

Corps Rapport

More than Security: Training the Next Generation of Commissionaires



Canadian
Red Cross

**Training
Partner**



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COMMISSIONAIRES

COMMISSIONAIRES NOVA SCOTIA – ISSUE #33 (2022)



THANKS FROM THE WANDERERS:

A Great First Season!

The HFX Wanderers have thanked Commissionaires for serving as its Official Public Safety Partner for home matches and other events at Wanderers Grounds in downtown Halifax.

The team expressed how impressed it is with the calibre of customer service and safety our commissionaires provided while collecting tickets and ushering guests.

We are grateful that Commissionaires is considered a trusted event partner, known for being polite, professional, ready to field questions, and able to prevent and defuse issues. Trained to read the mood of a crowd, commissionaires can identify potential sources of concern, and respond quickly and effectively in emergency situations.

Thank you to each and every commissionaire who stepped up to work these fun shifts.



Greetings from the Board Chair

I am pleased to offer greetings for 2022 on behalf of the Commissionaires Nova Scotia (CNS) Board of Governors.

After a year of challenge and stress with COVID-19 and its impact on our business environment, I commend all commissionaires for their dedication, commitment, and steadfastness to the job. Your efforts have strengthened the CNS reputation and we are truly grateful.

I wish to acknowledge and thank retired Governor **LCdr (Ret'd) Heather Mackinnon** for her significant contribution over the past 12 years. She is a champion of serving personnel and veterans' health, with a professional practice specializing in treatment for retired military and RCMP members. CNS has been very fortunate to have someone of her calibre and experience.

In 2021, we welcomed **LCol (Ret'd) Anne Espenant** of the Region of Queens Municipality to the Board. Her career with the Canadian Armed Forces spanned more than 36 years, with professional nursing and health care leadership roles across Canada, the United States, and overseas. She is a volunteer in her community and an outstanding addition as Governor.

Together as a Board, all our Governors join me in wishing you and your families a happy, healthy, and safe year ahead.



*D/Commr (Ret'd) Steve Graham,
CNS Board Chair*

Message from the CEO

The end of a year and the beginning of a new one is a natural time for reflection. While 2021 was challenging, we have much to be proud of in how Commissionaires was able to rise to the occasion and support our province through the pandemic.

Looking ahead, 2022 will bring new challenges. Our return to Halifax Stanfield International Airport is a major undertaking that will take months to complete. The impacts of global supply chain disruption and inflation are now beginning to be felt everywhere. As always, there will also be many unexpected obstacles to overcome.

The good news is that for our organization, every challenge is an opportunity to transform ourselves and grow stronger and more resilient. In anxious times, our partners rely on stable, mature, and reliable institutions. It is a true reflection of our military heritage that we do our best work in times of adversity.

Let's look forward to whatever 2022 brings—for better or ill—in the knowledge that we're part of a team that will be at the heart of the action, doing what we do best.



Geoff Hamilton, CNS CEO

Commissionaires Touch Down at Halifax Stanfield after Winning Parking and Curbside Services Contract

Contract ends five-year hiatus at the airport and will employ up to 65 commissionaires in frontline, customer service roles

Commissionaires Nova Scotia (CNS) is back at Halifax Stanfield International Airport after securing a multi-year contract to provide parking and curbside services.

Services commenced in December 2021, with CNS providing up to 65 commissionaires to support daily operations. Duties cover all groundside parking areas, including the parkade, terminal exterior parking lot, remote parking lots, staff employee lots, and Park 'N Fly.

"We're pleased to welcome the commissionaires back to Halifax Stanfield," said Glen Boone, Director, Cargo and Real Estate at Halifax International Airport Authority.

"Their team will play an important role in maintaining the positive experience we're known for at Halifax Stanfield, by supporting passengers who use our parking and curbside services."

The return to Halifax Stanfield marks a homecoming for CNS, which began providing security services to the airport while it was under construction and continued to do so for more than 50 years.

"As a leader in public safety and customer service, we're proud to be partnering again with Halifax Stanfield. We have spent the past few years making CNS into a world-class security provider, leveraging technology and focusing on skills training," said Geoff Hamilton, CNS CEO.

Geoff added, "We look forward to applying our new tools and mindset at the airport, which has been such a big part of Commissionaires' identity in Nova Scotia for the past 60 years. We want Halifax Stanfield to know how committed we are to their success."

Clients by the
Numbers in 2021:

94%

client satisfaction

291

security sites

86

long-term client partners

174

short-term project clients





New Software Will Make CNS Human Resources More Efficient

This year we are rolling out a new human resources management software, BambooHR. It collects and organizes all employee data, making it easier for both office staff and commissionaires to keep track of important information.

Using BambooHR, commissionaires can easily:

- Update contact information (i.e., address or emergency contact)
- Review benefits
- Celebrate important milestones
- Track awards and recognition
- Receive training reminders

BambooHR offers the following benefits for supervisors and managers:

- Review and respond to employee requests
- Access robust reporting, such as employee satisfaction
- View candidate applications
- Collaborate on hiring new team members
- Attract and retain great commissionaires

Stay tuned for more information on the roll-out of BambooHR in the very near future!

CNS Board Administrator Prepares for Retirement



L to R: Board Chair D/Commr (Ret'd) Steve Graham presents retiring Board Administrator Wendy Bensted with a 27-year long service pin.

Our dedicated Board Administrator, **Wendy Bensted**, is readying to retire on March 31, 2022, after 28 years of service at Commissionaires Nova Scotia.

She answered the call many moons ago to work with then-CEO Col (Ret'd) Lionel Johns. She has since worked with a total of six CEOs and 14 Board Chairs!

An expert record keeper and true CNS historian, Wendy is a treasure to our team. She leaves big shoes to fill, and we will truly miss her.

Beth Martin is quickly learning the ropes as incoming Board Administrator. She joins us after more than three decades at Nova Scotia Liquor Corporation.

Thank you so much for your hard work and service, Wendy, and welcome to the team, Beth!

**Employee
no. 20,000!**

In March 2021, we enrolled a commissionaire in the Northern District with Corps number 20,000 – our employee identification system that dates back to our division's founding year of 1937.



L to R: Premier Tim Houston and his father, Cmre Lloyd Houston, seated in the Premier's Office.

From the Military and Commissionaires to the Premier's Office: Nova Scotia's First Family Is Building a Legacy of Service

There's a time in everyone's life when they question their purpose. For **Lloyd Houston**, now a decorated military veteran, commissionaire, and the father of Nova Scotia's current Premier, that time came when he was age 16.

Feeling uninspired by school, Lloyd went looking for adventure and decided to join the Navy in 1961. He started as a boatswain, responsible for maintaining ships and their equipment. In 1965, Lloyd joined the aircrew as a sensor operator, working out of the back seat of airplanes. He would remain part of the Royal Canadian Navy for almost 35 years.

He says the opportunity to travel overseas to places like Antigua, Hawaii, and New Zealand was one of the best parts of his military service.

"I think my dad is very modest about his service," said Premier Tim Houston, before turning to his father to continue. "I'm sure when you were away on missions, on a ship or a plane, representing Canada, it meant something to people around the world. That must have been a sense of pride for you. That's really what it's about, because I have that feeling now as Premier of the province."

While Lloyd's service took him around the globe, it took his young family across the country. His wife Sharon and their three children—Tim, his older sister, and younger brother—followed Lloyd when he was posted to Canadian Armed Forces bases in Summerside, PEI, Trenton, ON, and Comox, BC.

It wasn't until Lloyd's retirement posting to Shearwater that the family returned to Nova Scotia.

Cmre Lloyd Houston in the Helicopter Training Squadron 406 in Shearwater in the early 1990s. This photo was taken to recognize Lloyd's 10,000 hours of flight time.



"Growing up on military bases, there's an incredible sense of family," said Premier Tim Houston. "My dad would be away for months at a time, so neighbours become really important as a support system."

The Premier says he relies on the strong sense of community he grew up with, as well as advice from his dad to "care about everyone." He says he applies that advice when making decisions, like those to tackle Nova Scotia's housing crisis, an issue that's affecting many—from homeowners, renters, and landlords to young people and the homeless.

"Decisions that I make will hurt people sometimes, but the intent is always to help people," said Premier Tim Houston. "You really can't please everyone, but you have to stay focused on the greater good."

Lloyd says his advice to "care about everyone" comes from his days in the military. He continues to live by the mantra in his second career as a security guard with Commissionaires.

Lloyd has worked at Commissionaires for nearly two decades, most of which he has spent guarding the Johnson Building, a government site down the street from the Premier's Office.

"I'm able to contribute, so I keep on doing it," said Lloyd, 76, about his service as a commissionaire.

One of the perks of the job for Lloyd is being able to see his son, who has been coming to the Johnson Building to use the government employee's gym since he was first elected MLA of Pictou East in 2013.

Back then, Lloyd says his son would occasionally ask to be let into the gym after-hours, aiming to fit a workout into his busy schedule. That request didn't fly with our dedicated commissionaire...

"I actually had to get a special letter from the Minister at the time that allowed me to use the gym when I wanted to use it. I had to show that letter every time because he's such a stickler for the rules, probably because of the military," said Premier Tim Houston, playfully elbowing his dad.

"I think the job that commissionaires do is incredibly important and touches everyone in the government. We all know who the commissionaires are in this building or Province House, so it's good to see their smiling faces. It's a source of comfort, actually," said the Premier.

Lloyd and his son aren't the only ones in their family committed to service. The Premier's late brother, Todd, who died in 2018 of cancer, served eight years at the Canadian Border Services Agency. He considered himself a "Bouncer for Canada" after having spent almost two decades working the doors at Halifax bars. His badge rests in a frame on the Premier's desk.



L to R: Premier Tim Houston and Cmre Lloyd Houston

CNS Takes the Road Less Polluted

One of our key strategic objectives is to achieve carbon neutrality, enabling Commissionaires to contribute to a cleaner Nova Scotia and a more secure climate. To help reach our goal, we have committed to replacing our entire mobile patrol fleet with electric or hybrid vehicles. We purchased our first electric car and installed an EV charging station at Head Office in May 2021, adding to our two hybrid vehicles.



Rob Carter, CNS Fleet Manager, charges our new Hyundai KONA electric.

"It's exciting to see the impact one electric vehicle can make on fuel consumption, operational expenses and our overall carbon footprint. The benefits will only improve as our petroleum vehicles reach their end of life and are replaced," said **Rob Carter**, CNS Fleet Manager.

Commissionaires spend a lot of time on the road, with an average of 15,000 kilometres clocked each month by our mobile patrol unit in Halifax. We are already realizing big benefits from the move to electric and hybrid. In fall 2021, our green transition was featured in a [commercial and promotional campaign by Nova Scotia Power](#), raising the profile of our commitment to an eco-friendly future.

CNS Becomes First Canadian Company to Achieve ISO 18788 Certification

Quality assurance is embedded in our corporate culture. We strive to deliver services that meet the highest global standards. Our hard work was recognized in May 2021 when we became the first company based in Canada to earn a coveted security operations management certification, known as ISO 18788:2015.

This certification, awarded by the authoritative International Organization for Standardization (ISO), means that security operations delivered by CNS are managed to world-class standards.

The process of achieving certification was intense, requiring the introduction of a formal Enterprise Risk Management system and the development of carefully documented work instructions. The final audit was conducted over three sessions, separated by several months.

We now wear the ISO 18788 certification as a badge of honour, proudly showcasing it on employee business cards, our vehicles and across our online channels.

In addition to ISO 18788, CNS holds certifications for world class environmental management (ISO 14001) and quality management (ISO 9001).



Commissionaires at Port of Halifax Win Linda Lushington Award for Safety Excellence



Aerial shot of a cruise ship terminal at Port of Halifax.

The Port of Halifax site is the 2021 recipient of the Linda Lushington Award for Safety Excellence, presented annually to one CNS site that excels in its efforts to prevent danger.

Over the past year, the Port adjusted to COVID-19 requirements and kept its Joint Occupational Health and Safety Committee (JOHSC) operating effectively. The commissionaires on site ensured the safety of their co-workers and Port staff, greatly reducing the risk of incidents and injuries.

Spanning 265 acres of federal land, the Port of Halifax manages a diverse and vibrant portfolio of maritime properties and assets. There are 30 commissionaires who work across its facilities, in roles covering security, gate access, mobile patrol, and customer service, to name a few.

Congratulations and thank you for your diligence in keeping the site safe!

80% *of commissionaires say
CNS promotes a safe workplace*



At GSC we give where we live, which is why we've partnered with the

Community Foundation of Nova Scotia

to support projects that improve access to mental and oral health care.

Proud benefits provider for the Commissionaires Nova Scotia



greenshield.ca

 @GSC_1957



The “You” in Uniform

« My favourite part was how much my life changed while working at the Halifax airport. I found my self-confidence, and the love of my life; my husband. »

– Cmr Maureen Brown

Every stitch of the Commissionaires uniform is made up of soft, breathable fabric and tiny pieces of a proud individual representing our organization.

To spotlight the uniqueness and diversity of our people, we sat down with **Cmr Maureen Brown**, who joined CNS in April 2009 after being a stay-at-home mom to four children. She held security roles at Halifax Stanfield International Airport until 2017 and now serves at the Port of Halifax.

Meet Maureen Brown: A Dedicated Mom, Carpenter, and Gardener Who Met the Love of Her Life at Work

What drew you to join Commissionaires?

MB: “I was looking for something in line with my personality and a good fit for my background. My husband and grandfather both have a military background; also, I grew up with a strong sense of right and wrong, and a desire to help people. I had wanted to get into policing but believed the opportunity passed me by when I had children. I learned about Commissionaires while in Victoria, BC and had seen them doing gate security at the base.”

What is your favourite part about working with Commissionaires?

MB: “The military origins mean that they have tried and true processes for their operations. Everything from training and Site Work Instructions, to clothing and payroll has been figured out. Those are things I never had to worry about. The Commissionaires Security Officer Course left me feeling prepared as a stay-at-home mom entering the work force. As I progressed through the ranks, I was offered continued training to help me further advance. I can honestly say that, after having spent time as a G4S employee, Commissionaires absolutely prepares employees by providing everything from training to uniforms to support.”

What does a typical day involve for you at the Port?

MB: "I enjoy meeting new people each day and learning more about the shipping and logistics industry. I process applications for Port employees' security clearances, and issue passes to full-time employees, temporary employees, and transport drivers. My role hasn't changed significantly due to the pandemic, aside from the sanitizing and social distancing. As an essential employee, I am required to continue processing clearance applications and issuing passes."



What has been your most memorable experience so far with Commissionaires?

MB: "My time at the airport gave me so many memorable experiences it would be hard to pick just one. I was able to progress in roles from Security Escort to Post Guard, to Security Operations Centre Operator, to Shift Supervisor; then, eventually being given the management opportunities of Security Support Manager and Site Supervisor, which in turn, enabled me to take a term position directly with the Airport Authority as Manager, Security Operations and Physical Security."

What are your personal and/or professional goals for the future?

MB: "I'm looking to continue to grow and improve myself, both personally and professionally. Hopefully utilizing my communication and people skills to continue to develop a rapport with customers and clients."



The deck that Cmre Maureen Brown built.

What are your hobbies / pastimes outside of work?

MB: "Carpentry. I completed a Cabinet Carpentry course shortly after high school. One of my reasons for taking the course was my love for the fine craftsmanship of wood furniture and knew I could be capable of the craft. That said, I've made great use of woodworking and have completed numerous DIY home projects, including a basement renovation, a greenhouse, and even a deck!"

I'm currently consumed with gardening ... mainly tomatoes. My husband and I love pasta and I can no longer eat commercial sauces, so we started growing our own Roma tomatoes and have been making our own sauce. This year we have over 100 tomato plants in the ground, as well as several other vegetables."



From seedlings to sauce.

When Your Workplace Requires First Aid, Consider It a Personal Benefit

First Aid Training manager and instructor **Troy Conrod** has been training people to assist in an emergency for more than two decades. His career has taken him all over Canada, including to Vancouver to work on the hit science fiction drama TV series, *The X-Files*.

He began offering [first aid courses with CNS](#) in August 2021.

“Time and time again, I see students come in and sit at their desks sporting a look of misery because they need to take first aid,” said Troy.



Troy Conrod, First Aid Training Manager and Instructor



Troy Conrod demonstrates CPR on a mannequin.

“The biggest enjoyment I get is when those very students leave the course wanting to shake my hand—elbow bump now, of course—thanking me for a great day,” he said.

Troy credits the students’ change of attitude to a realization and understanding of the importance of first aid, both in their professional and personal lives.

For example, roughly 40,000 cardiac arrests occur each year outside of a hospital setting. Some of those happen in a public setting such as a workplace, but 70% of all cardiac arrests take place at home.

“Of all the benefits a workplace can offer, I can’t think of a better perk than being trained in first aid. I encourage everyone to learn the valuable skills of CPR and how to use an AED properly. It may be all it takes to save a loved one’s life,” said Troy.

“Yes, take it for work, but learn it for those who really matter in your life,” he added.

Training by the Numbers in 2021:

Commissionaires has a comprehensive safety and security training program available to employees and external clients.

Last year we trained:

- 820** people in Red Cross First Aid (404 commissionaires)
- 310** new employees in the Commissionaires Security Officer Course (CSOC)
- 62** people in Nonviolent Crisis Intervention (verbally defusing anxious, hostile, or violent behaviour)
- 25** people becoming Marine facility personnel With Security Responsibilities (MWSR)
- 20** commissionaires in the Vehicle Screening Workshop (VSW)
- 17** students in Use of Force
- 14** staff in the Commissionaires Supervisor Course level 1 (CSC1)
- 12** personnel in Situational Awareness

CNS Instructor Creates New Business Line by Expanding Use of Force Course to External Students

Terry Melvin knows the value of Use of Force, the five-day course he offers to prepare security professionals to subdue high-threat subjects using pressure points, handcuffs, and batons. It's specialized knowledge that Terry has offered exclusively to commissionaires since he joined CNS as our Use of Force instructor in July 2020.

New for 2022, Terry is opening the course to students from outside CNS, such as those in policing, corrections, and conservation.

"There's a business opportunity here," said Terry, who previously taught at Commissionaires Southern Alberta Division.



Terry Melvin, Use of Force Instructor



Terry Melvin demonstrates a Transport Wrist Lock.

"We can become one of the few providers of the Use of Force course in Nova Scotia, where there aren't currently many instructors. The revenue generated by extending the course to external students will help CNS offset the cost of instructing our commissionaires."

Enrolling in a Use of Force course with Terry is an excellent way for anyone in a security-related industry to expand their skills and advance in their profession. Those who know Use of Force are equipped to work at a greater diversity of sites, often improving their career opportunities.

Commissionaires interested in taking the Use of Force course can speak to their supervisor.

If your organization could benefit from this course, please call 902 429 8101.

Use of Force by the Numbers in 2021:

- **Four** Use of Force courses held
 - two in Bedford
 - one in Truro
 - one in Cape Breton
- **136** total hours of in-class training
- **17** students taught, including:
 - Terry's re-certification
 - two student re-certifications
- **100%** pass rate

Use of Force Certification:

- Students
 - valid for one year
- Instructors
 - valid for three years

Student testimonial:

« I was nervous when I first came in, but the instructor was so confident and well prepared that I quickly felt much better. He continued to make me feel confident in my abilities as I progressed and learned through the course. I would gladly take another course from him, and I would recommend this to anyone who I felt they would benefit from his knowledge as an experienced instructor. »

- Donald Fraser, certified by CNS in Use of Force, December 2021

CNS Kicks Off Largest Recruitment Drive in Company's Recent History

In August 2021, CNS set out to hire at least 50 full- and part-time security guards for shift work across the Halifax Regional Municipality. It marked one of the largest recruitment drives in the company's history and helped lead to the hiring of a total of 363 commissionaires last year.

"Demand for security services is greater than it was pre-pandemic. The security needs of key institutions and infrastructure across the province have grown, so we need to grow too," said Geoff Hamilton, CNS CEO.

"We're not setting an upper limit for the number of people we bring on. The more commissionaires we have, the more work we can handle."

Commissionaires provides a wide range of security and safety services to more than 250 clients, including Halifax Stanfield International Airport, Nova Scotia Power, Port of Halifax, the Province of Nova Scotia, J.A. Douglas McCurdy Sydney Airport, Halifax Regional Police, Halifax Bridge Commission, and the Municipality of Halifax.

Commissionaires currently employs more than 1,400 employees across Nova Scotia, with roles spanning security guarding, remote surveillance, mobile patrol, threat risk assessment, bylaw enforcement, identification and fingerprinting, background screening, investigations, and safety training.

Recruitment by the Numbers in 2021:

- **eight** career fairs
- **465** interviews
- **363** commissionaires hired

What our Employees Say:

77% of commissionaires say at work, they can do what they do best every day

75% of commissionaires agree the mission of CNS makes them feel their job is important

75% of commissionaires would recommend CNS to their family and friends

EMPLOYEE REFERRAL PROGRAM

Would you like more cash in your bank account?

Last year we awarded more than \$12,000 in referral bonuses!

Any commissionaire who tells a friend or family member to join CNS is eligible to receive a Referral Award if that person successfully completes the Commissionaires Security Officer Course and meets the probationary period of 520 hours.

The referral form, found on the CNS Employee SharePoint, must be completed and submitted to Sue Sarkany, CNS Recruiter, when the friend or family member initially applies.

For more information, contact Sue at ssarkany@commissionaires.ns.ca or 902 421 2301.



INCENTIVE LEVELS

\$500 for each veteran
(CAF, RCMP, and allied militaries;
Regular, Reserve, or COATS)

\$250 for each non-veteran

Six Students Return to School with Educational Awards from CNS



Six deserving students went back to class this September with \$2,000 academic scholarships from CNS. To date, our scholarship program has assisted 87 students with awards totalling \$141,000! The full list of 2021/22 recipients include:



Kayden Smith – St. Mary's University, BComm
Sponsor: *Cmre Gerald "Rick" Smith (grandfather), One Government Place*



Cmre Willow McKeith – Nova Scotia Community College, Welding
Willow has worked at sites across Halifax over the past two years.



Brody Dick – University of Guelph, Environmental Science
Sponsor: *Cmre Michael Dawdy (grandfather), Summer Gardens*



Elena Egamino – St. Francis Xavier University, BSc
Sponsor: *Cmre Gilbert Egamino (father), Provincial Building Mailroom*



Ava Hennessey
– Dalhousie University, BSc
Sponsor: *Cmre Gerald Hopkins (grandfather), RCMP HQ*



Alberta Williston – St. Francis Xavier University, BA
Sponsor: *Harold Williston (father), CNS Northern District Manager*

Commissionaires Enhances Scholarship Program

In February 2021, CNS introduced enhancements to its Educational Awards program, including:

- **a dedicated Diversity Scholarship**, recognizing that minority groups continue to face barriers in accessing higher education
- **expanded eligibility**, with serving commissionaires now eligible to apply (this was previously restricted to family members of serving commissionaires)
- **increased monetary amount**, with each award now worth \$2,000 (previously \$1,500)

The scholarship program is part of the overall benefits package for CNS employees. Applications are evaluated and recipients are selected each year by the CNS Human Resources Committee.

CNS has a comprehensive Awards and Recognition Program to acknowledge employees who have gone above and beyond the call of duty.

In 2021, we were proud to acknowledge the following commissioners:



CEO Commendation

- **Edward Woodruff**, for providing emergency support to an individual suffering a heart attack until paramedics arrived.
- **Megan Tizzard**, for assisting an individual in distress at West Tower.
- **Kayla O'Grady**, for calmly and compassionately dealing with two separate individuals in distress in one day.
- **Christopher Raftus**, for his excellence as site supervisor at Jamieson Community Corrections Centre during the height of the pandemic.



Site Commendation

- The commissioners at the **MacDonald Building Department of Community Services**, for the professionalism and teamwork they demonstrated when dealing with individuals in difficult situations, and for potentially saving a life.



Director's Certificate of Recognition

- **Bruce Burgoyne**, for protecting the life of an individual who was parked in a low visibility area at L3 Harris Facility.
- **Heather MacLeod**, for going above and beyond to ensure COVID-19 protocols were enforced for Nova Scotia Health.
- **Joshua Mills**, for his ability to process 30+ security clearances ahead of the busy summer season.
- **Corbin Bernier**, for covering shifts at short notice and working 24 hours to ensure staffing commitments were met at Province House.
- **Leonard Leadbeater**, for making significant enhancements to parking at CFB Halifax over the past 16 years.

Celebrating Our People

1,400 Nova Scotian Commissioners – Who Are They?

Well trained - 100% of commissioners receive the highest level of standardized, nationally-certified training

Experienced - 72% are in their second or third career

Service-minded - 55% of our employees are veterans



Long Service Awardees - 2021

5 YEARS



Abbott, George
 Armour, Shirley Irene
 Babb, Franklin Lewis
 Beals, Roger James
 Bellefontaine, Joseph Earl
 Bennetts, Simon Richard
 Bernier, Corbin Dillon
 Blundell, Robert Thomas
 Boulanger, Michel Joseph Albert
 Boyde, Calvin Wayne
 Butler, Robert Bruce
 Campbell, Joseph
 Charlebois, Robert Gerald
 Dalrymple, Ross Gordon
 Davis, Frederick Guy
 Dawe, Chesley Hayward
 Dawson-Baltjes, Anne Marie Violet
 Derhak, Karl Patrick
 Deschenes, Savannah Dawn
 Driscoll, James Aneas
 Dunphy, Sabrina Dawn
 Dunphy, Stephen
 Embuldeniya, Ranjith Vincent
 Fancy, Richard
 Forbes, Brian John
 Francis-Drolet, Mathieu
 Frost, James Charles
 Galbraith, Peter Alan
 Gibbs, Ashley Mary Melissa
 Giffin, Donald Leigh
 Hibbs, Howard Richard
 Jennings, Alayne Louise
 Jennings, Alfred George
 Judd, John
 Kirkham, Kevin Douglas
 Lambe-Blaikie, Francesca Fraser
 Laur, Rosemarie
 Lettice, Emily Grace
 MacFarlane, James Bruce
 MacIntyre, Joseph Leonard
 MacLeod, Angus Neil
 MacNeil, James Frederick
 Martin-Hawkes, Jennifer Michelle
 McMahon, Thomas Edward
 Meiklejohn, Gregory Allen
 Miller, Keith Alexander
 Mills, Pamela
 Morrison, Karen Lee
 Murray, Colleen Marie
 Nightingale, Susan Darlene
 Paul-MacDonald, Gloria Ann
 Raftus, Christopher Joel
 Rafuse, Georgina Beverley
 Randolph, Alexandra Lee
 Rice, Andrew
 Robertson, Logan Kaius Quinn

Rochon, Francois Mario
 Sanderson, Thomas Llewellyn
 Sanford, Harley Elbert
 Saulnier, Ivan John
 Seary, Deborah Ann Lynn
 Skelton, Richard Melvin
 Sperry, Donna Elaine
 Steigel, Gerald Douglas
 Stilwell, David Christopher
 Tanner, William John
 Tobin, Joseph Francis
 Treen, Richard Brent
 Whalen, Michael George

12 YEARS



Birch, Helen Anne
 Breton, Micheline (Mimi) Rolande
 Burton, Linda Joyce
 Brown, Maureen Elizabeth
 Cromwell, Wayne Everett
 Dawdy, Michael Bruce
 DeBaie, Janet Florence
 Debison, Mary Grace
 Forbes, Robyn Jennifer
 Gladwin, Bruce Donald
 Grasley, Richard Raymond
 Hines, Christine Patricia
 Hoeg, Robert Aubrey
 Howard, John Alexander
 Keeping, Melvin Victor
 Lacusta, David John
 Leblanc, Larry Richard
 Legood, Kelly Darlene
 Lettice, Daniel James
 London, James Paul
 MacIntyre, John Henry
 MacKinnon, Robert John
 MacQueen, Ian Alexander
 Marshall, Sally Lois
 Mayer, Rudolph Andre
 McNamara, Paul Frances
 Methot, Guy Pierre
 Moore, Paul Grenville
 Penney, Lawrence Edward
 Poirier, Marcel Joseph
 Potter, Holly Jean
 Ritchie, Douglas Arthur
 Ronan-Saunders, Debbie Ann
 Rutherford, Robert Louis
 Saunders, Jack Wayne
 Sears, John
 Shea, Henry Patrick
 Sherring, Ross Ian
 Smith, Danny Arthur
 Stewart, Allan Blair
 Storey, Laverne Marcelle
 Strange, Kenneth Frederick

Tardieu, Paul Andrew
 Taylor, Cyril Robert
 Thibeau, Mark Fraser
 Waring, Mark Thomas

17 YEARS



Abraham, Thomas Howard
 Bolduc, Marc Joseph
 Cox, William Lawrence
 Cuvelier, Edward Clifford
 Downey, Leanne Tracy
 Ferris, Kenneth Lloyd
 Lamb, Robert Orr
 Graves, Jeanette
 Gregory, Robert Stewart
 MacIsaac, Jocelyn Amelia
 MacKeigan, Carl Derek
 Marshall, David Bryant
 McGinnis, Michael Ross
 Murray, John Austen
 Overy, Ellen Elizabeth
 Payne, Clifford John
 Purcell, Timothy Keith
 Romans, Deborah Ann
 Roy, Gerald Michel
 Sakalauskas, Anthony Hyginus
 Scott, Alexander Nelson
 Smith, Gerald Richard
 Smith, Richard Allan
 Stevens, Douglas Frederick
 Taylor, Melissa Madeleine
 Van Meer, Walter Duane

22 YEARS



Bergeron, Joseph Rene Paul Rosaire
 Dewling, Hal
 Kent, Scott Michael
 O'Brien, Jean Frances

27 YEARS



Bensted, Wendy Lee
 Cathcart, Llewellyn Francis
 Connolly, John Augustine
 Hogan, Edward Charles
 Marcotte, Armand William
 Morgan, Jason Frederick Jame
 Jones, Chesley Gerald
 Thompson, Bruce John
 Whyte, Donald George

32 YEARS



Sanford, Robert Owen

20
YEARS REMEMBERING
WE WILL NEVER FORGET
9/11/2001

Looking Back on 9/11 Through the Eyes of a Commissionaire

Planes from around the world line up nose-to-tail at Halifax Airport on 9/11. An entire runway was closed to accommodate aircraft parking.

Major (Ret'd) Joe McLaughlan recalls what it was like to oversee airport security on the day that "forever shattered our thin veneer of invulnerability"

Joe McLaughlan was the Commissionaires Site Manager at Halifax Stanfield International Airport the day two hijacked planes hit the World Trade Center in New York City. The former military officer remembers walking past the airport bar on September 11, 2001 and noticing a TV screen showing black smoke billowing from one of the Twin Towers. He stood watching, only to witness minutes later a plane collide with the second tower.



Aerial photo of Halifax Stanfield International Airport on 9/11.

"After that, I remember almost nothing of that day, it was so hectic," said Joe, before turning to entries in his journal to recall details from twenty years earlier.

"All hell broke loose at the airport. We were told that we were going to be getting many, many flights vectored in, based on the grounding of all aircraft in North America."

A trained military veteran, Joe was uniquely equipped to handle the events that unfolded on 9/11. He spent the first 17 years of his career as a police operations officer, before moving into police

training and base security. In 1996, he joined Commissionaires Nova Scotia, which had been providing security services to Halifax Stanfield since the airport's construction in the late 1950s. By 2001, the security detail at the airport had grown to nearly 200 people—all of whom were under Joe's watch on the day of the terrorist attacks.

Halifax Stanfield received its first diverted aircraft at 11:35 a.m. on 9/11. The airport would go on to usher in a total of 40 aircraft carrying some 8,000 passengers—the greatest number of aircraft received by any airport in Canada that day. An entire runway closed to support aircraft parking, with planes from all over lining up nose-to-tail. The threat of additional attacks meant those aboard the planes could not disembark until each aircraft was inspected.

"Many problems arose during this time. Principally among them was first aid calls. The air conditioning systems on the planes had shut down and it was warm outside, so that was big," said Joe.

"We were fully engaged with the RCMP and the Halifax Regional Police in dealing with all the issues that happened that day. Once we started to realize all the jobs that had to be done, we ran out of people," he said.

A CALL TO ACTION

At Commissionaires sites across Nova Scotia, supervisors and staff were learning of the terrorist attacks from the news. One such supervisor was **Gerry Parris**, who started working for Commissionaires in 1999 after serving in the Gulf War during Operation Desert Storm. He was the Ops Centre Supervisor overseeing the Macdonald Bridge on 9/11 and remembers exactly where he was when he first learned of the attacks.

"We came into our office around 2:00 p.m. and the television was showing planes crashing into the World Trade Center," said Gerry, who now works in the CNS head office as HRM District Manager.



Gerry Parris, HRM District Manager

"We thought it was live, but it was a recording," he said. "About five minutes later, an email came in from the safety officer and it was a general call for anybody who was available to come to the airport. We had just finished our 12-hour shift and said, 'we're going.'"

Gerry and his colleague were two of about 70 commissionaires from other sites who rushed to the airport. He was assigned to crowd control, tasked with providing instructions and support to people coming off planes.

Passengers began deplaning around 3:30 p.m. on 9/11, with the last aircraft deplaned at approximately 4:00 a.m. on September 12, 2001. Gerry worked 25 hours straight, having started his shift at the bridge at 3:00 a.m. on the day of the attacks. In recognition of his service, he received [a signed memo of appreciation](#).

A GROUND RESPONSE LIKE NONE OTHER

Once passengers disembarked, they needed to clear customs and be brought into Halifax, where high schools, arenas, and recreation facilities were being used as temporary accommodations. The ground transportation plan devised to shuttle passengers was like that used in 1998, when Swissair Flight 111 crashed off Halifax's shores. Halifax Stanfield received hundreds of international families in the wake of the Swissair tragedy.

A total of 60 city buses were used on 9/11. Passengers left the runway on one bus, before boarding a second bus to go downtown. Once a bus left for Halifax, it was replaced by a bus from the parking lot.

Joe recalled, "This was a continual management of 60 buses for almost 24 hours. And those buses had breakdowns, they had to be refuelled, all kinds of things."

"Commissionaires handled all of that. One of the big things we had going for us was our military background. Many of the people who worked for us had a lot of experience in dealing with these types of emergencies," he added.

We are grateful to Joe and Gerry for sharing their stories and being there, along with so many commissionaires, during the 9/11 crisis.

Did You Know?

A total of 50 people with a military background applied to join Commissionaires in the year of the 9/11 attacks. The strength of the organization ultimately increased by 160 positions, growing total employment to 1,264 that year. Today, Commissionaires is home to about 1,400 employees.



Joe McLaughlan (back row, second from right) in a group photo from 2006.

Former Military Healthcare Worker Becomes Newest Governor

LCol (Ret'd) Anne Espenant joined the CNS Board in September 2021, bringing a wealth of military, health care, and leadership experience.



LCol (Ret'd) Anne Espenant

Anne was a critical care nurse at Victoria General Hospital in Halifax for several years before joining the Canadian Armed Forces. Her military career spanned 36 years and saw Anne hold a variety of nursing, medical planning, and health care leadership roles in Canada and overseas.

In joining the CNS Board, Anne replaces **LCdr (Ret'd) Heather Mackinnon** who retired after 12 years in May 2021.



L to R: The Honourable Arthur J. LeBlanc, ONS, QC, Lieutenant Governor of Nova Scotia and LCol (Ret'd) John Miller

Long Service Achievements

Just like our commissioners, Governors who dedicate years of loyal service to CNS are presented with the Commissioners Long Service Medal and its associated long service bars. In 2021, three Governors qualified for long service recognition:

- **LCol (Ret'd) John Miller** (27 years)
- **VAdm (Ret'd) D.E. (Dusty) Miller** (17 years)
- **LCdr (Ret'd) Heather Mackinnon** (12 years)



L-R: VAdm (Ret'd) Dusty Miller and D/Commr (Ret'd) Steve Graham, Board Chair

Past Chair Receives National Decoration for Volunteerism

Cdr (Ret'd) Marjorie Hickey has received the Sovereign's Medal for Volunteers, a national honour bestowed on Canadians who have made significant, sustained, and unpaid contributions to their community.

She was presented with the award by the Honourable Arthur J. LeBlanc, ONS, QC, Lieutenant Governor of Nova Scotia, in December 2021.

Cdr Hickey's passion, dedication, and commitment to Commissioners at our local and national level is outstanding. Her knowledge and expertise are helping transform governance practices across the Commissioners Federation.



Sovereign's Medal for Volunteers



L to R: His Honour and LCdr (Ret'd) Heather Mackinnon



L to R: His Honour and Cdr (Ret'd) Marjorie Hickey

CNS Donated \$20,000+ to the Nova Scotia Veteran Community in 2021

Each year, the Commissionaires Nova Scotia Veterans' Support Committee donates to veteran organizations. This is in line with our corporate mission to support veterans in need.

Here are some of the gifts made in 2021:

Camp Hill \$6,200

Camp Hill is a long-term care facility located in the Veterans' Memorial Building of the QEII Health Sciences Centre in Halifax. Our donation supported the purchase of a portable bladder scanner.

Fishermen's Memorial \$1,600

The 23-bed Veterans' Unit at Fishermen's Memorial Hospital in Lunenburg supports WWII and Korean War veterans. Our donation helped buy audio devices so veterans can enjoy music.

Harbourview Hospital \$4,000

Harbourview Hospital is a long-term care and rehabilitation care facility in Sydney Mines. Our donation helped the Veterans' Unit create a room dedicated to increasing enjoyment, sensory experience, and quality of life for veterans with dementia and intellectual disabilities.

Veterans' Place \$4,200

Attached to the Yarmouth Hospital is Veterans' Place, a 15-bed long-term care facility for veterans referred by Veterans Affairs Canada. Our donation supports the construction of a new outdoor area for veterans to enjoy.

Royal Canadian Legion \$2,000

We bought 20 grocery gift cards valued at \$100 each to support local veterans facing food insecurity.



L to R: Col (Ret'd) Gary Curtis, CNS Board Governor; Valerie Mitchell-Veinotte, executive director of the Royal Canadian Legion's Nova Scotia/Nunavut Command; VAdm (Ret'd) Dusty Miller, CNS Board Governor

Positivity That's Infectious: Cheery Commissionaire at Truro Hospital Recognized for Stellar Service

There's no better ambassador to promote kindness than **Dawn Marie Galgay**, one of several commissionaires who provide COVID-19 screening services at Colchester East Hants Health Centre. Her positivity and supportive nature toward guests entering the hospital caught the attention of Nova Scotia Health in November 2021, leading the health authority to [publish an article](#) on the commissionaire's stellar service.

"On an average day, Dawn Marie will screen and assist more than a thousand individuals with the utmost professionalism, courtesy and compassion," said Raj Makkar, director of the COVID response team in the Northern Zone, in the article.

He added: "Our amazing site screeners across Nova Scotia have played, and continue to play, a vital role throughout this pandemic. We are grateful and thankful to have the site screeners and commissionaires as part of the Nova Scotia Health team."



Comre Dawn Marie Galgay

Dawn Marie became a commissionaire at Colchester East Hants Health Centre in July 2021, after more than 20 years with Jazz Airlines. She considers it fate that she landed here after the pandemic disrupted the airline industry. "I just love this job. I wish I had found it years ago!" said Dawn Marie.

Originally from St. John's, NL, Dawn Marie spends most of her spare time with her daughters, Jane (17) and Stephanie (16). They enjoy going for drives in their Mustang convertible while listening to 80s music.

Commissionaires say the darndest things...

At my site, I have 500 people under me...I'm a security guard at a cemetery.

I would like to be a guard at a philosophy school...

I would spend my days asking students, "Who are you? Why are you here?"

I've always had an insecurity about being in security... until I joined Commissionaires.

CNS is governed by a board of 16 volunteers who work on behalf of commissionaires to ensure the company mission is fulfilled. This [formidable team](#) brings business, communications, legal, accounting, financial, medical, security, and public safety expertise to better serve and enhance our company goals.



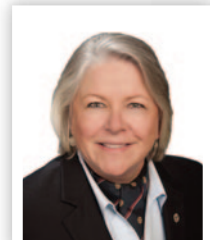
*Steve Graham OOM BA MBA
Deputy Commissioner (Ret'd)
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*Tom Bennett LSM MSM BPS
Chief Superintendent (Ret'd)
Vice Chair*



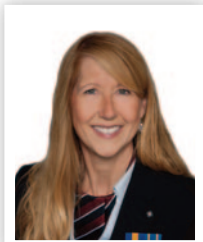
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Commander (Ret'd)
Immediate Past Chair*



*Heather Armstrong CD BCOMM DCL
Commander (Ret'd)*



*John E.L. Carruthers
BBA FCPA FCA CBV CMC*



*Joanne Crampton M.O.M
Assistant Commissioner (Ret'd)*



*Gary Curtis CD
Colonel (Ret'd)*



*Anne Espenat DMSM CD
Lieutenant Colonel (Ret'd)*



*Erica Fleck MMM CD
Lieutenant Colonel*



*Corinne MacLellan BPR
Honourary Lieutenant Colonel*



Kirk MacRae ICD.D



*D.E. (Dusty) Miller CMM MSC CD
Vice Admiral (Ret'd)*



*John Miller CD DDS
Lieutenant Colonel (Ret'd)*



*Richard Oland CD BCOMM
Commander (Ret'd)*



Douglas G. Ruck QC



*Bryn Weadon CMM CD FCPA FCMA
Rear Admiral (Ret'd)*

WE HIRE MILITARY SPOUSES



“Most civilian employers will look at the resume of a military spouse and see a lot of scattered jobs. Commissionaires recognizes that that's actually a good thing. It means that every time the spouse has relocated, she's put herself back into the workforce and found a position.”

Natasha McKinnon

**Flexibility, opportunity
and support,
wherever you're based.**

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