

The Corpsrespondent

NEWSLETTER OF THE HAMILTON DIVISON

FALL 2013

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For a World Championships to take place it involves a whole community of staff, volunteers and supporters. Canoe Niagara 2013 was no exception. Hosting 63 countries and more than 1,000 participants over the course of two weeks was no small feat and there are so many individuals who deserve to be recognized for working so hard, donating so much, and for making the World Championships a success. I am humbled to have worked beside so many incredible individuals.

The Commissionaires Hamilton would like to thank all the security staff that helped out with the event. While this was a four day event, it took a team of Commissionaires to make it work. First and foremost all the Commissionaires that took this experience and made it a wonderful time for all the participants. Your hospitality in welcoming and hosting countries from around the world did not go unnoticed and is greatly appreciated. We appreciate the guidance and leadership of our Management staff, Melissa Ivanchuk-Merritt, Larry Will, Ken Brady and Tom Lee.

To each and every individual who contributed to Canoe Niagara 2013, a heartfelt thank you to you all.

Keith Hodge
Account Manager

(Additional photos on page 5)





From the Chair...

Welcome to the latest edition of your Division Newsletter. As the last days of summer leave us our thoughts now turn to fall. We need to adapt to the changes in weather and this is also true of our business. What was taken for granted in the past cannot be now. Some of our clients have moved on (due to business conditions or changes in their requirements). At the same time we have gained new clients, due in large part to our reputations as professional providers of top notch service. For this I thank each and everyone of you. We must be ever vigilant to ensure that our well-earned reputation is preserved. That is what I am asking from everyone of our front line Commissionaires.

In the meantime, as I have stated in previous newsletters, the support staff (headed by the CEO) continue to work hard at securing additional, meaningful employment for our Commissionaires.

They, along with members of the Board of Governors are actively seeking out opportunities. This includes engaging our elected representatives at all levels of government to assist us in fulfilling our social mandate. As we meet with success (and we will) information will be passed on to you. You are all well aware of the tough economic climate in which we are currently in. We have persevered in the past and will continue to do so.

On behalf of the Board of Governors, I thank you for your contributions, past and future. Have a safe and enjoyable fall and winter. Until next time.



The CEO's Desk

The problem with a generally seasonal newsletter, besides the fact that I'm not a very good writer, is the need to make it relevant to all Commissionaires and to the appropriate season. Two weeks ago temperatures were still in the high 20s and the leaves had just started to turn. This morning it's a frosty 3 degrees and the trees are in full colour and in many cases have shed all their leaves. These seasonal changes signal the coming of another winter and eventually spring and again finally summer. These changes give us some worries as winter approaches and it seems like a long way to summer but warm weather will return. Economic conditions within Canada and indeed throughout the world appear to be settling in again to fall and winter conditions. Positive changes in our economy seem as far away as a hot July afternoon but inevitably they will come. I think we're all aware of how stiff competition has become, how tight times are and how far away the warmth of a strong economy seems.

I'd like to be able to tell you that Commissionaires Hamilton somehow stands alone and can remain unaffected by the current economic climate but of course I can't. As service providers to our clients our economic well-being is inextricably tied to theirs. Our fortunes rise and fall in accordance with theirs but we can influence our circumstances. Steadfast service delivery and good value have long been hallmarks of Commissionaires. A step above the competition in dress, deportment and demeanor have long separated us from and placed us above the competition. Our not for profit ethos and organization has a long history of service and believe me is appreciated by our clients especially when times are tough.

Clients have long memories and that's why so many of our detachments have histories of 20, 30 and 40 plus years. Our clients know we are with them in good times and bad and we in turn know our clients have a strong commitment to the Corps. They know we are trusted everyday everywhere and they appreciate our steadfast attention to their security.

Fall and winter will pass and just as surely as the pages on the calendar turn, spring and summer will come. The same is true of the economic malaise Canada and the world has experienced over the past few years. Commissionaires have been around for 80 years and experienced many changes in the weather and the economy. Those cycles of change will continue but spring and summer will return and Commissionaires will be there as always providing the same outstanding service you are known for regardless of the weather or the economy.

Licensing Updates/Changes

On April 15, 2013, the Private Security and Investigative Services Branch (PSISB) began to accept online applications for security guard and private investigator licences. In addition to submitting an application, you are now able to check the status of your applications online. Other upcoming changes include:

Service counter closure

Based on the success of the new online services and in an effort to deliver services in a more cost-effective manner, the PSISB service counter, located on the third floor of 777 Bay St. in Toronto, closed permanently as of 5 p.m. on Friday, September 20. This means that you will not be able to drop off applications in person, nor will it be possible for you to pick up your licence card in person once it has been issued.

You will have the option of submitting your application online or by mail. To assist the industry through this period of transition, you will also be able to drop off your application at a drop box located at 777 Bay Street. This drop-off box will be available until the end of December 2013.

Assistance with the application process is available by phone and anyone seeking additional information on the application process is encouraged to visit ontario.ca/privatesecurity or call Toll free: 1-866-767-7454

Credit card payments

As of September 20, 2013, the Private Security and Investigative Services Branch will no longer accept credit card payments for applications sent by mail. This is to ensure that they are providing their customers with the best possible service while keeping your financial information secure and protected.

When submitting your application by mail you can pay by a bank draft, money order (postal or bank) or certified cheque made payable to "Minister of Finance."

Credit card and debit card payments can continue to be used for applications submitted online.

Renewal notices

Starting in January 2014, you will **no longer** receive renewal notices in the mail to remind you that your licence is set to expire.

Those who provide an email address when submitting an application will receive an electronic reminder by email. This will help the Ontario government reduce its environmental footprint, green its operations and use fiscally responsible methods of communication.

Expiry dates are clearly printed on each licence card. Individual licences expire on the your birthday and is valid for up to two years.

Upcoming service improvements

A digital licence (for individuals) for online applicants will be issued to successful applicants. Although individual licence cards will still be produced and sent to you by regular mail, the issuance of a digital licence will minimize the number of situations in which a you are ready to work but must wait for your licence card to arrive in the mail.

Tips For Securing Your Home

These tips provide a good guideline for making your home more secure and keeping your family safer. Using this list, take some time to walk through your home and see what areas there are for improvement.

Doors & Windows

- ◆ Exterior doors should be solid core. It is advisable to avoid doors with wood or glass panels;
- ◆ All doors should have a secure fit with a solid frame;
- ◆ Use safer door locks: a heavy-duty latch bolt with a dead lock, with panic-proof inside knob, and non-rusting exposed parts;
- ◆ Add dead bolts to your doors. Look for a high quality, one-inch throw dead bolt;
- ◆ Equip all of your windows with locks that are in working order and remember to secure basement windows;
- ◆ Install wide-angle viewers for exterior doors;
- ◆ Consider an alarm. There are many effective systems available today.

Around Your Home

- ◆ Make sure your house number is clearly displayed and visible from the street so that responding emergency services can find you;
- ◆ Thieves do not like being visible. Have adequate exterior lighting and check for burned out bulbs regularly;
- ◆ Landscape with security in mind. Avoid creating hiding places when you place trees, shrubs, plants and furniture near doors and walkways;
- ◆ Chose a well-concealed hiding spot for your spare keys, and be aware of your surroundings when you hide and retrieve them;
- ◆ Keep your garage as safe as you keep your home. Ensure that all doors into the garage are secure and locked at all times;
- ◆ Lock yard tools, axes, hammers and shovels away in your shed or garage; they are effective tools thieves can use to break into your home;
- ◆ Lock ladders inside or secure them to a non-moveable object to prevent thieves using them to gain entry to the second floor;
- ◆ Ensure that you know and control who has keys to your home;
- ◆ Install at least one smoke detector on each floor. Test them once every month and change the batteries every year to ensure they work properly in an emergency;
- ◆ Plan fire escape routes with your family and practice drills.

While You Are Away

- ◆ Always make your house look as though someone is home;
- ◆ Place lights on timers when you are away;
- ◆ Consider keeping a radio on for some 'sound' inside the house;
- ◆ Do not leave notes in your door for friends or delivery people that says you are not at home;
- ◆ Don't let your answering machine / voice mail or social network page (such as Facebook) message let people know you will be away;
- ◆ While on vacation put a stop on mail and newspaper delivery or ask a neighbour to collect them;
- ◆ Arrange for your lawn to be cut or snow shovelled.



Payroll.FM **STATUTORY HOLIDAYS**

Ontario has nine public (statutory) holidays:

- New Year's Day
- Good Friday
- Canada Day
- Thanksgiving Day
- Boxing Day (December 26).
- Family Day
- Victoria Day
- Labour Day
- Christmas Day

Employees who qualify are entitled to take these days off work and be paid public holiday pay. Most employees qualify for the public holiday entitlement unless they fail without reasonable cause to work their last regularly scheduled day of work before the public holiday and their first regularly scheduled day of work after the public holiday. The "last regularly scheduled day of work before the public holiday" and the "first regularly scheduled day of work after the public holiday" do not have to be the days right before and right after the holiday.

The amount of public holiday pay to which an employee is entitled is all of the regular wages earned by the employee in the four work weeks before the work week with the public holiday divided by 20. Regular wages does not include any overtime or premium pay paid to an employee. If an employee is on vacation during the four work weeks before the public holiday, the time taken will be included in the public holiday pay calculations. Submit the "VACATION/LEAVE" form to provide the time taken information for payroll whether or not you are requesting vacation pay.

Employees who work on the public holiday are entitled to be paid public holiday pay plus premium pay for the hours worked on the public holiday. Premium pay is 1½ times an employees rate of pay. Any hours worked on a public holiday that are compensated with premium pay are not included when determining overtime hours.

Information on Public Holidays in Ontario may be viewed at: <http://www.labour.gov.on.ca/english/es/pubs/guide/publicolidays.php>

For all payroll questions, please contact: Patricia Bachor, Manager of Accounting
Tel: 905-527-2775 ext. 27 Fax: 905-527-2188 e-mail: fino@bellnet.ca

Last Post

It is with a sad heart that we announce the passing of two of our members.

Wayne Beauchamp; Wayne served in the RHLI as an infantryman and then with the Regimental Band. While with the Commissionaires, Wayne worked at Mohawk College, Hamilton Federal Building and Canada Revenue Agency.

Antonio (Tony) Bilotta; Tony served 15 years in the Regular Force joining Commissionaires Hamilton in 1999 working at St. Catharines By-Law working his way up to Detachment Commander.

Wayne and Tony will be surely missed.



Seen at left Cmre Gerry Landry, Home Hardware, St. Jacobs Detachment is presented the Commandant's Coin by Col Burton, 1st Vice Chair of the Board. Accompanying Col Burton is WO Ed Jenner, Detachment Commander.

Cmre Landry's is presented the Coin for his actions during a Fire Alarm/Response incident at Home Hardware.

Recognition of Service

5 Years Service: Robert Gould, Bill Ingraham, Allan Jones, Veralyn Smart, Bill Fitzpatrick, Stuart Curry, Bob Podger, Vic Vinerskis

10 Years Service: Bill Bojeski, Charles Arsenault, Sam Arnold, Ken Stafford, John Adourian, Ted Cobbett, Tom Brennan

15 Years Service: Dave Smith

Welcome to our New Commissionaires

Grant Williamson, Justin Randall, Gregory Ralston, Amir Moslehi, Brenda Gallacher, Anthony Van Wyngaarden, Bradley Donnelly, Patrick Brown.

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