



# The Corpsrespondent

NEWSLETTER OF THE HAMILTON DIVISION

FALL 2018

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Award recipients pose for photo with Major M. Rehill, Chairman of the Board of Governors

On Thursday 22 November 2018 Major Mike Rehill, Chairman of the Board of Governors, presented **Commissionaire Long Service Medals** to Sergeant Tim Caudle, St. Catharines By-Law; Sergeant Pat Cullaton, Raytheon; Commissionaires Dan Bouchard, Kitchener Passport; Allan Kitchen, Hamilton Fed Bldg; Murray Krajaefski, Retired; and Colin Thomson, CCIW. Commissionaire Bob Sharp, Guelph Correction Centre was presented a Bar to his Long Service Medal and Commissionaire Tom Paterson was presented his 2nd bar to the medal.

As well, Colonel J. Forsyth who is retired from the Board was presented a plaque in thanks for his dedication to the Division.

Commissionaires Kerry Larmet, Spare - St. Catharines; and Vince Grady, Juravinski Cancer Centre were presented with Commandant's Commendations.

Unable to attend the following will be presented their Medals/Bars at an alternate time, Commissionaires Barry Slipp, 1 Stone Road; Charles Eke, Hamilton Passport; John McLean, Spare - St. Catharines.

The presentation took place at the annual awards dinner held in honour of the recipients at the Waterfront Centre in Hamilton.

Congratulations to all recipients.



### From the Chair

It is an honour and privilege to be able to Chair Commissionaires Hamilton and share this newsletter message with you.

The holiday season is approaching and it is at this time of year that we all look forward to the holidays and especially spending time with family and friends. Reflecting on the past year, the Board and CEO participated in several events including the Fall National Board meeting in Ottawa, the Korean War Veterans Luncheon and numerous Remembrance Day Ceremonies within our geographical area.

Our Annual Awards Dinner was once again the highlight of the year and congratulations again to the many Commissionaires who earned Service Medals and a special mention of retiring director Colonel Jim Forsyth who has devoted 28 years to the success of the Hamilton Division.

We anticipate another successful year and I would like to thank all members of the Hamilton Division of the Corps of Commissionaires for your dedication and valued contribution to our Division and the Corps as a whole. Your commitment to our motto of **“Trusted-Everyday-Everywhere”** is what makes our organization unique.

On behalf of the Board of Directors of the Hamilton Division, I would like to take this opportunity to wish you a safe and Merry Christmas and a prosperous and happy 2019!



### The CEO's Desk

#### Turn the Page

The calendar page that is. There is no need to turn the page on the social commitment and mandate Commissionaires has fulfilled for the better part of a century. Who would have ever thought that we would be coming into 2019 and our 81<sup>st</sup> birthday in the Hamilton Division and 94<sup>th</sup> anniversary nationally as Canada's oldest, finest, and only not-for-profit security services company? Who would have thought that in the face of cut throat, bottom line driven, profit seeking, cold and callous competitors Commissionaires would remain true to their mandate for that extraordinary amount of time. I think we all expect that the Corps should stand out from the others and be able to show our concern and loyalty to each other as our background in the military dictates.

We haven't turned the page on those values that have served us so well for such a long period of time and made us the supplier of choice for so many clients. We haven't turned the page on our care and concern for all the members of the Corps at so many different and disparate posts in the field. We haven't turned the page on what we believe are the reasons for our longevity, past successes and future growth. The day in day out excellence you bring to your duties is a source of pride for all of us. This excellence was celebrated recently as it is every year at our Annual Awards Dinner. Clients, suppliers Board members, staff, and local military dignitaries all gathered to celebrate the service both long and excellent of Commissionaires personnel. Family members of Commissionaires attended and were able to look with pride on the accomplishments of their loved ones. That is the page we turn every year and when we do we see that page it is spelled out very clearly what makes Commissionaires so special and that is each and every one of you in this organization.

I wish all the best to you and to your families, friends, and all you hold dear during this festive season. I thank all of you and especially those of you who must delay your celebrations while you perform your duties over this holiday time. This is why Commissionaires are **Trusted-Everyday-Everywhere**.

Commissionaire Vince Grady has been employed at the Juravinski Cancer Clinic since the 24<sup>th</sup> of February 2015. Cmre Vince Grady goes far above his expected duties and responsibilities as a security guard at the clinic, often escorting sick patients to the waiting areas and providing superb communication and customer service to the public and staff at the clinic. It has been noted by both the public and the client by either conversations or by email on what an excellent job Cmre Grady is doing. His kind demeanor, compassion and pride in providing services to the cancer clinic go far above what is expected of a Commissionaire in his position and brings credit to the Division. Cmre Grady continues to provide outstanding service to the clinic and displays an outstanding work ethic that one would expect from a Commissionaire.

Vince Grady was awarded the Commandants Commendation for exemplary service while employed at the Juravinski Cancer Clinic in Hamilton Ontario. He continues to emulate the values and ethics of what the Corps of Commissionaires stands for.



From September 15<sup>th</sup> to the 18<sup>th</sup> 2018, Home Hardware hosted their annual fall trade show, bringing in dealers and store owners from across Canada to preview upcoming product lines for 2019. Commissionaires Hamilton had a prominent presence during the event, with as many 10 guards on site at a time to ensure the safe and orderly flow of traffic.



(l to r): Cmre Kirk Richardson, Account Manager Larry Will, Det Cdr WO Doug Proctor, and Director of Operations Don Thompson.



Pictured above from left to right are Commissionaires Colin Polly, Kirk Richardson, Tom Hubley, Andrew Baker, Ranjit Gill, Bob Mitchell, and detachment commander WO Doug Proctor.

The Director of Operations was honored to share the head table with former Chief of the Defense Staff General Rick Hillier (ret'd) at the Forces & Families golf tournament on Sept 12 at Whirlpool Golf Club in Niagara On The Lake.

Forces & Families has been an advocate in assisting veterans transitioning out of the military and into the civilian workforce via agriculture and horticulture training, in conjunction with Niagara College.

General Hillier has always been a passionate advocate for the men and women of the Canadian military, and has been an integral component of Forces & Families since its inception.

Many thanks to Cmres Stuart Rogers and Stephanie Smith for providing a uniformed security presence at the event, to Cmres Cathy Hanson and Kyle Scott for their participation, and to all of the generous sponsors that helped make the day a successful one.



Dops Don Thompson with General Rich Hillier.



Cmre Stuart Rogers, Don Thompson (Dops), Cmre Stefanie Smith.

Some of our Commissionaires laying Wreaths of Remembrance on behalf of the Hamilton Division.



Don Thompson (Division HQ) being assisted by his two sons in Hamilton.



Dan Bouchard (Kitchener Passport) in Kitchener.



Don Taylor (Cambridge By-law) in Cambridge.

Wreaths were also placed in the communities of Niagara Falls, St. Catharines, Burlington, Guelph and Brantford as well as Warplane Heritage.

On Nov 8, Gerry Fraser and Don Thompson attended a luncheon in honor of the 65<sup>th</sup> anniversary of the Korean War Armistice.

Event organizer Hoojung Jones Kennedy (pictured with Gerry and Don) and Maj (ret'd) Don Kennedy have worked tirelessly on behalf of recognizing these individuals, and Commissionaires Hamilton has been a strong supporter of her efforts on behalf of these veterans.

Medals were presented to two veterans of this conflict, and guest speaker Lt Gen (ret'd) Michel Maisonneuve spoke at length on the role Canadians played in the humanitarian relief operation that saw 14,000 North Koreans transported to safety in South Korea.

The Korean Consul General, Tae-in Chung congratulated Unit 26 of the Korean Veteran's association on their efforts supporting the veterans, and Hamilton Deputy Mayor Brenda Johnson also congratulated the Association, and presented the Kennedy's with a commemorative scroll on behalf of the city.

A cultural musical presentation was made, featuring the performers of both Korean and English compositions.



#### New Joint Health and Safety Committee (JHSC) - from Director of Human Resources

As has been presented in Memo 030-18, the Joint Health and Safety Committee had to be re-built following the departure over a short time of a large number of its members. After a short call for volunteers, I am pleased to announce the following as the standing members of your new JHSC. Telephone numbers provided are work numbers to enable all commissionaires to be able to reach the committee about any safety item they may have.

As of today the JHSC comprises the following members:

Mr. R. Luden, DHR – Chair (905-527-2775 Ext 28)

Mr. L. Will – Account Manager – Employer Rep (905-979-4720)

Ms. V. Sita – Account Manager – Employer Rep (905-577-1626)

WO R. Garon – Det Comd UPS – Worker Rep - Hamilton/Burlington/Oakville (905-208-3305)

Cpl A. Smith – 2IC St. Catharines By-law – Worker Rep – Niagara Region (905-327-2240)

Cpl E. Merryweather – Det Comd GVWI – Worker Rep – Kitchener/Waterloo/Guelph/Brantford/Cambridge (519-895-8349)

Cmre J. B. Young – Hamilton Region Spare – Worker Rep – Hamilton/Burlington/Oakville (289-788-7857)

All commissionaires listed above will be able to respond and gather details on potential risks, hazards or health & safety issues at your worksite for presentation at their next meeting, or for instant action and reporting on a serious H&S matter.



Cmre Vince Grady recognized for his awarding of Commandant's Commendation.



Cmre Kerry Larmet is presented the Commandant's Commendation for his exemplary work.



Colonel James Forsyth is presented a plaque acknowledging his 28 years of service on the Board of Governors.



Cmre Tom Paterson receives his 2nd Bar to the Long Service Medal.



Cmre Bob Sharp is presented his 1st Bar to the Commissionaire Long Service Medal.



Cmre Dan Bouchard is presented his Commissionaire Long Service Medal.



Sgt Tim Caudle is congratulated after receiving the Long Service Medal.



Sgt Pat Cullaton is awarded the Long Service Medal.



Cmre Allan Kitchen is presented his Long Service Medal.



Cmre (retired) Murray Krajaefski is congratulated on receiving his Long Service Medal.



Cmre Colin Thomson is awarded the Commissionaire Long Service Medal.

### The Respectful Workplace (from Director of Human Resources)

Over the last several weeks, I have had the unfortunate challenge of dealing with harassment and bullying issues in the workplace amongst commissionaires. Suddenly it seems, at over a half dozen locations, commissionaires are expressing how angry and 'fed up' they are with a co-workers conduct. For the most part, these complaints seemed very straightforward in terms of establishing 'who said what' and determining some form of corrective action or education on conduct.

And yet, the more I investigated these matters, the more apparent it became that it wasn't a single issue that seemed to be the cause of the anger. It had been a slow and gradual exposure to other events that bothered someone, and when the next incident occurred to spark outrage, the outrage was far and away more dramatic than the event that caused it should have been called for. These outbursts, these explosive reactions to things occurring in the workplace, only add to our already busy and stressful lives.

Your workplace should, in many ways, be like a second home. Studies a few years ago by researchers in the United States, identified that over fifty percent of the population spend more time with their co-workers than they did with their family; their co-workers essentially becoming an extended family of sorts. While that familiarity can go a long way to solving problems and developing a positive workspace, it can also lead to fractious behaviour and at times, an argumentative environment. Yet, where we are more willing to apologize to a family member when an argument goes astray, we somehow feel no desire or willingness to extend those same apologies to another person who shares our lives almost as completely.

On a regular basis I remind commissionaires about our harassment policy and our workplace violence policy, and for good reason. But those policies are only the beginning of an awareness that our workplace is just as important to us, and to our peace of mind, as our time away from work. It is also important that we all remember that the need to be respectful and mindful of others works its way back, and that respect and good nature extended is respect returned.

I am extending a 'challenge' of sorts to all commissionaires, therefore, to be mindful of the thoughts in this message, and to remember that your co-workers have the same stresses that you do, and instead of venting at one another, that you take the opportunity to work together and reduce or eliminate the causes of your stress together.

### Recognition of Service

**10 Years Service:** Robert Gould, Vera-lyn Smart, Bill Fitzpatrick, Stuart Curry

**15 Years Service:** Bill Bojeski, Terry Steen

**20 Years Service:** David Smith, John McPherson

### Last Post

It is with a sad heart that we announce the passing of the following Commissionaire:

Commissionaire Frank Begley - Frank served with the Hamilton Division on two different occasions from August 2004 to February 2012 employed at Raymond in Brantford and at the University of Waterloo, School of Architecture in Cambridge; and from March 2016 to Sep 2017 on the Spare List and then working at Ross MacDonald School in Brantford. Frank served with the RCAF in the late 1950's and was a CIC Officer for over 30 years. Frank passed away in September of this year.

### An Important Word about the Duty Phone

There seems to be some confusion about the purpose of the Duty Phone that is in use after regular HQ business hours. The Duty Phone is intended for real emergencies **ONLY!** If you will not be able to attend your shift or if there is an emergency at your worksite.

Problems with your pay or uniform, your need to find out someone's phone number, etc **are not considered emergencies.**

Routine administrative questions cannot be solved by calling the Duty **EMERGENCY** phone number.

Please respect the function of the Duty Phone and the person who carries it.

### Looking for some extra hours?

There are times when we can use some extra personnel to work extra hours. Commissionaires (including By-Law personnel holding valid security licenses) wanting to work extra hours on their days off should contact the Dispatcher—Matt Finch so that he is aware of your intentions.

If you are interested, call the Dispatcher at 905-527-2775 ext 31.

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Is the Newsletter of

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