

Canada's destination specialist



**Deliver exceptional
client service,
Always.**

And they said writing a mission statement
would be complicated.

dadarelo.ca

Deliver exceptional client service, Always.

Who Is Dada Destination Services Inc.?

Dada Destination Services Inc. is a Canadian owned destination company that serves the relocation industry. We provide a full range of programs including: **Preview Tours**, **Temporary Accommodation Program**, **Home Finding**, and **Settling-In Assistance** for both domestic and International transferees, as well as, **Transition Coaching** for spouses of international transferees. We also offer a proprietary and comprehensive orientation web tool for Cross Border and International transferees: www.goingto.ca.

Our core services are designed to meet the needs of transferees, beyond simply finding a new home. We understand how difficult it is to relocate to an unfamiliar city. New job responsibilities, family commitments and moving can be both frustrating and stressful for the transferee and their family. We are committed to helping our customers find a great place to live and to provide them with the support and assistance they need to settle quickly and comfortably into their new community.

- **Preview/Look See Trip Orientation**
- **Home Finding Assistance**
- **Settling In Assistance**
- **Web Orientation Tool – goingto.ca**

Dada Destination Services Inc. is Canada's largest, independent destination company. Our services are available from Halifax, Nova Scotia to Vancouver, British Columbia, basically in every key market you need. Dada Destination Services Inc. is not affiliated with any Real Estate Broker or Property Owner or rental agency. We do not accept referral or placement fees from multiple listing agents or Brokers. Just to ensure full disclosure, we do, however, accept chocolates and flowers!

Why did we name the company "Dada"? Where did the name come from?

It is inevitable that once we tell someone what Dada does, the next question is always, "where did you get the name?" – usually followed by a smile and chuckle. Dada was and still is an art movement, started at the turn of the 20th century. They were a group of artists that were considered "unique" and "avante guard" in the established art community. The birth and growth of destination services is much the same. And the founder of Dada, is considered much the same in the relocation industry as the artists who founded the movement.

...“The temporary accommodation assistance and settling in assistance provided by Dada helped reduce the stress during my relocation to Ottawa and turned it into a very pleasant experience”.

S.A. Nortel Networks

Interestingly, in other cultures and languages, Dada also means many other things: in Romanian it means, “yes, indeed you are right”; in French it means, “a hobby horse” and in Hindu, dada is the village elder who gives permission to do business in his village. But in Canada, it means “Canada’s destination specialist”! So now, you know.

Our Destination Programs deliver!

In each city, Dada employs either full time Destination Consultants or Contract Destination Consultants who have been fully trained to deliver our programs. We are not affiliated with other destination company. Our pricing strategy and program delivery is consistent and comprehensive regardless of the city it is delivered in. This provides our clients and customers with the added assurance of a quality program. The provision of a bilingual 1-800 Help Desk to initiate and track each file makes the process far easier for our corporate clients too.

What We Do

Preview Trips

Our Preview Trip program is often used either as a pre move familiarization trip for the transferee and their family or as a recruitment tool. Dada’s role is to provide a general overview of the destination city as well as specific information in regards to housing costs, neighbourhoods, education, health care and any other specific information the transferee may require to make an informed choice.

Temporary Accommodation Program

Our Temporary Accommodation program is a remote Rental Search program. Temporary Accommodations can be used for any furnished requirements for a minimum of one-month stays. Most furnished apartments are located in the city core and are privately owned condominiums. The furnished apartment DADAbase is a cost effective alternative to traditional apartment hotels and allows the transferee a broader range of style of apartments to choose from. Based on the needs and budget of the transferee, Dada will research and book a furnished apartment for the term required. Dada is the sole extended stay provider for furnished accommodations for Federal Government departments and agencies.

...“ I wanted to take a moment to thank you for the great level of service your company provided to me on my recent relocation to Toronto. It has been a treat to work with Donna, who was able to clearly understand my needs up front. I believe I now have a great place to live in the perfect location.”

P.D. GlaxoSmithKline Inc.

Home Finding Assistance

We offer a personalized service, tailored to the transferee’s specific home search and orientation needs. Whether our customers prefer to rent or buy a house, duplex, apartment or townhouse, whether they wish to live in the city or the suburbs, we will make their **Home Finding** experience less time consuming and stressful. Based on their housing requirements, budget and the available housing market, our Destination Consultant will schedule appointments to view. Our Consultant will pick up your transferee at their hotel or office and escort them to the viewing appointments. Once they have made their selection we will assist them in completing all necessary lease documentation.

Since Dada does not charge listing or placement fees from landlords, or collect referral fees from real estate brokers, your transferee is guaranteed that we have researched every possible housing option available.

Settling – In Assistance

Dada understands that Cross Border and International transferees require more “accompanied” assistance. Therefore we have developed two settling in programs. The first is specifically designed for domestic transferees. And the second is designed for Cross Border or International transferees. All settling in customers receive practical assistance and in person counseling for the entire family. Delivery and scope of the program is tailor made specifically to suit our customer and their families’ needs, with an emphasis on the practical challenges associated with relocating. Our Destination Consultants can advise and assist the transferee and their family on all relevant issues from the public and private school systems, public transportation, driver’s licence requirements, and provincial health care coverage to recreation programs and facilities, shopping and any other services in the area. For Cross Border and International transferees, settling in also provides assistance and counseling on Social Security Number Cards, opening bank accounts and establishing credit in Canada, as well as, the social and cultural environment in Canada.

Goingto.ca

Dada’s proprietary orientation website, **goingto.ca** is an online tool that provides both fun and relevant information to transferees before they arrive in Canada. It allows transferees to access all the pertinent information, required documents and provides an overview of what Canada has to offer. There is even a section specifically written for children to help alleviate any concerns they may have. The site is password protected with access for every accompanying family member.

...“Anna has been very helpful to meet my needs and answer my questions. With her help, I was able to find a very nice place to live in Halifax. She is dedicated and will do everything to provide the best services possible.”

D.V. Canadian Forces

Transition Coaching

Dada’s Transition Coaching program is based on the principles of accredited life skills coaching, understanding that people have the answers they need within them and that sometimes they need help in getting to those answers. Dada’s Transition Coaching program helps alleviate the isolation a spouse feels by actively working with them towards building a fulfilling, meaningful life in their community, one step at a time, with motivation and support. The Transition Coaching program sessions provide one-on-one emotional support and assistance to help ensure that the spouse *can effectively integrate and be happy* in their new community.

How We Do It!

Our 1 800 Help Desk receives the request for services and opens file. The file is then emailed to our Destination Consultant

Person to Person Contact

Our Destination Consultant contacts the transferee by phone and email to review their destination requirements, provides destination counseling and information, and arranges meeting date and time with transferee.

Research

Based on the completed Destination Needs Analysis and the telephone counseling session, our Destination Consultant will select appropriate housing and book viewing appointments based on the transferees’ arrival date and schedule. Our Destination Consultant will also research and book any settling in requirements and appointments that need to be scheduled during the house-hunting trip.

Accompanied Viewing Appointments

Once the transferee arrives on their house-hunting trip, the Destination Consultant will escort them to all rental property viewing appointments; and assist in lease application and documentation.

...“Karen was excellent! She took the time to help us on our recent relocation to Edmonton. She took the time to help us with more than what was asked”

C.H. Department of National Defence

Settling In Assistance

Once the transferee moves into their new home, our Destination Consultant will help them complete any documentation needed (SIN cards, health insurance, etc.) and escort them to the appropriate offices. The Destination Consultant will also accompany the transferee to register their children for school and to any other facilities required (i.e: recreational and cultural).

Added Value Orientation Package

All Dada customers receive a free Orientation package for their future reference and use. The package has a wide variety of pertinent information including: information about public transportation, vehicle licensing and insurance, public and private schools, our health care system, shopping, and leisure and recreational facilities available in the region. Also included is a transit map (when available) and brochures of cultural and recreational programs.

Why Use Dada

The benefit of Dada’s service to the transferee may be obvious: It saves time, relieves stress, promotes greater choice of suitable homes, and eases pressure on the family. Many of our customers have commented that they were extremely grateful that their employer chose to retain our services.

Of equal importance are the benefits that Dada offers the employer when you consider that the faster a transferee is happily settled in their new home and community the sooner they can be productive in their new work environment.

We are proud of our customer service record but we also welcome the opportunity to improve our service to both the transferee and client. That is why we survey our customers.

Every transferee is provided with a Customer Satisfaction Survey. We encourage and appreciate their feedback on our services. The completed survey also allows us to recognize just how much our Destination Consultants contribute to our success! Completed customer satisfaction surveys are also forwarded to our clients Relocation or Human Resources department, so they too can monitor our success.

99% of our customers have stated that they would recommend our services to a colleague or friend

...“Lynn provided exceptional service in helping us find a great apartment and was wonderful in helping us settle in Montreal.”

Dr.K.H. McGill University

Our commitment to customer service and our comprehensive programs makes Dada Destination Services Inc., the most chosen provider for relocation Companies and the most recommended Destination Company in Canada.

Call us today and find out how we can help enhance your employee’s relocation experience AND help you ensure your corporate relocation program is supported by the best Destination Company in Canada.



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