



Editor's Note

Caroline Jarzabek
CMJ Virtual Office Manager

The summer just seems to have flown by and I can't believe that we are now into fall.

Karen Bowman of West Coast Way Consulting Inc., has undertaken a new initiative the "[Drop It and Drive](#)" campaign that I would encourage you to check out and sign the national pledge while you are there.

I hope you enjoy this issue of the CVAC Newsletter and don't forget to pass it along to your friends, colleagues and clients.

Warmly,
Caroline. ❖

Founders' Note

Elayne Whitfield, CCVA, MVA, PREVA
Executive Assistance

Janice Byer, CCVA, MVA
Docu-Type Administrative and Web Design Services

Well... we can't escape it... the cold weather has arrived across the country. And, with the cold weather, many of us don't spend as much time outside and have more time to do things for our businesses.

With this in mind, we decided we wanted to do a Question & Answer webinar to share thoughts and ideas with other VAs who may need a little help or a little push in the right direction.

Join us on Tuesday December 14th at 1:30 p.m. EST for "Everything you wanted to know about being a VA but had no one to ask" webinar. If you have burning questions you would like answered or need input on some aspect of your business, be sure to send us your questions ahead of time so that we can provide you with the valuable information you will need during the webinar.

Register for the webinar by clicking on "Webinars" in the "Resources" drop down menu of our website (www.cvac.ca).

Send your questions ahead of time to founders@cvac.ca

We look forward to seeing everyone and helping with any insight you may need.


Have a great fall everyone!

Janice D. Byer, CCVA, MVA
Elayne Whitfield-Parr, CCVA, MVA
Founders' of CVAC - www.cvac.ca
Connecting Canadian VAs with the world... virtually! ❖

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Join us on:

 <http://www.facebook.com/cvaconnection>, become a fan of CVAC on Facebook.

 www.twitter.com/CVACConnection

 <http://cvac.ca/blog> (we are looking for people to contribute to the blog).



Outlook and Backing Up

Recently, I've been hearing a lot of issues with Outlook and syncing of data between Blackberry, iPhone and other Smartphones and wanted to put my 2 cents in here.

Always, back up your .pst file. I can't stress enough how critical backing up your data is – but your .pst file has all your contacts, calendar and email info stored in this file. You will want to make frequent backups of that file as it will change on a daily basis.

Don't trust your Smartphone to be the only backup device. Yes it is nice having the ability to sync your data between your PC, Laptop and Smartphone – but if you are counting on that as your only mode of backup you are making a critical error.

I have heard so many people who used their Smartphone to sync their data into a new laptop or PC and in doing so lost all of that critical data as it was sucked out of the Smartphone and was either corrupted or deleted on the new system.

Backup your Smartphone as well to a folder on your computer. I'm really a backup junkie but I can tell you it has saved me numerous times.

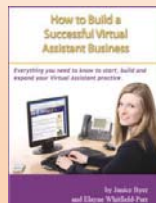
I recommend that you look at an external hard-drive, they are really coming down in price and it truly is a critical piece of hardware to have – and use it!

I also really highly recommend Carbonite for offsite backup. I've been using it now for a couple of years. This is the best method of backing up and it is so easy to restore your files. Carbonite also does a continual backup quietly in the background and you won't even know it is working.

After a recent crash it took me under 24 hours to have all my data, email, programs – everything up and running again with no losses and minimal aggravation.

Happy Backing Up! ❖

Janice Byer and Elayne Whitfield-Parr, co-authors of [How to Build a Successful Virtual Assistant Business \(www.va-book.com\)](http://www.va-book.com), are the co-founders of the Canadian Virtual Assistant Connection (www.cvac.ca). They also own and operate their own busy individual VA practices but have dedicated a tremendous amount of their careers to helping other Virtual Assistants around the world to start, build and expand their own businesses and enjoy the satisfaction of being a part of such a wonderful industry. ❖



A Warm Welcome to our new CVAC Full Members:

- Mary Adavastro
- Susann Anderson
- Tami Anderson
- Barb Asselin
- Joanne Black
- Marion Bosworth
- Erica Bracic
- Christopher Brown
- Sima Carri
- Sylvie Chartier
- Daniela Chase
- Paulina Corpuz
- Tanya Couwenberg
- Robin Covey
- Linda Crombie
- Cathy Densmore
- Mary Donnachie
- Debra Exel
- Barb Goddard
- Debbie Goldberger
- Tracy Gwynne
- Andrea Halpin
- Lucie Hansom
- Sonja Hautanen
- Marlene Hilton
- Brenda Houston
- Diane Jorosz
- Carmelita Joy-Bolger
- Mary Judge
- Christine Kabongo
- Melanie Kirkness
- Maureen Kristjanson
- Lois Lane
- Carolyn MacRae
- Ruth MacKenzie
- Robin McCurrach
- Charlotte Morgan
- Michelle Murray
- Lisa Ostrowercha
- Tania O'Toole
- Cathy Potosky
- Elizabeth Reid
- Karen Renter
- Cynthia Richard
- Kelsey Robertson
- Yvonne Robertson
- Heather Ross
- Jen Shea-Rembadi
- Christine Sikorski
- Marney Simmons
- Dave Smith
- Krista Smythe
- Christina Southern
- Shelley Tobin
- Beverly Todd
- Adair Vogel
- Becky Walker
- Elisa Way
- Katherine White
- Karen Wilkinson
- Loretta Zwaan

Welcome to all of the new partial members. Why not upgrade and take advantage of all the great benefits of full membership. Thank you to all our renewing members! ❖

THE EXIT GAME

Karen Bowman
West Coast Way Consulting Inc.

If you're in business, then it's likely already happened at least once; if it hasn't happened yet, it likely will. Losing clients or customers is just part of running a business; it's not the most wonderful part, but it is just about inevitable. The key is to have a plan for the Exit Game.

Much effort and many dollars are usually invested in gaining and maintaining clients; but, how much effort and thought is put into the Exit Game. What do you do when a client quits you? How do you facilitate their departure? If no clear reason is given, do you spend time wracking your brain trying to figure out what went wrong? If they do give a reason or reasons, what are the next steps? At the end of the day, managing a departing client can be as important to the success of your business as attracting new ones.

Reasons for clients to no longer use your services can vary from dissatisfaction with the service or product—we can all agree that this scenario is to be avoided at all costs—to a shift of focus or economic circumstances. Whatever the reason, facilitating the process to suspend or end the business relationship is where customer service and professionalism separate the wheat from the chaff.

A departing client is not the time to panic and try to squeeze out every last dime. It is definitely not the time to play games or lower standards of professionalism. In the face of adversity, when the departing client is the cause of the relationship-ending issue, finding a way to exit gracefully is still the preferred route. As service providers, we are also clients so we know the importance of customer services on the way in and on the way out. Protecting yourself and your business with your own exit strategy when dealing with service providers can help determine the Exit Game you want to offer your clients. As with most circumstances, clear communication is the key.

This common scenario may offer insight whether you're the service provider or the client: The original services are to design and host a web site. After a year or so the client decides to take their site down or move to another host; the client has already paid for the creation of the files used to develop the site, has been informed that those files are their property and therefore should be entitled to copies of them in a useable format. Unless the process of getting the files to the client is particularly onerous and time consuming, this would be where grace could come into play. Sending a final bill, after the final hosting invoice has been paid, for the 15-30 minutes it might take to Zip and email the files can be perceived as bad form, especially when you take into consideration the overall revenue generated by the size of the original contract and subsequent hosting fees.

But, if it's deemed appropriate or it's previously agreed upon to bill for that final block of time, asking the client what format they'd like the files in will ensure they can access and use them. If the question isn't asked about what format works best for the departing client and they cannot access format chosen, definitely **do not** double bill them when they require the files in a traditional format.

Likely, substantial communication took place when agreeing on the original contract parameters. That same level of communication should be used when managing the departure. Failing to do so can lead to misunderstandings and frustration leaving a bad taste in the departing clients' mouth; and after all, word of mouth is still the most popular form of advertising. If unsure whether to send that final invoice, just ask yourself if the amount of the final bill is worth the potential bad press of a poorly executed exit strategy. Taking it a step further, a final note of appreciation for their business is the gold medal of customer service.

This is where the Exit Game comes into play. By managing expectations at the outset, it's easier to avoid confusion, misunderstandings and on occasion duplicitous behaviour when the business relationship comes to an end. This actually protects both parties much like the schedules for services and payment in a traditional contract.

As part of the initial contract, ensure you include the process for the exit strategy. Clients will appreciate that you're aware they're not expected to stay with you ad infinitum. Your responsibility throughout the life of the contract is to keep providing superior service in order to maintain the client. However, even in the face of excellent support and outstanding customer service; outside influences can still result in the relationship ending prematurely. The only question is how are you going to handle it?

A transparent and well thought out Exit Game is helpful to you and may be comforting to the client. Demonstrating grace and professionalism to facilitate a client bowing out of your services sets you apart from the crowd and places you comfortably on the high road. The view is always nicer and the air easier to breath when your feet are planted firmly on high. Not to be confused, of course, with sitting on your high horse. It's all about balance.

Karen M. Bowman, President
West Coast Way Consulting Inc.
www.westcoastway.com ❖

44 WAYS TO FOLLOW UP WITH YOUR PROSPECTS

C.J. Hayden, MCC

You know you need to follow up with prospective clients, but you often find yourself putting it off. "I already called them three times," you think. Or, "They never answer the phone anyway." Or, "I hate hearing no." Or, "I don't want to bug them." Or, "What do I say that's new?"

It's only natural to resist placing phone calls to prospects who didn't return your last call, never seem to be there, may not be ready to buy, or might say they're not interested. But here's the good news. Calling prospects on the phone and asking them to hire you is not the only way to follow up!

Yes, you can call your prospects on the phone, but you can also email them, send a letter or note by postal mail, fax them, overnight them a package, send a text message, or instant message them online. And those are just the different communication channels you might use. The type of messages you deliver can be much more varied than simply asking prospects to do business.

Consider the following 44 ways that you can follow up with your prospects via any communication channel you choose, in order to build a relationship, remind them of what you do, and present yourself as a valuable resource and expert in your field. Many of these follow-up approaches can also be used with potential referral sources and networking contacts.

1. Ask if they have new questions about what you last discussed.
2. Tell them about a book, article, or website that might help with what you talked about.
3. Send a personal note with a copy of your brochure.
4. Point them to a vendor who can solve one of their issues you don't address.
5. Prepare a personalized marketing kit for them focused on their unique issues.
6. Tell them about an upcoming event that addresses an issue you think they have.
7. Invite them to an event where you are a speaker, organizer, or sponsor.
8. Attend an event where you are likely to run into them.
9. Send a nice-to-meet-you or good-to-see-you note with your business card.
10. Call or email to ask what's new in their world.
11. Leave a brief benefits-oriented commercial on their voice mail.
12. Ask them to meet you for coffee, a drink, or lunch.
13. Invite them for golf, tennis, a bike ride, or a walk in the park.
14. Invite them to a concert, play, reading, or art opening.
15. Offer to stop by their place of business.
16. Send a letter summarizing what you last talked about and suggesting next steps.
17. Ask for a meeting so you can prepare a detailed proposal for them.

18. Send them an article (or link to one) that you have written.
19. Send them an article someone else has written about a topic relevant to them.
20. Send them a present -- chocolate, cookies, flowers, a plant, a bottle of wine, or a book.
21. Send them a birthday card.
22. Send them a joke or cartoon about their industry or your field.
23. Send a postcard reminding them what you do.
24. Tell them about a special offer available if they act now.
25. Offer them a free sample of what you can do for them.
26. Send an announcement about a new development in your business.
27. Send a copy of your newsletter or post from your blog and invite them to subscribe.
28. Send a link to a print or audio interview with you about your work.
29. Send a link to a video where you share helpful tips or a client success story.
30. Refer them a prospect for their own business.
31. Watch for their posts on Facebook, Twitter, or LinkedIn and comment on them.
32. Post something useful to a message board where they are members.
33. Post a comment on their blog.
34. Invite them to visit your updated website.
35. Make them a free offer that will subscribe them to an autoresponder series.
36. Give a free teleclass or webinar and invite all your prospects.
37. Invite them to an open house, reception, demonstration, or free workshop.
38. Host a networking breakfast or brown bag lunch and invite several prospects.
39. Offer to give a talk or brown bag lunch for their organization at no charge.
40. Write a white paper or case study and send it to all your prospects.
41. Ask the person who introduced you to contact them and mention you again.
42. Introduce them to a colleague of yours they might like to know.
43. Volunteer for an organization where they also serve.
44. And of course, you can always ask if they are ready to start working with you.

Following up consistently is one of the most productive marketing activities there is, but it won't work if you don't do it. The next time you realize you are avoiding follow-up, pull out your prospect list and choose an approach at random from the suggestions above. It matters much less *how* you follow up than it does *that* you follow up.

C.J. Hayden is the author of Get Clients Now!™ Thousands of business owners and independent professionals have used her simple sales and marketing system to double or triple their income. Get a free copy of "Five Secrets to Finding All the Clients You'll Ever Need" at www.getclientsnow.com. ❖

CVAC SHOP – Support CVAC and the VA industry with these cool, high-quality products sporting the CVAC logo. You will be amazed how many people will ask you, “What is the Canadian Virtual Assistant connection?”, or “What is a Virtual Assistant?” and then you can tell them the benefits of working with a VA, such as yourself. Visit <http://www.cafepress.com/cvacshop> to get your t-shirt, hat, mousepad and more! ❖

CVAC is proud to have acquired special rates for benefit plans for our members. As a full member of CVAC, you can now get health insurance and more at wonderful rates for full members at <http://www.cvac.ca> and go to the full members’ page. ❖

Don’t want the expense of a fax machine? CVAC and MyFax have teamed up to offer an Email-based fax service for our members. Click here for more information <http://www.myfax.com/affiliates/index.asp?aff=4860&bid=3> ❖

Become a Social Media Marketing Specialist and find a wealth of new clients. VAClassroom has an awesome program for VAs to become Social Media Marketing Specialist. For more information go to: www.cvac.ca/socialnetworking. You can also become an Internet Marketing Specialist through VAClassroom. The program is great and very affordable. For more information go to www.cvac.ca/internetmarketing. ❖

CVAC Mentoring Program - The CVAC Mentoring Program is a full-member benefit and it is meant to assist both newcomers and existing VA’s in their search for sustainable self-employment, by matching them with mentors who have greater professional experience. If you would like to be matched up with a mentor or can offer your help as a mentor, please visit <http://www.cvac.ca/mentoring.php> ❖

For more exciting benefits, offers and E-books go to the full members’ page at <http://www.cvac.ca>.

Not a full member yet? Why not join now and take advantage of all these exciting benefits! ❖

A Little Humour

I was walking with my 4 year old daughter. She picked something off the ground and started to put it into her mouth. I took the item away from her and I asked her not to do that again.

Why? My daughter asked.

“Because it has been on the ground, you don’t know where it’s been, it’s dirty and probably has germs” I replied.

At this point, my daughter look at me with total admiration and asked, “Mommy, how do you know all this stuff? You are so smart!”

I was thinking quickly... “All Moms know this stuff, it’s on the Mommy Test.

“You have to know it or they don’t let you become a Mommy!”

We walked along in silence for a while, but my daughter was obviously pondering this new information. “Oh I get it!” she beamed, “so if you don’t pass the test you have to be a Daddy!”

“Exactly” I replied back with a big smile on my face. ❖

WEBINARS

The Webinar committee has been formed and is now actively putting together an exciting lineup of talented speakers, to motivate and inform CVAC Members.

If you are interested in being a speaker, or have any suggestions, please contact Della - della@della-gate.com ❖

CVAC Is Looking For Your Feedback

- **What is the CVAC Website missing?**
- **What types of resources would you like to see on the website to help you build your business?**
- **Any other comments or feedback?**

Please e-mail founders@CVAC.ca with your ideas and comments. ❖

The Social Media Realm

By: Diane L. Colville
Alternative Office Assistance

Although Social Media is hot, lively, ever-changing, ever improving, and a much less expensive and much more effective way of marketing your business, brand, products and services the biggest complaint about it is that it takes so much time!

Besides planning your strategy, finding your target market, searching for groups and connections that will benefit your business, investigating all the new programs, applications and sites that become available daily and deciding how, when and where you will contribute your content, share information of interest to all your connections, and keep up on all the conversations and news flowing through your accounts Whoa! That sounds like an awful lot of work!

And, don't forget, like blogging or newsletters or email campaigns, once you start you need to make a commitment of your time to keep up the activity. Commitment and consistency will, over time, show remarkable results. But should you falter or neglect, you will find that your efforts will take much longer to produce results.

So how do you go about maximizing your Social Media efforts while effectively managing your time?

There are new tools and programs out there every day that can help you accomplish your goals!

A few examples....

HootSuite and/or Tweetdeck for "Twitter":

- You can manage multiple accounts – yours and/or your clients too.
- You can post to many accounts – Twitter, Facebook and LinkedIn accounts all from one source.
- You can post in real time or you can schedule posts at varying times of the days or weeks.
- You can monitor your connections and what they are posting and Retweet their content easily and communicate back to them.
- You can "search" for more connections by setting up specific categories of your connections.

Twellow:

The Yellow Pages of Twitter. Search by category or name or keywords to find others in Twitter.

Ping FM:

You can have several "feeds" going into PingFM that will distribute to many of your accounts. Example: you can get Blog Posts from your favourite bloggers to be fed into PingFM automatically and it will post to your various accounts.

Google Alerts:

Utilize your targeted keywords in Google Alerts and receive an email daily with links to pertinent information on the internet. No more wasting time "looking" for pertinent content to share and distribute. Google will do it for you.

The list goes on and on as savvy Developers are identifying and producing applications, products and service sites to help Social Media get the word out there.

So now you know that there are many ways you can utilize the time that you spend, the next question is inevitable - how much time should you schedule for Social Media activity?

And my answer is "the more you put into it, the more you will get out of it". But be realistic! You are running a business and Social Media is not billable time (unless you are providing that service to clients). I recommend to clients that they schedule about 5 hours a week – in that way, they are maintaining their presence on the various networks. But it is much easier to manage those 5 hours by splitting it up throughout the week. Maybe 3 times a week (at strategic times) or 2 times a week.

To clarify strategic times, think about whether your target market is on-line during the day, in the evenings or on weekends. If you are "Business 2 Business" obviously daytime hours is when they will be on-line and active on their Social Networks. If you are "Business to Consumer" then they may be easier to reach in the evenings and on weekends.

As well, are you trying to reach Local markets, National markets or International Markets? Be mindful of the time zones. If you are local it is easy. If you are going National, posting during peak hours for all markets would be midday if you are in a Central Time Zone, morning if you are on the West Coast or later day if you are Eastern – you are then reaching across the country. If you are going International is a little tricky, so you might want to schedule your posts to appear at varying times of the day or night using some of the programs mentioned above.

Now you know the strategies to make your Social Media time manageable. Watch for our next article on Social Media where we will address some strategies to use.

Submitted by Diane Colville, [Alternative Office Assistance](#) ❖

MEMBERSHIP RENEWALS

Remember that your membership with CVAC has a yearly renewal. If you are unsure of your renewal date, please contact founders@cvac.ca You can renew your membership at <http://www.cvac.ca/renewal.php>

We will send out several reminders and if we fail to get a response, our system will eliminate your email address from the full member's announcement list (where the RFPs are sent), disable your password for the member's only area of the website, and delete your contact information from the member directory.

Advertise on CVAC

If you are looking to subcontract to other VAs, what better way to reach them than to advertise on CVAC. Or place an ad on our member directory page or our RFP page to reach all of those potential clients looking for a VA.

For as little as \$25.00/month you can place your banner on our website where your fellow VAs can find you when they're looking for some extra help.

If you'd prefer to advertise in our newsletter, the cost is only \$10.00 per issue for a small banner. We'll even design the banner for you if necessary. For more information please go to: www.cvac.ca/advertise.php. ❖

A Little Question To Get You Thinking!

Recently, I read an article from one of the web designer's newsletter that I subscribe to and it really struck a chord with me and thought I would give you something to think about too.

The article simply stated "Why I Would Recommend My Plumber?" The article went on to list a lot of things that the plumber went above and beyond to do. He talked about his honesty and integrity and so many other valuable assets that this Plumber had.

He went on to explain how this fellow owed him additional time so went about the business of fixing up some things that needed done in his yard.

The reason this resonated with me is it made me ask the question of myself, what am I doing for my client's? Am I giving them exactly what they pay for? Am I going above and beyond to offer them those little extras?

What about your long term clients are they taken so much for granted now that they have been with you for several years?

What other little thing can we/you do to show them how much we appreciate them and their business?

Most importantly of all what are our business values? Are we honest, considerate of our clients and colleagues and do we show them the integrity of our worth?

Caroline Jarzabek, [CMJ Virtual Office Manager](#) ❖

UPCOMING WEBINARS

Speaker: **Martin Povey** is returning as CVAC's guest speaker for the November webinar!

Topic: OMG - I have my own business - now what?

Date: Tuesday, November 16, 2010

Time: 2:00p.m. AST / 1:00p.m. EST / 12:00p.m. CST / 11:00a.m. MST / 10:00a.m. PST

Speakers: **Elayne Whitfield and Janice Byer**, CVAC's founders will be hosting December's webinar!

Topic: Everything you wanted to know about being a Virtual Assistant but had no one to ask!!

Date: Tuesday, December 14, 2010

Time: 2:30p.m. AST / 1:30p.m. EST / 12:30p.m. CST / 11:30a.m. MST / 10:30a.m. PST

Speaker: **Angela Wills** is returning as CVAC's guest speaker for the January webinar!

Topic: Wordpress - It's a Blog, It's a Website, It's a Business...

Date: Tuesday, January 5, 2011

Time: 3:00p.m. AST / 2:00p.m. EST / 1:00p.m. CST / 12:00a.m. MST / 11:00a.m. PST

For more information on the above webinars and to register please visit: [CVAC Webinars](#)

Where: All classes are web-based as such come to you live from your desktop.

Cost: Free for all CVAC members. \$5.00 for non-members

Limited space available, first come first served.

Complete instructions are provided upon registration.

For more information or to learn how you can be a guest speaker Contact:

*Della Bercovitch
Webinar Chair
<http://www.della-gate.com/>
della@dellagate.com . ❖*

VA QUESTION AND ANSWER TIME



Q. What backup services are you using for yourselves or your clients and what is the cost? Are there any free services available?

A. I use Carbonite and love it. Easy to set up and then you don't even have to think about it. It costs about USD 50/year and you can usually save 10 to 20% by searching online for a discount code.

Answer credit: Mary Boles

Q. What would you recommend for a good accounting/point-of-sale package for Mac?

A. We had a similar question come up on another forum and someone there recommended Lightspeed POS for Mac <http://www.xsilva.com>. It needs an Intel Mac for best performance and even has an online version.

Answer credit: Lucie Hansom

Q. What are some payment options for American clients who don't want to use PayPal and I don't want to accept cheques?

A. Some options are:

- You can either accept money orders, which is just like cash.
- If you a VISA merchant, you can take the number over the phone. Set it up at your bank or with one of the companies that offer VISA/MC/AMEX or just VISA.
- Bank transfer.

Answer Credits: Karen Shane, Denise Hill & Natalie Ziegler

Q. What software do you use? Come on everyone... share what you are using.

A. Email Broadcasting, 32Bit Email Broadcaster. www.electrasoft.com Cost about \$60

VoIP, Skype www.skype.com. Free to call computer to computer and paid version for computer to phone long distance. Cost: free and paid versions

Check for broken links on your website. Xenu <http://home.snafu.de/tilman/xenulink.html> Cost: free

Time Tracking. Trax Time <http://www.spudcity.com> Cost: \$39

Transcription Playback Software: Express Scribe <http://www.nch.com.au/scribe/> Cost: free

Password Storage. Passkeeper <http://www.passkeeper.com/> Cost: free but encouraged to donate \$10

Password Storage: Roboform <http://www.roboform.com/> Cost: \$29.95

Answer credit: Janice Byer

*Q&A is brought to you by:
Karen M. Bowman, West Coast Way Consulting Inc.
www.westcoastway.com ❖*

The National Day of Remembrance for Road Crash Victims in Canada is a day set aside to remember those killed or seriously injured on Canadian roads, often in avoidable collisions, and those left to deal with the sudden and unexpected loss of people they love. November 17 is your opportunity to remember the victims, and to express your support. Visit www.rememberroadcrashvictims.ca for more information & to sign the national pledge.

The Drop It And Drive campaign has been launched by CVAC member, Karen M. Bowman, West Coast Way Consulting Inc. The story about this VA's journey to make a difference will appear in the next issue of the CVAC Newsletter. To learn more, show your support, or sign the national pledge visit <http://dropitanddrive.com/>

"I'd love to see the entire Canadian Virtual Assistant industry step up to pledge their support to end distracted driving. If you sign the national pledge before Nov. 17th, please drop by my Blog, include your name on The Pledge page noting your role as a Virtual Assistant. Thanks." Karen Bowman❖

The New Website is now up and running!

We would invite everyone to look through the website and if you spot anything that needs to be changed please let us know!

We need all members to have a look through your profiles and make sure that everything is up to date!

If you see anything amiss please email: founders@cvac.ca ❖

Subscribe or Unsubscribe Info:

The Canadian Virtual Assistant Connection is proud to offer the CVAC Newsletter to our members and all entrepreneurs around the world. We offer articles, links and tips to help you run your small business. If you would like to subscribe or unsubscribe to the CVAC Newsletter, please fill in the form at: <http://www.cvac.ca/newsletter.php> Full and Partial Members are automatically subscribed.