



# COMMISSIONAIRES

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## *The Corpsrespondent*

~ Newsletter of Hamilton Division - Summer/Fall 2011 ~

### **Commissionaire Maurice Kehoe Bank of Montreal ~ Guelph**

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GUELPH — Maurice Kehoe doesn't own the Bank of Montreal in downtown Guelph, but when he walks into the Quebec Street building he's treated like a major shareholder. "I pretty much have run of the place," said the jovial Kehoe, who is much loved and appreciated by bank staff, clients and downtown folk. It's his folksy attitude that makes him a most likable character, say those familiar with him. "They really look after me around here," he said recently. "I walk in here, it's like I'm the president."

It's actually the small parking lot outside the building that Kehoe, 74, has been lord and master over for more than a decade. Motorists had better have business in the bank if they want to park there, or Kehoe's military training — as well as his Cape Breton blarney and good nature — will kick in. He'll have you charmed and chuckling as you back away from the lot.

"Oh, I would say I've been doing this downtown for well over 15 years," said Kehoe. "I enjoy it, but the winter's coming on, so don't come 'round to see me in the winter time 'cause I'll be too cold to talk to ya." Even his laugh has a Cape Breton accent. He has the uncanny ability to monitor the parking lot even when he's standing around the corner or in a hidden place. Using the windows of adjacent buildings as mirrors, he has an omnipresent perspective.

"I've had people come up to me and say, 'How did you know we didn't go into the bank?' And I always tell them, 'I'm military trained and we use camouflage and concealment,'" he said.



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## **Chairman's Message ~ Major Robert Nuttall, CD**

Before summer fades into fall too quickly we should take the opportunity to reflect back on the activities that have taken place over the last few months and look forward to the important activities and events ahead of us.

Perhaps most importantly, the Annual Meeting of Division of the Corps of Commissionaires was conducted over June 17 and 18, 2011. The annual meeting is facilitated by the Commissionaires National Office and was hosted this year by the Windsor Division. It was attended by the 17 Division Board Chairs, who comprise the National Board of Governors, various representatives from each of the Division's Boards of Governors, some of whom participate on National Committees. Also in attendance was each of the 17 Division Commandants. Your Hamilton Division is well represented at the National level by Hamilton Governors Major R Nuttall, CD, Major J Petozzi, CD and Col G Burton, CD who are members of the National Board, the National Audit Committee and the National Honours and Awards Committee respectively.

In addition to routine business matters normally conducted by the National Board, the main focus of this year's meeting centered on a National Initiative aimed at identifying and developing strategies to best position Commissionaires across Canada to continue to be successful in providing meaningful employment opportunities to veterans of the CF and RCMP into the future. Hamilton Division has been instrumental in providing input into this important National project. As you can appreciate we are in a very competitive service industry and are constantly faced with competitive challenges. Commissionaires must continue to be successful in meeting the demands of our customers with the highest degree of quality and at a competitive price. We need to continually refine our approach and implement strategies that best position us to succeed many years into the future. The goal of the National Board is to complete this project later this year.

I would also like to take this opportunity to recognize Hamilton Governor Cdr R. Williamson on receiving the Reverend Bailey Historical Award recognizing contributions to Hamilton's Historical Heritage and also on being inducted into McMaster University's Alumni Gallery of Distinction recognizing a "Lifetime of Achievement".

Now that Autumn is here you should each be expecting on October 6, 2011 your annual performance award recognizing your contribution to our record financial success in fiscal year 2010/11.

### ***The Corpsrespondent***

Is the Newsletter of

### **Commissionaires - Hamilton**

151 York Blvd., Suite 208

Hamilton ON L8R 3M2

Ph: 905 527-2775 Fax: 905 527-9948

Email [cccham@on.aibn.com](mailto:cccham@on.aibn.com)

**Editor ~ MWO Bill McBride SBStJ.**

### **Newsletter by email**

Once again we urge Commissionaires who have email addresses (if you have not already done so) to advise MWO Ken Brady so that you will receive the ***The Corpsrespondent*** as an email in full colour. It really is much nicer to read on the computer.

## **The Mystery of Contract Negotiation**

**LCol. John Livingstone, CD ~ Commandant & CEO**

During the course of my duties I'm often asked how contracts are negotiated, how pay rates and bill rates are set and exactly when the whole process starts. Well, it's time to unravel the mystery and put to rest some common misconceptions.

### **When**

There is not any specific time of year when contracts are negotiated en masse but rather it is an ongoing process. As a contracted services provider with over 50 individual work sites governed by close to 40 separate contracts with anniversary dates ranging from fiscal year, calendar year, contract start date and term the HQ staff is involved in direct negotiation with clients throughout the year.

### **Why**

Contracts are negotiated, renegotiated and renewed for any number of reasons but most commonly as the term is coming due. Economic reasons, the economy as a whole, individual company performance, changes in duties and responsibilities and governmental regulations are all factors that are taken into account and crystal ball gazing has its place within these reasons, as well.

### **How**

Dependent on individual client preference and in accordance with the factors above related to the economy the mechanics of the negotiation process can take many forms and be accomplished by email, written letter, via telephone or in person at either the client's site or in our Division HQ. In the case of federal contracts the negotiation process is handled by the National Office in Ottawa on behalf of all Commissionaire Divisions across the country.

### **Commissionaire's Role**

Although the Division HQ staff and in particular, Operations have the overall responsibility of client contact and contract renewal there is no more important role than the Commissionaire in the field at the job site. Your daily performance, your relationship with the client and the client's staff, visitors to the site and members of the public are crucial in contract negotiation. Every day, everything you do, every contact whether in person, over the phone or in writing contributes to the sense of security we provide to our clients. The bottom line in the whole process is contract negotiation takes place every day through your actions.

So you see there's really no mystery at all. Friendly, professional service coupled with the concern you show to the client's needs are the most effective and the most memorable ways that you can influence the process. The hard work shown by Commissionaires in the field contributes greatly to our ongoing success and is the reason why we are **Trusted Everyday Everywhere.**

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Ted Mertes manages the downtown BMO. "I think Maurice is a riot," he said. "He always has a good word to say to people. You couldn't ask for a better personality for this type of role." He said Kehoe is a longtime ambassador for the financial institution. "He's been a fixture on these premises for at least 15 years, and when other staff come and go, it's nice to have Maurice here as a fixture," he said. "He's very personable, and he chats with our clients as they're parking in the lot. It's a great plus for the branch." Mertes said parking is at a premium in the downtown, and with the bank's lot being so small, it's essential to have someone like Kehoe there to ensure that clients have a place to park.

Kehoe is with the Canadian Corps of Commissionaires, the security agency staffed mostly by ex-soldiers and ex-police. As a kid, he worked for his father in the fishing boats of Louisbourg, N.S., and shoveled coal in to the big coal boats as a youth. He joined the army when he was 17.

"There wasn't much a going in Cape Breton, and I seen a sign one time down in Sydney," he recounted. "It said, 'Canada Needs You.' I went in there and joined the military." It was 1954 and the Korean War had just ended. Kehoe was placed on an "assault pioneers" unit that specialized in explosives and demolition. "It was kind of a rough type thing, so that's why I went into that," he said, describing himself as a "gung-ho" type soldier. His service was all domestic. "We had beards, and our job was laying mines, tearing them apart and using explosives," he explained.

He ended up with a battalion at Camp Petawawa, and that's where he was in 1958 when disaster struck down the highway at the Atomic Energy of Canada nuclear facility in Chalk River. A 1952 meltdown at the same facility is considered one of the worst nuclear disasters in history. The 1958 incident is considered less severe, but it required a small army to contain and clean up.

Kehoe may not know what neutron spectrometry is, but in a strange sort of way he is linked to it by a historical context.

Nobel Prize winner Bertram Brockhouse, a Canadian physicist, was working at the Chalk River Laboratories through the 1950s, studying the inelastic scattering of slow neutrons and developing his "large aperture double spectrometer" for that purpose. He received the Nobel Prize in physics in 1994 for his work in neutron scattering techniques.

The two reactor incidents occurred during Brockhouse's time at Chalk River. In 1952, a power surge and coolant loss in the NRX reactor caused a meltdown, closing the facility for two years. In 1958, a fire caused by overheated uranium fuel rods in the NRU reactor contaminated the entire reactor building with dangerous levels of radiation. Enter Maurice Kehoe and his band of assault pioneers from nearby Camp Petawawa.

"When this thing happened we were in the wet canteen," he said. "They loaded us into a truck and next thing you know we're going down the highway and we went into Chalk River. Nobody really told us what was going on, but the reactor blew up, with the radiation and all that stuff." The small group of the soldiers, he said, were stripped naked and put in "space suits" (anti-contamination suits). Hundreds of other soldiers and civilians were deployed in different capacities around the facility.

"They gave us hoses and everything, and we watered the place down, and splashed the walls," he said, speaking of the inside of the reactor. Previously, according to historical reports, scientists and maintenance people had extinguished the fire by throwing pales of wet sand into the containment vessel that held the fuel rods.

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## WO Bob Sharp Welcomes Surprise Special Guest

**WO Bob Sharp**, Det. Cdr. at Home Hardware in St. Jacobs, recently received a visit from another veteran soldier, retired **General Rick Hillier**, former Chief of the Defence Staff. General Hillier was a guest speaker at Home Hardware's semi-annual retailers' Home Show.



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"I guess we're only in there two or three minutes. They take us out of there, take our clothes off, wash us down and put machines on us, to make sure we're not contaminated," he continued. "After they got all that done, they reversed it and sent us back in again."

Kehoe said he never questioned the cleanup mission, nor did he worry about it after the fact. He considered it his duty and was proud to do it, and do it with a gung-ho attitude.

"As a soldier, once you sign up, swear on the Bible, no matter what it was you were more or less ready to go," he said. "I always was and still am proud to serve my country."

In 2008, Kehoe and others received a special recognition for exceptional service from Minister of National Defence Peter MacKay for their service during the Chalk River reactor accidents. For Kehoe, the honour was accompanied by a compensation cheque worth \$24,000.

"I bought a nice TV and sent my wife on a holiday to the east coast," he said. He never had any health problems related to reactor mission.

Later in life, he worked for the railroad, was a factory worker in Guelph, and worked in the Guelph Transit "barns" for about 11 years before becoming a commissionaire.

Since he was about 60, he has followed a daily exercise regimen that keeps him in tip-top condition. A few weights, a few arm raises, toe touches and knee bends and he's right as rain.

"I love talkin', I love meetin' people," he said. "Sometimes I've had cars stop right out there on Quebec Street. Somebody will roll down the window and say, 'Hey Maurice, got something for ya!' It's to bring me a coffee, hey."

Of all the things he has done with his life, he considers the three years he spent in the military as the best in his life.

"I've been all over the world, and I've been all over cities," he concluded. "And as far as any city, I'll take Guelph any time."

## Commissionaires Hamilton: The Originals ~ Bill McBride Editor

### LCol. Robert F. Inch, M.C., V.D., Q.C.



In the winter 2009 edition of the newsletter we introduced a feature that we hoped we would be able to continue; profiles of the men who formed the original group of Commissionaires in Hamilton in 1937. While finding information on those individuals is very difficult happily there is one who became quite a prominent lawyer in Hamilton and was the vice-chairman of Commissionaires in Hamilton when it all started. Of course anyone who grew up on central Hamilton Mountain will have played, swam or skated at Inch park on Queensdale Avenue East named for his family.

We are grateful to Sarah Matresky, Executive Director of the Air Cadet League of Canada, for providing the biography of LCol. Inch as it was written in 1965 when he became the National President of that great organization.

*“At the Annual Meeting of the Air Cadet League of Canada held at the Seignior Club, Quebec, February 10th and 11th, Mr. Robert F. Inch, Q. C., was elected President of the League to succeed Ivan B. Quinn of Vancouver, British Columbia. The new president became interested in Air Cadets in 1949 when he joined the Hamilton Civilian Committee of the Air Cadet League of Canada. He has since risen through the ranks of the League's provincial and national organization, serving as Ontario Provincial Chairman in 1958 and as national vice-president for the years 1960 to 1964. Mr. Inch was born at Mount Hamilton, Ontario, in 1893. He was educated at Hamilton Central Collegiate, and at the University of Toronto where he obtained his Bachelor of Arts degree. In 1915 he enlisted in the Canadian Expeditionary Force and proceeded overseas in 1916. He was awarded the Military Cross in 1918 and received it from King George V at Buckingham Palace. He was wounded October 10th, 1918 at Combair, France, and returned to Canada.*

*On his return from overseas, he entered Osgoode Hall, studied law and graduated with an honours degree in May, 1920. Mr. Inch has since practiced law in Hamilton and presently heads the firm of Inch, Easterbrook and McLelland. He was appointed King's Counsel in 1946.*

*A qualified private pilot, Mr. Inch is a past president of the Hamilton Flying Club and is also a licensed "ham radio" operator.*

*He was married in 1923 and has two sons who are both married with families.”*

An active member of many organizations in Hamilton LCol. Robert Inch left a great legacy of community involvement when he passed away in 1976 at age 83.

## Hamilton Division Receives Unique Award

We often have the opportunity to show photos of Commissionaires and Staff members receiving awards from the CEO. Recently the situation was reversed when **LCol. John Livingstone, CD**, Commandant and CEO, accepted a very special certificate from **Major Ken Brady, CD**, Regional Cadet Advisor, Western Ontario Area. The certificate, presented on behalf of the **Canadian Forces Cadet Instructors**

**Cadre Branch Advisory Council**, is in recognition for the support of the Reserve Force by Commissionaires - Hamilton Division. Major Brady is best known in his capacity as Manager of Administration in head office. He is one of several members of Commissionaires - Hamilton who devote their spare time to working with young people in the Sea, Air and Army cadets.



## Head Office Promotions



Account managers **Larry Will** (left) and **Keith Hodge** (right) are shown have each been promoted to the rank of **Master Warrant Officer**. In this photo they are shown with CEO John Livingstone having just received their badges of rank.

Account Managers are responsible for all aspects of the day to day operation of client accounts. This includes regular contact with clients and retention of contracts. They are involved with issues relating to staffing levels, health and safety, accident investigations, workplace misconduct and a host of

other duties.

Recently they have been instrumental in creating and presenting the Provincial Security Guard Course for people who wish to prepare themselves for the examination for a Security Guard Licence.

## PROVINCIAL LICENSING/UNIFORMS

Everyone should be aware that The Ministry of Community Safety and Correctional Services has the right to perform random spot checks of on duty security guards to ensure compliance with legislation covered under the Private Security and Investigative Services Act (PSISA).

Recently there have been a number of security companies and individual guards in Ontario who have been charged with violations of PSISA. Many charges have been laid by investigators from the OPP for violations to uniform dress codes and an inability to produce a valid license.

Please ensure that you are in compliance with all the requirements under the Act to avoid fines and penalties.

Please see the attached information on Investigations, uniforms and licenses that we have taken from the Ministry webpage.

For more information on PSISA go to [www.mcscs.jus.gov.on.ca](http://www.mcscs.jus.gov.on.ca)

### INVESTIGATIONS

#### **Appointment of investigators**

**20.** (1) The Registrar may appoint persons to be investigators for the purposes of this Act. 2005, c. 34, s. 20 (1).

#### **Certificate of appointment**

**(2)** The Registrar shall issue to every investigator a certificate of appointment bearing the Registrar's signature or a facsimile of it. 2005, c. 34, s. 20 (2).

#### **Police officers**

**(3)** Police officers, by virtue of office, are investigators for the purposes of this Act and the regulations, but subsection (2) does not apply to them. 2005, c. 34, s. 20 (3).

#### **Proof of appointment**

**(4)** Every investigator who exercises powers under this Act shall, on request, produce the certificate of appointment as an investigator or identification as a police officer, as the case may be. 2005, c. 34, s. 20 (4).

#### **Initiation of investigations**

**21.** The Registrar or an investigator may,

(a) initiate an investigation based on a complaint alleging a contravention of this Act, the regulations or a condition of a licence; or

(b) initiate an investigation even if no complaint has been made. 2005, c. 34, s. 21

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## **Uniforms**

### **Is there a regulation about uniforms?**

Yes. The act includes a regulation on uniforms so people will be able to differentiate security guards from police officers. Uniforms also enhance the overall professionalism of security guards.

Security uniforms must include:

- A company crest on the chest of the outer garment
- The term "SECURITY","SÉCURITÉ", SECURITY GUARD" or "AGENT DE SÉCURITÉ" permanently attached on the chest of the outer garment in block letters in a contrasting colour at least 1.5 centimetres high. The terms must be attached between 2 and 3 centimetres below the name, logo or crest of the licensee that employs the security guard if the name, logo or crest appears elsewhere on the uniform in addition to the chest of the outermost garment.
- The term "SECURITY" or "SÉCURITÉ" on the back of the outermost garment, no less than 10 centimetres high (blazers, sweaters and collared shirts excepted). "SECURITY" or "SÉCURITÉ" must be in upper case letters and be in a contrasting colour.
- An identification tag (with name or licence number) on the outer garment.

Security uniforms must **not** include:

- Black or navy blue collared uniform shirts
- Rank chevrons (Commissionaires excepted)
- Trouser stripes (except reflective safety stripes)
- Police-style forage caps

### **Producing a Licence**

#### **I am a licensed security guard and/or private investigator. Am I obligated to show my licence to a member of the public upon request?**

Yes, as per the PSISA, you are required to produce your licence which means showing the front of your licence to the individual, displaying your licence number, name and photo. You are not required to hand over your licence to a member of the public or show the back of your licence.

#### **Why am I required to produce my licence to members of the public?**

In the interest of public safety, members of the public have the right to know that they are dealing with a licensed security guard and/or private investigator.

## Changes to the Canada Pension Plan (CPP)

### Important information for Commissionaires who are approaching pensionable age....

Commissionaires who are approaching pensionable age, and even those who are younger and are just starting out in their working careers, should be aware that a number of important changes have been made to the Canada Pension Plan.

#### What are the changes?

The following changes to the CPP will be phased in gradually between 2011 and 2016, with the first major change occurring in January 2011 **for people retiring after age 65:**

- Your monthly CPP retirement pension amount will increase by a larger percentage if you take it **after** age 65 (gradually from 2011 to 2013).
- Your monthly CPP retirement pension amount will decrease by a larger percentage if you take it **before** age 65 (gradually from 2012 to 2016).
- The number of years of low or zero earnings that are automatically dropped from the calculation of the CPP retirement pension will increase (in 2012 and 2014).
- You will be able to begin receiving your CPP retirement pension without any work interruption (starting in 2012)
- If you are under 65 and you work while receiving your CPP retirement pension, you and your employer will **have to** make CPP contributions. (or if you work outside of Quebec while receiving a QPP retirement pension) (starting in 2012). These contributions will increase your CPP retirement benefits (starting in 2013).
- If you are age 65 to 70 and you work while receiving your CPP retirement pension, you can **choose** to make CPP contributions (or if you work outside of Quebec while receiving a QPP retirement pension)(starting in 2012). These contributions will increase your CPP benefits (starting in 2013).

These changes will improve retirement flexibility for working individuals in Canada, enhance pension coverage, and improve equity in the CPP.

Of course the changes mentioned here are just the proverbial "tip of the iceberg" in terms of the total amount of information available to you regarding both CPP and OAS (Old Age Security.) We highly recommend that Commissionaires of all ages go to the several websites available on the internet and that you keep yourself informed about what you might reasonably expect to receive from CPP/OAS when you reach the appropriate age.

## **Health and Safety**

### **Healthy Diet Helps Beat Shift-work Fatigue**

Staying awake and alert on the graveyard shift when the other 80 percent of the working population is in snoring slumber is no walk in the park. Neither is trying to catch a full day's sleep later, when the rest of the world is up and going about its business - noisily at that.

To the one in five employees required to work night shifts, it won't come as any surprise that doing so causes fatigue. One study showed 83 percent of night shift workers experience on the job fatigue, compared to only four percent of day shift workers.

But it might surprise you to know just how much the saying "you are what you eat" comes into play for shift workers. Eating heavy, high fat or carbohydrate rich meals during the early morning hours, or munching on chips, cookies or candy, washed down with soda pop, will interfere with your ability to stay awake during your shift.

To help keep alert, try eating proteins such as a lean meat sandwich, cheese (lower fat, in small amounts) or perhaps some peanut butter during breaks. Eat smaller meals and snacks during the night shift because digestion slows at night.

Here are some other points you might want to chew over if you work the night shift:

Consider forming a soup club where your partner, if you have one, can take turns with you providing a healthy homemade soup to enjoy during a break.

Eating cereal, bagels or fruit once back at home can help put you in a sleep mode.

Coffee can help you stay alert on the job, but if you drink it within four hours of the end of a shift it can interfere with your body's need for sleep once at home and also rouse you to go to the bathroom.

Shift-work is often blamed for hurting family harmony as people go their separate ways. Try to sit down with your family for at least one daily meal, whether it breakfast or dinner.

Few people find it easy to work the night shift, but observing a few nutrition "dos and don'ts" can make it easier to cope. Cutting out some bad eating habits can make a world of difference in keeping you alert – and most important, safe – on the job when even the roosters have yet to rise and shine.

## **BOARD OF GOVERNORS**

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## **LCol. George Frid, CD Retires**

Following 19 years of continuous service LCol. George Frid has retired from the Board of Governors of Hamilton Division. An active and dedicated member of the board, he served as Chairman for a two year period 1998 to 2000.

LCol. Frid had two successful careers, one in law enforcement and another in the military. He enlisted in the Hamilton Police Department in 1953 as a constable. In his 38 year career he progressed through the police ranks and held a wide variety of leadership positions until his retirement as the Deputy Chief of Field Operations in December 1991.

LCol. Frid first donned a military uniform in 1943 as an Army Cadet. When he finally retired from the Canadian Forces in 1999 he had served in the Dargoons, the Royal Canadian Artillery, The Argyll & Sutherland Highlanders and the Royal Hamilton Light Infantry. It was in the RHLI that LCol. Frid received his officer's commission. Ultimately he was appointed Commanding Officer of that famous regiment in 1966.

LCol. Frid was appointed Honorary Aide de Camp to the Lieutenant Governor of Ontario and later, in 1980, AdeC to HRH Prince Philip during his visit to Hamilton.

An active member of several organizations LCol. Frid is the recipient of a number of decorations and medals including, for the purposes of this newsletter, the Commissionaires Distinguished Service Medal and the Long Service Medal. He is a Knight Hospitaller of the Hospitaller Order of St. John of Jerusalem.

LCol. Frid and his wife Mary are avid travelers. We wish them many years of fine health and exciting voyages.