easy picnic – especially at this time of year when we find garden fresh dipping vegetables all over the West End.)

It has a delightfully tangy zip with just a little bit of heat to it. You can adjust the hot factor by increasing the amount of jalapeno or chile powder, of course.

Ingredients

2 16 oz cans of refried vegetarian pinto beans
2 16 oz cans of black beans, drained and rinsed
1 16 oz can of yellow corn, drained and rinsed
3 chipotle peppers, diced finely
1 jalapeno pepper with seeds removed (or not removed if you like it really spicy), diced finely
1/2 cup of ketchup
1/2 teaspoon of chile powder
1/2 cup of diced green pepper
1/2 cup of diced red pepper

We don’t think there’s something wrong with one-year-old children because they can’t walk perfectly. They fall down frequently, but we pick them up, love them, bandage them if necessary, and keep working with them. Learning to change our thinking works the same way. There will be days when we don’t do everything right – days when our thinking is negative. But never stop trying.

~ Joyce Meyer

There cannot be a crisis next week. My schedule is already full.

~ Henry A. Kissinger

Whatever we plant in our subconscious mind and nourish with repetition and emotion will one day become a reality.

~ Earl Nightingale

People often say that motivation doesn’t last. Well, neither does bathing. That’s why we recommend it daily.

~ Zig Ziglar

Laughter not only makes the journey endurable and even enjoyable, it also helps keep us healthy. Be like a child; learn to laugh more!

~ Joyce Meyer
Networking ~ a huge TUG

Thanks to Jacqui McMullen (pictured above centre) for hosting our July networking event. The rooftop garden was a wonderful place to spend a summer evening atop the Times Square Suites!

Guy Kawasaki, a managing director of Garage Technology Ventures and Silicon Valley guru, in his best selling book The Art of the Start said this about Positive Networking®: “Darcy Rezac wrote the world’s best definition” of networking. “Discovering what you can do for someone else. Herein lies eighty percent of the battle… If you understand this, the rest is just mechanics.”

Networking is not just about selling a product or service. It’s main purpose is to give or get useful information. As such, it is one of the best marketing tools we have available to us. In today’s successful networking model, we look for ways to help other people, and we don’t ignore people who may not be in our target market. Never put anyone you are networking with on the spot – take the pressure off everyone! The easiest way to do this is to ask general questions rather than direct questions. Ask about “business owners like you,” “companies like yours,” “in your industry,” instead of seeking information specific to them.

Networking is happening all the time, even when you don’t think it is! We’ve all heard that you never have a second chance to make a first impression. This is not to say we shouldn’t be ourselves, but to remind us that everything a person sees in us speaks as loudly as our words. The second part of this is that everyone you know could be in a position to help you reach your goals, even if you don’t know how they can.

continued on back page
The West End Business Improvement Association (WEBIA) has embarked on a comprehensive visioning process for future development and streetscape enhancements in the WEBIA. This process will result in a Streetscape & Design Guidelines document that the WEBIA, the City of Vancouver, and private landowners/developers will use as a guideline for future private developments, civic improvements, and community initiatives.

Your input to the visioning process is important. The primary forum for providing this input will be through the participation of stakeholders in a Design Charrette (or integrated design workshop), which will be facilitated by the WEBIA's design consultants. A ‘charrette’ is an intensive, interactive planning and design workshop where professional consultants work with stakeholders and other interest groups to develop preliminary planning/design concepts for the study area (in this case the WEBIA area). A charrette is a condensed, time-limited and collaborative process that is intended to lead to creative outcomes that are supported by those who participate in the process.

Charrette participants will include WEBIA members, invited residents from the immediate surrounding area, invited representatives from the City’s Planning Department and other relevant organizations or agencies, WEBIA Board members and the Executive Director.

The charrette will be held over a three-day period in September, with anticipated stakeholder participation from 4:30 to 8:00 pm on the first two days, and a review of the results of the charrette from 5:30 to 8:00 pm on the third day. The charrette location will be the Listel Hotel. Food and refreshments will be provided.

Meanwhile, if you want more information about this visioning process or would like to participate in this important workshop, I invite you to contact me:

Lyn Hellyar
Executive Director
West End Business Improvement Association either by telephone: (604) 696-0144 or email at lyn.hellyar@westendbia.com

Stay tuned for further details, and we hope to see you at the charrette.

VPD Celebrates 125-Year Anniversary
May 10, 2011 Chief Constable Jim Chu Remarks ~ 125th Anniversary Ceremony ~ Seaforth Armoury

Good afternoon and thank you for joining us today in the celebration of 125 years of history of the Vancouver Police Department.

I would like to welcome our special guests, including the Premier, Christy Clark, Chair of the Vancouver Police Board Mayor Gregor Robertson, current and past members of the Police Board, fellow Chief Constables and senior RCMP officers, our volunteers and partners, and our retired civilian and sworn members. We also have from the federal government, Minister of Aboriginal Affairs and Northern Development John Duncan, and MP Andrew Saxton.

I would also like to give a special thanks to the Vancouver Police Foundation trustees and Chair Peter Armstrong. We have Foundation “Chief’s Circle members” here and they are led by our good friend Mr. Peter Brown. We also have from the Chief’s Circle: Darlene Poole, Wayne Deans, David Aisenstat, Robert Disbrow, Robert J. Macdonald, Lucas Lundin, David Lyall and Ward McAllister.

It is through the efforts of the Vancouver Police Foundation that we are able to provide every member of the VPD with the special commemorative medal that will be presented shortly.

On this day in 1886, there was another special ceremony that took place in Vancouver. It was not quite as large as this gathering, but the only reason we are standing here today is that a small group of citizens stood together one-hundred-and-twenty-five-years ago.

It was on that day that Chief John Stewart, a former night watchman, would stand with city officials and be sworn in as the first chief of the newly created Vancouver Police Department.

Just a few weeks later, his new Staff Sergeant, John Mclaren, and his officers J.T. Abray and V.W. Haywood, would join him in an historic photograph outside a tent that was serving as a city hall following a major fire. Those men, standing in the dusty streets criss-crossed with wagon tracks, knew the dangers and the challenges continued on page 13
Canada Safeway ~ from 1929 to today

Always Changing for the Better

In 1929, when Walter J. Kraft began operating five stores in Canada, grocery stores were not the huge, diversified markets of today. In a typical grocery store of the early 1930s, which covered about 1,000 square feet, customers bought only one or two day’s worth of food at a time, because blocks of ice were the standard source of refrigeration. But this would soon change. Widespread electricity brought with it the convenience of home refrigerators and freezers, enabling shoppers to stock up. The ubiquity of the automobile was also pivotal, as it allowed for the transport of larger loads. Another modern idea of selling meat, dairy, grocery and bakery items all under one roof also revolutionized the industry, causing the average size of a grocery store to grow significantly.

A few of Safeway’s innovations designed to compliment this new era in grocery shopping were free parking spaces and shopping carts. To accommodate the new shopping method of self-service, Safeway provided weigh scales to help customers buy produce by the pound.

Other firsts established by the company included merchandising events, the support of farm and livestock producers, and a guaranteed meat-trim program. By 1936, Canada Safeway’s operations included Piggly Wiggly food stores and A. MacDonald, a food wholesaler. These acquisitions ensured a reliable source of products for the company’s growing number of retail stores.

The 1940s and 1950s brought different, yet equally important, forms of growth and achievements, seeing them introduce an employee retirement program for its staff, establish employee training and development, among others. Another first was open-top, refrigerated display cases, which made products more accessible to shoppers. The 1950s were a time of fierce competition among grocery retailers, whose stores continued to expand in size and scope. In 1952, Safeway introduced its trademark red “S” for a product line with a money-back satisfaction guarantee. The line eventually became one of the most recognized brands in North America.

Every Canada Safeway location finds ways to support the initiatives of their customers and neighbourhood. By making product donations, helping promote events and through the Safeway We Care program, each store finds its unique way to be a part of their community. Also ~ Safeway’s community billboard is available to promote our local activities, helping us to communicate our events and programs to Safeway’s customers.

Each year the Canada Safeway Foundation sends thousands of children to summer camp, provides countless nutritious meals across Western Canada and encourages children to reach for their dreams. Thanks to the generosity of their employees, partners and friends, the Foundation continues to provide families the ingredients they need to succeed in life. For over 75 years, Canada Safeway has been working alongside its employees, community partners and customers in building healthy communities.

Watch for their participation in our Vancouver 125 at Davie Day.

Sunset Inn & Suites ~

One of Vancouver’s best finds. A bargain at any time of the year.

“The beds are comfy, the staff are friendly and the location is great. ~ Frommers.com”

Sunset Inn & Suites is unique among hotels in downtown Vancouver for its residential-style, apartment-size accommodations. Enjoy the comfort of having your own tastefully furnished, affordable residence at a great location in Vancouver’s West End. Guests will attest to the fact that they have succeeded in creating a warm ambience and friendly service in a favourite, intimate hotel.

You can make yourself at home in spacious suites with fully-equipped kitchens, separate bedrooms, living rooms, dining areas and private balconies. Thoughtful touches abound throughout, including sleep-inducing Chattam and Wells king beds and hardwood floors with designer floor rugs.

“A home away from home... A fabulous gem. ~ About.com”

Their spectacular location on a quiet neighborhood street places you within easy walking distance of Vancouver’s most breathtaking attractions, including Stanley Park, the seawall and the beaches at English Bay. And guests can explore a wide selection of shops and unique cafes and restaurants at their doorstep. One may find themselves really experiencing Vancouver’s West End by staying here. So much is within easy walking distance. There is much to experience (all in our neighborhood) when you stay at Sunset Inn & Suites.

Sunset Inn & Suites offers the best value in downtown Vancouver, accommodating you in a suite several times larger than a standard hotel room. You will never be asked to pay extra for gated parking for your car during your stay, high-speed wireless Internet access, continental breakfast, use of our small fitness facility, bike storage, local phone calls, in-room safes, van Houtte coffee service, daily morning paper delivered to your room and so much more ~ all of which are always complimentary. When compared against hidden charges that add up rapidly at other downtown hotels (in fact, they encourage guests to compare!), you can see why guests tell them they would never think of staying anywhere else.
to the following merchants for taking advantage of an amazing advertising opportunity. As part of the swag in the Chevron package, they donated a $100.00 gift certificate for a dinner for two at their establishment –

Advertising Opportunity –

- Advertising on the big screen the night they sponsored – ability to have a promo or their logo on the screen the night of their movie.
- Opportunity to speak at the event
- Advertising on the radio – their name on the radio
- Advertising in the newspapers
- Exposure on our website, Fresh Air website, and the Chevron website
- Ads at Chevron stations throughout the lower mainland
- MC announcing through out the afternoon and evening that this nights draw for the dinner for two is provided by:
  1) English Bay Boathouse
  2) Moxies Classic Grill
  3) Beaver and Mullet
  4) The Brasserie Restaurant
  5) Central Bistro
  6) Cloud Nine Restaurant
  7) Checkers Grill/ and or Bayside Lounge
  8) Raincity Grill
  9) Le Bistro de Paris, and Ciao Bella

Cloud Nine Restaurant & Lounge

We are really lucky here in Vancouver to have such magnificently sweeping and breath taking natural landscapes that blend city with nature. Clearly this fact has been put to good use as we have two sky high restaurants that feature revolving views of the world below and the area where this city nestles itself. One is right here in our very own BIA!

High above the other buildings, perched atop the 42nd floor of the Empire Landmark Hotel on Robson Street, sits Cloud 9 Restaurant & Lounge. I had the pleasure of dining at this revolving restaurant with a group of conference attendees in 1975. (The Cloud 9 Revolving Restaurant & Lounge has been a landmark of Downtown Vancouver since November 1973. The restaurant is fully renovated and on the 42nd floor of The Empire Landmark Hotel (formerly the Sheraton Landmark), one of the tallest hotels in Vancouver.)

You can go for a full 3-course meal, the evening, or if you have dined at another venue, make the little venture solely for a nightcap.

Upon reaching the 42nd floor of the hotel you will be greeted first by the live music that plays there every Friday and Saturday night. Soulful and bluesy, the stunning view that stretches before you out the 20 foot floor to ceiling windows really sets the relaxed and social mood. You will be greeted warmly, and if you have made a reservation (strongly suggested!) You can be seated next to the window to really take in the view.

The menu offers a wide variety of regional specialties and signature dishes of the restaurant. The restaurant is locally renowned as a venue for celebrating birthdays, anniversaries, graduation parties, corporate celebrations as well as small private wedding receptions.

If you are not paying attention to the view ~ about 30 minutes later your view will have rotated clockwise to show the North Shore and Lion's Gate Bridge. These majestic windows allow guests to be treated to the unobstructed 360 degree view of the majestic setting of mountains, harbour, the Strait of Georgia and the city itself as the restaurant revolves. A kaleidoscope of vibrant lights covers the walls and ceilings at every turn giving a lively look and feel even on the dullest rainy Vancouver day. Once night falls, the fiber optic lighting from the ceiling gives the impression of stars in the sky. A large mural depicting the Constellations on the upper interior wall ties the entire design of Cloud 9 together.
Is Your Portfolio Like a Baseball Team?

If you’re a baseball fan, no doubt you watched the MLB All-Star Game played on July 12. But while you appreciated the grace and skill of the players, you may not realize just how much a baseball team can teach you about other aspects of life — such as investing.

Specifically, consider the following characteristics:

**Consistency** — Baseball teams need to be consistent. They choose quality players and must have the patience and discipline to stick with those players during slumps. As an investor, you should choose quality investments and have the patience and discipline to stick with them over the long haul.

**Diversification** — A baseball team doesn’t have just one type of player — it contains pitchers, catchers, infielders and outfielders. Your portfolio also needs to be diversified because if you own only a single type of investment, and a market downturn strikes that asset class particularly hard, your portfolio could take a big hit. Owning a diversified mix of stocks, bonds, mutual funds and other investments can help reduce the effect of market volatility on your holdings. Keep in mind, though, that diversification, by itself, can’t guarantee a profit or protect against loss.

**Unity** — While a baseball team contains a diverse collection of players, they all strive toward a common goal. And the mix of investments in your portfolio needs to work together to help achieve the various goals you’ve established, such as a comfortable retirement, university for your children and a legacy for your family. To work toward your individual objectives, you will need to create an investment mix that’s based on your risk tolerance, time horizon, family situation and other factors.

**Flexibility** — While every member of a professional baseball team is a good player, one might be better than another in a given situation. For instance, a faster runner might pinch-run for someone else. And as you move on in your “game” of life, you will need flexibility in making your investment decisions. As one example, when you near retirement, you may want to reduce your exposure to risk somewhat, so you might decide to replace some — but certainly not all — of your growth-oriented vehicles with investments that may offer greater protection of your principal.

**Good management** — Even the best group of baseball players needs a manager to guide them and make decisions during a ballgame. And to help you make investment choices during different times in your life, you might benefit from working with a financial professional — someone who knows your risk tolerance, investment preferences and long-term aspirations.

You may never find yourself surrounded by the greatest ballplayers in the world — but remembering these traits can help keep your portfolio “in the game.”

*Presented each edition by Katrine Clark, CFP Edward Jones ~ 604-683-3189*

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**Chief Constable Jim Chu**

Jim Chu, a 32-year veteran with the Vancouver Police Department, was appointed Chief Constable in August 2007.

He joined the VPD in 1979. His early assignments included patrol constable, School Liaison officer, and Planning and Research. He was promoted to corporal in 1989 and then detective in 1990. He held investigative assignments in the General Investigation and Robbery Squads, then returned to patrol as a sergeant in 1991. In 1996, he was assigned to head the Recruiting Unit.

A highlight of his career occurred in 1997 when he became an inspector and the Vancouver Police Project Manager on the E-Comm project. Jim managed the VPD transitions onto the E-Comm radio system, the new dispatch facility, the PRIME-BC Records Management system, and a new mobile computing and data access platform. He then returned to patrol as a district commander in 2001. He was promoted to Deputy Chief in 2003.

Jim holds a bachelor of business administration degree from Simon Fraser University and a master of business administration degree from the University of British Columbia. He is a graduate of the FBI National Executive Institute.

Other related experiences include:

- elected in October 2001 as a Director of the IACP Law Enforcement Information Management Section; served as chair in 2006-2007
- former co-chair of the Canadian Association of Chiefs of Police Informatics Committee
- volunteer trustee on the Richmond Public Library Board; elected as vice-chair for two years, and chair for two years
- employed as a part-time contract faculty member in the Douglas College Department of Criminology, and taught introduction to policing and community policing courses
- also published articles in many other journals, such as Police Chief Magazine, Law and Order, Canadian Police Chief magazine, and Radio Resource
- former President of the Vancouver Police Officers Mess
- former member of Board of Governors, Justice Institute of B.C.

He was awarded a Provincial Library Trustee Association “Super Trustee” award in 1999, as well as an honourary degree from the Justice Institute of B.C. in 2010.

That same year, he was recognized by his alma mater Simon Fraser University with a Distinguished Alumni award (see the video). In 2011, he was named as one of 25 “Transformational Canadians” by a national media organization.

In May 2007, Jim was invested by the Governor General as an “Officer” of the Order of Merit of Police Services.

Jim currently serves on the board of the Canadian Association of Chiefs of Police, and the Major Cities Chiefs Association.

Jim is married to Vicki, who is a retired Vancouver Police officer, and they have four adult children. In his spare time, he plays on an “old-timers” ice hockey team.
VPD Celebrates  continued from page 9

they were facing as police officers.

While many things have changed in 125 years, we have always shared a common purpose – to keep our city safe. We have come a long way, but we have stood on the shoulders of all of those who have come before us.

While we are proud of what we have accomplished, we are grateful for the legacy they left us.

We are especially grateful to– and will never forget — the sixteen members of the VPD who made the ultimate sacrifice by giving their lives in the line duty. We honour their memory today as we do every day, by serving with integrity, accountability, professionalism and respect.

We have also honoured their memory with a special commemorative display. This impressive display that I urge you all to visit was made possible once again with the generous financial support of the Vancouver Police Foundation. You’ll see it at the grand opening on June 9th of our new building on Gravely Street.

While the buildings may change over the years, our ideals have not. I am sure that the four men who stood in front of that tent 125 years ago took pride in their uniform and their newly-created police department. That pride has survived over the past century and a quarter and remains strong today.

Our pipe band that stands with us today on the parade ground has a history that stretches back to 1915 when it became Canada’s first police pipe band. Chief Stewart could never have imagined this day and this gathering, anymore than I can imagine who will stand at this podium a hundred-and-twenty-five years from now.

But I do know that as long as there is a Vancouver, there will be a Vancouver Police Department.

It will be staffed by women and men, civilian and sworn like yourselves — members who joined to make a difference — to make our community a safer and better place.

I am also confident that those members a century from now will be carrying on our tradition of going Beyond the Call to make Vancouver Canada’s safest major city.

More coming about our Vancouver Police Department in following issues.

QBeat this month

QMUNITY values, celebrates, and transforms the lives of queer people by creating physical, social and inclusive spaces and empowering individuals and communities in BC through innovation, volunteerism, collaboration and professional resources.

We are proud that our programs and services make a difference in the lives of queer individuals and communities every day.

Pride, OutGames, Celebrate Queer Vancouver, Queer Arts Festival, Queer Film Festival, oh my! Could summer be any more queer? This summer Vancouver is THE place to be for all things queer. QMUNITY congratulates the Vancouver Pride Society for another wonderful Pride week, GLISA North America OutGames for a memorable international celebration of sports, human rights and culture, Out on Screen for painting the town pink with Celebrate Queer Vancouver and Pride in Art for an incredible Queer Arts Festival. And August brings more art and the Vancouver Queer Film Festival, how lucky are we?

Jennifer Breakspear,
Executive Director

At the Vancouver Queer Film Festival ~ hope you didn’t miss

Gen Silent

Each year, brave and insightful documentaries are among the favourite films of the Vancouver Queer Film Festival. This new documentary from award-winning director Stu Maddux asks six elders if they would hide their identities in order to survive in the care system. Follow Lawrence and Alexandre as they search for a gay-friendly nursing home; Sheri and Lois as they recall their life-long commitment to fighting for queer rights; and Sheri as she proudly comes out as a transwoman in her late 50s. From capturing human rights issues to sharing heartfelt memories,

Discussion followed ~

Director Stu Maddux joined Dean Malone, CEO of Plum Living Home Health Care and Sandra Mudd, Quirk-e author and activist for a discussion about elder care and creating a community of dignity and visibility for our queer elders. Moderated by Jennifer Breakspear.

http://www.queerfilmfestival.ca/viewshowtime

Photo from Gen Silent
One Day Wonders
Flush savings
You’ve already installed your indoor and outdoor water saver kits. You follow the lawn sprinkling regulations. You’ve planted drought-resistant native plants and collected rainwater in a rain barrel in your backyard. Not yet – then get on it!

Why collect rainwater at your home?
A penny saved.
Rainwater is free! How many things can we say that about today? The wonderful resource that is rainwater is yours for the taking.

As water supplies in many parts of the country are stressed by population growth and dwindling public water supplies due to drought, municipalities and other local water utilities are imposing ever more drastic restrictions on the use of domestic treated (tap) water for outdoor use for lawns, flower beds, vegetable gardens and other landscape areas. And the water that is available is dramatically more expensive to homeowners than in the past.

What was old is new again. Filling a bucket of water was not always as easy as turning on the faucet. A few generations of people reliant upon the city water supply have made it easy to forget that the city water main lines did not always run by the front door just waiting for a home builder to tap. To obtain water, it was necessary to build wells, collect from streams, and yes, harvest rainwater. Imagine filling a bathtub with water that was collected by a hand pump and carried by the bucketful to the bathroom! Collecting rainwater next to the home probably seemed like a very easy thing to do. Folks used various containers to store rainwater including basins, cisterns, tanks, and whiskey barrels. There are still many who live far enough from the city water source that they must manage their own water supply. Today, there are a growing number of people choosing to reduce and even eliminate their reliance on the city’s treated water.

What more?
So what more could you do to save both water and the energy used to treat and transport it from the mountain to your house? We suggest a high-efficiency toilet.

Toilets use more water than any other household device, accounting for 30 per cent of overall consumption. This device can save $100 worth of water per year and keeps water affordable by deferring costly source water expansions.

Flush savings
If you want to earn more, you’ll need to learn more, especially when it comes to your customer. It’s not even optional.

I don’t like when people who’ve only just met me make presumptions. They learn something about me and decide they know all about me. Doesn’t that just bug you?

One of my favourite stories happened when I was in my early 20’s and at a new job. A few weeks in, the gal training me said (word for word), “Wow, you’re blonde and you’re not even dumb!” As it was a new job and I wasn’t past my probation period yet, I refrained from stating the obvious comeback.

The presumptions that woman made were way off the mark, though at least she had the decency to ‘fess up and adjust her views. I am sometimes reminded of that incident when I ask myself what presumptions I’m making about a situation or when I’m looking for a solution that is not immediately obvious.

Don’t make assumptions about your customers! Even if you used to know what they wanted, when was the last time you really nosed around to confirm what your customers need and want NOW? And how could knowing more, NOT help you in making better business and marketing decisions?

The more you know about your customer, the more you can meet their specific needs. And people are willing to pay for solutions.
Japanese exchange student dies at ..... yesterday. Not from a gun shot, a car crash, or suicides. Rather, he drowned in a popular swimming lake near Whistler on a hot summer day. No one likes to hear stories like that. Hate hearing it, hate seeing the headline. A total failure for prevention efforts.

We should probably talk about drowning more often. Drowning is the second leading cause of injury related death in children 1 to 19 years of age. Most drownings happen this time of year.

When it’s hot outside, the lake, stream, or pool can look really good. Even to those who don’t know how to swim.

We talk about drowning mostly with the parents of toddlers, but we should spend more time talking with adolescents. Today, I am reminded of the importance of talking with teens about drowning, because of those teens but also this perspective about drowning.

See drowning isn’t what you think it is. It’s not loud and splashy and outrageous. It’s not like it looks in the movies… Really, it likely doesn’t sound like much at all. A toddler wanders off, slips in the water, and it’s quiet. Or an adolescent can’t keep their chin up long enough and they become submerged, gradually falling to the bottom of a lake. Until a family member or friend realizes. Then, I think it’s really loud.

If we all never let our eyes off our children around the water, and we talk to teens about risks especially if teens use alcohol around the water (if they drink alcohol and swim, the risks skyrocket), then maybe you and I can prevent a death. Something we’d never know we did. That’s the crazy thing about prevention, it’s like an anonymous donation to the world.

A few things I’ve been thinking about this last week while reading about drowning:

- Toddlers drown more often in swimming pools. Even the tiny pools you buy at drug stores or the inflatable pools many of us have.
- Adolescents drown more often in lakes or streams.
- Instincts during drowning are not what you think (the characteristics of the instinctive drowning response). Drowning victims may not look like they are drowning. Drowning victims rarely can call out for help as they struggle. They often can’t wave their hands to signal you. Young children may not even have the words to try.

Adolescents between the ages of 1 and 4 years of age are highest risk for drowning. NEVER let them out of your sight around water. Even a kiddie pool.

Preventable.ca ~ Because we all know about drowning.

Top 5 reasons to love English Bay Beach

1. Stanley Park is right there! Head west and you’re in it.
2. It’s the perfect distance from Yaletown (about 30 minutes) for a walk along the waterfront on a sunny day or moonlit night.
3. Denman Street! Restaurants galore, tons of gelaterias, shops to explore, bike rental places, and enormous cakes, all within a few blocks of the beach.
4. The way it turns Vancouver’s downtown into a beach town every summer and makes me think, every time I’m there, how damn happy I am to live in this city.
5. It’s a given, but it still has to be said: It’s beautiful.
Some of the opinions expressed in Our BIA Neighbourhood are not that of the West End Business Improvement Association and/or its membership. If you have a comment, suggestion or submission for Our BIA Neighbourhood, please direct it to the Executive Director of the WEBIA.

Environmental Savings Calculation

This newsletter is printed on Neenah ENVIRONMENT PC 100 paper, made with 100% post-consumer waste, processed chlorine free. By using this environmentally friendly paper for production of the Our BIA Neighbourhood newsletter over the next year, the WEBIA will save the following resources:

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(Results based on data provided by Neenah and Environmental Defense.)

Experience Vancouver’s West End

Liane Hewitt, a volunteer at Roedde House writes the following for us ~

Thanks so much Liane!

The West End of YESTERDAY alive TODAY ...

How easy is it to travel back to the Victorian era and visit the founding times of our city, Vancouver? How often can we witness what the train of domestic life in the 1890’s would have been like for the West End’s first settlers? These experiences are not beyond reach. The charms of history are few in our vibrant and modern city life; however they are not as far and few between as many would believe.

The Roedde House Museum, an enchanting reminder of Vancouver’s turn-of-the-century bygone era, stands proudly at the intersection of Barclay and Broughton Street. It quietly watches over the quickly shifting West End, peeking over the tree branches from its unique, elegant turret fashioned by the noted architect Francis Rattenbury (who also famously designed the Parliament Legislature Buildings and the Empress Hotel). Roedde House is nestled against the West End’s hidden oasis: Barclay Heritage Square a tree lined square composed of early 20th century homes and beautifully kept gardens. Retreat from today’s high-density downtown core, and step into the late Victorian era, brought back to life by Roedde House and its faithful surroundings. Let history offer you a breath of fresh air!

Our doors open into a carefully and faithfully restored house museum, free of ropes for the public’s enjoyment, to truly experience our city’s culture. From period furnishings, to restored tiles and even period door hinges, allow yourself to fall back into the glory days of Vancouver’s rich heritage amidst the beating heart of the West End. Come and indulge in your heritage, as West Enders, Vancouverites, and Canadians, to relive our collective history in your own back yard.

Plan to be at our next networking at The Rosellen not only for a very special Vancouver Experience, but also for a networking event to build relationships. Relationships are best built by offering information, ideas, resources, advice, support, and connections without any expectation of a return. Those who give freely are much more apt to get results than those who are stingy and withhold information and ideas. You will come to be known as a “go-to” person and your network will grow dramatically.

(Note the change from our regular schedule – this event will be Thursday, October 27, 2011 – Rosellen Suites at Stanley Park – 2030 Barclay Street)