



List of RVDA of Canada Programs and Benefits

The RVDA of Canada is here to assist in the improvement of all involved in the recreation vehicle industry. Any programs, activities or government lobbying that the association may become involved in are introduced and developed by its members, for its members. Involvement is encouraged from all members. If you have any questions regarding the RVDA, what it does or what it can do for you, please contact one of the provincial or regional RVDA offices or the RVDA of Canada.

1. Communication:

- Annual National Membership Directory
- Annual RV Magazine: **The RV Compass**
- Bimonthly Newsletter
- Biweekly eBulletin / Stolen RV Report
- RVDA of Canada, including web listing and Members Only area access
- New Member packages
- Email, fax and mailouts of programs and members benefits

2. RVDA of Canada Endorsements:

- Chemical Protection/Glass Etched Anti-Theft, SAL Group – Industrial Alliance Pacific
- Credit Insurance, SAL Group – Industrial Alliance Pacific
- **Sal Protection Plan (SPP)** Extended Warranty Program, SAL Group – Industrial Alliance Pacific
- Property & Casualty Insurance Program, Federated Insurance Company of Canada
- Group Benefit Program, Federated Insurance Company of Canada
- Retail RV Finance Program, RBC Royal Bank
- Spader 20 Groups, Spader Companies
- Multimedia Services – Online dealer inventories, web design & hosting, RVHotlineCanada.com
- Merchant Account Discount Program with PayLogec Merchant Solutions
 - MasterCard (from 1.69% electronic)
 - VISA (from 1.63% electronic)
 - Interac (10 cents per transaction)

3. Other general member benefits:

- Canada Night Dinner at RVIA National RV Trade Show
- RV & Camping Industry Convention
- Promotion of provincial and regional RVDA events
- Promotional material: ABC of the Recreation Vehicle Video (How to Safely Enjoy RVing)
- RVDA of Canada window decals
- Research of programs and technologies of benefit to the RV industry
- Catalogue of educational and promotional materials available to members
- RVDA of Canada apparel
- Charity fundraising events that raise the public profile of RVDAs
- Calendar of Events
- Articles accepted for newsletter (non-advertorial)
- Affiliate Membership in TIAC (Tourism Industry Association of Canada)

4. Dealer benefits:

- RV Dealers International Convention / Expo
- Charter member in Go RVing Canada Coalition for the promotion of the RV Lifestyle
 - Go RVing Canada dealer tie-in promotion packages, including a lead distribution module
 - Placement on the Go RVing website – enhanced for above tie-in program participants
 - RV video footage available for promotional projects
 - Marketing Advantage Program with media images; printable posters, banners brochures
- Representation on the board of the RV Educational Council / RV Learning Center
- Dealer recognition and promotion
 - Dealer of the Year Award
 - RV Show Best Bulk Space Award

- Model Dealer Agreement
 - RVDA of Canada Code of Ethics
 - Definition of an RV Dealership – for dealer, industry partner and consumer awareness
 - Stolen RV Reports and database
 - Pre-owned RV Certification Program
 - Marks WorkWearhouse Discount Card
5. Government lobbying on RV issues:
- to rectify any legal or policy concern of the RV industry
 - to be in a position to proactively negotiate and give “expert” input on issues before they become policy or legislation
6. Education enhancement and staff recruitment programs:
- National Service Seminars
 - Tec-Can Training (dormant program)
 - Discount rates on approximately 50 selected industry publications and RV dealership manuals covering general dealer operations, sales, rental service, AfterMarket, and F & I departments
 - Access to additional industry publications such as the RVDA of America’s **RV Executive Today** and **RV Technician** magazines
 - Preferred access to RV Learning Center resources and training, including Certification Programs for RV Service Manager, RV Service Advisor / Writer and Parts Personnel (Managers, Specialists)
 - Privacy Policy information and guidelines
 - RV Career Reference Guide (Human Resources program)
 - RVCareers.ca website for member job postings and recruitment of staff to the industry
 - Education Toolkit – a Catalogue of Courses and Resources

A catalogue of publications and materials available can be requested from the RVDA of Canada offices at 604.718.6325, or info@rvda.ca. (Includes order forms. Order forms for Apparel – a member-only item – are separate.)

7. Regular contact (including some memberships) and joint efforts with other associations and organizations in Canada and the United States that are affiliated with recreation vehicle industry such as:
- Canadian Recreational Vehicle Association (CRVA)
 - Canadian Standards Association (CSA)
 - Recreation Vehicle Aftermarket Association (RVAA)
 - Recreation Vehicle Industry Association (RVIA)
 - Recreational Vehicle Dealers Association (RVDA) of America
 - Campgrounds•Campings Canada (CCC)
 - Canadian Council of Motor Transport Administrators (CCMTA) – member
 - Tourism Industry Association of Canada (TIAC) – member
 - Canadian Tourism Commission (CTC)
8. Statistics and Other Industry Data:
- Monthly National RV Sales Statistics Summary
 - Annual National Industry Payroll Survey
 - Biennial Warranty and Parts Survey
 - Compilation and distribution of national legislation standards by province
 - Collection and documentation of other relevant information
 - Monitoring and evaluation of industry data such as RV shipments
9. Specific Committees:
- Awards
 - Funding
 - Education & Human Resources
 - Program Development
 - Past Presidents Advisory
 - Marketing Intelligence
 - International Convention / Expo
 - RV Education Foundation (RV Learning Center)

**Partial list of publications, training and promotional material
available to members at substantial discount**

General Dealer Operations:

How to Value an RV Dealership
Go RVing Dealer Promotion Package
Turning Your Sales Force into Sales Consultants
The Personality Qualities of a Top RV Salesperson
Improve Sales by Rebuilding or Renovating Your Dealership
RV Dealers Safety Guide
Reduce Turnover to Sell More
(*aka Customer Retention through Employee Retention*)
Winterizing Your Dealership
(*How to Get Through Those Winter Doldrums*)

Rental Operations Materials:

RV Rental Operations Manual
How to Operate a Successful RV Rental Program Using Consigned Vehicles

Sales Training Materials:

The Selling Cycle *by Jan Kelly*
Start to Sell™

AfterMarket & Service Publications:

RV Service Management Guide – 9th Edition
(*aka The Flat Rate Guide*)
RV Damage Repair Estimator
RV Weight & Tire Safety Handbook
Increasing Customer Satisfaction
Merchandising Manuals (AfterMarket Series)
ABC's of the Recreational Vehicle – Video
RVIA Technician Training Textbooks

Other Training

Online RV Technician Training Programs
RV Learning Center Learning Guides for Service, Parts and Warranty personnel

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RVDA of Canada

**Tel: 604.718.6325
Suite 204 – 6411 Buswell Street, Richmond, BC V6Y 2G5**

Fax: 604.204.0154

**Email: info@rvda.ca
www.rvda.ca**