

Corps Rapport



COMMISSIONAIRES MAKING AN IMPACT:

Find out how we're
making our mark on the
Nova Scotia economy



SEE PAGE 3



COMMISSIONAIRES

TRUSTED · EVERYDAY · EVERYWHERE

COMMISSIONAIRES NOVA SCOTIA – ISSUE #31 (2020)

IN THIS ISSUE

Chair's Corner	Page 2
CEO's Corner	Page 3
Community Snapshots	Page 5
New Services	Pages 9 & 15
Awards & Recognition	Page 10
Board of Governors Spotlights	Page 16
Safety News	Page 18
Supporting Veterans	Page 19

On behalf of the Board of Governors of Commissionaires Nova Scotia (CNS), I am delighted to bring 2020 greetings.

The Board of Governors provides the strategic direction and oversight of CNS for the continuing benefit of our commissionaires and clients. The work of our Board is always grounded in the social mandate of Commissionaires, which has been revised recently by the National Board to read as follows:

To provide meaningful employment that meets the needs of veterans of the Canadian Armed Forces, the Royal Canadian Mounted Police, their families and others who wish to contribute to the security and wellbeing of Canadians.

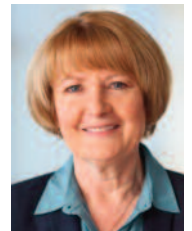
This revised social mandate reflects the inclusion of all our commissionaires—veterans, their families and others who collectively provide exceptional service to their clients and to the public. Our Board continues to work to meet this social mandate by finding diverse employment opportunities, adopting best business practices, and promoting a safe and respectful work environment for all commissionaires.

We are proud to have exceptional people serve as our Governors, three of whom retired this past year. We owe **Dr. David Stuewe, Col (Ret'd) John Boileau, and LCol (Ret'd) Jennifer Addicott** a huge debt of gratitude for their many years of dedicated service.

We are delighted to welcome in their place two new Governors, with a third to be appointed in the new year: **A/Commr (Ret'd) Joanne Crampton, and RAdm (Ret'd) Bryn Weadon**. Collectively, our Board of Governors volunteers business, communications, legal, accounting, financial, medical, RCMP, military and civilian expertise to better serve and enhance the experience of commissionaires in Nova Scotia.

All our Governors, old and new, collectively join with me in wishing each of you and your families a happy, healthy and safe year ahead.

Commander (Ret'd)
Marjorie Hickey, CD, QC
Chair, CNS Board of Governors



Did You Know?

In 2019 We:



Performed
1.7 million
security
service hours

Introduced
health and
dental
benefits
for employees



Delivered

42

Commissionaires
Security Officer
Courses for new
employees, doubling
last year's number

Were the only
security company
to rank in
Canada's

BEST

Employers
by Forbes



Provided security and
safety training to
2,400 students
from the
public,
private and
non-profit
sectors



Responded
to over
500 live
incidents,
including emergencies,
accidents, regulatory
audits and live exercises



Traveled
120,000 km
and performed
5,700 hours
of mobile
security
throughout HRM
for a single client



What a year it has been for CNS. From the introduction of a company-wide medical and dental benefits plan, to supporting the busiest cruise ship season in the history of the Port of Halifax, it has been a year of progress both in delivering service to our clients and delivering on our not-for-profit mandate to commissionaires.

These achievements, big as they are, just scratch the surface of what has been happening within CNS over the past 12 months. Systems and processes have begun to be renewed, new technology has been introduced, service lines in First Aid Training and Risk & Resilience consulting have been deployed, and almost everything about how we do business is being carefully weighed and considered.

All this change is happening thanks to the strategic plan for 2018-2021. It envisioned a fundamental organizational renewal to ensure CNS remains a vibrant and meaningful part of the Nova Scotia institutional landscape.

However much evolution there has been, some things will never change. CNS will continue to be the same responsible, principled and compassionate partner in security and public safety for governments and large organizations. And of course, our social mandate—which includes a focus on providing meaningful employment that meets the needs of Nova Scotia's veteran community—will always define us.



Geoffrey Hamilton, CD
Chief Executive Officer, CNS

Making an Economic Impact

As a Nova Scotia-based not-for-profit security provider, and one of the province's largest employers, Commissionaires Nova Scotia makes a significant economic footprint each year!

On average over the past five years, 95% of CNS' \$38.5 million annual operational spending went towards employee wages and benefits.

In comparison to for-profit and out-of-province companies we:

Increase household incomes of Nova Scotian employees by

19%
more

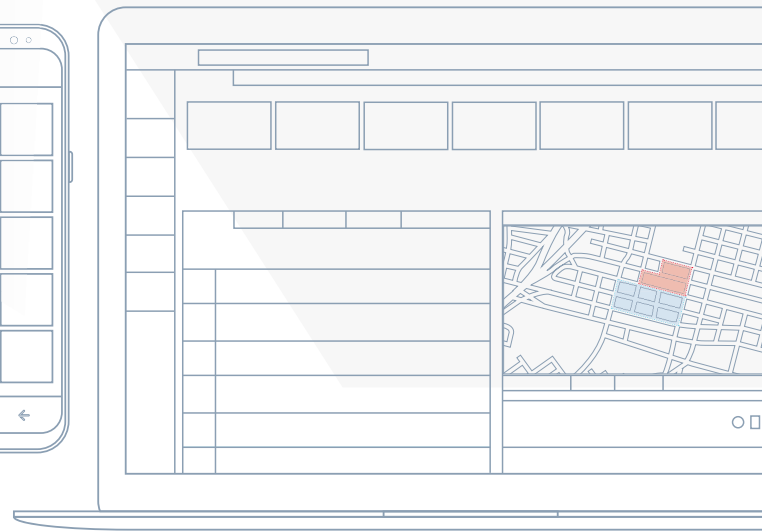
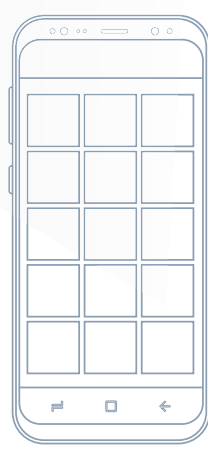


Create
18%
more employment
for Nova Scotians

Generate
20%
more provincial
tax revenue
for
every
dollar
earned



ONWATCH: Smart Software for Smarter Security Operations



Commissionaires is rolling out new technology that will change the game!

Welcome to ONWATCH —security workforce management software—a mobile-friendly and web-based solution customized for Commissionaires. ONWATCH will connect our frontline, back office, management, clients and employees in one place to bring harmony to our security operations.

ONWATCH is based on a platform that is trusted by hundreds of organizations and top security firms committed to industry best practices. The software will allow us to follow the progression of commissionaires and keep them safe. It will also reduce the need for manual pen and paper tasks. This is a win-win solution for clients, staff and commissionaires!

“ONWATCH is bound to increase client satisfaction and give Commissionaires a competitive edge in the security industry.”

Glenn MacIsaac
Director of Operations, CNS

What does this mean for Commissionaires and our Clients?

Peace of mind:

We'll have a centralized view of our operations, so we'll always be on top of what's happening at our client sites. Lone workers can feel safer with an improved communication process with Head Office during their shift. i.e. A panic button will send an immediate alert to the office team 24/7.

Accountability:

ONWATCH will reduce administrative work by automating tasks and workflows, which will increase performance and accountability for our clients. The system will capture incidents and operational data to improve safety, security and risk management. i.e. We'll know in real time if employees are on time, late or fail to come to work.

Increased Efficiency:

We'll be able to organize and centralize our site work instructions, schedules, time logs, reports, inspections, employee database, client communications and invoices. We can retrieve information quickly to make better decisions while saving time and keeping our clients up-to-date. i.e. Eliminate double-bookings, confirm scheduled shifts via email and text, as well as easily prepare client reports.



ONWATCH



Veterans Affairs Canada Career and Education Fair



Cmre Tony Crossley, Recruiter, CNS (right), promotes employment with CNS in May

Our Recruiters are always looking for security officers for casual, seasonal, part-time and full-time positions. While our social mandate is to employ veterans of the CAF and RCMP, we also welcome applications from Reservists, First Responders, Police Officers and anyone 19 years or older with a desire to help keep Nova Scotians safe. **Apply online at commissionaires.ns.ca**

Combat Boots Honouring the 75th Anniversary of D-Day Make a Stop in Truro!



A pair of combat boots began a cross-country journey on a train from Vancouver to symbolize those who travelled to Halifax during the Second World War before they embarked for Europe. The train stopped at a railway station in Truro to pick up veterans as it proceeded to Halifax. The Knights of Columbus stopped in at CNS Truro Office before providing an Honour Guard for a Ceremonial Salute to the veterans who boarded the train. **Cmre Tom Andriuk** (far right) is the Officer in Charge for the Honour Guard.



Ronald McDonald PJ Walk – June 9



Cape Breton District Manager, Mike Higgs and Cmre Daniel Fiset volunteered their time to provide security for the Ronald McDonald House Charities 3rd Annual PJ Walk for Kids at Hearthstone Park in Sydney. Here the kids are receiving their teddy bears, who all got a checkup at the Teddy Bear Clinic onsite.

Scotiabank Blue Nose Marathon – June 6-9, 2019



Commissionaires directed participants and kept them safe this past summer as Race Course Marshals, working alongside members of the Halifax Regional Police.





DND Family Days



Commissionaires provided security and sponsorship for DND Family Days held this past summer at HMC Dockyard.

Duty Above Dorian



Before, during and in the aftermath of Hurricane Dorian, many commissionaires worked long hours to secure sites, courageously leaving their family and homes at the peak of the storm. Here, commissionaires wire guards were on duty to support Nova Scotia Power restoration efforts at Rissers Beach Provincial Park.

Promoting Campus Safety and Security



This year, the national Canadian Association of University Business Officers event was held in downtown Halifax, where CNS hosted a booth. **Did you know Commissionaires provides campus security at over 45 colleges and universities across Canada, with eight in Nova Scotia?**

We offer safety and security solutions like:

- Emergency response
- Support for safe walk programs
- Response to distress calls
- Internal security guard services
- Patrol officers (mobile patrol)
- Parking enforcement and vehicular traffic management or access control
- Security guard services during campus expansion and construction projects
- Receptionist/visitor screening



Clash of the Titans Hockey Fundraiser for Cadets

Commissionaires supported a hockey fundraiser in October that brought in \$6,275 for the Cadet Leagues of Canada! The local RCN Mariners won over the Esprit de Corps Commandos 9 - 8 in an exciting shootout. Thank you to Esprit de Corps for organizing the annual Clash of the Titans.



Scott Taylor, Publisher, Esprit de Corps, presents Commissionaires with a special recognition plaque

Halifax Port Days - September 17-19

With 7,000 cruise visitors in port during the event, Commissionaires was happy to participate in Halifax Port Days activities in September. **Comre Robert Foders** and **Comre Dennis Smith** were on special security assignment while Head Office staff had the opportunity to meet with clients and attend business sessions to hear about the Port of Halifax's bright future.



L-R: Comre Robert Foders; Comre Dennis Smith



L-R: James Taylor, Business Development Officer, CNS; Laura Poirier, Manager of First Aid Training, CNS

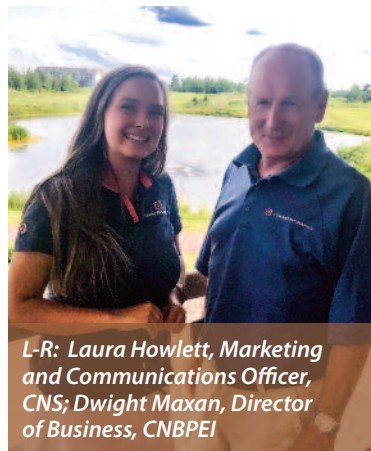


\$83,000 Raised for Ill and Injured Veterans at the Fourth Annual Soldier On Atlantic Golf Invitational

All proceeds benefit Soldier On, a Canadian Armed Forces program that helps serving members and veterans overcome their physical and mental health injuries through physical activity and sport. Commissionaires was very proud to be a title sponsor of this worthy charity event.

On August 1, 24 teams from Atlantic Canada's business community and the public sector participated in the tournament at Royal Oaks Golf Club in Moncton. Each team included one injured veteran from the Soldier On program.

"It wasn't until I became involved with the Soldier On program that I could return to my career," said Mike Feyko, event organizer. Seriously injured in a parachute accident, Mike overcame incredible odds to not only walk again, but also become a Golf Professional. His injuries, both physical and mental, eventually caught up to him. Mike retired from golf as a career, but not as a passion. "Now I can help others understand the importance of golf as a form of rehab for ill and injured soldiers."



L-R: Laura Howlett, Marketing and Communications Officer, CNS; Dwight Maxan, Director of Business, CNBPEI



L-R: Ian Sweet, CEO, CNBPEI; Jake Bell, CNBPEI Board Governor; Joe Kiraly, Soldier On Representative

"Best Garden" Goes to Our Commissionaires Team at Halifax Regional Police (HRP) HQ



At the end of each summer, departments at HRP HQ compete for the best garden plot. Team Commissionaires won the coveted garden gnome for their beautiful bed of mostly flowers.



#FaceofBaseHFX

Cmre Sean de L'Éveille was featured by CFB Halifax in October. Sean is a proud veteran of the Royal Canadian Navy (18+ years) and current commissioner at Stadacona Base. In late 2017, Sean joined CNS and was assigned to the Main Gate at CFB Halifax. He provides primary security for the Base and Defence Team members. Before retiring, Sean worked as both a Weapons Technician (from 1985-1995) on board HMCS ATHABASKAN as well as a Marine Engineering Technician (from 1997-2011). Bravo Zulu, Sean!



Sean de L'Éveille at CFB Halifax's Main Gate

Cmre John MacIntyre and Wife Diane Played Santa and Mrs. Claus at the Christmas party for the NS Department of Labour and Advanced Education!



CNS also participated in and/or supported the following events:

- Atlantic Canada Petroleum Show and NOIA Conference and Exhibition – June 2019
- Strait of Canso Superport Days, Dundee Resort – July 4-5, 2019

Nova Scotia Government Reverse Trade Show

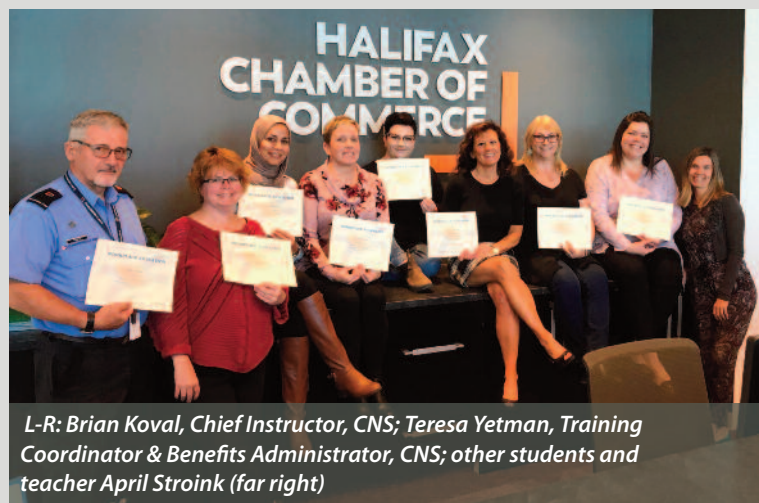
Members of our Business Team participated in the 2019 Reverse Trade Show in November for an afternoon of networking. We appreciate every opportunity to meet and support our clients!



Representatives from Halifax Harbour Bridges and Commissionaires Nova Scotia

Staff Enhance Their Customer Service Skills at the Halifax Chamber of Commerce

Some of our Head Office staff took part in a 10-week Customer Service Training Program led by instructor April Stroink.



L-R: Brian Koval, Chief Instructor, CNS; Teresa Yetman, Training Coordinator & Benefits Administrator, CNS; other students and teacher April Stroink (far right)

Reminder: Submit your photos for Community Snapshots by emailing howlett@commissionaires.ns.ca

First Aid Training Get Certified!

Commissionaires Nova Scotia is the province's largest Canadian Red Cross Training Partner and provides two levels of training for the workplace or home: Emergency First Aid and Standard First Aid. In 2019, CNS welcomed Laura Poirier, Manager of First Aid Training. She has doubled the number of first aid courses offered since her arrival!



#FirstAidYouRemember

When asked whether participants felt prepared to use the skills learned in class, 98%* responded they felt prepared!

**Based on 271 responses*

Testimonials from participants:

"Ron was awesome! We were a small group, but he kept us engaged and shared practical knowledge and experiences. A-1!"

– Chelsea

"I have had many first aid courses over the years. This one was VERY enjoyable with a clear and knowledgeable instructor. Laura also had a great teaching style and engagement of everyone."

– Anne

"Instructor knew material very well and was very helpful to class. Highly recommend this course."

– Megan

People take first aid courses for many different reasons:



Did You Know?

We can bring first aid training to your location or host your group exclusively (with a minimum of six participants). Create a team building atmosphere while employees learn life-saving skills! Some of our first aid corporate clients include:



Register yourself or your group today:

902 480 2116

commissionaires.ns.ca

training@commissionaires.ns.ca



CEO COMMENDATION

A Calming Voice, a Skilled Communicator

Cmre Nadine Gordon was awarded a CEO Commendation for demonstrating exceptional focus and composure while handling a difficult inbound phone call while working at Halifax Regional Police Headquarters. By thinking quickly and keeping the caller engaged, she was able to elicit key information that would assist police in identifying the caller's location, while simultaneously keeping her colleagues and supervisors informed of the situation.

"We appreciate Nadine's calm approach while she gathered the right information to allow us to investigate and deal with the situation."

*Chief Dan Kinsella
Halifax Regional Police*



L-R: Geoff Hamilton, CEO, CNS; Cmre Nadine Gordon



L-R: Geoff Hamilton, CEO, CNS; Cmre Gerald MacIsaac

CEO COMMENDATION

Reliable, Dedicated and Valued



Cmre Gerald MacIsaac was awarded a CEO Commendation for his exemplary service in an environment where the utmost vigilance and proficiency are required in every situation. Gerald has been a dedicated commissioner at Springhill Corrections for the last eight years.

“

We are happy to have **Cmre Holly Potter** in our Digby Access office. Great personality and assists where and when she can. Recently, we had an issue... we weren't sure what we would do. Our employee left for home, but Holly stayed... She was willing to stay the night if needed.

”

Sharon Crowell, Registry of Motor Vehicles – Digby

Did You Know?

Last year in Nova Scotia, commissionaires performed **165,786** hours of non-core policing and administration for municipal police services and the RCMP!



DIRECTOR'S CERTIFICATE OF RECOGNITION

The following commissionaires were awarded for 2019:

Eric Robert Hodgson
Ghislaine Sylvie McIlwrick
Kevin Garth Himmelman
Mandy Lynn Forbes
Richard Joseph Romeo Richard

Gerald Munroe Barron
Janice Marie Corbett
Donna Marguerite Coffill
John Wayne Terry
Cynthia Roslyn Tiller



SITE COMMENDATION

Swift Response Following a Vehicle Collision

Commissionaires of the Macdonald Bridge "C" Shift were awarded a Site Commendation for their professionalism and teamwork. Working with Halifax Harbour Bridges (HHB) employees, commissionaires responded to a head-on motor vehicle collision on the Macdonald Bridge in the early evening hours of May 15. Everyone played an important role to ensure continued safety of first responders, as well as assisting with the clearing of debris.



L-R: Geoff Hamilton, CEO, CNS; Cmr James Johns; Daryl Lowe, Operations Manager, HHB; Cmr Jennifer Brushett; Cmr Amber Simon; Cmr Christopher McAllister; Cmr Jocelyn MacIsaac; Cmr Bonita Pleasant-Jarvis; Steve McConnell, Maintenance, HHB; Cmr Gerald Parris, Site Manager, CNS; Steve Snider, CEO, HHB. Missing from photo are Cmr Michael MacAdams, Cmr Nicolas Locuratolo, Cmr Matthew Fraser, Cmr Fred Babineau and HHB employee Frank Robinson.

“

The Site Supervisor...is great – he goes above and beyond every day, acts in a professional manner, deals with situations in a calm and sensible manner, especially being in the front line dealing one on one with the public can be difficult at times. At the management level, any concerns we have ever had have been dealt with quickly and quietly.

”



Angela Zorzi-Gouthro, Manager of Finance and Administration
JA Douglas McCurdy Sydney Airport



Long Service Awardees 2019

32 YEARS



Johns, James Kenneth
Mumford, Terrance Regin

27 YEARS



Bowers, William Joseph
Hynes, Donald Stanley
MacQueen, Robert James
Oickle, Mervyn Archibald

22 YEARS



Bass, Daryl Eugene
Beuckx, Christian Jean
Brooks, Winston Arthur
Caldwell, David Edward
Corlett, Phillip
Crandall, Timothy Arthur
Donovan, Thomas Raymond
Finlay, Craig Stephen
Harrison, Gordon Howard
Letourneau, Martin Paul

17 YEARS



Bennett, Charles William
Benson, Leonard Law
Burrell, Charles Clarence
Chatterton, Sandra Jean
DeMont, Gary Reginald
Greene, Lawrence Patrick
Hopkins, Gerald Robert
Jefferson, Paul Edward
Joudrey, Lorne Preston
Massey, Alan Robert
Nicholson, Robert Kendall
Paul, James Michael
Podgursky, Kevin Edward
Ross, George Kenneth
Tobin, William Gerald
Zilkowsky, Melvin Raymond

12 YEARS



Archambault, Marc Andre
Barclay, Charles Cecil
Barkhouse, Wayne Joseph
Beaulieu, Paul Eugene
Berry, Donald Earl
Butler, Brian Willis
Crooks, Robert Allison
Daigle, Michael Yvon Jerome Brian
Doyon, Sherry Anne
Duguid, Bryan Douglas
Fish, Darrell Joseph
Hawco, Michael Blaine
Hawkins, Richard James
Haynes, Eric Lee
Hunter, Adam Joseph
Inness, Charles Edward
Johnson, Bud Harold Malcolm
Keeping, John William
Lawrence, John Austin
Leblanc, Claude Harry
Leblanc, Pierre Adolphe
Leon, Brian Arthur
MacLellan, Marion Paterica
MacNeil, Daniel Philip
McNutt, John Everett
McPhee, James Patrick
Morrison, David Francis
Morrison, John Raphael
Reid, Wendy Blanche
Stewart, Michael Andrew
Weldon, Graham Robert
Wournell-Towill, Catherine Ann



5 YEARS



Addis, Derrick Lynn
Allison, Verna Peggy
Baker, Drew Wallace
Beals, Myles Dominic
Beattie, Robert Walker
Beland, Marc Robert
Blugerman, Mark Leopold
Bottomley, Charles Walker
Burgoyne, John Peter Bruce
Butt, William Wayne
Byrne, Robert Joseph
Carrigan, Daphne Lee
Chisholm, James Glenn
Clark, Howard Bradley
Comeau, Robert Wayne
Connelly, Richard Phillip
Cooke, David William
Cooper, Christopher Alf
Corbett, Janice Marie
Corbett, Raymond Aloysius
Crossley, Tony Ralph
Dauphinee, Anthony Clifton
Dignan, Adam Scott
Dixon, Cecil Patrick
Dixon, Ronald Alexander
Durling, Janet Lee
Elliott, Philip John
Fenerty, Brian Laurence
Foders, Robert George
Fraser, Dexter Barlow
Fraser, Matthew Troy
Freeland, Terrence Dawson
Forhan, Michael George
Geraghty, Mackenzie Hugh
Graves, Bruce George
Greene, Garland Harold
Greene, Thomas Blair
Griffin, Audrey Frances
Handyside, Alexander Norman
Hatfield, Linda Annie
Hinds, Timothy John
Hines, Donald Lorenzo
Holland, Carol Ann
Hollohan, Paul Francis
Hussey, Robert Darren
Innes, Paul Robert
Jackson, Wanda Leueen
Jacquard, Michael Joseph

Johnson, Oliver Bruce
Kaine, James Gerard
Kavanaugh, Bernard Alexander
Kent, Brian Charles
King, Charlene Margaret
Koval, Brian Murray
Laing, Todd Burton
Langdon, Boyd Wade
LeBlanc, Joey Harold Denis
Lee, Robert Ernest
MacKenzie, Colin Ross
McAllister, Christopher Eric
McDonald, Alexander Paul
McLean, Bernard
McNeil, Michael Francis
Morgan, Roderick Francis
Morris, Mona Lee
O'Hearn, Gordon David
Outhwaite, Wilma Marie
Ozon, Shawn Willard
Peters, Charles Edward
Quinn, Steven John
Reynolds, James Robert
Robichaud, Rene Joseph
Ross, William Robert
Ryan, Sandra Marilyn
Sarkany, Susan Elizabeth
Shea, Stephen Leslie
Shepard, Roger Keith
Shiers, Alan Jeffrey
Simms, Audrey Maude
Slipp, David Leslie
Smith, Alexander William
Smith, Donald Arthur
Smith, Gordon Brian
Smith, Valerie Anne
Sullivan, William Archie
Surette, Susan Marie
Temple, Brittany Renee
Thomas, Leonard Owen
Thomas, Patricia Ann
Thurber, Stephen Wayne
Wheatley, Janice Louise
Williams, Tracey Alain
Wolfe, Wade Leon
Wood, Stephen Douglas
Wynands, Martha Jane
Yorke, Brian Lenard



12 Year Long Service Medal Ceremony - Government House

CNS' Patron, His Honour, The Honourable Arthur J. LeBlanc, ONS, QC, Lieutenant Governor of Nova Scotia, hosted a ceremony to recognize dedicated commissioners who have earned 12 Year Long Service Medals.



L-R: Cmre Leonard Leadbeater; Cmre Noel Lannon; Cmre Roy Chambers; Cdr (Ret'd) Marjorie Hickey, Board Chair, CNS; The Honourable Arthur J. LeBlanc, ONS, QC, Lieutenant Governor of Nova Scotia; Her Honour Mrs. Patsy LeBlanc; Geoff Hamilton, CEO, CNS; Cmre Michel Beaulieu; Cmre Gary Toohey; Cmre James McPhee



Commissionaires Medallions: *Best Trained in the Industry!*

Commissionaires has the best training in the security industry and adheres to the Canadian General Standards Board standards for security guards and supervisors. All new commissionaires take the Commissionaires Security Officer Course.



During each course, there is an opportunity to be chosen by peers as a recipient of the Commissionaires Medallion. The medallion is presented to one commissionaire for their outstanding contributions and assistance to others during training. For 2019, the following 40 commissionaires were chosen by their peers to receive a medallion:

Date Issued Commissionaire

January 16	John Hilary Blackburn
January 16	Lorne Gary Taylor
January 24	Paul Edward Whynot
February 15	Robert Joseph Little
February 22	Stephen Eric Butler
February 22	James Michael Moore
March 14	Shirley Doreen Day
March 22	Jeremiah Angus Doucette
March 22	Brian Gregory Bishop
April 10	Randall George Shelaga
April 18	Paul Naphthine
April 25	Josiah Enslie Marvel Lake
April 26	Jeremy Stephen Toman
May 16	Shantel Rose Perry
May 23	Robert Wayne Forrest
May 23	Regena Kathleen Yorke
May 29	Paul Robert Fletcher
May 30	Rodney Elmer Schatz
June 13	Daniel Edward Mannett
June 26	Robert Wesley Gouthro

Date Issued Commissionaire

June 27	Benjamin Russell Bishop
July 18	Karen Evelyn Graeme
July 24	Steven James Lucas
July 25	Edward Melvin Lewis Woodruff
August 14	Marian Frances Ford
September 6	Roxanne Patricia Eisenhauer
October 3	Benjamin Richard William Fisher
October 24	Kyle Tyler McGrath
October 24	Karen Lynn Sampson
October 30	Christian Jonathan Howar Bresee
November 1	Mary Jennifer Rowan
November 7	Kara Melissa Rowan
November 14	Walter Donald Charles Tanner
November 15	Denise Anne Hynes
November 21	Louis Gallant
November 22	Jimmy Joseph Fougère
November 29	Allan Joseph MacLellan
December 5	Lionel Joseph Ovila Deschaines
December 12	Ronald Timothy Roberts
December 18	Kylynne Anne Sheffield



Six Students Receive Commissionaires Educational Awards



The CNS Board of Governors' Educational Awards Program has distributed **\$119,000** since 2002 to eligible spouses, children and grandchildren of serving commissionaires who have demonstrated outstanding scholastic, extra-curricular and community achievements. In 2019, the following six students were awarded a \$1,500 scholarship toward their post-secondary education:

Ian Addis – first year at Mount Allison University, Bachelor of Arts
Sponsor: *Cmre Derrick Addis (father), Truro Public Library*

Brette Holland – first year at University of New Brunswick, Bachelor of Education
Sponsor: *Cmre Jim Holland (father), Tandus Centiva*

Dante Jackson – first year at Dalhousie University, Bachelor of Science (Kinesiology)
Sponsor: *Cmre Wanda Jackson (mother), RCMP Enfield*

Steven Jackson – first year at Dalhousie University, Bachelor of Arts (Psychology)
Sponsor: *Cmre Donald Hynes (grandfather), Home Hardware*

Anna Saunders – first year at Centennial College/Ryerson University, Bachelor of Science (Nursing)
Sponsor: *Cmre Debbie Ronan-Saunders (mother), Summer Gardens*

Alexis Smith – first year at St. Mary's, Bachelor of Commerce
Sponsor: *Cmre Jean Nolet (grandfather), Environment & Climate Change Canada*



L-R: Brette Holland; Paul Moore, Northern District Manager, CNS



L-R: Geoff Hamilton, CEO, CNS; Dante Jackson; Anna Saunders; Alexis Smith; Cdr (Ret'd) Heather Armstrong, Governor & Chair of the CNS Board's Human Resources Committee



L-R: Ian Addis; C/Supt (Ret'd) Tom Bennett, Governor, CNS Board; Steven Jackson

“

Cmre David Coté is impeccable here at the Pass.

”

Wally Caldwell, General Manager, Cobequid Pass Toll Highway

Providing Risk Solutions for Resilient Organizations



In the face of threats and risks to businesses and government infrastructure, Commissionaires now delivers Threat Risk Assessments (TRAs) and Investigations to help small-to-large organizations across Atlantic Canada become more resilient.

Commissionaires' new service lines are led by Stephen Grant, Risk & Resilience Advisor. Stephen joined Commissionaires in August after a 35-year career with the RCMP and time spent as an Intelligence Officer with CSIS. He also taught part-time in several colleges across the country and conducted Public Complaint Investigations against the RCMP as part of the Federal Public Service.

"I admit I wasn't satisfied with retirement when this new door opened," said Stephen. "Commissionaires has significant experience in both investigations and threat risk assessments; however, we have traditionally responded only upon client request. I was tasked with building up the capacity of our company to offer these services more widely."

Operating out of our CNS office in Bedford, our analysts and investigators have the resources to provide integrated services across Atlantic Canada.

PROTECT YOUR PEOPLE. PROTECT YOUR BUSINESS.



INVESTIGATIONS

What we investigate:

- // Theft, Pilferage
- // Workplace Violence and Harassment (including Sexual Harassment)
- // Substance Abuse
- // Employee Misconduct
- // Fraud
- // IT Misuse
- // Sabotage and Espionage
- // Security Breaches (i.e. Security Vulnerability Testing and Undercover Operations)



THREAT RISK ASSESSMENTS

What we can provide:

- // Site Overview
- // Environmental Scan
- // Physical Security Survey
- // Vulnerability Testing
- // Threat Risk Assessment Report
- // Security Management Planning

REACH OUT TO OUR EXPERTS TO SEE HOW WE CAN HELP!

902 483 5633

| commissionaires.ns.ca |

| sgrant@commissionaires.ns.ca

Commissionaires Nova Scotia Volunteer Board of Governors



*Back L-R: Col John Boileau (retired Jan 2020); Col Gary Curtis; Cdr Heather Armstrong; D/Commr Steve Graham; V/Adm Duncan Miller; LCol John Miller; Mr. Douglas Ruck; C/Supt Tom Bennett
Front L-R: Ms. Corinne MacLellan; LCdr Heather Mackinnon; Cdr Marjorie Hickey; A/Commr Joanne Crampton; LCol Jennifer Addicott (resigned Nov 2019). Missing from photo: Mr. John Carruthers and Cdr Richard Oland*

CNS Says Goodbye to Two Governors

In November 2019, the Governors expressed their appreciation and thanks to two long-serving Governors for their numerous contributions to Commissionaires during their time on the CNS Board.

LCol (Ret'd) Jennifer Addicott is leaving CNS after 12 years to take on another volunteer position—as a member of the Public Advisory Group for Mental Health and Addictions for the Cape Breton, Guysborough and Antigonish areas. LCol Addicott represented our Cape Breton District with much pride, and lent her talents and experiences to all but one of the Board's Committees during her tenure.

A Board member for 20 years, **Col (Ret'd) John Boileau** is a former CNS Board Chair and National Board member, and has served on every CNS Committee and many working groups both locally and at the national level.

In 2007, he chaired the Rewards & Recognition Working Group. Recommendations from that working group continue to impact commissionaires positively through enhanced benefits and recognition.



L-R: LCol (Ret'd) Jennifer Addicott; Cdr (Ret'd) Marjorie Hickey



L-R: Col (Ret'd) John Boileau; Cdr (Ret'd) Marjorie Hickey

The Board Welcomes Its Newest Governor

A/Commr (Ret'd) Joanne Crampton joined the CNS Board in November 2019 after retiring from the RCMP with almost 31 years of service. She served in six provinces across Canada, including Nova Scotia, where she was the Operations Officer for Halifax District and the Provincial Intelligence Officer. She also served as the Commanding Officer for Prince Edward Island and later as the Officer in Charge of Federal Criminal Operations where she was responsible for Serious and Organized Crime, Border Integrity, Human Trafficking, Cybercrime, and Financial Crime at national and international levels.



A/Commr (Ret'd) Joanne Crampton

Long Service Achievements

Just like our commissioners, Governors who dedicate years of loyal service to CNS are presented the Commissioners Long Service Medal and associated Long Service Bars. In 2019, two Governors qualified for long service recognition: **LCol (Ret'd) Jennifer Addicott** earned her 12 Year Long Service Medal and **Cdr (Ret'd) Heather Armstrong** was recognized for dedicating 5 Years of loyal service.



L-R: LCol (Ret'd) Jennifer Addicott; Cdr (Ret'd) Marjorie Hickey



L-R: Cdr (Ret'd) Heather Armstrong; Cdr (Ret'd) Marjorie Hickey

“

We consider our commissioners to be part of the team. Not only do they provide exceptional service but supporting Commissioners' social mandate to assist veterans helps us strengthen communities here in our home province.

”

**Karen Hutt, President and CEO
Nova Scotia Power Inc.**

Did You Know?



CNS has specialized experience in the electric power transmission and distribution sector. Commissioners are long tenured in their assignment at NSPI, with 168 cumulative years of experience at six NSPI sites!

CNS Receives Award for Quality Service Delivery!



Safety on the job site.

Security in knowledge of heightened safety awareness.

Service through Safety, preventing incurred loss of production and work days.



L-R: Hugh MacKay, MLA for Chester-St. Margaret's; Glenn MacIsaac, Director of Operations, CNS; Joe LeBlanc, Safety/ISO Manager, CNS

In May, we were thrilled to attend a gala as recipients of an American Society for Quality (ASQ) Recognition Award for our ISO 9001: 2015 Registration. **What does all that mean?** ISO 9001 is a Quality Management System that is certified internationally. Through our adherence to these strict standards, we're committed to providing high-quality and professional services to all clients and employees, and to continuously improve these services to better meet their needs. We are held accountable to this by an international body through annual audits.



Safety Is on the Rise as Incidents Decline



Safety stats from 2019 compared to 2018:

- 21% decline in total incidents
- 47% decline in lost-time injuries
- 56% decline in falls or bodily injuries
- 48% decline in incidents involving commissionaires new to a site
- 30% decline in temp weeks paid by WCB

Linda Lushington Award for Safety Excellence



L-R: Cmrre Kim Williams, Site Supervisor, SigMast Communications, CNS; Geoff Hamilton, CEO, CNS

With more than 1,450 commissionaires at 275 sites, CNS places great emphasis on the safety of commissionaires and their work environments. Preventative training, strict procedures and a motivating safety recognition program all contribute to CNS' emphasis on safety. CNS continues to be an active member of the Nova Scotia Health and Safety Leadership Charter.

The Linda Lushington Award for Safety Excellence is presented to the one site that goes above all others to advance CNS' safety program and culture. Commissionaires at SigMast Communications Inc. were the recipients this past year.

SigMast, a proud member of Samsung, researches and develops communication services for a wide variety of mobile operators globally. There are presently five commissionaires at the site to ensure the safety and security of the facility and its employees. They are responsible for conducting safety and security rounds, ID verification, contractor access control and escorts.

Site Supervisor, **Cmrre Kim Williams**, is a member of the client's Joint Occupational Health and Safety Committee and the site has been incident-free for the last two years since we were first contracted. Kim and his team make safety a value of the work they perform while collaborating with the staff of SigMast!

Commissionaires Supports Nova Scotia Veterans with Long-Term Care Needs

One of the CNS Veterans' Support Committee's (VSC) mandates is to assist veterans in hospitals and institutions across the province by helping to improve their well-being while in long-term care. Facilities with resident veterans were asked how they would use funds to support veterans in their care. Four hospitals were selected for a total donation amount of **\$14,100**. We are delighted to have a positive impact on the veteran community in Nova Scotia. Members of our Board's VSC travelled across the province in June and July 2019 to make the presentations.

Taigh Na Mara Continuing Care Facility – Glace Bay

CNS presented **\$3,300** to Taigh Na Mara for the purchase of an Elite recliner. This motorized recliner will make life more enjoyable and comfortable for veterans, like Frank (seated in picture), who live at the facility.



L-R: Frank Currie (seated); Sheila Prendergast, Nursing Care Manager, Taigh Na Mara; LCol (Ret'd) Jennifer Addicott, Board Governor, CNS. Also pictured are some of the RN, OT and Physio staff.

St. Martha's Regional Hospital – Antigonish

CNS contributed **\$1,800** toward the purchase of a power rocker and manual rocker recliner for veterans residing at St. Martha's Regional Hospital.



L-R: C/Supt (Ret'd) Tom Bennett, Board Governor, CNS; Mary MacDonald, Patient Care Manager, St. Martha's Regional Hospital. Accompanying Ms. MacDonald are several unit support staff.

Veterans Place – Yarmouth

Veterans Place is located within the Yarmouth Regional Hospital and is home to 12 veterans in long-term care. CNS donated **\$4,000** towards the purchase of a mobile electronic blood pressure machine.



L-R: Col (Ret'd) Gary Curtis, Board Governor, CNS; Melanie Kennedy, Health Services Manager, Veterans Place; Shawn Lahey, Valley District Manager, CNS

Supporting the Nova Scotia Veteran Community

CNS has a Veterans' Support Committee (VSC) made up of Board Members whose aim is to ensure CNS remains current with veterans' issues and to provide support to veterans. Each year, the VSC deliberates which veterans' organizations they would like to support. Following are the recipients for 2019.

Camp Hill Veterans Memorial Building – Halifax



L-R: Geoff Hamilton, CEO, CNS; Corinne MacLellan, Board Governor, CNS; Heather White, Director, Veterans Services and Geriatrics, QEII Health Sciences Centre Foundation; Jessica Gaudet, Community Inspiration Officer, QEII Health Sciences Centre Foundation

Probably the best-known hospital for veterans in Nova Scotia is Camp Hill, located in the Veterans' Memorial Building of the QEII Health Sciences Centre in Halifax. This facility has the capacity to provide long term care for 175 veterans. CNS presented **\$5,000** towards the replacement of outdated dental equipment which will significantly impact the overall health and wellbeing of Camp Hill veterans. This year a special plaque was presented to acknowledge CNS' total contributions of **\$63,000** to Camp Hill over the past several decades!

HMCS Sackville

HMCS Sackville, Canada's oldest warship, is a Naval Memorial and National Historic Site. As a combat veteran of the Second World War, she is the last of Canada's 123 corvettes—one of many convoy escort vessels built in Canada and the United Kingdom during the war. She played a pivotal role in winning the Battle of the Atlantic and holds a special place in Canadian naval history and heritage. HMCS Sackville has been restored to her war configuration and is home to exhibits and artefacts dedicated to the legacy of those who served at sea during the Battle of the Atlantic. CNS contributed **\$1,000** in November to support the financial operations and the ship's preservation.

VETS Canada Drop-In Support Centre



This summer, CNS **donated \$500** to the Nova Scotia branch of VETS (Veterans Emergency Transition Services) Canada. Pictured is the newly opened Drop-in Support Centre located at 170 Ochterloney Street in downtown Dartmouth. The Dartmouth site is the third Drop-In Support Centre launched after the 2018 openings in Ottawa and Edmonton. The Centre will be open throughout the week, allowing veterans a safe and welcoming space to receive direct peer, emotional and emergency support. It will also include a computer centre, library and social area. Veterans in need will be able to access immediate support, as well as connections to external resources (e.g. Veterans Affairs Canada, community organizations) as needed.



L-R: Capt (N) Bill Woodburn, Vice Chair, Canadian Naval Memorial Trust; V/Adm (Ret'd) Dusty Miller, Board Governor, CNS

Paws Fur Thought



On November 16, 2019, the Order of St. George Society held a special fundraising dinner for Paws Fur Thought, a not-for-profit organization which provides services dogs to Atlantic Canadian Military and RCMP Veterans with invisible injuries suffered in the line of duty. **The dinner raised over \$30,000 which included CNS' donation of \$1,500!**

A poem, written by a recipient of a service dog, speaks to the amazing impact of these incredible animals.
From www.pawsfurthought.com

*Now I lay me down to sleep
The Lord and I your soul will keep
I will protect you day and night
I will not falter, I am your light
By your side I'll always be
No greater friend you'll have than me
To guide you through the dark and fear
And remind you better days are near*



L-R: V/Adm (Ret'd) Dusty Miller, Board Governor, CNS; LCdr (Ret'd) Heather Mackinnon, Chair, CNS Veterans' Support Committee; Medric Cousineau, Co-Founder of Paws Fur Thought, with service dog Thai; Cdr (Ret'd) Heather Armstrong, Board Governor, CNS; Jocelyn Cousineau, Co-Founder of Paws Fur Thought

“

Great service by Supervisor
Cmre Gerry Wilson who maintains
superb direction and discipline
when required.

”



Derek White, MFSO, Ceres Halifax Inc.
Fairview Cove Container Terminal

Remembrance Day

Every November, we unite with our fellow Canadians to commemorate the sacrifices of soldiers, veterans and their families by participating in numerous wreath laying ceremonies across the province.



The Royal Canadian Legion - Christmas Campaign

Fifteen veterans and their families were a little less hungry over the holidays. CNS presented **fifteen \$100 Sobeys gift cards** to The Royal Canadian Legion Nova Scotia/Nunavut Command in support of its Christmas campaign for veterans in need. The Royal Canadian Legion provides a wide range of services and support for veterans, their families and dependents all year long.



L-R: LCdr (Ret'd) Heather Mackinnon, Chair, CNS Veterans' Support Committee; Valerie Mitchell-Veinotte, Executive Director, The Royal Canadian Legion Nova Scotia/Nunavut Command; Geoff Hamilton, CEO, CNS

JOIN OUR TEAM!



Forbes Magazine identified Commissionaires as one of Canada's top employers for the fourth year in a row. We are grateful to maintain an 80% employee retention rate thanks to the loyalty of our people —twice that of our competitors!

EMPLOYEE REFERRAL PROGRAM

Recruit. Refer. Enjoy the Reward.

Commissionaires is looking for new, great employees. Help us build our team and earn cash. Commissionaires receive monetary incentives for every employee they bring into the Corps. Last year, 30 employees participated in the program to earn big bucks. Ready to have more dollars in your wallet?

It's easy, here's how it works:

- 1) Tell your friends, neighbours or loved ones to submit an Employment Application to CNS.
- 2) Complete the CNS Employee Referral Program Form (found on the Employee Internal Website) and submit to recruit@commissionaires.ns.ca.
- 3) After your referral has successfully completed probation (520 hours), CNS will pay you:
 - \$500 for each veteran (CAF, RCMP and allied militaries; Regular, Reserve or CIC)
 - \$250 for each non-veteran

Some conditions apply. For more information about the Employee Referral Program, call 902 421 2301.

***Please spread the word about this incentive.
Some of our best recruits come from you!***



“

I have been a commissionaire since 1997. As an ex-service member, it has been an opportunity to work alongside ex-service members and non-service members alike. It feels like a family unit! Sometimes there are ups and downs, as with all jobs or families. However, CNS is a community that will listen and constantly strive for improvement. We learn from each other and strive to put our best foot forward for our clients.

”

Jean O'Brien, NuStar Energy L.P., Point Tupper, Cape Breton

2019 EMPLOYEE ENGAGEMENT SURVEY INSIGHTS

82% OF COMMISSIONAIRES WOULD RECOMMEND CNS TO FRIENDS & FAMILY



83% OF COMMISSIONAIRES ARE PROUD TO WORK FOR CNS



81% OF COMMISSIONAIRES AGREE THAT CNS PROMOTES A SAFE, HEALTHY, RESPECTFUL AND SUPPORTIVE WORKPLACE



9 OUT OF 10 COMMISSIONAIRES BELIEVE CUSTOMER SERVICE IS VERY IMPORTANT TO CNS



9 OUT OF 10 COMMISSIONAIRES AGREE THEY HAVE POSITIVE WORKING RELATIONSHIPS WITH THEIR CO-WORKERS



HAVE YOU EVER...

// Enrolled in The Canadian Armed Forces?

// Enrolled in The RCMP?

// Worked at a Reserve unit?

// Completed basic training?

// Served Canada for any amount of time?

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 **COMMISSIONAIRES**

“

I have been a Commissionaire since September 2018 and after retiring from the CAF in April of this year have made this my second career. The opportunities are endless. You have so many options with CNS by remaining an integral part of our Security/protection force or learning more and becoming part of the Administrative/Executive force in different locations across the province.

”

Paul C. Fraser, Nova Scotia Power Inc., Halifax

IDENTIFICATION SERVICES



Commissionaires offers a full range of services to individual and corporate clients that can be required for employment, immigration, travel and more.



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