

Corps Rapport

COMMISSIONAIRES NOVA SCOTIA

ISSUE #24

JANUARY - JUNE 2014

Stephen Barry course marshalling at the
Scotiabank Blue Nose Marathon

Securing our Communities



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CEO's Corner...

Twice a year we publish *Corps Rapport* to highlight outstanding people who have done exceptional things, and to provide an update on CNS activities that impact Nova Scotian veterans, our clients, commissioners and the public we serve.

In this issue we celebrate the 2013 Safety Awards with the Cobequid Pass Toll Plaza site having earned the Linda Lushington Safety Award and 15 other sites receiving Site Safety Certificates. On June 19, 2014, I was privileged to present a Site Commendation to our team of commissioners at Government House, the Lieutenant Governor of Nova Scotia's residence. Other awards presented over the last six months were CEO Commendations to **Marc Archambault, Ray Brown, Gordon Burgess** and **Paul Hancox**, and the Navy's Bravo Zulu Award to **Paul Hancox** and **Chuck Deviller**.

The past six months have been a "season of engagement", both internally and externally. CNS continued its community involvement by providing assistance for 20 veterans to attend a celebratory concert in Glace Bay, volunteering at McDonald's in support of Ronald McDonald House, providing security at the Scotiabank Blue Nose Marathon and DND Family Days, and participating in the Chris Saunders Memorial Hockey Tournament and the Manulife Dragon Boat Festival. These activities promote the theme of helping others, which has been a hallmark of Commissioners Nova Scotia since its inception in 1937.

Commissioners are part of the fabric of almost every community in the province and we contribute immensely. Do you realize as a visitor to Nova Scotia, the first people one is likely to encounter are commissioners? Cobequid Pass, Marine Atlantic, all three airports and the Port of Halifax, are all point-of-entry sites where we provide security and a variety of other services. Not only are you commissioners first, serving client needs, you are de facto ambassadors and hosts of Nova Scotia. This is a significant responsibility in which you carry very well.

Further to engagement in our communities, CNS sought input and suggestions from a wide variety of our clients and commissioners in the last six months. We administered a comprehensive client survey to our ~200 clients, of which approximately one third took the appreciated time to respond. This feedback has helped us gauge how we are perceived, generate new opportunities and ultimately prepare us to improve our client service delivery. Additionally, each of our commissioners was encouraged to complete a new Employee Engagement Survey in an effort to help us understand their positions on morale, satisfaction and engagement. Results from these tools and subsequent strategies were revealed at an extensive series of Commissioners Town Hall meetings conducted across the province through May and June. I, along with other members of the CNS Leadership Team, had the privilege of travelling to meet so many commissioners to discuss the way forward for CNS. Our "season of engagement" has been a lot of work, but absolutely necessary to the betterment of our services and employment goals.

Throughout this issue of *Corps Rapport*, you will enjoy an assortment of quotes gathered from both our clients and commissioners. Find out what our employees and clientele are saying about us! I wish to congratulate all award recipients acknowledged in the pages to come and thank all commissioners for their continued dedicated service to CNS and our clients. I also thank those who supported the community and special events that you'll find out about as you read on.



**Commodore
Bruce W. Belliveau**

CNS in the Community

Chris Saunders Memorial Hockey Tournament

Tragically, in October 2004, Lieutenant (Navy) Chris Saunders lost his life while serving onboard HMCS CHICOUTIMI. To remember Chris and the sacrifice he made for his ship and his crew, the Lieutenant (Navy) Chris Saunders Memorial Hockey Tournament was established. Now in its 10th anniversary, it is comprised of 30 civilian and military teams, some of whom travel from the UK, Germany, BC, and Atlantic Canada to participate in this respected annual hockey event. Proceeds from the event go to the Make a Wish Foundation.



On April 10, Team CNS, funded by the players and augmented by a few current members of the Canadian Forces, hit the ice led by **Coach/CEO Bruce Belliveau** to compete in the 45+ division of the tournament. Despite a slow start in the opening game, Team CNS rallied to tie the game before surrendering two late goals and quite literally “suffered” a 7-5 defeat at the hands of Stick Fix. On Saturday, Team CNS played two games, losing 9-1 to Doolittle’s and 11-2 to the Kyoti’s.

The ultimate winner of the tournament was four year old Philip, from Kingston Nova Scotia, who will see his wish of meeting Spiderman, come true. Thanks to HRM District Manager **Eric d’Entremont** for coordinating the participants and to our employees who continue to contribute to their communities as volunteers, organizers and participants. While CNS is a not-for-profit company and cannot contribute financially to events such as this, we can encourage our employees to participate and raise funds in support of our clients and our communities.

Smile – It’s a McHappy Day!

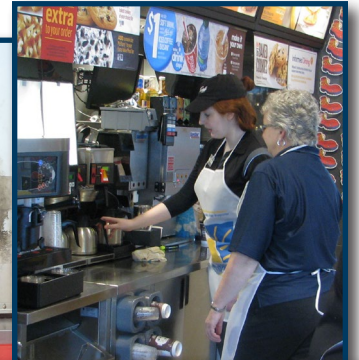
On May 7, commissionaires donned McDonald’s aprons over their Corps uniforms to support a very worthy day; the 21st Annual McHappy Day in Canada. If you visited the Windmill Road McDonald’s, you saw CNS volunteers making coffee orders and handing McDonald’s bags out drive-thru windows to support this commendable event.



Patsy Laybolt and Cristal Boudreau recruited the CNS troops



Eric d’Entremont worked the drive-thru



Anne James learned the coffee system (top right) and Arnie Arnott posed in his apron (above)

McHappy Day supports the Ronald McDonald House Charities (RMHC) Canada, which provides families of sick children a home-away-from-home or a place of peace and quiet within a hospital. RMHC Canada gives sick children and their families what they need most; each other. This year over \$9 million dollars was raised to support Ronald McDonald House Charities!

Cmre Patsy Laybolt initiated CNS’ involvement, with other CNS staff assisting throughout the day: **Arnie Arnott, Bruce Belliveau, Wendy Bensted, Cristal Boudreau, Eric d’Entremont, Denis Émond, Anne James, John Martin** and **James Taylor**. Everyone had a great time and look forward to next year!

Blue Nose & Commissionaires Partner Up & Giv'er!

When Scotiabank Blue Nose Marathon organizers called Commissionaires Nova Scotia to see if they would provide security at last year's event, they didn't hesitate to say yes.

"It was just after the tragic events of the Boston Marathon," recalled **Bill Brydon**, Director of Operations. "We've always had a great relationship with the Blue Nose; they run across the bridge and the commissionaires work there each day. So it was a natural fit for us to become involved."

The Commissionaires were back again this May long weekend, once again helping to keep the 15,000 runners on track while ensuring the safety of all participants and spectators. It's something this not-for-profit organization is highly qualified to do. Launched in 1937, Commissionaires Nova Scotia is not just the province's largest security firm; it is the largest private employer of former military and RCMP members.

A lot more commissionaires were seen along the Blue Nose route this year; the numbers were doubled and commissionaires served as course marshals. "With their military and policing backgrounds, our commissionaires have extensive experience in dealing with large scale events," indicated Bill. "We play a key role in making this a safe event from start to finish."

CNS would like to continue its relationship with the Blue Nose for years to come. "We were honoured to be part of the Blue Nose Marathon again this year in an even greater capacity. We can't wait to help you giv'er again!"



Laura MacGregor and **Jerry MacAlpine** representing CNS at the Active Living EXPO and **Emre Jannie Lahey** on the course encouraging the runners!



Thanks to the many commissionaires that assisted along the race routes and to the CNS HQ staff who volunteered at the Active Living Expo and Kid Zone booth, including **Sarah Gray, Jylene Ryan, Cristal Boudreau, Eric d'Entremont, John Martin, Arnie Arnott, Laura MacGregor, Jerry MacAlpine, James Taylor, and Bill Brydon.**



Kids loved getting their thumbprint certificates done by commissionaires in the Kid Zone!



A fun night out: Veterans attend celebratory concert in Cape Breton

Twenty veterans, who reside at the Cape Breton Regional Hospital, were able to attend the 20th Anniversary Celebration of the Second Wind Community Concert Band held at the Savoy Theatre on June 8, 2014. This was made possible by a contribution from the CNS Veterans' Support Committee (VSC).

One of CNS' very own Board of Governors, **LCol Jennifer Addicott** (a flautist) is a member of the Second Wind Community Concert Band. The group plays a variety of concerts and it is proceeds from those events that support an array of campaigns such as L'Arche Cape Breton, Every Woman's Centre and Light up a Life Campaign for Feed Nova Scotia.

CNS Cape Breton District Manager, **Peter Jessome**, along with Northside/Harbourview Foundation Executive Director, Rochelle Hatcher, made the necessary arrangements for the veterans to attend this wonderful concert via the CB District Hospital Veterans Foundation's bus initiative; a program the CNS VSC supported two years ago. These contributions are another way CNS continues its support throughout the province and cares for veterans.

210 Navy League Cadet Corp: 2nd Annual Ceremonial Review

On June 1, **CEO Bruce Belliveau** took on the role of Reviewing Officer for the 210 Navy League Cadet Corp's Annual Ceremonial Review. Forty-seven 9-12 year old cadets were on deck at the Sackville Arena, along with one of their leaders, **Daisy Gavel** from CNS HQ. This ceremony is a yearly opportunity for cadets to show their parents what they have learned. Displays included History and Uniform, Heaving Line Toss, Boatswain's Call, Seamanship and Drill Team. In addition, there were awards and certificates presented at the end of the parade. CEO Belliveau completed the ceremony with an uplifting speech to the cadets, also confessing that "your drill was better than mine when I joined the Forces!"



International Day of United Nations Peacekeepers

A special wreath laying ceremony was held June 7, 2014 at the beautiful Cobequid Veterans Memorial Park in Bass River, recently named the top garden of remembrance in the nation. The service began with a motorcycle parade with Commissionaires security and rear escort, followed by a marching parade with the RCMP pipes and drums. Wreaths were laid by government and veterans associations in remembrance of all who served and continue to serve around the world with UN/NATO. CNS was proud to participate and pay homage in this way.



Above L-R: **Sean Howell**, Northern District Manager; **Norman Leach** (Author of *Passchaendale*, *Broken Arrow* and a Governor on the Southern Alberta Commissionaires' Board of Governors); **Karen Casey** (MLA and Minister of Education); **Scott Armstrong** (MP)

COMMISSIONAIRE POV POINT-OF-VIEW

"The key to our job which makes me "proud" is that sense of duty and honour in keeping everyone "safe". Working the Canadian Coast Guard for 30 years, we often answered distress calls from mariners. However, as a Commissionaire, we "prevent" many distress scenarios from actually occurring! This fact coupled with a friendly, helpful attitude towards all is the "pulse" of a Commissionaire's heartbeat."

– **Norman Rapin**, Halifax Stanfield International Airport

DND Family Days

Commissionaires once again contributed to the Annual DND Family Days weekend June 20 and 21 that hosted 20,000 military members and their families at the HMC Dockyard. This event offers many exciting activities for attendees; prizes, games, entertainment and rides. Family Days is organized to thank and recognize Canadian Armed Forces and Defence Team families for their commitment and support in delivering the operational success across the Halifax Defence Community.

As longstanding partners with DND, CNS provided security for the entire event and had an interactive “Under the Sea” themed tent staffed by CNS HQ staff and field commissionaires. Our “Dig for Treasure” game was a big hit with the kids (and just as much their parents!), as we were able to have some fun while promoting the cause and service offerings of CNS. A big thank-you goes out to the commissionaires who volunteered at the tent: **Cristal Boudreau, Marion MacLellan, Charla Dorrington, Daisy Gavel, Eric d’Entremont, Laura MacGregor, and John Martin.**



Cmre Maggie Hanlon, Dockyard Rover, and her granddaughter, Keira, made a visit to the sandbox (above left); Cristal Boudreau and Marion MacLellan helped kids dig for treasure (above right); and Daisy Gavel and Cristal Boudreau promoted CNS employment and services at the CNS tent (above).



Manulife Dragon Boat Festival

On July 12, three brave HQ staff, **James Taylor, Eric d’Entremont** and **Bill Brydon**, joined team “Claimers of the Lake” to compete in the Manulife Dragon Boat Festival. Funds raised by this festival benefit the Nova Scotia Amateur Sport Fund which supports community-based programs throughout Nova Scotia. This year the event raised \$90,000 for this cause!



L-R: Eric d’Entremont; Bill Brydon; James Taylor

Dragon boats have 20 rowers, who for 50 seconds to one minute and ten seconds, row as hard as they can. Normally between 35 and 55 strokes will cover the 200 metre race. However, it’s not the number of strokes, but how effective and powerful they are. Practising only twice with the team, the commissionaires joined the race on beautiful Lake Banook.

“When Saturday came, we got dressed in our best shorts, sandals and bright orange shirts,” said Eric d’Entremont. “We raced two races, met a lot of people, and had a great day in the sun. No, we didn’t win any races or bring home any trophies, but we took on a new challenge and supported a worthy event.”

Long Service Award Qualifiers & Recipients

5 Years *		12 Years**	17 Years**	22 Years**	27 Years**
January 2014					
Brooking, Donald Brown, Mary Burton, Linda Howe, Lisa Lacusta, David	Legood, Kelly Little, Gordon MacLellan, Gerald Moore, Paul Young, John	Bell, Stephanie Burt, Alfred Parker, Dale		Crockett, Ian Timbury, William	Chafe, Ronald
February 2014					
Christmas, Ruby Corbett, Dell MacIntyre, John Mayer, Rudolph	Ritchie, Douglas Rutherford, Robert Strange, Kenneth Vienneau, Walter	Briggs, Kenneth Muise, Raymond Nicholson, Robert Richards, Cyril			
March 2014					
Birch, Helen Cromwell, Wayne Inglis, Eric Josey, Grant Keeping, Melvin MacKinnon, Robert	Morris, Gary Penney, Lawrence Rodenhiser, Jennifer Spatz-Klubi, Ruth Stewart, Allan West, Trena	Avery, Darrell Brook, Paul Goodwin, Gary Podgursky, Kevin White, Hector	Matheson, Thomas	Dixon, Bryan	MacEachern, Donald
April 2014					
Boudreau, Real Brown, Maureen Cameron, Raymond Clayton, Roy Dennis, Kevin Fox, Geraldine	Green, Roland Merrette, Howard Murray, Clayton Secord, Richard Shea, Henry	Bell, Stephanie Cameron, Raymond De Mont, Gary Greene, Lawrence Peori, Daniel Woodward, Frank	Donovan, Thomas		Eisan, Donald
May 2014					
Breton, Micheline Camp, William Dawdy, Michael Ethier, Daniel Hill, Robert Howard, John Lettice, Danie Michael, Lawrence	Murphy, Elizabeth Smith, Danny Tucker, Jason	Burrell, Charles Foster, Barbara Hopkins, Gerald Hughes, Lloyd Paul, James Rushton, Floyd Whitman, Gerald Zilkowsky, Melvin	Caldwell, David Neville, James Rollings, Danial	Bedard, Daniel Gammon, Richard	Johns, James
June 2014					
Beaulieu, Robert Currie, Janice DeLong, Frances Leblanc, Larry Lewis, Darlene McNamara, Frances	Poirier, Marcel Wannamaker, Scott	Bennett, Charles Benson, Leonard Bourque, Yvon Jefferson, Paul Tobin, William Wadden, Jason	Corlett, Phillip Crandall, Timothy Durling, William Letourneau, Martin	Bowers, William Hynes, Donald MacQueen, Robert Oickle, Mervyn	

* Awarded monthly.

** Awarded at the September Awards Dinner in the commissioner's qualifying year. The award year runs from October 1 to September 30.



CEO's Commendations



L-R: CEO **Bruce Belliveau**; **Marc Archambault**; Peter Grandy, CCC Manager, Carleton Centre Annex (retired May 2014)

commissionaires or as a reference for seasoned staff. This is but one of many examples of Marc regularly going above and beyond at the Carlton Centre Annex.

Commissionaires Nova Scotia has a long history with Correctional Centres in Halifax. Commissionaires play a crucial role in helping the Centres run 24 hours a day, seven days a week, all year round. They have responsibility for the off-hours management of offenders, which is a job that our commissionaires, like Marc Archambault, take on every day.

On March 6, 2014, **Marc Archambault** was presented a CEO Commendation for his sustained, exemplary service to Correctional Service Canada at the Carlton Centre Annex. Marc's unwavering assistance to the staff, residents and fellow commissionaires has been acknowledged by the client, who nominated Marc for this award.

"Mr. Archambault has been a front line leader and taken action in times when a critical event has unfolded prior to the police or paramedics' arrival at the CCC," staff indicated in the nomination letter. "Dealing with unpredictable events is something that Marc does with a high level of professionalism. He takes great pride in his work and offers a unique sense of humour to lighten what can be a fairly difficult clientele to work with."

Marc took it upon himself to develop a Commissionaires How-To Book for the site, which is used by his peers in their everyday tasks. It has easy to follow directions for duties and has proven extremely useful in training new



L-R: CEO **Bruce Belliveau**; **Gordon Burgess**; Site Supervisor **Simon Allen**

Two Halifax Stanfield International Airport commissionaires have been awarded CEO Commendations for their proactive investigation of suspicious activity in October 2013. **Gordon Burgess** and **Ray Brown**, along with the dedication and cooperation of the C Shift SOC, ultimately exposed a theft ring at one of the airport's commercial shops. Burgess and Brown diligently searched archives, and provided sufficient evidence to local police in support of their case. Their team effort was evident and they received this recognition for preventing any further thefts from taking place.



L-R: CEO **Bruce Belliveau**; **Ray Brown**; Site Supervisor **Simon Allen**



"Happy with the service TRA receives. Our commissionaires provide great service, keep up the good work!"

– Eugene Thorne, TRA Atlantic

Paul Hancox's primary responsibility at Maritime Forces Atlantic Headquarters (MARLANT HQ) has been controlling the security/access passes for the HQ's 900 occupants. While Paul has been with MARLANT for over two years, he took on a whole new challenge from June-December of 2013. The HQ's main foyer was completely renovated and fitted with an enhanced security system. Paul enthusiastically accepted responsibility for adapting this new and more robust hardware to the unique requirements of the HQ.

"Attending to the security aspects of this project was a mammoth undertaking that consumed every minute of Cmre Hancox's already busy days," said Terry Brockway, Formation Executive Services D201, Maritime Forces Atlantic Headquarters. "Largely as a result of his excellent planning, innovation, research, determination, enthusiasm and commitment, every security aspect of the project was successfully completed on time."

The remarkable dedication associated with implementing the new security hardware has brought distinction and great credit to Paul and CNS. For this, he has been presented with a CEO Commendation.

In recognition of the same project, another important presentation took place on April 17, 2014. Rear-Admiral John Newton awarded the MARLANT HQ Building Management Team with a Bravo Zulu Team Award; this team included commissioners **Chuck Deviller** and **Paul Hancox**. It is wonderful to see our commissioners shown this client appreciation for their tremendous efforts.



L-R: CEO Bruce Belliveau; Paul Hancox



L-R: Paul Hancox; Chuck Deviller; Rear-Admiral John Newton; CEO Bruce Belliveau

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Site Commendation

Government House of Nova Scotia

Commissionaires Nova Scotia has a special relationship with the Government House of Nova Scotia, where His Honour Brigadier-General the Honourable J.J. Grant, Lieutenant Governor of Nova Scotia and Her Honour Mrs. Joan Grant reside. His Honour has maintained a close bond with CNS since serving as a CNS Board Governor for 25 years, and as Board Chair from 2000-2002.

A cadre of commissionaires has been stationed at Government House, working closely with household staff to serve the Crown and the Lieutenant Governor's Office. From assisting with large functions such as New Year Levee and Garden Party, to dealing – in a courteous yet firm manner – with people attempting to park at Government House, to ensuring proper flag protocol is followed, the Government House commissionaires take great pride in their work.

Nomination for a CNS Site Commendation came from Dr. Christopher McCreery, Private Secretary to the Lieutenant Governor of Nova Scotia and Executive Director of Government House. Dr. McCreery indicated, "The Lieutenant Governor, household staff and visitors to Government House are exceedingly well-served. Welcoming VIPs such as the other vice-regal representatives, the premier, or senior leaders in the Canadian Forces, and the thousands of tourists who visit Government House annually, along with those attending official functions, is second nature to the commissionaires posted here. It is something the Lieutenant Governor, Mrs. Grant and all members of the household staff are most appreciative of"

CNS values the strong connection to Government House and on June 19, 2014, **CEO Bruce Belliveau** awarded these commissionaires a Site Commendation for their continual great efforts; **Brian Graves, Bill Flemming, Roy Keeler, Gilbert LaFreniere, Carey Lee, and Paul Tardieu.**



*L-R: **Gilbert LaFreniere; Roy Keeler; CEO Bruce Belliveau; His Honour Brigadier-General the Honourable J.J. Grant, Carey Lee; Bill Flemming; Paul Tardieu.** Absent from presentation was Site Supervisor **Brian Graves.***

Commissionaires Medallion

Every commissionaire is required to go through comprehensive training by taking the Commissionaires Security Officer Course (CSOC) held at the Commissionaires Training Atlantic Campus (CTAC) in Dartmouth. During each course there is an opportunity to be chosen by peers as a recipient of the Commissionaires Medallion; an award presented to individuals for significant accomplishments worthy of special recognition. One medallion per course is presented to a student for their outstanding contributions and assistance to others during training.

The following commissionaires received medallions for courses conducted from January - June 2014:



**Kenneth Sutton
Gilles Savard
George Jordan
Charles Keough
Matthew Johnson-MacKinnon
Drew Baker
Steven Hirtle**



In Memoriam

We announce with regret the passing of the following commissionaires:

Daniel Beaton, Port Hawkesbury, January 17, 2014. Prior to joining CNS in 2010, where he worked as a Cape Breton spare, Daniel was employed at STORA Enso paper mill for 22 years.

Rose Gaffney, Halifax, January 31, 2014. A former food industry employee and fluent in seven languages, Rose joined CNS in January 2009 and was predominately employed at DND and the Halifax Port Authority.

Beate Terry, Halifax, February 1, 2014. Following an active military career which saw a posting to the Canadian Forces Base in Lahr, Beate joined CNS in July 2005 and worked at a number of CNS sites.

William Barrie Pitcairn, Eastern Passage, February 4, 2014. William enlisted in the Reserves in 1970, transferred to the Regular Force from 1980 - 2006, and re-enlisted with the West Nova Scotia Regiment from 2007 - 2013. He joined CNS in 2012 and was primarily a HRM spare.

Betty Usher, Dartmouth, March 2, 2014. After a career in diverse commercial operations, Betty joined CNS in April 2008. She worked as a HRM Spare, at the Halifax Harbour Bridges and DND.

Daniel Maddox, Dartmouth, March 4, 2014. Daniel joined CNS in April of 2008 and worked at a number of sites including DND and the Carleton Centre. Prior to becoming a CNS employee, Dan worked for Metro Transit and Sysco Food Services.

Hilton Ainsley Mackie, Dartmouth, March 19, 2014. Hilton served in the Navy from 1962 - 1975, and then worked in sales prior to joining CNS in April 2004 where he worked at the Halifax Stanfield International Airport in a variety of positions.

Bruce Isaac, Falmouth, April 4, 2014. Bruce joined CNS in 2003, following eight years in the Canadian Forces and 18 years in the computer industry. As a commissionaire he worked in the Valley District

at Range Control, Aldershot Accommodation, and Hants Community Hospital.

Anthony "Tony" Leudy, New Waterford, April 16, 2014. A coal miner for 24 years at the Lingan and Phalen Mines, Tony joined CNS in March 2010 where he worked once again at Lingan and as a Cape Breton spare.

Ernest "Ernie" McMurrer, Aylesford, May 19, 2014. Ernie served in the Royal Canadian Navy from 1958 - 1985 as a Supply Tech, when he transferred to the Army Reserves and served until 1996. He joined CNS in 2006 and served at 14 Wing Greenwood.

We are also sorry to advise that the following former commissionaires have passed away:

Douglas Hazel, Truro, January 14, 2014

Wilfred Welch, Dartmouth, January 21, 2014

Peter Lushington, Dartmouth, January 22, 2014

John MacLeod, Dartmouth, January 22, 2014

Boyd Bradley, Halifax, February 13, 2014

Henry Moore, Windsor, February 16, 2014

Boyd Rand, Blockhouse, March 8, 2014

Gordon Hardy, Ingonish, March 20, 2014

Vincent Evans, Eastern Passage, March 25, 2014

Robert Hyslop, Wentworth, March 29, 2014

Doug Anthony, New Minas, April 3, 2014

Noel Knockwood, Shubenacadie, April 7, 2014

Thomas Jewell, Lower Sackville, April 14, 2014

Douglas Totten, Aylesford, May 7, 2014

Harold Walsh, Eastern Passage, May 13, 2014

Donald Pringle, Port Williams, May 14, 2014

Francis Sponagle, Halifax, May 15, 2014

Edward Pottie, River Bourgeois, May 24, 2014



Safety on the job site.

*Security in knowledge of
heightened safety awareness.*

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

The Three S' of Commissionaires



L-R: Wayne Crossan, General Manager of Cobequid Pass; Paul Richards, General Manager of Hwy 104 Corp. Ltd.; CEO Bruce Belliveau; Leroy Fife, Site Supervisor; Dave Weagle (JOHS Committee Member)

highest standard, commitment to, and participation in, workplace safety.

For the 2013 calendar year, we are pleased to announce that the Cobequid Pass Toll Plaza was awarded the Linda Lushington Safety for Safety Excellence. The Cobequid Pass Toll Plaza site has adopted a positive safety culture and has exceeded the standard set before them. Involvement in Occupational Health and Safety resonates through the entire site, and has been exemplified by this team. On April 10, 2014, CEO Bruce Belliveau met with Wayne Crossan, General Manager of Cobequid Pass and Paul Richard, General Manager of Highway 104 Corp Ltd., to present site commissionaires with a special plaque.

For 2013, fifteen sites were awarded CNS Site Safety Certificates. Congratulations go out to the following sites for fostering CNS' safety culture:



Camp Aldershot

L-R: John McNabb; Claude Gignac; Dean Legrow; CEO Bruce Belliveau; Carl Smith; Jaqueline Hart; Tim Taylor; Brent Kerr; Melvin Walker; Melissa Cossar; Bradley Wiles



National Research Council (2013 Linda Lushington Award Recipient)

*L-R: Denise Leblanc; CEO Bruce Belliveau;
Bill Hobson; Andrea MacDonald*



Provincial Building

L-R: CEO Bruce Belliveau; Del Eady



High Liner Foods

L-R Above: CEO Bruce Belliveau; Chas Bennett



Harbourstone

L-R: CEO Bruce Belliveau; Donald Devison



NSCC Fisheries School

L-R: Sean Howell; John Rogers



Lockheed Martin

L-R: Bill Goodall; CEO Bruce Belliveau; Geoffrey Mawdesley



PWGSC Bedford Row

L-R: Michael Laroche; Alfred Cyr; CEO Bruce Belliveau



Citadel Hill

L-R: CEO Bruce Belliveau; Gary McLaughlin; Linda Frank



WCB Sydney

L-R: CEO Bruce Belliveau; John Terry; Kim Dooley



Provincial Law Courts

L-R: Paul Sangollo; CEO Bruce Belliveau



Dennis Building

L-R: CEO Bruce Belliveau; Barb Jordan; Del Eady



Michelin Waterville

L-R: Brian Taylor; CEO Bruce Belliveau; Fran DeLong; Wayne Vokey



King's Riverside Court

L-R: Krista Laing; CEO Bruce Belliveau; Geri Fox; Ron Monteith



WCB Halifax

L-R: Graham Weldon; CEO Bruce Belliveau; Pat Brownlow; Melinda Hookey

Non-core Policing Promotions Well-Deserved

Commissionaires Nova Scotia and Halifax Regional Police (HRP) have enjoyed a long-standing and successful partnership for more than 40 years. Commissionaires are contracted to provide non-core police and by-law enforcement services that support behind-the-scenes, non-core tasks that must be done so that police officers can focus on the front line of duty, protecting communities.

At the end of March, HRP Chief Jean-Michel Blais presented HRP's experience and perspectives of Commissionaires' non-core police work at the Commissionaires National Board Annual Spring Meetings in Halifax. Chief Blais provided an evolutionary history of Commissionaires working within HRP, "Thirteen years ago, we only had approximately 12 commissionaires working for HRP. Their main functions were security at the front door. Now, HRP has 38 commissionaires performing a large range of functions and responsibilities – CPIC transcription, court administration and subpoena services, front door services, criminal records checks, supervising crossing guards and taking telephone inquiries. We even have a commissionaire who can operate our police boat!"

Commissionaires work full-time, and in some roles they are available 24/7. Needless to say, HRP has truly opened its mind to the possibilities of utilizing Corps employees for non-core police work, which is why they now have such diverse roles.

"Having commissionaires readily available to work in so many areas saves us time and money," indicated Chief Blais. "They are professional, reliable and highly trained. We're very pleased with the accountability and discipline we see in Corps staff at HRP." In fact, HRP has been so pleased that they requested 11 of their commissionaires be promoted to the rank of Warrant Officer at the client's expense. CNS unquestionably agreed to the promotions, and official presentations

were made to three available commissionaires at the national meeting in March. Commissionaires promoted include **Bob Switzer, Alexander Scott, Phyllis Mlezko, Raymond Clarke, David Meldrum, Tom Gibbons, Donna Brockley, Kevin Aldrich, Dale Aldrich, Paul Webster** and **Jim Boudreau**.

"This goes beyond a single accomplishment or event, and speaks to the value of our presence at HRP," announced CNS **CEO Bruce Belliveau**. "Thank you for putting your best foot forward for the Corps; you have truly earned this."

Chief Blais responded, "You have employees who are amazing ambassadors of your brand and our brand while they are at it, and we cannot imagine doing our business without them."



L-R: HRP Chief Jean-Michel Blais; **Bob Switzer**; **Alexander Scott**; **Kevin Tulk**; **Phyllis Mlezko**; **CEO Bruce Belliveau**



FOCUS YOUR RESOURCES WITH COMMISSIONAIRES

Reduce municipal costs while freeing up police officers from non-core duties when you partner with Commissionaires:

- Arrest processing
- ID services
- Front line counter duties
- Crime scene security
- Photo radar
- Summons & subpoenas
- Parking authority
- Prisoner transport
- Traffic control
- Fingerprinting
- and many other non-core services

commissionaires.ns.ca
1 877 322 6777



"Proactive supervision at the site and by the District Manager. I know when an issue is identified it is dealt with."

– John Trickett, Marine Atlantic

\$500 Veterans Referral Bonus Awarded to Dennis Naylor



Anne James, Director of HR, presents Dennis Naylor with the veterans referral bonus at a recent Town Hall Session.

We are pleased to announce that during the last fiscal year (April 1, 2013 – March 31, 2014) \$1,275 was distributed to employees who referred veterans of the Canadian Forces and RCMP for employment with CNS. Commissioners can receive \$100 for every veteran they refer. At year end, the CNS employee who has referred the highest number of veterans

to CNS for employment will receive a \$500 bonus. This past year there were no multiple referrals, so a random draw was made from everyone who referred veterans. Congratulations to the lucky recipient of the \$500 bonus, **Dennis Naylor** of the Halifax Port Authority Site.

Commissionaires - Save the Date!

22nd Annual Awards Dinner: Halifax Marriott Harbourfront, September 27, 2014 - Reception at 6:30pm and Dinner at 7:00pm

Supervisor Sessions:

Cape Breton – October 16, 2014

Northern Nova Scotia – October 18, 2014

Halifax Regional Municipality – October 21 and 28, 2014

Valley – October 30, 2014

* Contact your District Manager's office for more details.

COMMISSIONAIRE
POV
POINT-OF-VIEW

"Commissionaires bring something else to the table that no other company provides. They have demonstrated through military or policing service, a strong loyalty to our country, a familiarity with government methods of procedures and business, as well as integrity, pride and dedication above all others."

– James Rockola,
Windsor Park



Chair's Corner...

On September 28, 2014 Vice Admiral (Ret'd) Dusty Miller will take over as the Chair of the Board of Governors of Commissionaires Nova Scotia, so this is my last "Chairman's Corner" column. The two years of my term as Chair have been busy and challenging, but tremendously rewarding.

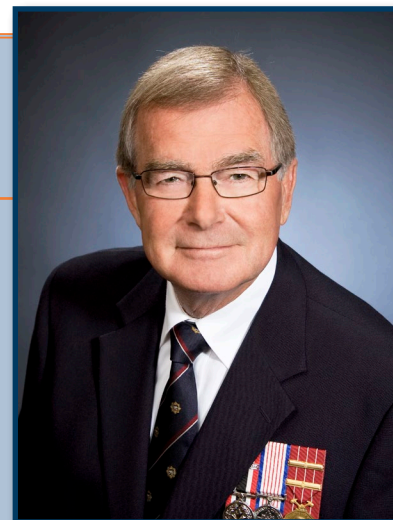
The public face of CNS management is the Chief Executive Officer and his Leadership Team. However, behind the CEO and his team is the CNS Board of Governors, a group of 16 dedicated volunteers who are ultimately (and legally) responsible for the governance, financial viability and strategic direction of the Corps. The Board approves the Strategic Plan, and the Business Plans put forward by the CEO, and ensures the Corporation is managed in compliance with the many Federal and Provincial statutes and regulations that govern the conduct of businesses in Nova Scotia.

This is not an easy undertaking for a volunteer organization, so let me take this opportunity to thank the Board of Governors for their work in support of the Corps. Each Governor attends four Board meetings as well as four to eight additional committee meetings a year, and each meeting requires a significant amount of background reading to ensure a complete understanding of the issues under consideration. CNS employs approximately 1600 commissionaires and generates in the order of \$40 million in annual revenues. It is the largest security company in Nova Scotia, and the largest private employer of Canadian Forces and RCMP veterans. Accordingly, the governance and fiduciary responsibility of CNS Governors is significant, and should be acknowledged.

I would like to conclude by taking this opportunity to express my appreciation to the Board for trusting me with the responsibility of representing CNS in the national organization. There are 15 autonomous Divisions in the Canadian Corps of Commissionaires, and each Divisional Chair is a Director of the National Board. CNS is not the largest Division, either in terms of gross revenue or in numbers of commissionaires, but because of its strong management team and committed Board of Governors, it has been able to have a significant and positive influence on how the National organization is run.

Of course, we wouldn't be here without our commissionaires in the field providing superior service to 200+ clients across the province every day of the year. It's your dedication and pride in your work that is the "core" of our success.

Commissionaires has been described as an organization of "veterans helping veterans". We each have a role to play to ensure the long term success of our Division; whether it's doing the best job at the client's work-site, within the HQ support organization, or on the Board. It's an organization to be proud of; I know I am.



**Lieutenant Colonel
Gordon Davis**

Corps Rapport

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