

BUSINESS NAVIGATORS TEAM IS ANOTHER YEAR STRONGER

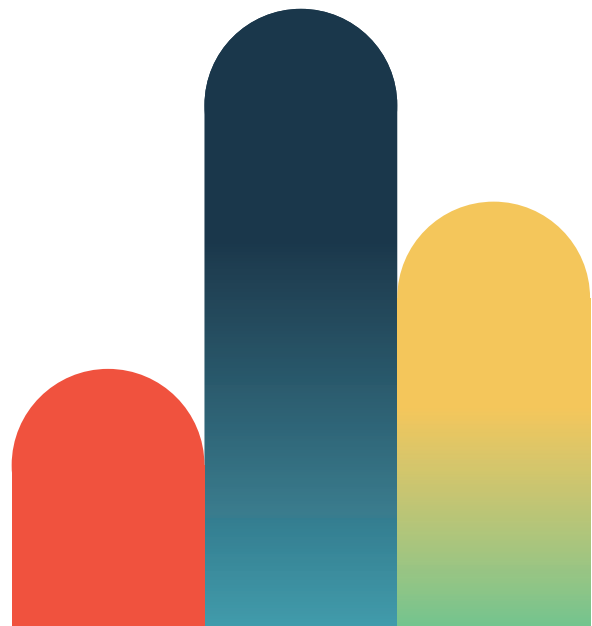
Time flies when you're hard at work! The ONB Business Navigator team is celebrating three years of service in October 2022.

The team continues to provide one-on-one support to business owners and entrepreneurs navigating regulations associated with starting, owning, and operating a business in New Brunswick. Navigators focus their support on topics like business registration, inspection requirements, permits, licences, and more.

Although it was not in the sightline when the service launched in October 2019, the team has been truly indispensable throughout the COVID-19 pandemic. They continue to work very closely with all New Brunswick businesses throughout uncertain times, supporting them as they navigated the mandatory order and changing health and safety restrictions. ONB led the charge in implementing both the NB Small Business Recovery Grant (SBRG), a non-repayable grant of up to \$10,000 for businesses to help offset the continued impacts of the pandemic, and the Self-Employment Lockdown Fund (SELF) grant for self-employed individuals. The Business Navigators heavily and impressively supported New Brunswickers as they navigated the eligibility requirements and application process of both grants.

Welcoming Immigration Navigators to the Team

In the spring of 2022, ONB was thrilled to launch its Immigration Navigator offering. Our Immigration Navigators' role is to help newcomers, potential and active candidates, and other information seekers navigate the provincial immigration process and support employers' access to skilled workers. Areas of focus, in terms of support to clients, include different immigration streams, essential documentation, upcoming international events, and connecting clients with immigration officers, departmental navigators, partner organizations, and more. They have hit the ground running and have been a critical asset to New Brunswick's immigration network in their short time in operation.



A YEAR IN REVIEW BY THE NUMBERS

OVERALL CLIENT SATISFACTION



On Full Cases from
October 2021 to
September 2022

TOTAL NUMBER OF INQUIRIES

6,162

1,867 Quick Hits
785 Full Cases
3,510 COVID-Related

TOP THREE SECTORS HELPED:



Accommodation
and Food Services



Professional, scientific
and technical services



Retail Trade

TOP THREE TOPICS OF INQUIRES:



Funding/Loans/
Wage Subsidy



Business
Registration



Licences

GET TO KNOW OUR WORLD-CLASS TEAM



ALICIA STEWART

Immigration Navigator
since March 2022

In my free time I: shop, garden and enjoy watching Netflix.

My superpower is: doing my best to be the best mama to my little man.

I love New Brunswick because: it's home – it's where nature surrounds us, where community helps thy neighbour, and where we are granted the time to truly stop and enjoy the small things that hold such significance.



MANON BERTIN COUILLARD

Business Navigator
since February 2021

In my free time I: spend time with my husband, my two children and four yorkies. I crochet, go camping and more recently, I've been helping my husband and my youngest son to build an off-grid camp in the woods.

My superpower is: having an inquisitive and analytical mind with a knack for attention to detail.

I love New Brunswick because: it's friendly and welcoming, and for its nature and serenity.



JASON FITZPATRICK

Manager, Business & Immigration
Navigators since September 2022

In my free time I: can be found riding mountain bikes in the woods or volunteering with our local cycling club working to build or maintain trails.

My superpower is: shapeshifting! Managing risks and fast-paced challenges, having the ability to adapt and be flexible is crucial in my day-to-day, both in the office and out.

I love New Brunswick because: it offers everything you need, from bustling cities to peaceful towns on the water, there's something for everyone.



JENNA KNOETZE

Immigration Navigator
since July 2022

In my free time I: cross stitch and watch drag queens lip sync for their lives.

My superpower is: cheering people up.

I love New Brunswick because: it's my heart's home.



ELIZABETH FONTAINE

Business Navigator
since August 2020

In my free time I: love to sing, cook and enjoy wine.

My superpower is: being an empathetic listener.

I love New Brunswick because: the entrepreneurial spirit is as beautiful as the landscape.



DAMILOLA AJIBADE

Business Navigator
since August 2020

In my free time I: take photos, spend time with family and volunteer with youth in my church.

My superpower is: my passion.

I love New Brunswick because: of the nature, tourist attractions, and the people.

WHAT CLIENTS ARE SAYING

“ Wonderful service. Really appreciate the information since I had no clue, after hours of googling, where to find the answer to my question! Very grateful for their kind assistance.”

“ Gave very extensive knowledge and resources to contact for the services I required. Was incredibly helpful and open if I needed anything else down the line! Am very thankful for them!”

“ I'm new to my role and I honestly had no clue where to start. After contacting the Business Navigators, they made my job so much easier. They gave me all the right forms and guidance I needed to get our business up and running! Amazing service being provided to people!”



A SWEET SUCCESS – LAROUÈRE FABRIQUE DE CHOCOLAT

André Cormier, co-founder of **LaRouère fabrique de chocolat**, contacted ONB's Business Navigators seeking support as he and partner Robin Streb opened their storefront and manufacturing facility. While in the midst of renovations, he reached out to ensure he was meeting all health and safety requirements. Business Navigators promptly contacted the Public Health Inspector's Office to gather all relevant details, explained the company's status, and helped arrange a successful meeting. The company also needed assistance with licensing, business planning, trademarking, and export development planning. Our Business Navigators went on to connect André with all the right resources, including contacts with groups like the Canadian Food Inspection Agency (CFIA) and the Canadian Intellectual Property Office (CIPO) for its trademarking support. Step-by-step guides to licensing, and a host of business plan templates were also part of ONB's support to the burgeoning chocolatiers. From hobby to farmers market vendor to a newly launched boutique chocolate factory, LaRouère is a great example of the small businesses journey in New Brunswick.

COLLABORATION IS KEY

ONB recognizes that we are stronger when we work together. The success of the Business and Immigration Navigator teams is only possible due to the commitment and collaboration of Departmental Navigators located across government, partners, colleagues, and the broader business network-at-large. We are grateful for the support that has made this still relatively new service such a resounding success thus far.

GET IN TOUCH

We are proud of being responsive, friendly, and helpful and operate during regular ONB hours;
8:15am-4:30pm, Monday to Friday.

✉ nav@navnb.ca / immigrationnav@navnb.ca

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🌐 www.ONBCanada.ca/NavNB