



COMMISSIONAIRES

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The Corpsrespondent



~ Newsletter of Hamilton Division - Christmas 2011 ~

Commissionaires Receive Long Service Awards

On Thursday November 17th, ten members of Commissionaires Hamilton were recognized for their long service at a dinner held at the Waterfront Centre in Hamilton.

Major Robert Nuttall, CD, Chairman of the Board of Governors presented medals



and service bars to: left to right **LCol. George Frid**, retirement plaque for service on the Board of Governors, **Comm. Ian Dalziel**, (12 yrs.) **Comm. Harry Windsor**, (12 yrs.) **Comm. Bill London**, (22 yrs.) **Cpl. Tom McVey** (17 yrs.) **Comm. Larry Perry**, (17 yrs.) **Comm. Dusko Krnetic**, (12 yrs.) **WO John McPherson**, (12 yrs.) **MWO Bill McBride**, (12 yrs) **Maj. Bob Nuttall**, and **Comm. William Crowder**, (12 yrs.)

Other recipients, who were unable to attend the dinner were **Comm. Fred Evans**, (12 yrs.,) **Comm. Sam Chopra**, (12 yrs.,) **Comm. Bill Dorks**, (17 yrs.) and **Sgt. Tony Bilota** (12 yrs.)

The recipients are congratulated for their long service in Hamilton Division.

Chairman's Message ~ Maj. R.W. Nuttall, CD

Season's Greetings to Hamilton Division Commissionaires:

We have had a successful year so far in securing and retaining good employment opportunities for commissionaires and we are working hard within the Division, the Ontario region and nationally to position Commissionaires to continue this success. This of course can only be accomplished by focusing and excelling at delivering on the needs of our two key stakeholders – our valued clients, who provide employment opportunities and who put their trust in us, and our commissionaires, who are the front line face to our clients. The importance of the day to day interaction between our each commissionaire and our client's representatives at each of our sites cannot be overemphasized. I am always proud, as you should be, of the strong relationships that have been formed between you and our clients. Congratulations on your dedication, professionalism and hard work. It does not go unnoticed by the headquarters staff or by our clients.

As the festive season approaches so does the winter weather that we've come so accustomed to complaining about. Throughout the holiday season and the balance of the winter months please take extra precaution to ensure a safe and accident free holiday season and new year.

The warmest of greetings and heartfelt wishes are extended to each of you and your families from the Board of Governors on this holiday season.

CEO's Christmas Message ~ LCol. John Livingstone CD

Christmas is a time when families, friends and colleagues meet and share with each other, their experiences of the past twelve months, their aspirations, memories and joys.

Christmas is also the time when, as an organization, we look back on everything that has been achieved over the past year and for Commissionaires Hamilton, what an amazing year it has been. This has been a very interesting and successful year for the company. I would say challenging too but really, every year has its challenges. We've come through this one as you would expect – strong and full of momentum. In 2010 -11 we had our best year ever. Our goal is to make 2011 -12 even more interesting and successful than 2010 - 11.

There are some people in Commissionaires Hamilton that deserve a lot of credit for our success in the past year - all of you. From the staff in Operations and Identification Services who help us bring in the business through the Human Resources, Finance and Administration people who ensure we process the business and take care of our pay and safety through the volunteer Board of Governors who keep a watchful eye and through their collective business experience keep us on the right track.

But mostly our success can be attributed to you, the Commissionaires in the field. The professionalism and can do spirit of Commissionaires shines brightly every day, day in and day out. I am very proud of the incredible commitment of each and every Commissionaire at each and every site, big or small.

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Last Post ~ Cdr. Fred Lee, OStJ, CD

LCol. John Livingstone, CD



We are very sorry to tell you of the passing of a man who has been greatly associated with Hamilton division for many years, Commander Fred Lee.

President of the Canadian Cancer Society, Patron of the Hamilton Naval Vets, Chair of Friends of H.M.C.S. Haida, President of the Hamilton Philharmonic Orchestra, President of the Naval Officers Association, Board of St. John Ambulance, Graduate of McMaster University, U.W.O. Law and Osgoode. Prominent Hamilton Lawyer, Commanding Officer H.M.C.S. Star, Military Judge and C.E.O and Board Member of Commissionaires (Hamilton). Fred had a strong desire to make the world a better place.

I worked side by side with Fred for almost 10 years, had the great pleasure of calling him friend and felt privileged to have known him.

Whether the topic was business, sports or history Fred was quick to engage in conversation. We didn't always agree at the start but Fred's calm and dispassionate manner was very persuasive and his logical assembly of facts made it difficult to disagree by the end. Fred was a man of quick dry wit with a droll sense of humour and a ready laugh.

He burned with an inner passion for service to country and I suppose the many times I stood beside him at Gore Park on Remembrance Days best showed that. Standing straight and proud, impeccably attired in the worst November weather his respect for the veterans was easily seen. His voice strong and loud, especially during the Naval Hymn, was something I came to look forward to on November 11. This year felt a little different and a little sadder, a little less complete and when the music swelled I knew why. Fred's voice was not there to plead "for those in peril on the sea" and I wept.

I'm going to miss Fred and his wise counsel. During the course of his time as Commissionaires Hamilton CEO he steered us through many rough waters always keeping his eye on the ultimate destination, the provision of employment for veterans. His passing has made us all somewhat poorer but his service to community and country and his friendship made us all somewhat richer.

Canadian Soldier Finally Laid to Rest ~ Bill McBride

It is a remarkable story when you think of it; that a Canadian soldier having been lost on the chaos of battle almost a century ago should be found, identified and finally buried amongst his comrades with full military honours so many decades later; and with members of a reunited family present.

Private Alexander Johnston was a boilermaker in Hamilton when in early 1918 he was conscripted for service in the 78th Battalion also known as the Winnipeg Grenadiers. Some months later, having been trained and shipped overseas, at the Battle of Canal du Nord near Cambrai France Pte. Johnston simply disappeared.



He became just one of over 11,000 Canadian soldiers from WW1 who have no known grave or resting place. One day, and no-one knows precisely when, he was gone. Such a circumstance was quite common in the carnage of that "war to end all wars." In the years that followed the war the remains many soldiers have been found on those ancient battlefields. They were rarely identified and therefore interred as 'Unknown Soldier.'

In 2008 during the construction of a new building development near Cambrai, skeletal remains were discovered whose collar badges identified the him as a Canadian soldier from the 78th Battalion. A great deal of hard work and DNA matching by Canadian forensic investigator, Laura Glegg, was to eventually give a positive identification to the soldier. He was Pte. Alexander Johnston the boilermaker from Hamilton.

What happened next is, in my view, quite heart-warming. It turned out that

Alexander Johnston had not one-but two groups of descendants ; the Gregory family living in Ottawa and another group still in Scotland. The two family lines knew little of each other until they came together on a Tuesday in late October at a small cemetery in France. There the now-restored family joined with several French dignitaries and the Canadian Ambassador from Paris to give Pte. Johnston the funeral that had been delayed for so many decades. His casket was buried with old comrades in the Cantimpre Cemetery, a small Canadian resting place.

This is the last story I will likely write as editor of this newsletter. I cannot think of one that I would rather have written. WTM, ED

Five Senior Members Graduate from Supervisory Training Course



Left to Right: **MWO Larry Will**, Account Manager; **Comm. Dave Phillips**,
Sgt. Nicole Izard, Det. Cdr. TDL Guelph; **Sgt. Darik Vander Meer**, Det. Cdr. Seaway
Marine, and **MWO Bill Walsh**, Det.Cdr. Mohawk College...

the latest members of Hamilton Division to successfully complete the Corps Supervisors Course held in Cornwall Ontario in September. The aim of the course is to provide selected Commissionaires with occupational and behavioral skills and attitudes necessary to function as supervisors within the Corps.

The ten day course consists of lectures and syndicate workshops on a wide variety of topics including supervision, talk techniques, human resources, safety in the workplace, legal responsibilities, performance evaluation etc. We congratulate our latest graduates on their hard work and effort in completing the course.

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Your dedication to the Corps, its customers and each other is clearly recognized and appreciated. I do not take it for granted and neither should you. There is one reason why we are **Trusted Everyday Everywhere** and that is the history and track record of Commissionaires at all their worksites.

Enjoy your time with your families and friends throughout the season. Be proud of your accomplishments in the past year and stand ready to continue the ideals of the Corps into the new year.

Thank you, all of you, and a very Merry Christmas to you all

People on the Move at Headquarters



Following just short of 13 years of service as a Commissionaire, almost 12 of them in fingerprinting, **MWO Bill McBride** is retiring effective 29 December. Bill was asked to take on the fledgling fingerprinting business in early 2000 when it was not much more than a business idea. Since opening the doors to the only "cash and carry business" we offer, the fingerprinting office has located itself in a variety of places finally settling at Head office in 2004. Bill is very proud to have served over 11,000 clients, taken over 16,000 sets of fingerprints (rolled-ink and digital) created over 1,000 Commissionaire ID cards and edited 35 editions of **The Corpsrespondant**. His retirement plans include exercising his

new golf clubs, casting out with his new fishing gear and, most prominently, continuing his role as co-pilot and crew chief on the C-45 Expeditor at the Canadian Warplane Heritage Museum.

A veteran of ten years of service in Hamilton Division **CWO Jim Farrauto** will add the fingerprinting and ID Services to his already busy schedule. Jim is also responsible for Commissionaires training as well as carrying the Health and Safety portfolio. A Commissionaire Profile on Jim Farrauto was published in the Spring



2005 edition of the newsletter.



Comm. Melissa Ivanchuk-Merritt has been appointed dispatcher. A Hamilton native Melissa holds a BA degree in Political Science from McMaster as well as a Diploma in Police Studies. She has been, for twelve years an active volunteer with Hamilton Police Services. Up to the time of her appointment Melissa worked as a security guard at Mohawk College.

Our three people on the move are shown here receiving congratulations from CEO LCol.

John Livingstone.

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MWO Larry Will, SBSStJ, CD

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MWO Ken Brady, SBSStJ, CD

Fingerprinting & ID Manager

CWO Jim Farrauto, CD

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Melissa Ivanchuk-Merritt,

Finance Manager

Patricia Bachor

Administrative & Financial Assistant

Sgt. Heather Brady, CD

Health & Safety

CWO Jim Farrauto

While the festive season brings us joy and the landscape is dusted with pretty white flakes and families are nestled in their beds under the warmth of a crackling fire, there are some that are not so privileged.

Commissionaires are weathering the elements in all climatic conditions when performing their duties. The winter months are the harshest and more injuries are reported during these months than any other due to environmental conditions.

Slips and falls have taken their toll on our finest. Lost time due to slips and falls is something that needs to be addressed. As in previous years, your office has put out reminders and guide posters in the hopes that this trend will subside. Proper footwear and clothing for the elements is key. Watch carefully where you are walking and be prepared for "black ice". Wind chill is another factor to be aware of. Although the time lost due to wind chill and frostbite is almost non-existent, it is still prevalent. There are Wind Chill Hazard cards that are available and will be distributed through our office. Please dress for the weather; we'd hate to lose you. Nothing beats common sense.

Our office is ready willing and able to help with any problems or questions you may have regarding weather protection.

Have a safe and happy holiday season.

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Remembrance Day Services ~ 2011

Given our long association with the Canadian Services it has long been a tradition that Commissionaires participate in Remembrance Day events in the many communities in which we serve. In this photo three generations have come together at the Cenotaph in Hamilton on November 11. **LCol. John Livingstone, CD**, himself a veteran of long service in the Signals Branch of the Canadian Forces, joins with veterans of WW2 and Korea to tell a younger generation of the significance of the day.

CWO Jack MacFarland, CD (on the left) is a special inspiration. He landed at Dieppe with the Royal Hamilton Light Infantry and became a POW for the duration of the war.

Remembrance Day has seen quite a resurgence of interest over the past few years with very large crowds attending services all over Canada.



Commissionaires and The Canadian Club



LCol. Livingstone's many duties include Community Outreach opportunities. As a spokesman for Commissionaires the CEO is often invited to attend events of clubs and organizations within our service area. The Canadian Club of Hamilton, (the very first Canadian Club in Canada; founded in 1893,) is one such organization. Over the past 118 years the club has welcomed hundreds of notable speakers representing every aspect of Canadian and international politics, science, history, space travel, national media... you name a theme... the Canadian Club has covered the subject with a well known speaker.

Attendance at these sorts of events provides a fine opportunity for the CEO and our sales staff to meet other community leaders and company executives. At a recent Canadian Club luncheon well known media personality and now member of the Canadian Senate, The Honourable Pamela Wallin is shown here chatting with our Commandant following her presentation to the gathering.

It is all part of bringing the Commissionaires brand in the business community... yet another vital task undertaken by our CEO.