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Statement of Tasks and Duties for Commissionaires Hamilton Division

The following task competencies and duties will identify the standard expected duties of a Commissionaire. These duties and competencies may vary in degree based on posting, but all tasks are expected of all Commissionaires.

- ◆ Interaction with the public – Conversations and interaction with the public may occur. This interaction may be stressful and confrontational and a Commissionaire must be able to deal with these confrontations in a polite, courteous and professional manner.
- ◆ Log Reporting – A Commissionaire must be able to describe activities occurring at his/her post in a concise, yet accurate, report. The Commissionaire is required to maintain and update an accurate log of activities.
- ◆ Patrols – A Commissionaire must be capable of conducting patrols of their site, as required by the client, in order to ensure that the site remains secure. These patrols may be outdoors and can involve all types of weather conditions.
- ◆ Physical Tasks – A Commissionaire should be expected to be able to perform basic manual labour. This may involve removing a fire hazard from a site, or moving light to medium weight (5-30 lbs.) material as required by a client.
- ◆ Operation of electronic equipment – Commissionaires may be required to use and operate radios, telephones, computers or other advanced electronic equipment. A Commissionaire must be competent in the use of this equipment in order to perform his/her duties at some sites.
- ◆ Observation – A Commissionaire must have a keen sense of observation. At times, a Commissionaire will be required to recall or identify unusual activity at their post. Their powers of observation will be instrumental in ensuring proper recall and reporting.

If there are any questions regarding this statement of tasks and duties, do not hesitate to speak with your Account Manager or HR.



From the Chair

As the incoming Chair of the Board of Directors for Commissionaires Hamilton, I am extremely pleased and honoured to have recently been elected to fill the vacancy being left by our outgoing Chair, Colonel Gary Burton.

Hamilton Division of the Canadian Corps of Commissionaires has provided service to our military and RCMP veterans in Hamilton and our community since 1937. We are the smallest Division within the Canadian Federation, but well exceed the national average in contributing to its mandate of “providing meaningful employment for veterans”. Thanks to all of you for the excellent work that you do on behalf of the Canadian Corps of Commissionaires.

Colonel Gary Burton, the outgoing Chair, has provided outstanding leadership and guidance to the Board over the past two years and has represented the Division well at the national level. I thank him for his dedication and hard work on behalf of the Corps. I look forward to the challenges ahead – including the adoption of the new Ontario Non for Profit Corporations Act(2010) (ONCA), as well as potentially expanding the Board. Colonel Burton will continue to be a member of the Hamilton Board and will never be too far, should I need his wise advice and counsel.

The future looks bright for the Hamilton Division and our past year has indicated a surplus to be distributed to our members. The Board of Directors has full confidence in the very capable management team leading the Division and the steps that they have taken to strengthen our business. The Board will do all it can to support the efforts of our leadership and front line workers. Once again, thank you for all that you do in re-enforcing our motto of “Commissionaires Trusted-Everyday -Everywhere”. I look forward to having the opportunity of personally meeting many of you over the next couple years.



The CEO's Desk

Welcome back to the Hamilton Division's post summer newsletter. The Division has been busy throughout the haze and humidity that has been the past three months and I realize that this has been a difficult time due to the weather and the increasing demands for commissionaires at both regular sites and short term projects. The performance and cooperation of commissionaires in the field has been nothing less than outstanding and I thank you all for your contributions.

While we have had an extremely busy summer period the fall promises to maintain that pace and the Div HQ continues to hire new commissionaires to meet the challenges of new business along with the maintenance of existing contracts and ever increasing demands by regulatory agencies from all levels of government and the commercial side such as ISO.

The Division's Board of Directors had the opportunity to meet their counterparts from across the country in the Annual Meeting of Divisions held in Toronto this past June and continued their task of refining governance and planning for the future. It should be noted that the Directors are a volunteer group who give freely of their time and expertise to ensure the continuity and continued relevance of the Corps through the social mandate of providing employment for former members of the Canadian Forces and the Royal Canadian Mounted Police.

You will note messages from Human Resources and Operations throughout this issue of the newsletter and I urge you to read them and to avail yourself of the information provided in these articles.

Finally, I thank Colonel Gary Burton for his dedication and tireless work as the Chair of the Board of Governors and I welcome Major Michael Rehill as the new Chair. Our Board of Directors have an extremely deep talent pool and I am proud to say that they along with all commissionaires in the field are the reason we are **Trusted Everyday Everywhere**.

As the outgoing Chair of the Board of Directors for Commissionaires Hamilton this will be my last contribution to the newsletter in that capacity. I would like to thank the Board and all employees of the Division for their considerable support to both myself personally and to the Corps of Commissionaires over the past two years. I am honoured to have had the opportunity to serve as your Board Chair. As I stated at the start of my tenure, although Hamilton is one of the smaller Divisions within the Canadian Federation, it continues to punch well above its weight in contributing to its mandate of "Providing meaningful employment for veterans". Thanks to all of you for the excellent work that you do on behalf of the Canadian Corps of Commissionaires.

It was my pleasure to hand the position of Chair over to Major Mike Rehill this past July and I am confident that he will provide outstanding leadership and guidance to the Board over the next two years. Congratulations to Major Rehill on his appointment. Hamilton Division is in good hands both at the Board and at the executive level. My sincere thanks to our CEO John Livingstone and his staff, for their support, vision and hard work on behalf of Commissionaires in providing valued service to our customers. I will continue to serve as a member of the Hamilton Board in the capacity of Immediate Past Chair and I pledge my full support to the Division and our new Chair and commit to assist in any way I can.

Ubique.



Dispatch Notes



Thank you to all the Commissionaires out in the field who I have continued to keep very busy this year. We appreciate everyone's assistance as together we continue to provide exceptional quality and service to our valued clients. We thank you all for your significant contribution to our division's success.

Special Thanks to Our Detachment Commanders

A special thank you goes out to our Site Supervisors who go above and beyond their regular duties. The diligence and dedication they demonstrate have been appreciated by the Corp including the extra hours many of you have put in. A friendly reminder to continue to submit site schedules to the dispatcher on a regular monthly basis.

A Reminder to Commissionaires Spare Personnel

Please continue to keep dispatch informed of any changes to your availability for work. Maintaining consistent communications with the dispatcher and advising changes in availability will enable dispatch to continue to assign work accordingly.

Extra Hours Available for ALL Commissionaires

Commissionaires wanting to work extra hours on their days off should contact dispatch so that you are included on the appropriate list. There are occasions where we are in need of extra personnel to work extra hours. If interested please advise the dispatcher of your availability through email dispatcher@bellnet.ca or by calling 905-527-2775 or 1800-241-9988 ext 31.

An Important Message about the Duty Phone

The after-hours duty phone is intended for **real emergencies only!** If you will not be able to attend your shift, spare personnel are to contact the duty phone. Commissionaires assigned to a regular post are to contact their site supervisor to advise their absence. The Site Supervisor is to assign a replacement for their regular assigned guards. If a crew replacement cannot be identified, the Site Supervisor is to contact the duty phone officer accordingly to discuss a spare replacement to be assigned.

Operations

(Capt. Tom Lee)

As we find the summer vacation time coming to an end our educational worksites return to full operations. Commissionaires at the Halton Catholic District School Board schools, W. Ross Macdonald School for the Blind in Brantford and Redeemer University College all return to full manning. Many of our government and private sector clients have finished their summer vacations and we are looking forward to a busy fall period. There are countless projects that require contractor escorts and I appreciate the cooperation given by commissionaires to the full time dispatcher Victoria. Victoria has a difficult job as many of these requests are last minute and she relies on commissionaires to be available and to cooperate.

We welcome a new Account Manager to the Headquarters Staff. Gerry Fraser joined the military in 1991, completed battle school in the same year and was posted to 3 Princess Patricia's Canadian Light Infantry (PPCLI) in Victoria BC. He deployed to Croatia in 1992 and on completion of his tour was posted to the Canadian Airborne Regiment in 1993 serving in 2 Commando and Service Commando. He was posted back to the 3rd Battalion in Edmonton Alberta in 1995. Gerry completed two tours to Bosnia, in 1997 and 2000. In 2002 he deployed to Afghanistan with B Company 3 PPCLI, and served 3 more tours in 2004, 2008 and 2011. In 2012 he was posted to the Royal Hamilton Light Infantry in Hamilton as the Operations Warrant Officer. He retired from the Regular Force in March of 2016 with the rank of Warrant Officer after 25 years service and joined the RHLI as a reservist. He is currently Company Sergeant Major B Company. Gerry is the Account Manager responsible for selected sites in the Hamilton and Burlington area.



In this newsletter you will find articles from our Account Managers and Dispatcher.

What is an Account Manager?

Funny you should mention that, but up until 5 months ago I wouldn't have been able to tell you, and to tell you the truth I'm still learning. Commissionaires Hamilton is split into 3 separate areas, Central, East and West, each managed by 3 different Account Managers. From what I've learned over the last 5 months the Account Managers role is to provide customer relationship management acting as a first point of contact for customers with regards to any queries, complaints or purchases. Account Managers with the Commissionaires have several customers to look after and Account Management can be a challenging role in many ways. The main focus of this role is providing day to day customer service to clients. This usually means liaising over the phone, email or in person. The Account Manager will be responsible for delivering high levels of customer service to ensure that customers do not leave and will create a strategy around this.

The main aspect of any Account Manager's job is to manage relationships. This means lots of talking, making phone calls and building rapport with the client. Tenacity is one of the most important aspects of Account Management, it is your ability to bounce back and keep going after set-backs that is the key to being a good Account Manager. Although the role is not focused solely on administration there are administrative aspects. As an Account Manager I have discovered that some customers like to complain. A good Account Manager will be able to handle the complaint while still maintaining a positive outlook. When the client needs help, you need to be the type of person who will drop everything for them to ensure they are more than happy with your service, this is key if you are to be a successful Account Manager. Successful Account Managers are skilled at listening to customers to understand what makes them tick. As an Account Manager you will often be required to work later or evenings & weekends, this can become challenging as you try and balance work and family time. Account management is all about the conversation, getting to know people and building relationships. If this fills you with horror, consider a different career. Commissionaires Hamilton has a tradition of dedicated and loyal service that goes back almost a century. That's why we're trusted every day everywhere.

Busy Times - North of "5"

The mid-Sept weekend was a very busy time-period for several of the Detachments "North of 5". GOOGLE participated in the "Open Doors" day in Kitchener/Waterloo. The regular staff of 2 (Sgt J Styan and Cpl J Jackson) was augmented by 6 other Commissionaires to provide Access Control and building interior security services. Cpl Jill Jackson took the lead for this event and developed and executed the security plan for the day. The day was a great success and the attendance far exceed expectations.

At the same time HomeHardware was in the set-up period for the fall show. WO Bill Mackenzie and the regular HH Security Team were augmented by 10 other Commissionaires. On Monday; 19 Sept, the Chair of the Board (Maj. Mike Rehill), CEO (John Livingstone) and DOps (Tom Lee) visited the show and met with the commissionaires working that day. A large vote of THANKS is sent out to the Dispatcher; Victoria Sita for her hard work in finding available personnel and scheduling the events.



Headquarters Staff visit the Home Hardware "Home" show. At left are:

Tom Lee (Director of Operations, Cmr Andrew Baker, Major Mike Rehill (Chair) Cmr Kirk Richardson and John Livingstone (CEO)

From the HR Desk

One of the responsibilities and duties of HR is to ensure that personnel are given the opportunity and capability to work in a safe and environment, and that if there are hazards or dangers to their safety, that these issues are recognized and dealt with in as quickly a manner as possible.

One of the methods used by the HQ to identify those concerns is the Joint Health and Safety Committee. This Committee meets in a frequent basis (no fewer than four times a year) in Hamilton. Its role is not only to advise the HQ on current concerns, but to act as a liaison with HQ to commissionaires in the field on Health and Safety concerns and warnings to ensure commissionaires have all the information available to work safely. They form a 'Think Tank' of sorts, assisting in investigating the results of policies and direction while also providing feedback to HQ. Their role is also to ensure that personnel meet the proper training and site awareness criteria necessary to perform as commissionaires at any of our varied work locations.

Certified members of the committee are also called upon to perform accident investigations within the worksite in order to meet Ministry legislation.

The following Commissionaires are members of the Joint Health and Safety Committee:

Sgt. Meghan Miller Brantford Courthouse (Co-Chair)

Barb Ledwon – MSOC

Dave Jeffery - St. Catharines By-Law

Sharon Richards – Spare

Rob Westbrook – Spare

Devin Kendrik – Brantford Courthouse

Brandon Weatherston – Hamilton By-Law

At this time, there is a shortage of representation on the committee from the Kitchener/Waterloo and Guelph regions. Any members from those regions interested in the Committee can contact me directly.

Writing a Good Report & Note Taking

(Keith Hodge)

The number one concern of most clients is report writing.

What constitutes a good report? Making sure you have the right date? Having the details? The right locations? The people involved? Well, you are right on all accounts. They all have important roles in report writing.

Regardless of our capacity for memorization, no one has perfect memory. Much of what security guards see and do in the line of duty is subject to legal scrutiny. Thorough notes kept in your notebook are one of the most important tools that you, as an investigator have at your disposal. Your notes are your link to the past. They assist you in refreshing your memory as you make your report.

Why keep a note book?

- Sense of responsibility
- A requirement of the policies and procedures
- A moral and legal obligation
- A required course of action

Where does the duty to keep a note book come from?

- Policy & Procedures
- Professional ethics
- Generally accepted best practices
- Memory fades with time
- Good notes build confidence
- Demonstrates reliability
- Builds reputation

Accuracy + Confidence + Reliability = CREDIBILITY!

When writing a good report, you **MUST** remember that your report will be read by potential insurance investigators, police officers, prosecutors and defence lawyers and most important **THE CLIENT!**

So, this brings me back to the first question I asked, what constitutes a good report?

You must be able to answer the following questions:

Complete: make no assumptions about what the reader knows, do not leave out important details.

Where: did the incident occur (both generally and specifically)?

When: did the incident occur, and when did each of the events in the sequence of events that made up the incident occur?

Who: was involved in the incident?

Writing a Good Report & Note Taking (cont'd)

What: happened? What did security do to respond?

How: did the incident occur?

Why: this will be the hardest to investigate, do your best.

Chronological: An incident or occurrence report should always present the sequence of events that made up an incident in the exact order that they occurred.

Clear & Concise: The report should be written in language that is simple, straightforward, and that can be easily understood by any reader. It should be long enough to convey all the necessary information without being overly long and wordy.

Correct: The writer of an incident or occurrence report must ensure that all of the information in the report is completely accurate. In order to do this, you must avoid guessing, speculating, and making assumptions, and should double check all the facts before submitting the report.

Courteous: Take the time to ensure the correct spelling of the names, and the title of the person(s) to whom the report is directed. Make sure your spelling and grammar is correct throughout the report. If submitting your report in writing, ensure that it is legible. These factors all indicate the importance you place on your report and your credibility.

I hope these tips will help you on your next incident report. Until then, Happy report writing!

REFER A FRIEND FOR A JOB AND RECEIVE \$100.00

Today there are over 20,000 Commissionaires across the country.

Our division employs more than 300 members which encompasses the geographic area from Kitchener/ Waterloo and around the Golden Horseshoe. Our solid reputation built on reliability, professionalism and trust has resulted in securing and maintaining contracts with clients since 1937. Clients and prospects are attracted to the way we fulfill our commitments, to the way we perform our duties and our history.

If you have a friend or relative who would like to work with us at Commissionaires, we are actively recruiting for security positions. Simply refer them to us and you could receive \$100 for your referral. All applicants must be physically fit, able to complete 8-12 hour shifts, a valid security license, a valid Emergency 1st Aid certificate, a reliable means of transportation, have a clear criminal record and be bondable. Canadian Military, Allied Forces, RCMP and municipal police experience is an asset. The process is easy. Complete the employee referral form and ensure that your friend attaches it to their resume/application.

To ensure you receive your \$100, all applicants submitted under the referral program must be introduced to HR by their 'sponsor', the Employee Referral Form must be completed, and each applicant must successfully complete the 3 month probationary period. If the applicant chooses to email their resume please ask them to identify you as a referral commissionaire.

Submit all resumes to: cccham@on.aibn.com

Last Post

It is with a sad heart that we announce the passing of these Commissionaires.

Richard (Rick) Gallant: Rick served with the Commissionaires from 2002 until 2008 working as the clerk and then on the Spare Board for a year. Rick served with the RCAF and the CAF from 1967 to 1988 transferring to the Primary Reserve retiring as a WO and Chief Clerk for the RHLI .

Allan Jones: Allan was with Commissionaires Hamilton from Sep 2008 until Mar 2016. He started at Redeemer University College starting as a Commissionaire then moved to the Spare Board in 2009 returning to Redeemer in Dec 2010 he was promoted to Sergeant becoming 2 i/c of the detachment.

Richard Wellman: Richard became a Commissionaire when we took over the Niagara College contract in 2009 staying with them until 2013. He was in the Army as an rifleman from 1967 to 1969.

Recognition of Service

5 Years Service: Stefan Beaudoin, John Cameron, Brenda Selkirk, Richard Logozny, Tom Corlett, Alain Mafuta, Meghan Miller, Eric Moreira, John Sinan, Mario DiGianni, Krister Lundahl

10 Years Service: John MacLeod, Murray Krjaefski, Sharon Richards, Rich Smith, Allen Kitchen, John B. Young, John Snowball, John Allen, Tim Caudle, Martin Johnson, Pat Cullaton, Colin Thomson, Barry Slipp

15 Years Service: Robert Sharp, John McLean, Norm Leonard, Charles Eke

20 Years Service: Chris Stopani-Thomson, Tom Paterson



CWO Dawne Luden is awarded the Commandant's coin for leadership and personal initiative during the period of 14 March to 9 May. From left to right WO Gerry Fraser (Account Manager) , CWO Dawne Luden (Det Comd Hamilton By-Law) and Mary Collins City of Hamilton Enforcement Operations.

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