

Hamilton Division Annual Awards Dinner

INSIDE THIS ISSUE:

- ◆ Chair's Message 2
- ◆ From the Desk of the CEO
- ◆ Compliments and Congratulations 3
- ◆ Award Recipients 4
- ◆ Award Recipients 5
- ◆ 100 Years Ago 6
- ◆ Training
- ◆ From the Admin Manager 7
- ◆ Use of Force Training 8
- ◆ Canadian Forces Recruiting Centre 9
- ◆ Halton School Career Day
- ◆ One of Canada's Best Employers 10
- ◆ Commissionaires named a top Employer 11
- ◆ Last Post
- ◆ Service Recognition 12



Major M. Rehill, Chair of the Board of Directors along with LCol John Livingstone, CEO pose for photo with Award recipients.

On Thursday 14 November 2016, Major Mike Rehill, Chair of the Board of Directors, presented **Commissionaire Long Service Medals** to Lieutenant Rick Luden (Director of HR) as well as Sergeant Stan Raike (Social Justice Tribunal of Ontario) and Commissionaire Donna Ernest (Halton Schools).

Commissionaires John McPherson (Niagara Spare), Harry Windsor and Dusko Krnetic (Hamilton Spares), Bill Crowder (Niagara Falls By-Law) were presented Bars to their Long Service Medals.

Colonel Gary Burton (Past Chair) was presented the Commissionaire Distinguished Service Medal for his service on the Board of Directors and the Division.

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

The **Commissionaire Long Service Medal** is presented to Commissionaires, including members of the Board of Governors, who have completed a minimum of twelve years of service.

Commissionaires Bill Dorks and Susan Patenaude (Kitchener/Waterloo Spares) and Ian Dalziel (Hamilton Spare) were unable to attend the event. They will be presented their medals at a later date.



From the Chair

We have been very lucky to have such a mild winter in South Western Ontario. The longer days of sunshine brings with it a promise of warmer and greener days ahead. We are all starting to look forward to outside activities with our family and friends and getting ready for what promises to be an early spring and beautiful summer.

Spring is a busy time for your Board of Directors. The Annual Spring meeting of the National Board, the National Business Management Committee and various other committees will take place in Regina at the end of March. Two of your Board members along with our CEO will represent the Hamilton Division. The delegates will be working on improving our governance and business planning in order to strengthen our Federation across Canada.

In early June, Hamilton Division will hold its Annual General Meeting to elect our Board members and Executive Committee for the coming year. This meeting will be quickly followed by the Annual Meeting of Division (AMOD) in Victoria BC. This annual national level meeting sees all of the divisions across Canada come together to discuss ideas and exchange best practices in the pursuit of a more dynamic and stronger corps.

Your Hamilton Board has been working diligently on your behalf over the past few months to provide sound governance and strategic plans that will ensure that Hamilton Division continues to execute its mandate of providing meaningful employment for veterans of the Canadian Forces and the RCMP now and in the future.

In this season of rejuvenation, I thank all members of the Hamilton Division for their service and dedication, not only to the Corps of Commissionaires but to the clients that we serve. Best wishes for a pleasant spring and summer.

Happy 80th Birthday (and many more)

You might think that an 80th birthday might signal a time to slow down a bit or take a step back or at least look fondly on the past and you might be right. I would like to think 80, in some cases, is not a bad place to start.

The Hamilton Division of the Canadian Corps of Commissionaires celebrates its 80th birthday in a few short weeks and we have never been more up to date, modern and ready to face the future than we are right now.

The Division and the Corps continues to be recognized for its outstanding personnel and its ability to deliver outstanding security and bylaw services second to none. We have again been named by Forbes as one of Canada's Best Employers for 2017 and we have continued our winning streak by being named by Consumers Choice as the Best Security Company in the Hamilton area.

Business continues to move forward as new opportunities are explored and secured and long standing relationships are renewed. While these positive adjustments and recognitions for excellence drive us forward we remain fully aware and committed to our reason for existence and our mandate – to supply meaningful employment to former and serving members of the Canadian Armed Forces and the Royal Canadian Mounted Police. We fulfill this mandate and its inherent goals as a not for profit corporation designed solely for the benefit of its employees – the commissionaires in the field who perform their duties at such a high standard day in and day out.

That daily dedication by all of you and your commitment to excellence has endured for 80 years. The reputation we hold in the industry and amongst the public is second to none. Your dedication to each other as commissionaires in the field and to our clients is what sets us apart from the others and is an important part of our longevity. You are the simple reason we are able to celebrate 80 years of service and you are the reason we are Trusted Everyday Everywhere.

Happy Birthday!!!



The CEO's Desk

Compliments and Congratulations

The following personnel, through the actions described below, continue to highlight the quality of the personnel wearing a Commissionaires uniform. I am pleased, therefore to present the following:

Sergeant S. Raike, Social Justice Tribunal of Ontario: On September 19th, this office received another glowing report on Sergeant Raike's professionalism and support to the Tribunal. In the letter from the Vice Chair Social Justice Tribunals of Ontario, 'Every day (he) engages with both our staff and our clientele in a professional manner. Often times, the services we render to the public create high emotion and volatility, At all times, (Sgt) Raike maintains a calm demeanour. He is frequently able to diffuse confrontational situations, avoiding future conflict.'

Commissionaires working a Special Event in Kitchener at Google: Under the guidance of the Detachment Commander, Sergeant J. Jackson, the commissionaires who supported this event, Commissionaires S. Pokno and B. Cote, provided 'terrific security support'. According to the client the guards were 'incredibly personable, helpful and a pleasure to work with'.

Commissionaires M. Gooch and J. Vachon, Hamilton By-Law: On October 21st, while performing their duties, Commissionaires Gooch and Vachon came upon a woman in distress who had just had a dog escape her control. As they were going to be patrolling in the area, the commissionaires got a description and name of the dog and the contact information for the woman. A short time later, they came across the dog, who responded to his name, and were able to reunite the dog with its extremely thankful owner.

Commissionaire M. Jovicic, Strata Condominiums: On November 28th, this office received a very positive recommendation on Commissionaire Jovicic from the Property Management Director at the Strata condominium. In her notice she expressed the positive feedback they had received from the tenants and owners in the building about Commissionaire Jovicic's work ethic, performance of his duties and his professionalism.

Commissionaire V. Monga, Halton Region Schools: After being assigned to the Halton Region Schools following his hire this summer, Commissionaire Monga has wasted no time in developing a positive impression on the principal and staff of his assigned school. According to the principal he had to share 'how impressed our school community has been' with Commissionaire Monga. 'His professionalism, due diligence and ability to cultivate positive relationships has been shared by my staff, students and parents alike on numerous occasions.'



RHLI Quintet playing at the Annual Awards Dinner. Former Commissionaire Johnny Bissel is on the far right.



Sergeant Stan Raike being presented his Long Service Medal signifying 12 years service with the Commissionaires



Lieutenant Rick Luden awarded the Commissionaire Long Service Medal for 12 years of service.



Commissionaire Donna Ernest presented with her Long Service Medal signifying 12 service with the Commissionaires



Colonel Gary Burton was presented the Commissionaire Distinguished Service Medal for his exceptional work while he was the Chair of the Board of Directors.

Commissionaire John McPherson awarded the 1st Bar to the Commissionaire Long Service Medal for 17 years of service.



Commissionaire Bill Crowder being presented the 1st Bar to his Long Service Medal signifying 17 service with the Commissionaires



Commissionaire Dusko Krnetic being presented the 1st Bar to his Long Service Medal signifying 17 service with the Commissionaires



Commissionaire Harry Windsor presented with the Bar to his Long Service Medal signifying 17 service with the Commissionaires

100 Years Ago - Vimy Ridge

(Rick Luden)

When the CEO requested something from each member of the HQ to go into this quarters' Newsletter, the first items I thought of were the issues with Security Licenses (covered by the AdmO) and then the Recognition and Congratulations page (again covered by the AdmO). It left me somewhat wanting as Ken had stolen most of my thunder. So, when all things are considered, I looked at our history and who we are as an organization, and turned back the wheels of time to remind us all of the veterans we support, and the reasons our mandate is worth preserving.

In April, 1917, one hundred years ago from today, the four divisions of the Canadian Corps were brought together for the first time as a purely Canadian fighting unit. Between 9-12 April, 1917 in a battle that would be recognized internationally simply as 'Vimy Ridge', the Corps was successful in wresting control of this strategic ground from the Germans. The high ground of the ridge gave the Allies an important vantage point, allowing them to overlook the network of trenches used by the enemy, as well as the No-Man's Land between the trench lines.

The assault called for meticulous preparation at all levels, including the individual soldier, who was made aware of enemy strongpoints and difficult terrain. Soldiers became specialists in the use of machine guns and grenade-throwing. New infantry tactics were developed to defeat old, worn and failed tactics from the past.

In wind, sleet and snow, an initial wave of more than 15,000 Canadians stormed the ridge and captured most of the German positions by the afternoon of the first day. After three more days of intense fighting, the highest features on the ridge - "Hill 145" and the "Pimple" - were in Canadian hands too. The Canadian Corps had achieved the greatest single Allied advance on the Western Front, to that point in the war.

Four Canadians were awarded the Victoria Cross for their courage in the battle: Private William Milne, Lance-Sergeant Ellis Sifton, Captain Thain MacDowell and Private John Pattison.



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 as well as the Policies and Procedures in regards to staying updated with First Aid requirements and completing the necessary training for certification.

A reminder for all Detachment Commanders to ensure that their personnel are up to date with their First Aid qualifications.

Emergency First Aid Training is offered at Headquarters, call Sergeant Heather Brady for more information 905-527-2775 ext. 21

From the Administration Manager

We have been experiencing an increase in the number of Commissionaires who have let their **Security Guard License** expire prior to renewal or have submitted a renewal too late to be processed in a timely manner. All Commissionaires are reminded that a valid license is a requirement in the Province of Ontario and that it is every Commissionaires' responsibility to be in possession of a valid license and to renew their license prior to its' expiration date. Not having a Security Guard License prevents you from being employed.

It is recommended that applications for renewal be submitted to Service Ontario at least 8 to 10 weeks prior to expiration to ensure adequate time for the process of the new licence. There is also some confusion as to whether to mail in the renewal or do it online. The decision is made for you simply by what your method of payment will be. If you are paying by Credit/Debit card your renewal **MUST** be done online.

Updated **Hours of Work and Overtime** forms are being distributed to all Commissionaires by the Account Managers. Signing the form in no way affects either you pay or hours of work. You have signed one in the past. It carries on your acceptance of hours being averaged over a two-week period over the next two years. Please complete the form and return it to Division HQ as soon as possible.

Have You Changed Your Address? Lately there have been instances when Division Staff have been unable to contact Commissionaires. This is due to a change of address, telephone number or email address which has not been reported to Headquarters. The onus is **on you** to provide head office with up-to-date information relating to your address, telephone number and email.

If you have questions give the Administration Manager a call at 905-527-2775 ext. 26.

Canadian Forces Recruiting Center

Commissionaires Hamilton has taken on a new site as of February, 1 2017. CFRC or Canadian Forces Recruiting Center which is located at 55 Bay St, in the Federal Building on the second floor.

The site employs 2 fulltime Commissionaires and four spares. All Commissionaires are trained in the use of hand cuffs, baton and soft use of force, and have to have a military background for employment at the site. Site duties include access control to include ID checks, searching of persons and personal equipment, observation and reporting, critical incident management, the conduct of rounds and basic customer service.

This is another opportunity for Commissionaires Hamilton and the Federal government to continue utilizing military veterans and employing them in key government positions. As always, the Commissionaires are ready to provide top notch service as we lead the way into the 21st century. This is why were trusted everyday and everywhere



Career Conference Day Halton District Catholic School Board Bishop Reding School

Commissionaire Vinay Monga, second person bottom left beside Halton Regional Police Officer

Bishop P. F. Reding's Career Conference which was held on Wednesday, February 22, 2017. We would like to commend Commissionaire Vinay Monga for the excellent presentation that he gave to the Grade 10 students explaining his role as a Commissionaire, as well as his personal pathway to this position. Commissionaire Vinay Monga was a valuable addition to the Law, Public Safety, Security and Corrections Panel which also included a policer officer and a lawyer. Commissionaire Monga continues to make a meaningful contribution to the school in a variety of endeavours.

Subject Control and Defensive Tactics (Use of Force) Course

Subject Control & Defensive Tactics Use of Force course which was held on Tuesday January 17, 2017. The three day course as held in Newmarket, Ontario which was attended by four of our Commissionaires, MWO Keith Hodge and Commissionaires Michael Shea, Krzysztof Mazur and Matthew Gooch. Over the three day course, they were trained and certified in Handcuffing, Baton, and Use of Force. The course was instructed by Bob Shrewsbury-Gee, Chief Instructor for Commissionaires Great Lakes.



Bottom row: Left Commissioner Krzysztof Mazur, MWO Keith Hodge, Commissioner Michael Shea. Commissioner Matthew Gooch is standing behind MWO Hodge,

Commissionaires ranked one of Canada's best employers of 2017: Forbes

Commissionaires has ranked among the top employers in Canada, according to Forbes' list of Canada's Best Employers of 2017.

Commissionaires ranked second in the industry sector and placed in the top half of the 300 employers, outranking other Canadian security services providers by a wide margin.

"We work very hard to provide a great working environment and stable employment across Canada," said Bruce Belliveau, Chair of the National Business Management Committee, Commissionaires, and CEO of Commissionaires Nova Scotia. "Commissionaires is honoured to, once again, be recognized as one of Canada's top employers and the highest ranked security company."

Forbes partnered with online statistics provider Statista to survey more than 8,000 Canadian workers. The resulting list includes 300 employers across 25 industries. Canada's best employers include corporate giants, community-based financial institutions, universities and government agencies. The employees who took part in the survey were consulted anonymously through several online access panels rather than through their employers.

The workers surveyed were asked to identify, on a scale of zero to 10, how likely they were to recommend their employer to someone else and what they thought about the other employers in their industry. You can see the full list www.forbes.com/canada-best-employers/list/#tab:rank

About the Forbes Survey

In collaboration with online statistics provider Statista, FORBES asked 8,000 Canadian employees – 81% full-timers – working for large firms or institutions to rate their willingness to recommend their own companies on a scale of 1 to 10. The employees who took part in the survey were consulted not via their employers but anonymously through several online access panels. Data was recorded this past September.



Commissionaires named a top employer



Joe Cormier, left, and Erik Theriault

Erik Theriault couldn't be happier for his employer – the Canadian Corps of Commissionaires.

The organization, the largest private-sector employer of Canadian Armed Forces and RCMP veterans, placed second in the industry sector and in the top half of 300 employers on the recently released Forbes' list of Canada's Best Employers of 2017.

"I am glad for them," said Theriault, who works at Chancery Place in downtown Fredericton where the organization provides security. "I am pleased that I work for a company like that."

Canada's best employers include corporate giants, community-based financial institutions, universities and government agencies.

Theriault, who came to the organization as a civilian, works side-by-side with former military and police.

"I've fit in really well and I'm treated with respect," he said. "There's no segregation or anything like that."

Peter Kramers, CEO of the New Brunswick and Prince Edward Island division of the Canadian Corps of Commissionaires, said the organization is always looking to provide meaningful employment for skilled individuals and the recent recognition won't hurt that goal.

"Right now we're focusing on basic security and related services," Kramers said. "But if we could diversify into something that can take advantage of veterans leaving the forces, the RCMP and their [other] skills and experience, I think we could attract more of them to come to us."

Kramers said the organization is exploring the possibility of diversifying into elements that include cyberspace or the virtual computer world. That would require some commissionaires to have a different background, be more technology oriented and have more experience.

"It's quite different than our current guarding responsibilities," Kramers said. "We are looking at and doing studies in how we can better cluster technology services into pursuit of our current mandate."

Kramers said people value commissionaires as an employer because they focus on providing meaningful employment. There are 1,087 commissionaires in New Brunswick and P.E.I.

"We are service providers. If we have a happy workforce, obviously, we are doing a quality service for our clients. We have a very strong focus on two cornerstone policies. The first is the quality of service to our clients and the second is respectful workplace and in delivery of a quality serviced to our clients," he said.

Claude Chouinard, a retired chief warrant officer from Base Gagetown, is the regional manager with the organization. He said he likes working for the commissionaires because of the culture and structure.

Recognition of Service

5 Years Service: Andrew Baker, John Garvie, Peter Mazurek, Chantal Soucy, Richard Benson

10 Years Service: Barb Ledwon,

20 Years Service: Jim Workman, Tom Lee

Last Post

It is with a sad heart that we announce the passing of Commissionaire Robert Piche. Rob was with Commissionaires Hamilton from 2004 until his passing in January of this year. Rob first worked in the Milton By-Law Detachment moving to the Halton Schools in 2005. Though Rob did not serve in the military he does have a connection, he worked as a civilian contractor at CFB North Bay from 1988 to 1990.

PAYROLL SCHEDULE 2017

PAY #	PAY PERIOD		CHQ/DEPOSIT DATE
	START DATE	END DATE	
1	30-Dec-16	12-Jan-17	19-Jan-17
2	13-Jan-17	26-Jan-17	2-Feb-17
3	27-Jan-17	9-Feb-17	16-Feb-17
4	10-Feb-17	23-Feb-17	2-Mar-17
5	24-Feb-17	9-Mar-17	16-Mar-17
6	10-Mar-17	23-Mar-17	30-Mar-17
7	24-Mar-17	6-Apr-17	13-Apr-17
8	7-Apr-17	20-Apr-17	27-Apr-17
9	21-Apr-17	4-May-17	11-May-17
10	5-May-17	18-May-17	25-May-17
11	19-May-17	1-Jun-17	8-Jun-17
12	2-Jun-17	15-Jun-17	22-Jun-17
13	16-Jun-17	29-Jun-17	6-Jul-17
14	30-Jun-17	13-Jul-17	20-Jul-17
15	14-Jul-17	27-Jul-17	3-Aug-17
16	28-Jul-17	10-Aug-17	17-Aug-17
17	11-Aug-17	24-Aug-17	31-Aug-17
18	25-Aug-17	7-Sep-17	14-Sep-17
19	8-Sep-17	21-Sep-17	28-Sep-17
20	22-Sep-17	5-Oct-17	12-Oct-17
21	6-Oct-17	19-Oct-17	26-Oct-17
22	20-Oct-17	2-Nov-17	9-Nov-17
23	3-Nov-17	16-Nov-17	23-Nov-17
24	17-Nov-17	30-Nov-17	7-Dec-17
25	1-Dec-17	14-Dec-17	21-Dec-17
26	15-Dec-17	28-Dec-17	4-Jan-18

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The Corpsrespondent

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Editor ~ MWO Ken Brady, sbsu, cd



Plaque featuring Commissionaires displayed in the Canadian War Museum, Ottawa.

Photo courtesy of Corporal Beth Merryweather, Grand Valley Women's Institute.