

2015 Consumer Choice Awards



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“Congratulations Commissionaires Hamilton on being selected the 2016 Consumer Choice Award winner in the category of **Security Company** for the City of Hamilton and surrounding areas.

Through an independent market research survey, the consumers and businesses in your community have selected you as the top ranked organization in your industry. You are now part of a very select group of business owners and entrepreneurs recognized for their business excellence in the Greater Hamilton Area.”

This was the letter that greeted me one fine August morning and was indeed good news as the Division continues to move forward. In the past six months the Division has been named the Hamilton Spectator Readers’ Choice winner for security companies, the CBRE Supplier of the Year in partnership with Commissionaires Great Lakes and the Consumer Choice Award winner.

I had the pleasure of attending the awards dinner at LIUNA Station in Hamilton where we were recognized for our achievements along with winners in other categories. We will undertake a number of advertising initiatives with this award including exposure on CHCH TV, CHML radio, bus advertising and electronic billboard messaging as well as a more defined and professional web presence.

It is important to realize that the recognition and awards received are the direct result of the work by you the Commissionaires in the field. You are the face and the personification of the Corps, the direct link between the clients and the Headquarters and as such these awards reflect the fine work that you do day in and day out. This award is just one more example of why we are **Trusted Everyday Everywhere**. You have my congratulations and my thanks.





From the Chair

I hope that everyone within the Hamilton Commissionaire family had a pleasant summer and found some time to enjoy outdoor activities with friends and loved ones. Living in a wonderful country like Canada, we have much to be thankful for as we enter the fall period. With Thanksgiving approaching, quickly followed by Remembrance Day, the fall is not only a period in which we prepare for winter but also the time of year that we give thanks for our blessings and remember those who have contributed to making Canada a safer place to live.

After a summer break, your Board of Directors is back to work and anticipating a busy and productive fall session. In October we are looking forward to a visit to Hamilton, from the Chairman of the National Board along with the Chief of Staff of the National Office. In November, I along with CEO will represent Hamilton Division at the Fall Meeting of the National Board and the National Business Management Committee in Ottawa. I had the pleasure of meeting some of you at the Home Hardware show in September and I look forward to the opportunity of meeting a number of you at our Annual Awards Dinner in November.

As we enter the fall season, I would like to take this opportunity to thank all members of the Hamilton Division of the Corps of Commissionaires for your service both past and present. Best wishes to you and the clients that you serve.



The CEO's Desk

Looking out the window this morning onto a grey and wet fall day I wonder where the time has gone since the start of a long and beautiful summer. We sometimes think that the days rush past with little change and indeed when we measure one day at a time the change is almost imperceptible. As we take a longer view though and only since last June we can see a number of accomplishments and milestones. Change both in our personal lives and business is constant and inevitable. Change is the only constant in our experience and without change our lives would be dull, colorless and not very rewarding.

Much like the view out the office window this morning. New experiences whether in terms of social, family or contracts at new worksites keep us moving forward and refreshed. This edition of our newsletter will show some of those activities we've been involved in and some of our successes throughout this past summer. While you turn the pages I would like you to remember that the reason the Hamilton Division and The Corps is successful is because of your efforts to provide the industry leading standard of security and bylaw enforcement. Each and everyone of you is why the Canadian Corps of Commissionaires has thrived since 1925 and why we are **Trusted Everyday Everywhere**.

Home Hardware Fall Show

WO Beth Merryweather and her able crew along with members from across the Division have successfully completed another Home Hardware Show. Commissionaires from all Detachments in the Kitchener-Waterloo; Guelph area participated in providing Security Services for the show. A very intense 6 days of round the clock security at the St. Jacobs Home Hardware site was made even more interesting with the unexpected visit of Prime Minister Stephen Harper. Under the very capable leadership of WO Merryweather; our Commissionaires on duty adjusted to the special requirements of having the PM on site. LCol Gary Burton Chairman of the Board, LCol John Livingstone, CEO, and MWO Larry Will, Account Manager visited the market and had the opportunity of meeting with a number of the Commissionaires.



Prime Minister Harper poses for a photo with WO Merryweather and Cmre Ranjit Gill.



Commissionaire Krajaefski providing access control.



Commissionaire Kirk Richardson provides access control with a Home Hardware employee.



WO Merryweather, Client Contact Scott Courtemanch and Division Chair Gary Burton at the show.



Patron
His Excellency the Right Honourable David Johnston
C.C., CMM. COM, CD
Governor General of Canada

Président d'honneur
Son Excellence le très honorable David Johnston
C.C., CMM. COM, CD
Gouverneur général du Canada

17 July 2015

Mr. John Livingstone, CEO
Commissionaires Hamilton
151 York Blvd, Suite 208
Hamilton, ON L8R 3M2

Dear John,

Further to my briefing at the Calgary Commissionaire's Conference in June, the Canadian Naval Memorial Trust Board of Directors recently endorsed a new non-membership support category - the Convoy Class. As part of a national outreach campaign for fundraising and membership, the Trust has been developing new avenues to reach out to a broader audience across Canada. This is in keeping with its mission: Dedicated to the long term preservation and professional operation of HMCS SACKVILLE, the last corvette and Canada's Naval Memorial, for the benefit of all Canadians.

The Convoy Class is specifically designed for civilian groups, companies, and military units that may be interested in supporting the Trust and HMCS SACKVILLE as a charitable organization, in a non-membership role. For \$500, the donor can be justifiably proud that they are part of a group directly contributing to the ongoing preservation and operation of Canada's last corvette. A unique club indeed.

For the \$500 donation, the group, company or military unit will receive an 8 x 10 inch plaque mounted image of HMCS SACKVILLE with a top mounted tally plate indicating the group/unit as a "Convoy Class Supporter". An additional tally plate will be added along the bottom to highlight the year of the donation. Should the group/unit's generosity extend to multiple years, then a new yearly tally plate will be provided to be attached to the original plaque.

The donor will also be acknowledged on a Convoy Class Supporter board located onboard HMCS SACKVILLE, so that Trust members and visitors to the ship will know the identity of the donors. In addition, contributing organizations will be recognized on the CNMT website and in the quarterly magazine "Action Stations!" Finally, a charitable tax receipt will be issued to the donor.

I have also enclosed a CD with the presentation that I provided in Calgary. The CD also includes the promotional video clip and a PDF file of our concept design book. If your Board is so inclined you can also make a donation to the Battle of the Atlantic Place Project, through the Trust.

I would very much appreciate your backing of one or both initiatives and in promoting and supporting the mission of the Canadian Naval Memorial Trust.

With sincere thanks,

Bruce Belliveau
Commodore Ret'd
Chair, Canadian Naval Memorial Trust

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HMCS Ojibwa was Canada's first Cold War Submarine, and is located in Port Burwell. Project Ojibwa is a significant reflection of the country's naval history. The Oberon Class submarine is located to the east of the Port Burwell harbour, with plans to be transformed into a stunning Historic Ship Museum. The submarine is open to the public for tours.

This factual piece of Canadian history provides a collection of exciting experiences to visitors. For submarine enthusiasts, there are plans for visitors to have the opportunity to spend the night in the crew and officers quarters. The state-of-the-art museum plans include a gift shop, food services, a lounge, washrooms, showers and locker rooms. Education centres and classrooms will provide visitors with real-life history learning experiences through specially developed programs.

Project Ojibwa is a must see, exciting and historical attraction in Port Burwell.

Public Service Health Care Plan (PSHCP)

Canadian Forces pensioners receive a T4 from Specialized Services Division (Cdn Forces Pension Forces Cdn) however the T4 does not include the premium paid to PSHCP.

PSHCP premiums are claimable so in order to find the amount claimable and PSHCP tax letter to make your claim for tax time call 1 800 267 6542. The person answering will place your name in a database and send you a letter which is for use with income tax submission. This will also ensure that in future years you will automatically receive the letter without having to call again.

The call once connected takes about 4 minutes.

Your Canadian Forces Dental Plan is also claimable against your income tax. The number to call and register as above is 1 800 267 0350.

Preventing Christmas Injury

Countdown to Christmas - Less than 70 Days

People every year need hospital treatment for cuts, falls, and burns during the holiday season. When your home is full of people accidents are likely to happen. With a little care and planning, most accidents can be avoided.

Kitchen

Hot oil, boiling water and sharp knives make the kitchen one of the most dangerous places over the holidays. The Christmas meal is the biggest meal a family may cook all year, it requires special planning to prevent injury. Try to keep people and children out of the kitchen. Wait until you're finished before you have any alcohol and clean up spills the moment they happen so people don't slip.

Stairs

Clutter, alcohol and fatigue can make the stairs a hotspot for accidents. Keep the stairs clear, free of clutter and well lit.

Presents

Typical accidents include parents cutting themselves with knives while opening boxes quickly, or trying to assemble toys with scissors instead of using a screwdriver. People also trip over toys and/or electrical cables. Remember don't rush, take your time and enjoy the moment. Have a screwdriver handy for toys that require some assembly. Clear up wrapping paper and packaging as you go along. Remember to recycle!

Christmas Tree

Every year numerous people are injured by the Christmas tree. Usually while trying to fix the stars, lights or other decorations on the higher branches. Remember to use a step ladder and don't over reach. Also buy the correct size tree so you don't have to do any sawing and risk cutting yourself.

Little Lights

Faulty lights can cause burns and electric shocks. Children can swallow bulbs if they're not put out of reach. Test your lights and if you have to buy new ones make sure they meet the current safety standards. Remember not to overload your electrical sockets as this may cause an electrical fire.

Candles

During the Christmas season the risk of a household fire increases by 50%. Take caution when using candles. Never put candles on or near a Christmas tree. Never leave an open flame unattended especially around children and pets.

Christmas Plants

Mistletoe is poisonous; its berries contain toxic proteins that can make you ill, The Christmas cherry's orange berries can cause stomach pain. The Christmas Rose can give you an upset stomach. When purchasing plants for the holiday do some research to find out which ones have toxic effects, and keep them out of reach of children and pets.

Stress

Christmas is one of the most stressful times of the year. Drinking, relatives, the lack of sleep along with the stress of Christmas shopping can be too much for some people. Try to give yourself some quiet time over the holidays. Remember you don't have to attend every get together. Learn to say no to some of the demands people may put on you. Don't suppress your emotions, talk to a third party or someone you trust.

Alcohol

Never drink and drive!



CEO (left) as pall-bearer in the movie *Crimson Peak* - in theaters Oct 16.



John & Rena at Blue Jays game (note the Commissioners hats)



CEO and Account Manager Larry Will at 73rd Anniversary of the Dieppe Raid



Hurry up and wait. CEO & local business men being issued Kit for Executrek in Borden.



CEO strikes an attentive and pensive pose observes Cadet Training at CSTC Blackdown, Borden



Det Comd, Sgt Jeff Jonat at W. Ross MacDonald School for the Blind in Brantford



Sgt Jonat and Cmre Jim Procyk provide access control.

Recognition of Service

5 Years Service: Tom Hacking, Rob Perdok, Ivan Hawerchuk, Doug Kennedy, Ranjit Gill, Paul Gionomo, Randy Tait, Adam Griffiths, Robert Kappel

10 Years Service: Jim Bird, Mike King, Heather Brady, Nigel Purvis, Robert Kjilaas, Colin Hutt

15 Years Service: Doug McPetrie, Barb Cote, Ken Brady, Debbie Johnston, Robert Westbrook

25 Years Service: Pat Bachor



The timing of this newsletter is significant in many ways. As you read this, Remembrance Day 2015 will be only weeks away and as it nears it is worth remembering exactly what that day means to Canadians. Ninety-seven years ago the First World War ended in an armistice that would last less than twenty-five years. Seventy years ago the largest global conflict known to man would end with the detonation of the first and only atomic weapons ever used in anger. And since that time we have endured one decade after another of Cold Wars, regional Peacekeeping, Peace-making, terrorism, and world-wide violence.

Yet, due to the efforts and courage of our servicemen and servicewomen, we have been sheltered from the destruction of those struggles. This is not to say that we have not suffered losses in other ways. Canada as a nation has lost sons and daughters to these conflicts and there are few Canadians who do not know some family who suffered as a result.

So, with that in mind, I would ask that as Remembrance Day approaches, buy your poppy, show support for the struggles and courage and valour of our men and women in uniform, and Remember with fondness and pride those who served with gallantry.

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