

The Corpsrespondent

NEWSLETTER OF THE HAMILTON DIVISION

FALL 2012

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Commissionaires National Training Institute

Français

Protecting people and property since 1925, Commissionaires is Canada's security leader and the Commissionaires National Training Institute (CNTI) is today's leader for excellence in training. Thousands have taken their training with Commissionaires and benefited from our history of success spanning more than 85 years.

Combining leading-edge theory and tactics with hands-on practical skills, CNTI courses are delivered by highly trained subject matter experts with relevant, real-life experience in the business, security and service industries.

We offer a range of dynamic training solutions for individuals and businesses, which can be customized to meet unique organizational needs.

Delivered on-site at Canadian workplaces or at Commissionaires training campuses across the country, CNTI courses produce competent graduates professionally prepared to succeed in a fast-



From the Chair...

Welcome to the latest edition of your Divisional Newsletter. As the summer vacation season draws to a close, I would like to introduce myself to you. I joined the Hamilton Board of Governors in 2005 and have in the ensuing years served in a number of capacities including Division Treasurer, member and Chair of the National Audit Committee and most recently as Vice Chair of the Hamilton Board. I was elected Chairman at the June 7, 2012 Annual General Meeting to a two year term. I am most honoured to be following in the footsteps of the previous Chairs.

Before looking ahead I would like to publicly acknowledge the work of my predecessor, Major Robert Nuttall. His leadership and vision has laid the framework for the future of the Hamilton Division of the Canadian Corps of Commissionaires. He was instrumental in developing a strategic business plan which will build on the successes of the past, thus ensuring that we are capable of continuing to fulfill our social mandate of "securing meaningful employment for former members of the CF and RCMP". I would also like to recognize our CEO John Livingstone. While relatively new to the job he has done an excellent job in moving the Division forward allowing it to take advantage of any opportunities which may present themselves. His leadership of a group of professional support staff have already paid dividends in securing new employment opportunities for our members.

Those of you who have been with the Corps for some time have seen considerable change in the climate in which we operate. That is not going to change. In fact, the speed of change is going to accelerate. You as members of The Canadian Corps of Commissionaires excel at what you do. You are leaders in the industry and you have the skills and professionalism demanded by today's clients. Our competitors know that and will try to emulate you. It's hard getting to the top. It's harder yet to stay there.

As I stated previously our sole purpose is to support our members and to continue to find employment opportunities for Veterans. While the Corps does advertise to get the message out, we are certain that there are qualified individuals who are aware of our mandate. If any of you are aware of Veterans who would fit the bill, please do not hesitate to get them in touch with the headquarters' staff.

In closing I would like to thank you on behalf of the Board of Governors for the work that you do. We are proud to be associated with fine individuals. Keep up the good work!

Major Joseph J. Petozzi, OStJ, CD, AdeC (Ret'd)

Major Joseph Petozzi, OStJ, CD, AdeC was born and educated in Hamilton, obtaining a Bachelor of Engineering degree (1980) and an MBA degree (1987) from McMaster University. He obtained the professional engineer (PEng) designation in 1982. He was employed as a production manager in the steel industry, first with Stelco Inc. and finally with Lakeside Steel Corporation for over thirty years.

His military career of over twenty years was spent entirely in the Reserves. His time was divided between The Royal Hamilton Light Infantry and Hamilton Militia District where he was the District Comptroller for eight years. In addition to his involvement with the Canadian Corps of Commissionaires, Major Petozzi is actively involved in a number of not for profit organizations including St John Ambulance, St Matthew's House and the 13th Regiment Foundation. He is married to a Special Education Teacher and is the proud father of two university educated daughters.

From the Desk of the CEO

Welcome back from summer vacation. Fall signals the start of a number of our worksites moving back to full manning. Our schools are in full swing, government and private sector clients have generally finished their summer holidays and here in Commissionaires Hamilton we are looking towards a busy fall period.

It is at this time of year that we must be sure not to let our guards down. As the days become shorter and light conditions change we have to resist the temptation to let our activity level slip in tune with fall and the approaching winter. Elements in our society seeking to take advantage of poor weather and light are all too ready to exploit the changing weather to commit their misdeeds.

I rely on all Commissionaires to remain vigilant, to perform their duties with the utmost professionalism and to remember the importance of their individual actions within the Hamilton Division and Commissionaires as a whole. The Canadian Corps of Commissionaires has provided service since 1925 and the Hamilton Division has served its clients and its members for 75 years. There is a great and illustrious history of Commissionaires providing service above and beyond the call of duty throughout that time.

We have established a reputation for dedication, professionalism and quality and that legacy is the reason we are able to celebrate 75 years. Every Commissionaire's actions, every day and at every site contribute to that reputation. Every Commissionaire has a right to feel proud and to know that they have been a part of our overall success. Every Commissionaire is the heir to a legacy of outstanding service that found its roots in veterans of the First and Second World Wars and has continued to this day with Commissionaires having military service in all the conflicts and actions the Canadian Forces have undertaken. Just as the Canadian Forces have earned a reputation for professionalism so have the Commissionaires. I urge all Commissionaires to reflect on the contributions that they have made to Canada as members of the military and RCMP and as Commissionaires. Be proud and know that each and every one of you is the reason we are **trusted everyday everywhere**.

LICENSE RENEWALS

Recently, we have experienced an increase in the number of Commissionaires who have allowed their license to expire prior to renewal. All Commissionaires are reminded that a valid license is a requirement in the province of Ontario and that it is every Commissionaire's responsibility to be in possession of a valid license **and** to renew their license prior to its' expiration date.

It is recommended that applications for renewal be submitted to the Ministry at least 8 to 10 weeks prior to expiration to ensure adequate time for the process of the new license. Once submitted, Commissionaires should follow up with the Ministry by phone throughout the processing period.

All licensed Commissionaires are again reminded that it is a violation of provincial law to work without a license. Violators and their employer are subject to severe legislated penalties.

Please be aware that those who allow their license to expire for any reason may be subject to disciplinary action which may include suspension, removal from the site and replacement by a licensed guard, reassignment to the "Spare Board" and/ or dismissal from employment.

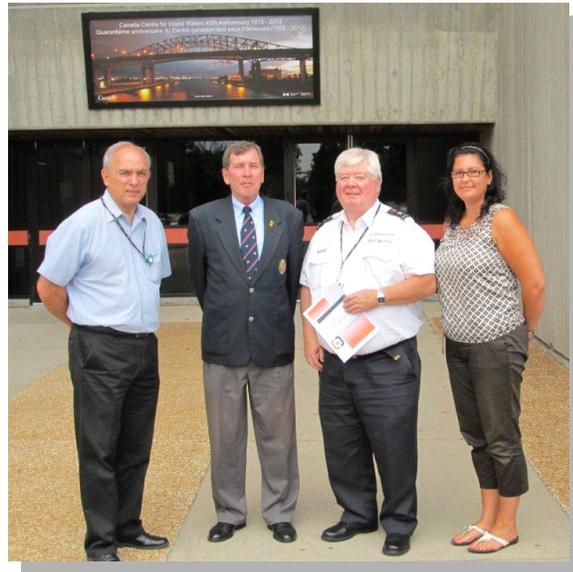
We ask for your cooperation in ensuring compliance

Congratulations



Commissionaire Art Cronshaw is presented a Commandant's Coin on the occasion of his completing 20 Home Hardware Shows. WO Ed Jenner and Mr. Scott Courtemanche, Home Hardware representative present the coin on behalf of LCol Livingstone.

LCol John Livingstone is seen here presenting a Commandant's Coin and Certificate of Appreciation to WO Ian Robertson, Detachment Commander at Canada Centre for Inland Waters. The certificate commemorates Ian's 17 years of service at CCIW. Joining LCol Livingstone are Mr. Armando Almeida, Supervisor of Safety and Security for CCIW and Ms Monica Lakic, Safety and Security Assistant.



Going Beyond the Call of Duty

While on patrol for Burlington Bylaw in August, Commissionaire Dan Lauzon heard a call over the police and bylaw radio to be on the lookout for two female teens missing in the area. Commissionaire Lauzon while doing a routine patrol in the area of the missing teens saw two young females fitting the description of the girls. Commissionaire Lauzon radioed Halton Regional Police Dispatcher and the teens were returned safe and sound back their parents.

We at Commissionaires Hamilton would like to take this opportunity to thank Commissionaire Dan Lauzon for his exemplary customer service in assisting HRPS. His quick action in finding the two female teens kept them out of harm's way and helped to unite them with their parents.

Congratulations again for a job well done!!!!



It has been quite awhile since we've published these 'features'. Our apologies to those of you who were missed.

Welcome to our New Commissionaires

Mallory Cunningham, William Stewart, Patrick McKelvie, Morris Pahlad, Sara Moodie, Matt Sigfrid, Rakesh Reddy, Jonathan Penney, Donald Koropatnicki, Jennifer Keeso, Tina Pranciskus, Steven Nunes, Alexandra Bride, Tomislave Pipunic, Elizabeth Merryweather, Jill Jackson, Dawne Luden, Neil Aitken, Jonathan Kress, Aaron Anderson, Mike Trotter, Matt Gibson and Trent Ralston.

Recognition of Service

5 Years Service: Robert Wood, Stan Jaques, Kim Carter, Jim Robins, John Goetz, Dave MacInnis, Vito Roppo, Joseph Turenne, James Chownyk, Jeff Smith, Barb Davis, Larry Downing, Len Okum, Kirk Richardson, Brock Watts, Bob Gould, Ray Griffiths, Leigh Dickert, Joe Cunningham.

10 Years Service: Art Dubois, Don McFarlane, Mike O'Sullivan, Jim Wilkins, Kerry Larmet, Don Taylor, Art Cronshaw, Brian Mandigo, Dennis King, Stewart Rogers, Dan Little, Les Jarvis, Arnold Schofield, Pat Creamer.

15 Years Service: Tom Lee, John Livingstone, Ed Lanfranconi, Al Poisson, Dave Pedler

20 Years Service: Larry Minor



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DETACHMENT VISITS

On the 24th of September, the Chairman of the Board of Governors, Major Joe Petozzi and the CEO LCol John Livingstone journeyed to the Kitchener-Waterloo area and visited several Detachments with the Account Manager MWO Larry Will. First on the visit list was Home Hardware located in St Jacobs. This was a special day for WO Jenner and crew as it was the Home Hardware Show. This 3 day show sees the normal Commissionaire force assigned to Home Hardware increase by 10 personnel a day.



LCol Livingstone, Maj Petozzi, Cmre Overgaard, WO Jenner

The Home Hardware Show attracts celebrities and the Commissionaires had the opportunity to meet them.



Maj Petozzi and LCol Livingstone with VINCE "the Sham Wow Guy".



Erin McLeod from Canada's Bronze Medal winning Women's Soccer team with WO Jenner

From Home Hardware the visiting party went on to Grand Valley Women's institute where the Detachment Commander Corporal Barb Cote gave a thorough briefing on the work for Commissionaires at that Facility. We were joined by the Client Contact, Mr. Paul Cataldo, who expressed his satisfaction with the Commissionaires on his site.

Carrying on, we next went to TDL Guelph, the Tim Hortons Distribution Center. A tour of the facility was given by Commissionaire Jill Jackson and a briefing on the operation of the Truck Gate was given by Commissionaire Murray Krajaefski.

Our last visit for the Day was to the Cambridge By-Law Detachment. Sergeant Don Taylor and Corporal John Goetz played host to the visiting party.

TAKE NOTE

Your Security Guard Licence MUST be with you at all times when on duty. The Private Security and Investigative Services Act 2005 states: *Every person who is acting as a security guard shall,*

- a. *Carry his or her licence;*
- b. *On request, identify himself or herself as a security guard; and*
- c. *On request, produce his or her licence.*

CNTI (continued)

Currently, CNTI offers the following leading-edge courses

Security Guard Training

Learn from the best and become prepared to tackle real-life security guarding scenarios professionally. Covering a wide spectrum of topics ranging from incident response to bomb threats to patrol function, this course will qualify you to perform the roles and responsibilities of a security worker.

CNTI's reputation for training in the security industry is second to none. We are Canada's security experts, with exceptional course leaders — many of whom can pass on their direct experience from the military and RCMP.

This rigorous level of training exceeds the industry norm and even provincial standards. In fact, CNTI is one of the few organizations that trains security guard students to meet the exacting federal standards of the Canadian General Standards Board (CGSB) — at no additional cost.

Whether you are looking for a job in the security industry or simply want to expand your existing skill set with security training, course participants can reap the benefits of instructors who have been in the field themselves and are committed to guiding each student to success.

This course is also ideal for anyone looking to apply for security licence certification in provinces where it is mandated, as Commissionaires training in these provinces complies with licensing requirements.

Service Advantage for Customer Service Excellence

Our SERVICE ADVANTAGE training goes beyond the basics of friendly service to meet the challenge of delivering exceptional long-term attention to client and customer needs that goes the extra mile and exceeds expectations.

CNTI offers a unique course to help businesses improve the way their people provide service to clients and customers by examining the fundamentals of delivering long-term customer service effectively and with sincerity.

This one-day course shows employees of service-based businesses how to improve the customer experience, increase customer loyalty, and ultimately increase growth. Learn how to turn customer transactions into customer relationships that keep them coming back to your business time and again despite an increasingly competitive marketplace.

Among the topics included are: the five components of outstanding service, contributors to a communications breakdown, the connection between customer focus and human relations skills, how to communicate for more effective customer service, dealing with assumptions that prevent successful service, plus leveraging how customers relate to their own history, intent and norms to improve service delivery.

Based on proven customer service methods and advanced human relations principles, the CNTI SERVICE ADVANCE approach benefits individuals who deal directly with the public, as well as those who supervise others in a public-facing role.

Through presentations, discussions and group work, participants will leave this course with a plan for putting their new knowledge into action, as well as tools they can use in relationships with other co-workers.

Training

Training will always be an important factor in our line of work and is a continual process. It is the responsibility of each individual to stay on top of the training requirements as laid out by the employer and client for a particular site. It is also your responsibility to comply with Post Orders and Policies and Procedures in regards to staying updated with First Aid requirements and completing the necessary training for certification. The CSGC (Commissionaire Security Guard Course) is a standard by which the Commissionaires are tested. It is a requirement for employment and must be completed by each Commissionaire. If you have not completed the CSGC study package and exam, please talk to your account manager or call our office for further help or instruction. Those who have not yet completed the CSGC will be contacted shortly.

Daylight Savings Time

Just a reminder that Daylight Savings Time ends at 0200 on 4 Nov. Therefore, Commissionaires who are scheduled to work after midnight on the 4th will record 1 hour less. Detachment Commanders are asked to ensure that the time sheets are filled in accordingly.

Health & Safety

Another season is approaching us quickly and it's time to get proactive about colder weather. If you do not have a cold weather precaution card/pamphlet, please inform your account managers. All of our sites should have the cold weather precaution cards and posters. Be prepared when doing outside patrols, especially for long periods of time. Bylaw officers are particularly prone to the outside elements and must make an effort to protect themselves. Getting indoors when you can and possibly having a change of foot wear, (socks and boots) in case your feet get wet and thereby promoting frostbite. Your face, nose and ears are especially prone to frostbite and keeping them covered is a must during extreme cold conditions. Our office will be more than happy in helping you with cold weather protection, the QM has Parkas, toques and 'Yukon' hats available for purchase if you have any concerns.

Change of Information

Please advise the office soonest of ANY changes to the following:

- Address
- Phone Number
- E-mail
- Banking Information
- Next of Kin

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