



The Corpsrespondent

NEWSLETTER OF THE HAMILTON DIVISION

SUMMER 2017

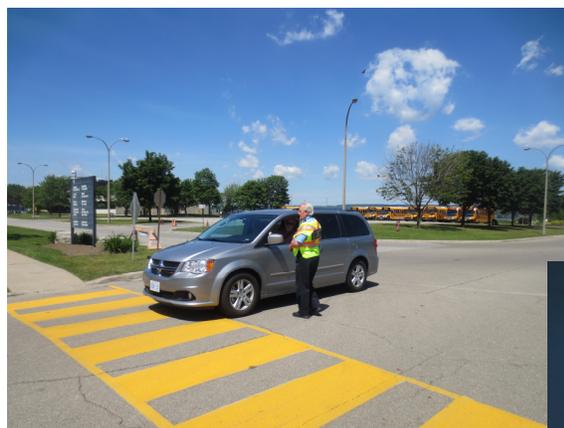
CCIW Open House June 16-17

On June 16th and 17th, Canada Centre for Inland Waters, the Government of Canada's world renowned research facility which is located in Burlington conducted an open house to the general public. The event was a huge success and generated much interest from the public, with just over 1200 personnel visiting the site on Saturday the 17th alone. The open house was run in conjunction with Canada's 150 celebrations and was conducted to give the general public a glimpse of what agencies work at the site and to meet the experts from the different departments.

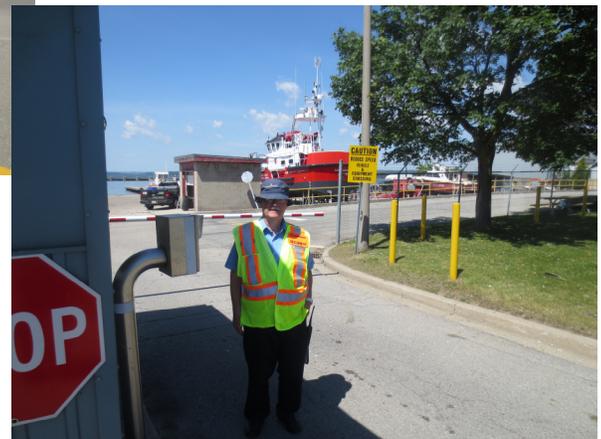
CCIW has six full time Commissionaires that currently work at the site, however due to the size of the building and the event another ten Commissionaires were used over the weekend to help support the event. The Commissionaires duties included crowd control, access control within the building as well as some traffic control. The Commissionaires conducted their duties to the highest of standards ensuring that the event was safe, contributing to the overall success of the open house. This is why the Commissionaires are trusted everyday, everywhere.

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Commissionaire Stuart Cox working Traffic Control at the Open House



Commissionaire Tom Corlett at the Main Gate during the Open House.





From the
Chair

I sit here writing this message to you on the day of Canada's 150th Anniversary hoping that all Commissionaires are enjoying the holiday and summer weather.

The Hamilton Board of Directors recently attended the Annual Meeting of Divisions (AMOD) in Victoria B.C. Despite the rainy overcast weather, we enjoyed a productive three days of meetings and discovered on the last day that Victoria is surrounded by mountains!

The National Master Standing Offer (NMSO) is on everyone's mind these days as the function for renewal has been handed over to Veteran's Affairs. The Directors from all 15 Divisions spent a day with General "Walt" Natynczyk, who has served as Deputy Minister of Veterans Affairs since 2014. We divided up into 12 syndicates and four syndicates concentrated on each of three questions: What sets us apart from our competitors? How can we better support veterans and provide better employment opportunities for veterans into the future? How do we go about building a national business capability and capacity for the Corps? The responses from each group were then heard by all of us. General Natynczyk commented with his thoughts on our deliberations and encouraged us to forge ahead.

Locally, I am pleased to announce that we are in an operating surplus position once again this year which means another distribution to our Commissionaires!

I hope that everyone within the Hamilton Commissionaire family has a pleasant and safe summer and finds 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 remember those who have contributed to making Canada a great place to live.

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.

Another year in the fiscal sense has passed on the calendar and auditors financial and ISO, meetings local and national, and contracts renewed and won have continued their never ending cycle.

The Division has had another successful year financially and in the accomplishment of our mandate to supply dignified and meaningful employment to veterans of the Canadian Armed Forces and the Royal Canadian Mounted Police. We have increased our employment numbers, increased rates of pay, made further inroads into non core policing opportunities with the addition of the new Niagara Regional Police Service HQ in Niagara Falls and will again distribute an operating surplus to our members. Although the final numbers are not in it is my expectation that this surplus will be similar to last year's. As has been the custom this payment will be made in late September to mid October.

This is the 80th year that the Hamilton Division has been in existence and we can be proud of our record in fulfilling our mandate of providing veteran employment. The Corps has never been stronger, both locally and nationally, and continues to grow based on the outstanding work of each of you in the field.

The Ontario Government has announced plans to raise the minimum wage in the province on 1 January 2018 and you may rest assured that the Division is behind this initiative and is currently hard at work in discussions with our clients to effect this change.

Nationally, I have had the opportunity to attend our annual meetings, along with our Board of Directors, in Victoria B.C. and feel a strong commitment across the country to the values and the mandate of the Corps. There are, of course, challenges from our competitors and increased expectations from various agencies and regulating authorities but these are mere bumps in the road as we move forward. With the best trained, most highly motivated and loyal workforce in the industry we are well suited to continue our successes of this year and repeat them into the next.

It's not just a motto or a tagline that says we are **Trusted Everyday Everywhere**. It's a bold statement of truth that we can all be proud of having contributed to and the foundation of our success as we move forward. I thank you all for your contribution to the success of the Division and I know I can count on you keep up the high standards we have set and you have achieved.



The CEO's
Desk

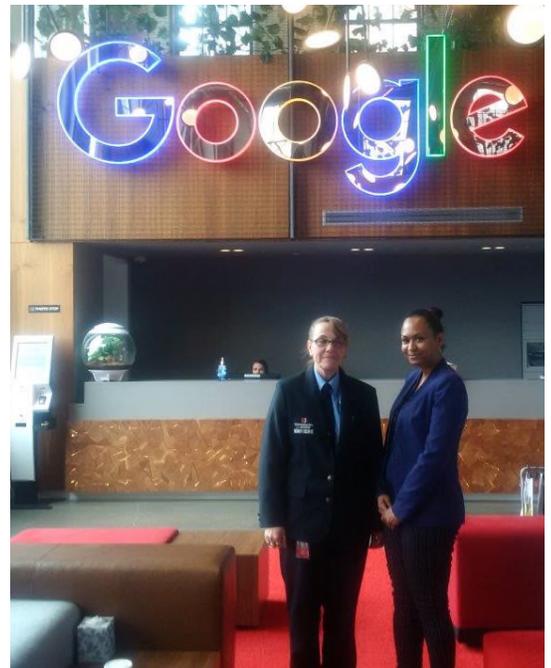
Out and About



Home Hardware is located in St Jacob's. The security section, led by WO Bill Mackenzie provides security services at multiple plant entrances. Commissionaire Pipunic is pictured at the truck gate of Home Hardware. This gate is manned 24/7 and the Cm's are responsible for traffic control and logging arriving and departing trucks.



GOOGLE is located in the "heart" of Kitchener. Security is provided by a full time section, led by Sgt Jill Jackson (left). Other Cm's from the area augment the security section during special events. Two recent events were the visit of the Prime Minister; Justin Trudeau and the Premier; Kathleen Wynne.



Commissionaire (Captain) Bruce Jeffrey, one of a number of our staff who work with cadets is shown receiving his third bar to the Canadian Forces Decoration signifying 42 years of service in the Canadian Forces. Bruce assumed command of 713 Royal Canadian Air Cadet Squadron recently as well.

The Operations Director; Capt Tom Lee presented Mrs. Piche the long Service Medal and Certificate in honor and recognition of Cm Piche's service.



INVICTUS GAMES

TORONTO 2017



The third Invictus Games will take place in Toronto from 23 to 30 September. These Games will bring together more than 550 competitors from 17 nations for 8 days of fierce competition. As well as countries who participated in the 2014 and 2016 Invictus Games, Ukraine and Romania will take part in their first ever Invictus Games.



The competitors will take part in 12 adaptive sports including archery, athletics, indoor rowing, power lifting, road cycling, sitting volleyball, swimming and the wheelchair sports of basketball, tennis and rugby. Also new to the sports line up will be golf.



There will also be a demonstration match of sledge hockey. All competitions will take place in state-of-the-art sport venues throughout Toronto.



The 2017 Games will introduce the first ever Invictus Games relay in the history of the Games, igniting the Invictus Games spirit across all 32 Canadian military bases and neighbouring communities.



For more information on the 2017 Toronto Invictus Games visit their website at www.invictusgames2017.com



Hosting the Games in Canada in 2017, the year the country celebrates its 150th anniversary, will provide a unique opportunity for Canadians to commemorate and honour its ill, wounded and injured soldiers and their families.



The Invictus Games Toronto 2017 will also mark the beginning of a legacy program to support the growth of adaptive sport programs in Canada and to further personal and professional opportunities for servicemen and women transitioning from the Canadian Armed Forces.



Prince Harry, Prime Minister Trudeau and Toronto's Mayor Tory takes part in a ceremonial puck drop at a sledge hockey game at Ryerson University signifying the official Games preparation 'kick-off'

Health and Safety

It seems the world has become a more dangerous place to live and work day by day. Safety issues are no longer limited to interactions with people intent to do misdeeds but now also include a host of environmental concerns. These issues are ever present and while this information applies to while we are in the pursuit of our duties they apply equally when we are enjoying our much deserved time off.

West Nile Virus is found in wild birds and carried by mosquitoes. When an infected mosquito bites a bird the bird can become infected. The infected bird can pass the virus on to other mosquitoes. When an infected mosquito bites a human, the virus can cause a range of symptoms from mild to severe. The obvious symptoms are fever, muscle aches and skin rash.

The virus can make people very sick and experience serious lasting illness, even death. You can protect yourself by following these precautions. Report dead birds to your local Public Health Authority.

Remove standing water from your property in order to limit mosquito breeding grounds. Wear light coloured clothing and long sleeves and pants if possible. Use insect repellent containing DEET on exposed skin. Follow the manufacturer's directions carefully.

Heat Stress occurs when our bodies cooling system cannot efficiently function due to high temperature, humidity, physical activity, fatigue or loss of fluids. This stress may lead to heat related illness, disability and even death. You may eliminate heat stress by taking a few simple precautions. Wear your hat while in the sun. Take frequent breaks in a shaded area and remove your hat while out of the sun. Drink water and fruit juices. Coffee and carbonated beverages will not replace fluids lost by sweating. Move more slowly during periods of high heat. Take your lunch in the heat of the day.

Ultraviolet Radiation overexposure shows itself as a tan or sunburn, wrinkling of the skin and skin cancer and cataracts. Some forms of skin cancers occur in individuals who are exposed over long periods of time. Melanoma, a more serious form of skin cancer, has been linked to intense short term periods as well as lifetime amount of sun exposure. Some simple measures to reduce this exposure are slip on clothing to cover your arms and legs, wear a wide brimmed hat and apply a sunscreen with SPF #15 or higher.

Remember: Work Safe and Play Safe

Above and Beyond

On March 10th Commissionaire Eric Williams went above and beyond to commit to protecting and ensuring the safety of the patrons at Garden City Towers, 301 St. Paul, St. Catharines. Commissionaire Eric Williams was presented the Commissionaires Coin by the Supervisor Sgt Tom Tooley. Good job Commissionaire Williams.





Commandant's Commendation

On March 16, 2017, while performing his regular duties as a Cambridge By-Law Enforcement Officer, Commissionaire Greg Noakes came across the scene of a vehicle roll-over accident. After blocking the accident vehicle from oncoming traffic, Commissionaire Noakes, acting solely on his own initiative, assessed that the driver of the vehicle was unconscious and in need of immediate assistance. After calling for EMS support, Commissionaire Noakes forced his entry into the vehicle where he was able to assess and provide care to the driver.

Commissionaire Noakes remained with the driver during her recovery and extraction by EMS support, providing valuable care and comfort to the driver in a high stress situation.

To recognize Commissionaire Noakes for his diligent and professional management of the accident scene, for his professional and caring commitment to caring for the injured driver, and for displaying the highest standards of professionalism as an employee of Commissionaires Hamilton, Commissionaire Noakes is awarded the Commandant's Commendation.



In the photo above, Commissionaire Greg Noakes is presented with his Commandant's Commendation for actions he performed while assisting an injured individual at the scene of a motor vehicle accident. Congratulations, Commissionaire Noakes!

Niagara Regional Police Headquarters

Commissionaires Hamilton are proud to be the newest provider of security services for Niagara Regional Police Headquarters 5700 Valley Way in Niagara Falls. 24/7 security operations with a staff of 5 including a supervisor.



Payroll FAQ's

The following are the most frequently asked questions (F.A.Q.'S) relating to payroll. We thought this information would be interesting for everyone, especially at this time of year.

1. How is Vacation Pay calculated and paid?

Vacation Pay is 4% of wages for 1 to 10 years of service; 6% for 10 to 15 years of service and 8% for 15+ years of services. It is accumulated and paid the last pay date in June annually. For example, this year the accumulated vacation pay was added to the payroll deposited June 22, 2017. The Hamilton Corps has a schedule of twenty-six biweekly dates (see the last issue of Corpsrespondent) for payroll processing with our Payroll Service Provider and cannot issue a separate 'paycheque' for Vacation Pay. Accumulated Vacation Pay, if requested, can be paid with vacation time taken by completing the 'Vacation/Leave of Absence' form. Be sure to fill in the 'Pay Deposit Date'.

2. Who can I talk to about payroll questions?

Follow these steps to find answers:

- consult the Commissionaires 'Policies and Procedures'
- approach your Detachment Commander.
- Call Patricia Bachor, Manager of Accounting at 905-527-2775 ext. 27.

(Please leave your name and telephone number where and when you can be reached on the voice mail if I am not available to answer your call.)

3. What are the deadlines for time sheets?

Time Sheets are to be faxed by 1200 hours (noon) on the Thursday ending the pay period. Corrections are to be faxed or phoned in by 1200 hours (noon) the next day (Friday). These deadlines allow time for processing and if needed correction/follow up of Time Sheets from all



City of Cambridge's Bishop Street Operations yard recently hosted an open house. Here Commissionaire Ryan Bilodeau-Gibson chats with a member of the public about the Corps' by-law services.

Shortcuts are a Risky Business

What is a "*shortcut*" when you are talking about workplace safety?

A shortcut is something to be avoided. It is often a quicker or easier way to do a job which ignores a safe work procedure required to prevent injury. Shortcuts can, and often do, lead to serious injury or even a fatality - not necessarily every time, but sometimes.

Shortcuts such as these have killed or badly hurt workers. For example:

- ◆ Walking through a traffic area in a yard instead of sticking to the pedestrian routes,
- ◆ Stepping or climbing over an obstacle rather than going around it,
- ◆ Entering a confined space for even a moment without putting on the proper respiratory equipment,
- ◆ Failing to fasten a seat belt for a 'short' vehicle trip,
- ◆ Standing on a chair to reach an object on a high shelf instead of using proper equipment,
- ◆ Passing on your own dangerous shortcuts to a new employee without realizing it. You will both be in the dark until he hurts himself doing what you taught him,
- ◆ Going around a gate at a railway level crossing instead of waiting for it to open,
- ◆ Laying - a piece of-plywood over a hole in a floor or roof instead of properly barricading and covering the opening,

It's tempting to take shortcuts, especially when you are in a hurry or you don't feel like making the effort to do something the right way. You may be new on the job and not understand the hazards, or you may be an experienced worker who has used the shortcut before without anyone getting hurt. However, it is still worth taking the time and effort to do a job correctly, with all the recommended safeguards.

Refer a Friend for a Job and Receive \$50.00

Our division employs more than 350 members which encompasses the geographic area from Kitchener/Waterloo around the Golden Horseshoe and down the Niagara Peninsula.

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 **\$50** for your referral.

All applicants must have the physical ability to complete 8 to 12 hour shifts, a valid security license, 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. Contact the office and ask for an Employee Referral Form and ensure that your friend attaches it to their resume/application. **To ensure you receive your \$50, all resumes submitted under the referral program must have a referral slip attached to it and each applicant must successfully complete the probationary period and complete the CSGC.** If you chose to email the resume please include all pertinent details requested in the cover of the email.

Dispatch Notes

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, especially during the summer months. If interested please advise the dispatcher of your availability through email dispatcher@bellnet.ca or by calling 905-527-2775 or 1-800-241-9988 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.

Professionalism and the Public Eye

The notion of professionalism is one that carries with it different concepts for different people. What one person believes to be professional conduct is not always the same when viewed by someone else. Although we can all agree that professionalism is rooted in the core ethical concepts of integrity, honesty and service, it is sometimes necessary to expand on the concept with other, simpler elements added to the picture.

Your honesty is set in being able to provide accurate, detailed and even-handed instructions to everyone who approaches your post looking for help, directions or support.

Your integrity is rooted in following the directions you are given, without being seen complaining about how you are being asked to do your job, or how 'mean' your client is, and to be seen executing those duties in a fair, even-handed manner.

Not only must you provide service, you have to be polite and respectful when you do so. Your uniform needs to be clean and neat and display to the public that you take your duties seriously, and that you have an element of pride in being able to present yourself to them.

Why is knowing all of this important?

Because the 'Public Eye' is no longer limited to the fellow that you had to turn away from an entrance they wanted to use. It is no longer limited to the lady that screamed at you for giving her a parking ticket. It is no longer limited, in fact, to the small bubble that is defined by your workspace.

Cell phones, personal recorders, and all varied forms of communications and recording devices are now commonplace. I'm certain everyone can recall at least one YouTube video where it showed a security guard somewhere, doing something they shouldn't have. This is not the kind of notoriety that anyone should want, and the best way to avoid it, is to follow the rules of professionalism. Not just to know or understand them, but to make them a part of how you perform every day.

To every Hamilton Division Commissionaire, please remember that the Public Eye is out there, and it is always looking for a target, and the best way to avoid its gaze is to simply be professional.

And when you are professional, that is the best way to be seen by the Public Eye.

Recognition of Service

5 Years Service: Gerald Landry, Sara Moodie, Don Koropatnicki, Chris Meloche, Elizabeth Merryweather, Jill Jackson, Dawne Luden

10 Years Service: Stan Jaques, Kim Carter, Gus Turenne, Larry Downing, Len Okum, Kirk Richardson,

15 Years Service: Mike O'Sullivan, Kerry Larmet, Don Taylor, Brian Mandigo

20 Years Service: John Livingstone

Last Post

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

Commissionaire Bryan Smith - Bryan joined Commissionaires Hamilton in January 2014 and worked at various sites as a Spare then in December of 2015 he moved to the St. Jacobs location of Home Hardware. Bryan passed away in March of this year.

Commissionaire Edward Lanfranconi - Ed served with the Hamilton Division for 15 years from Feb 1997 to Oct 2012. During that time he worked at Cambridge By-Law, Kitchener WSIB, Kitchener Tax Office and as a spare. Ed served seven years in the RCAF as a Navigator on the CF-100 Interceptor/ Fighter. Ed passed away on 25 May of this year.

Commissionaire Robert (Bob) Podger - Bob started with Commissionaires Hamilton in October of 2008 working at TDL Guelph and then the Guelph Correctional Centre. Bob served from 1963 to 1968 in the Royal Canadian Navy as a Radioman and from 1993 to 2011 in the CIC working with Sea Cadet Corps in Guelph and Milton Retiring as a Lieutenant (Navy). Bob passed away on June 17th.



MWO (Captain) Ken Brady, Administration Manager is shown relinquishing command of 2865 Army Cadet Corp on April 13 and officially retiring from the Canadian Forces after 37 years serving in the Militia, Regular Force and the CIC.

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