

WORK

Cap U program brings out inner boss

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STARTING your own business is a big deal.

You need to have the right tools in your pocket, or else chances are you're not going to make it. But a new Capilano University program sponsored by the Ministry of Housing and Social Development is trying to boost the success rate of business owners by showing them how to think like entrepreneurs.

The BOSS Self-Employment Program is a selective course that prepares participants with a detailed

business plan and then sees them follow through on it for 38 weeks, providing support and advice along the way.

Only applicants who have what it takes to make it are accepted, says Patricia Lambert, project manager and lead business advisor for the program.

"We're not just about filling seats, we're about making sure that the right people are sitting here," says Lambert. Those who qualify must be past or present recipients of employment insurance, she added.

Following acceptance, participants spend the first ten weeks learning how to shift

from employee thinking to entrepreneurial thinking.

"It's a shift in how they view their role as an owner of business," says Lambert.

"So the customer and how they're making the relationship with the customer and the experience that the customer would have with them is now at the forefront of their thinking instead of the fact that they sell x widgets."

After that, it's time to implement their business plan while returning for mentoring and information exchanges at least once a month.

"We listen to their comments about new things they need to learn as they're

progressing through their business and we invite industry experts to come in," explains Lambert.

The graduates are also given the opportunity to catch up with each other at the sessions.

"They can network together and increase their circle of influence because they will now know more than they knew before," she says.

A lot more, according to soon-to-be graduate Jennifer Abbott.

"(The program) made me realize how much I didn't know. It was like wow, what an eye opener."

Abbott, a hearing aid practitioner, decided to set up her own mobile hearing clinic after getting laid off from her previous job. She heard about the BOSS program while applying for employment insurance and asked around about it.

"A few people that I asked that have their own business, they also took the program. . . and I heard lots of good things about it, so that's why I applied."

Since finishing the ten-week training component, Abbott has been focusing on building brand recognition for her company Hear at Home. Armed with a logo-wrapped van, she visits seniors, provides full diagnostic hearing tests and fits hearing aids.

"If you've seen my vehicle . . . I drive around in it a lot and OK, it looks a little dorky, but people are noticing it and recognizing it," she laughs.

"I think that's been my success so far."


As for the BOSS program, she thinks all new business



photo submitted

JENNIFER Abbott, owner of Hear at Home mobile hearing clinic, is a recent graduate of Capilano University's BOSS Self-Employment program.

owners could benefit from the training it provides. professionally, being accepted into the program was like winning a small lottery."



NORTH VANCOUVER DISTRICT

Watermain Cleaning

in Blueridge and Mount Seymour Parkway Areas

Watermains in the Blueridge and Mount Seymour Parkway areas will be cleaned between April 7 and May 31, 2010. This cleaning will temporarily affect the water supply in these areas, and is part of an ongoing maintenance program to ensure high water quality and dependable water service.

Cleaning will take place

- east of Riverside Drive to Mount Seymour Parkway, and
- from North Dollarton Highway to Hill Street.

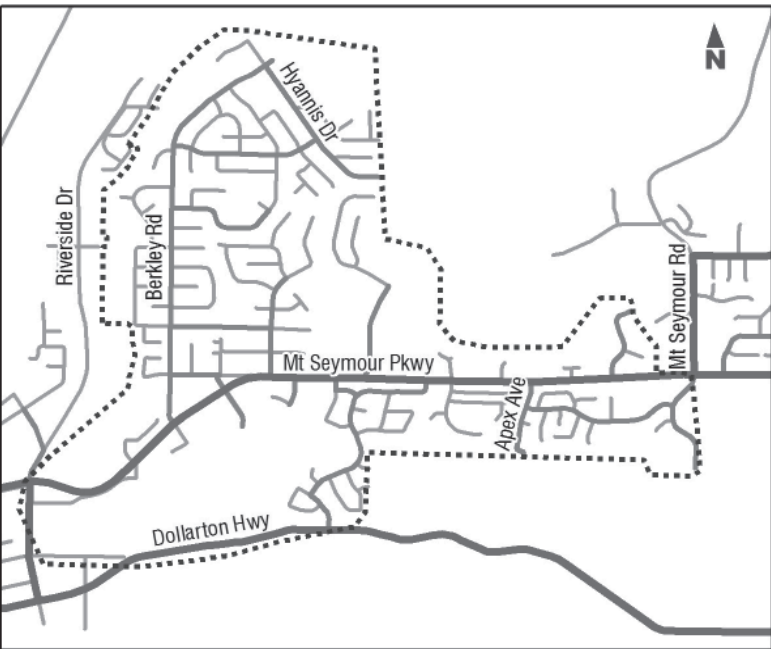
Residents may notice some discoloration of water due to sediment being stirred up. This

is harmless and water clarity should return to normal quite quickly.

During the cleaning process specific blocks will be without water from 9 a.m. to 4:30 p.m., with some areas experiencing more than one interruption.

Advance notice will be delivered to homes in each watermain cleaning area prior to cleaning. Please call 604-990-3860 with any questions or concerns.

The map below indicates specific streets affected by the watermain cleaning.



District of North Vancouver
355 West Queens Road, North Vancouver, BC V7N 4N5
Main Line 604-990-2311

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briefcase

Keeping it green

Bowen Island-based organization The ChariTREE Foundation will be partnering with companies Diamond-Kote and Sal Marketing to continue its mandate of supporting children's tree planting projects and environmental and global warming education programs throughout Canada.

The foundation is Canada's leading kid's environmental learning charity.

For more information go to www.charitree.ca.

A job well done

Bayshore Home Health, Canada's largest home care agency was recently named one of Canada's 50 Best Managed Companies for 2009 for the fourth year in a row.

A provider of home and community health services, the company began servicing North Vancouver residents in 2007. It's success rests on the following principles: a culture of commitment; a diversified business model; a strong national presence; and ensuring its branches are part of the communities they serve, according to a media release.

— Manisha Krishnan



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