

Corps Rappport

COMMISSIONAIRES NOVA SCOTIA

ISSUE #23

JULY - DECEMBER 2013

Toasting "Commissionaires First"

Guests of the 2013 CNS Annual Awards Dinner were treated to a heartfelt toast made to the Corps by **Board Governor Colonel David Fairbanks**. Here are his encouraging words:

"Providing effective security is a big part of what commissionaires do every day. 9/11 like no other event before it showed us how real our security concerns should be. This and other events such as the Washington Naval Yard tragedy demonstrate the need for effective security.

The challenges for CNS are increased competition, demands for greater service and situations that are more complex and sometimes dangerous that our commissionaires will face. However, Nova Scotia commissionaires bring to the workplace professionalism, training and a sense of duty that is unmatched in the industry.

Today's commissionaires at their workplace will probably be the only security professional at the scene of a crisis there. They will be the ones who must decide what is to be done. For example, this week the Supreme Court of Canada confirmed the conviction of a Halifax man for the attempted murder of his wife in a city hospital here. He was only prevented from doing so by the prompt actions

of a commissionaire.

I believe we can be proud to have commissionaires who can and do deal effectively with security issues of all kinds and who are TRUSTED, EVERYDAY, EVERYWHERE. Please rise and join in a toast to the Canadian Corps of Commissionaires."

Read more about the Awards Dinner on pages 6 & 7.

This issue of *Corps Rappport* is filled with awards and recognition of our commissionaires and the recent activities of CNS.



Colonel David Fairbanks

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Chairman's Corner...

With the holiday season behind us, we can now look forward to the New Year and the future, and if "past is prologue", CNS can look forward to a productive and successful 2014.

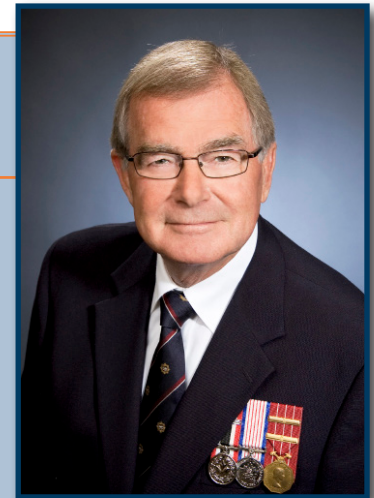
Over the last few months the CEO and CNS Leadership Team have worked through the challenges of the difficult government cut-backs of last year. Our expectation is that the worst is behind us, and that our future depends on us doing a better job of selling ourselves and our services in a very cost and value-conscious commercial marketplace. With that in mind, the Leadership Team has met and engaged with commissionaires and supervisors from Sydney to Yarmouth, and is now fully focussed on the "Commissionaires First" campaign and a re-invigorated marketing strategy to promote the professional, reliable and trusted security services provided to our clients by commissionaires, everyday, everywhere.

In recent months, the Board of Governors and CNS Leadership Team have taken part in professional development initiatives to grow our strategic skills

in risk management. As a not-for-profit organization, we must be proactively preparing for changes in our industry and the greater economy. The Board of Governors has full confidence in the Leadership Team and all commissionaires as we move forward.

This edition of *Corps Rapport* features the many awards achieved by Nova Scotia's commissionaires over the past six months. All the award recipients have earned our appreciation and congratulations; they exemplify the commitment and contribution each commissionaire brings to the community, the Corps and the clients we serve.

On behalf of the Board of Governors, I wish all commissionaires, our clients, and all friends of the Corps, a safe and secure new year.



**Lieutenant Colonel
Gordon Davis**

Remembering our Fallen Heroes and Giving Back

This past fall CNS paid tribute to its very core; veterans. November saw the laying of wreaths across the province as well as the "Thanks" remembrance campaign with commemorative messaging and National commissionaire survey results. Overwhelming public support was found for veterans; 94 per cent surveyed believe Canadians have an obligation to ensure veterans find meaningful employment after they've finished service in the CF. We think so too.

One of the ways CNS reached veterans in the community was through a contribution to a Royal Canadian Legion initiative. On December 18, 2013, CNS CEO Bruce Belliveau, on behalf of the CNS Veteran Support Committee, presented the Royal Canadian Legion Executive Director, Valerie Mitchell-Veinotte, of the Nova Scotia/Nunavut Command, Sobeys Gift Cards for ten veterans in need during the holiday season (see top photo).

CNS employees also chose to "give back" over the holidays. The DND Fire Watch team pulled together and raised \$1,200 for Christmas Daddies (see bottom photo of Lloyd Brewer presenting donation) and Headquarters staff sponsored two families through Feed Nova Scotia's Adopt-a-Family program and prepared 25 shoe boxes for Samaritan Purse's Operation Christmas Child program!



Board of Governors' Commendations

The CNS Board of Governors has a special commendation that recognizes commissionaires whose superior performance through volunteerism, community service, good citizenship or exemplary deeds, brings credit to CNS. Two individuals were awarded this honour in the last six months; Charles Barclay and Elizabeth MacDonald.

Charles Barclay, a commissionaire at the Colchester East Hants Health Centre, has spent 20 years with Scouts Canada contributing to the education of young people by helping develop their leadership skills and self-esteem through participation in the community. Charles is involved weekly with scout night, on various weekend events and summer camps. Charles has also spent the last ten years giving many hours to the Community Volunteer Income Tax Program. This program is a resource to citizens during tax season, for example to seniors requiring assistance or to those who cannot afford to pay to have their taxes done. It is clear Charles provides priceless work to his community to make it a better place, both for current citizens and the development of future citizens. The CNS Board of Governors has awarded Charles with a Board of Governors' Commendation for extraordinary care and assistance and the example he sets to his fellow commissionaires.

Elizabeth MacDonald is part of the CNS Headquarters staff at the Cape Breton District Office. While her hard work and talents are noticed in the office, her community benefits from these attributes as well. Elizabeth has spent the last four years as a volunteer firefighter with North Sydney Fire Services. As a first responder, her impact on the community is evident in every call she attends; Elizabeth and her fellow firefighters regularly preserve residents' properties, pets' lives and even people. This dedication to duty, both as a firefighter and full-time commissionaire, represents an excellent example of what commissionaires are made of. Elizabeth and her son, Commissionaire **Scott MacNeil**, were featured on the front page of the last issue of *Corps Rapport* and Elizabeth has been awarded a Board of Governors' Commendation for her commitment to helping others.



L-R: CEO Bruce Belliveau; Charles Barclay; Governor Tom Bennett



L-R: Elizabeth MacDonald; Governor Ian Macintyre

CEO's Commendations

Commissionaires are hired by clients for a multitude of service and expertise requirements, but *prevention* and *protection* are common needs across the board. The CEO's Commendations announced below were awarded to deserving commissionaires who demonstrated these exact qualities at their respective sites. Conditions may change between industries and locations, but *prevention* and *protection* are ingrained into commissionaires through training and experience. It's what we do.

John Morrison, Marine Atlantic, has been awarded a CEO's Commendation for his professional guidance and timely decision-making following the discovery of unauthorized persons attempting to access the site. The incident occurred at 3:00am April 17, 2013 when John immediately took appropriate steps to ensure control of the facility, preventing the intrusion and any potential detriment. The client was very impressed with John and his team's actions, continuing the foundation of trust and respect Marine Atlantic has for CNS.



L-R: John Morrison; CEO Bruce Belliveau



CEO's Commendations Continued...

On April 20, 2013, **Bradley McKenzie** prevented a physical confrontation from becoming a tragic event. Bradley was on foot patrol at Saint Mary's University when he became aware of a physical dispute between three males. Using a progressive response, Bradley first announced his presence as he made his way to the group's location. It became clear that a victim had been robbed, found bleeding and distraught. The two perpetrators ran from the area when they recognized the security officer. Bradley maintained a professional demeanor and offered first aid to the victim while summoning the appropriate authorities to investigate further. Bradley has been commended for his quick and heroic intervention, which may have prevented a much more serious incident.

Keith Burton and **Kevin LeBlanc**, commissionaires at Marine Atlantic, have both received CEO's Commendations following an emergency situation in the spring of 2013. They were recognized for their immediate response and precise execution of client protocol in a potentially dangerous event. The client was extremely pleased with Keith and Kevin's quick and professional actions. It is encouraging to see commissionaires take their responsibilities very seriously and that our quality service is recognized by clients such as Marine Atlantic.

Left Photo L-R: Kevin LeBlanc; CEO Bruce Belliveau.

Right Photo L-R: Keith Burton; Peter Jessome, Cape Breton District Manager



L-R: CEO Bruce Belliveau; Bradley McKenzie; James Guptill, Saint Mary's University Site Supervisor



On December 17, 2013, the staff at Colchester East Hants Hospital threw **Sonny Parker** a celebratory farewell party for his dedication to the organization for the past 14 years. Sonny spent ten years at the Colchester Regional Hospital before moving over to the new hospital site, Colchester East Hants Medical Centre. Sonny played an integral role in the development and maintenance of policies and procedures for the new site, implementing improvements to parking enforcement, and making positive changes to operations and morale over the years. He oversaw the security team as Site Supervisor and built a team atmosphere by instilling pride in staff and promoting the image and voice of CNS in the Northern District. At his farewell party, CEO of Colchester East Hants Health Authority, Peter MacKinnon, spoke of Sonny's high level of dedication, discipline and leadership. CNS CEO Bruce Belliveau also thanked Sonny for his loyal and exemplary service to the Corps by presenting him with a surprise CEO's Commendation!



L-R: Peter MacKinnon, CEO, Colchester East Hants Health Authority; Charles Barclay; Sonny Parker; CEO Bruce Belliveau; Mike Jay

Long Service Award Qualifiers & Recipients

5 Years *		12 Years**		17 Years**	22 Years**	27 Years**
July 2013						
Barron, Gerald Cottrell, Beverly Higgins, Yvonne Pitchuck, Laura Rhynold, Colleen Sabisch, Gerald		Finney, Elsie Hillier, William LeBlanc, Kevin Morine, Ingrid Perry, Richard Simmons, Barbara		White, Bonnie Woods, Kenneth	Jenkins, Bruce Murphy, Michael Nicol, Russell Stokes, Firth	Bernier, Jean Bourgeois, Paul Dunlop, John
August 2013						
Carroll, Bruce Haight, Thomas Harris, Edward Jamieson, James MacIsaac, Joyce MacKenzie, Michael Nelson, Joanne O'Shaughnessy, John		Piraino, John Power, Gerald Quann, Mona Shepherd, Joyce Smith, Terrence Tidgwell, Allan		Anketell, Randolph Bennett, Floyd Blagdon, Brian Dwyer, John Gallagher, Margaret Gavel, Daisy	Scammell, Francis Smith, John	Connor, James
September 2013						
Bell, Linda Braun, Pierre Canning, Brian Gero, Richard Harrison, David Holt, Glen		James, Anne O'Brien, Stewart Quigg, Edward Sams, Muriel West, Ronald Woods, Michael		Arsenault, Jean-Paul Atkins, Terrence Checkley, Wayne Clark, Michael Cottrell, William	Noble, Bryan O'Driscoll, Aiden Tulk, Kevin	Stewart, George
October 2013						
Brown, David Burton, Beverly Hamilton, Palmira Johnson, Andrea MacNeil, Kevin McDonald, Thomas		Webber, Terry Woodill, David		Doiron, Joseph Gillies, John Murray, Bruce Parris, Gerald Pottie, Susan Wheten, Wilfred		McFadden, Samuel
November 2013						
Dowling, Joseph Elliott, Hugh Gillespie, Robert Gillis, Clarence Hamilton, Diane		Moores, Danny Peori, Hector		Baigent, Krista Noble, Sharon		Ferguson, Warren Hogan, Thomas
December 2013						
Cullen, Thomas Davis, Raymond Donovan, James Edwards, Anthony Fahie, Keith Flemming, William Grandy, Bertam Graves, Brian Hoeg, Robert		Lee, Richard MacAlpine, Gerald Oxner, Garth Ran, Abdi Richard, Paul Sims, Paul Spicer, Garnet Tiller, Cynthia White, Roderick		Height, Stephen Kane, Ileen MacKenzie, John	MacCallum, Michael	

* Awarded monthly.

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



CNS Annual Awards Dinner

On September 21, 2013, nearly 200 commissioners and guests gathered for the 21st Annual Awards Dinner at the Westin Nova Scotian. CNS graciously welcomed special guests of the evening, His Honour Brigadier-General the Honourable J.J. Grant, Lieutenant Governor of Nova Scotia, and her Honour Mrs. Joan Grant. 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.

The Awards Dinner was an enjoyable night of recognition for those who received awards and medals, as you'll read below, and for all those who serve CNS and its clients with dedication and integrity. We celebrated the year's achievements with a delicious three-course meal in a less formal format than previous years, and enjoyed many excellent door prizes donated by our generous sponsors (see below).

Commissionaire's Distinguished Service Medals

The Commissionaire's Distinguished Service Medal recognizes service above and beyond the faithful performance of duty. It is awarded by the National Honours & Awards Committee of Commissionaires Canada and is a particularly exceptional honour. This year there were three recipients: **Raina Neville**, **Gerry Parris** and **Daisy Gavel**. Raina was selected for outstanding dedication, compassion and leadership as Site Manager at DND, and for her role as CNS Acting Director of Operations in September and October 2012. Gerry was selected for extraordinary contributions, leadership, and commitment to improving systems and procedures at the Halifax Harbour Bridges sites. Daisy was recognized for her quick response and assistance to a restaurant patron who was choking – a potentially life threatening situation and for her continued dedication to CNS and her community, particularly the Sea Cadet Program.

Linda Lushington Award for Safety Excellence

The Linda Lushington Award for Safety Excellence was introduced for the first time at the 2012 Awards Dinner. It was created in honour of Linda Lushington to recognize the enormous contributions she made to instill safety in the CNS culture during her time as Safety Manager (2008-2010). This annual award recognizes the CNS worksite that best demonstrates commitment to safety in the workplace by meeting a stringent set of criteria. This year's recipient is the National Research Council site. Receiving the award on behalf of the National Research Council team was Site Supervisor **Bill Hobson** and **Bill Camp**, presented by **Governor Barry Wark**.

Door Prize Sponsors and Winners: Murphy's the Cable Wharf – Theodore Tugboat Family Pass (**Bob Noakes**); Coca Cola – Golf Shirt and Lyreco – \$50 Pre-paid Mastercard (**Kenneth Ritchie**); St. John Ambulance – First Aid Kits (**Russell Blenkhorn** and **Grant Josey**); Purveyors of Fine Wines & Spirits – Assortment of T-Shirts, glasses and umbrellas (**William Camp**, **Daisy Gavel**, **Peter MacAulay**, **Ronald MacKenzie**, **Barbara Simmons** and **Wayne Smith**); Discount Car & Truck Rentals – Three day car rental and The Westin Nova Scotian – One night stay & breakfast for two (this grand prize winner was **Art Gilbert**).



L-R: Raina Neville, Gerry Parris, and Daisy Gavel



L-R: Bill Hobson, NRC, Governor Barry Wark; Bill Camp, NRC



Commissionaires' Long Service Medals

The Commissionaires' Long Service Medal is awarded for 12 years of service within the Corps. A silver bar is added at 17, 22 and 27 years and all are replaced with a single gold bar at 32, 37 and 42 years. Silver and gold rosettes are added to the ribbon bar at the same milestones. This award year runs from October 1, 2012 to September 30, 2013. During this time, 95 commissionaires achieved long service milestones; a demonstration of dedication and loyalty by so many this year. The following members were at the Awards Dinner to receive their awards:



Above Photo L-R Back: **Daisy Gavel**, 12 years, CNS Headquarters; **Roger Godden**, 17 years, Windsor Park; **Jean Bernier**, 22 years, Dockyard. L-R Front: **Francis Scammell**, 17 years, Cobequid Pass; **Bruce Jenkins**, 17 years, Conrad's Transport; **Duncan Baxter**, 22 years, CFIUSS Trinity



Above Photo L-R: **Governor Rick Orlando**, 17 years; **Governor Gordon Davis**, CNS Board Chair; **Governor Marjorie Hickey**, 17 years



Above Photo L-R Back: **Malcolm Zinck**, 12 years, Government Mail Services; **Jean Nolet**, 22 years, Environment Canada; **David Fell**, 22 years, Canada Revenue Agency. L-R Front: **Jerry Campbell**, 27 years, CNS Headquarters; **Aiden O'Driscoll**, 12 years, Museum of Natural History; **Firth Stokes**, 17 years, General Dynamics



Above Photo L-R Back: **Hubertus Van Den Heuvel**, 22 years, HRM Spare; **Kenneth Ritchie**, 12 years, HRM Spare; **Harold MacDonald**, 17 years, HRM Spare; **Barbara Simmons**, 12 years, Kentville Research Station. L-R Front: **Karl Carvery**, 12 years, Camp Aldershot; **Ghislaine McIlwrick**, 12 years, Camp Aldershot; **Emerson Schofield**, 17 years, Camp Aldershot



Above Photo L-R Back: **Wayne Checkley**, 12 years, HRM Spare; **Robert Belliveau**, 12 years, HRM Spare; **Wayne Smith**, 17 years, IMP Group; **Ingrid Morine**, 12 years, Yarmouth Airport. L-R Front: **Edison Howatson**, 12 years, Marine Atlantic; **Bob Noakes**, 12 years, HRM Spare; **Ronald Lafleche**, 12 years, Halifax Stanfield International Airport

Long Service Medals

While all long service awardees are encouraged to attend the Awards Dinner in September, some choose to attend their district awards function, or receive their medal, certificate and cheque at their worksite. The following photos are of commissioners who were presented their awards outside the Awards Dinner:

27 Years



David King
FMF Cape Scott Fire Watch

22 Years



Paul Webster
Halifax Regional Police

17 Years



Michael Murphy
14 Wing
Greenwood



Harold Carrigan
Halifax City Hall



John Smith
FMF Cape Scott
Fire Watch

12 Years



Kevin LeBlanc
Marine Atlantic



Kevin Tulk
Halifax Regional
Police



Alonzo Wilson
FMF Cape Scott
Fire Watch



Ronald Henry
FMF Cape Scott
Fire Watch

Those specifically receiving their 12 Year Long Service Medals had the option to be presented their award at a special investiture ceremony at Government House on October 9, 2013. The Lieutenant Governor of Nova Scotia, His Honour Brigadier-General the Honourable J.J. Grant presented the following (eight) 12 Year Long Service Medals.

L-R: Governor Dusty Miller; Michael Clark, CNS Headquarters; Angela Leblanc, Johnson Building; William Cottrell, Dartmouth Coast Guard; Charla Dorrington, CNS Headquarters; Her Honour Mrs. Joan Grant; His Honour Brigadier-General The Honourable J.J. Grant; William Hillier, Pratt & Whitney; Kenneth Woods, Province House; Bryan Noble, Dockyard; John Martin, CNS Headquarters; CEO Bruce Belliveau



Long service medals were also awarded to the following commissioners, for the October 1, 2012-September 31, 2013 year, who did not have their pictures taken:

27 Year Bar

Douglas Anthony
James Connor
Joseph Gurney
Leslie Ransom

22 Year Bar

Paul Bourgeois
John Dunlop
Jeanette Eilke
Kevin Kuehl
William MacLeod
Victor McLean
James McNeil
Harris Rooney
George Stewart
Charles Swan
Thomas Tonks

17 Year Bar

David Carson
Jack Chamberlain
George Clyke
Rene Cormier
Joseph McLaughlan
Bruce Morgan
William Myles
Russell Nicol
Author Verge
Wayne Vokey
Allan Wilson

12 Year Medal

Randolph Anketell
Jean-Paul Arseneault
Terrance Atkins
Floyd Bennett
Brian Blagdon
Ross Bucknam
David Callaghan
John Cann
John Dwyer
David Finney
Elsie Finney
Sandra Foster

Margaret Gallagher
John Gorman
Donald McElhone
Dave McGrath
Terrace McKiel
Douglas O'Brien
Richard Perry
Jacqueline Reddick
Charles Spencer
Richard Stewart
Bonnie White

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 July - December 2013:



Donald Curran
Loran Morrison
Gerry Mannette
Kent Wilkins



In Memoriam

We announce with regret the passing of the following commissionaires:

Ann Mongeon, Stillwater Lake, Aug 4, 2013. Ann joined the military police branch of the Canadian Forces in 1979 and retired in 1995. She joined CNS in 2011 and spent several years working at the Halifax Stanfield International Airport before competing for, and attaining, the position of DND Victim Services and Criminal Background.

Patrick White, Upper Tantallon, Sept 28, 2013. Patrick joined the military as a Weapons Tech in 1955 and was posted to many locations across Canada before retiring in 1975. Patrick joined CNS in 1983; some of the sites he served during his time included the Department of National Defence, Stadacona Base, Workers' Compensation Board, Windsor Park, Canadian Broadcasting Corporation and Halifax Regional Police.

Arthur LeBlanc, Lake Echo, Nov 28, 2013. Arthur spent 20 years working for Nova Scotia Power before entering the security industry in 1998. He worked for Securitas for six years and then joined CNS in 2004. During his time with CNS, he worked at many locations: the Carlton Annex, Halifax Port Authority, Maritime Helicopter, 12 Wing Shearwater and the Canadian Forces Ammunition Depot.

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

Joseph Frost Wilford, Dartmouth, July 8, 2013

John William Enslow, Lawrencetown, July 27, 2013

Robert Gordon Hutchings, Bedford, Sept 14, 2013

Stanley Michael King, Halifax, Oct 1, 2013

Gordon Hawkins, Cole Harbour, Oct 15, 2013

Aubrey Rushton, Truro, Dec 5, 2013

John Joseph White, Greenwood, July 15, 2013

Raymond Chaulk, Halifax, Aug 8, 2013

Alex Foster Boyles, L'Ardoise, Sept 15, 2013

Norman John Carmichael, Eastern Passage, Oct 8, 2013

Gerald Angus MacAlpine, Halifax, Oct 16, 2013

Douglas Munroe, Halifax, Dec 25, 2013



An Educational Emphasis

CNS Invests in Six Students' Future

The CNS Board of Governors awarded six \$1,500 Educational Awards to deserving children and grandchildren of Nova Scotian commissionaires in the fall of 2013.

The award amount was increased from \$1,000 to \$1,500 this past year and to-date a total of \$65,000 has been presented. As a not-for-profit corporation, CNS' mandate is to seek employment for veterans of the CF and RCMP. Assisting the families of commissionaires in this way is just another means of taking care of its employees.

This annual program was implemented in 2002 and each year provides spouses, children and grandchildren of serving commissionaires the opportunity to apply for the Educational Awards to assist with their full-time post-secondary education. Applications are reviewed by the Human Resources Committee of the Board of Governors in July of each year and awardees are selected based on scholastic achievement, community service and extra-curricular activities.

This year's recipients were: Gordon Gear, a fourth year student at St. Thomas University; Matthew Lahey, a first year student at Acadia University; Melissa O'Brien, a first year student at Acadia University; Olivia Ogden, a first year student at Memorial University; Breagh Ross, a first year student at Mount Saint Vincent University; and Gregory Ross, a second year student at Acadia. The educational awards were presented to these six students in the districts where their nominating commissionaires work.

Congratulations to all of this year's recipients and best of luck in your studies!



Ronald Gear, Marine Atlantic (right), accepts the award on behalf of his son, Gordon Gear, from Krystal MacLean, Cape Breton District Office.



*Above: Matthew Lahey (left centre) is presented his award by Regional Manager **Arnie Arnott** (right centre), and is accompanied by his parents **Charlie Lahey** (left) and **Jannie Lahey**, HRM Spare.*



*Left: Melissa O'Brien's (middle) presentation was made at Province House, where her grandfather, **Kenneth Woods** (centre right), works. **CEO Bruce Belliveau** (centre left) and District Manager **John Martin** (left) presented the award with special guest **Ken Greenham**, Province House Sergeant at Arms (right), who is a former commissionaire himself!*



Below: Gregory Ross (right) stands with his sister (centre right), Meghan Ross, mother, Laura Boudreau (centre left), and grandfather, Paul Boudreau, 14 Wing Greenwood.



Above: Keith Burton, Marine Atlantic, presents his step-daughter, Breagh Ross (middle) with her award, who is accompanied by her mother, Frances Burton (left).

Above: Olivia Ogden stands in receipt of the award with her grandfather, Michael Ogden, DND Dockyard.



Commissionaire Academic Upgrading

CNS values continuous learning and training. While in-house this is demonstrated by required refresher/update courses, commissionaires are also encouraged to seek outside educational opportunities that contribute to current areas of expertise or that build new skill-sets. CNS has an academic upgrading program in which all serving commissionaires may apply for reimbursement of eligible courses. Applicants may be reimbursed up to 75% of the course tuition to a maximum of \$500 per fiscal year (\$2,000 lifetime total) upon successful completion of the course. To-date, 25 commissionaires have received a combined reimbursement of \$8,856.88.

Fiscal year April 2013-March 2014 has already seen two commissionaires take advantage of this benefit. **Theresa Yetman** of Halifax Stanfield International Airport has sharpened her computer skills by taking two sets of computer courses; Office Suite and Excel at Nova Scotia Community College. **Jim Stallard** from the Museum of Natural History wanted to become more proficient in French and has so far taken two of three French courses at the Alliance Francaise. CNS was able to assist these commissionaires by reimbursing 75% of their course fees. Congratulations go to these commissionaires who have taken on new studies while serving the Corps full-time. All employees are encouraged to find out more about this program if they are interested in furthering their skills through outside education.



L-R: Theresa Yetman; CEO Bruce Belliveau; Jim Stallard

CEO's Corner...



**Commodore
Bruce W. Belliveau**

The New Year is often a conflicting time for many. It is a time for reflection of the past year's events which can be both happy and sad. It is also a time for renewal and hope at the future's prospects. This edition of *Corps Rapport* is full of happy reflections on the many awards that have been given over the last six months of 2013. I can attest that one of my first duties in office was to present a site commendation to the team working cruise ship security at the Halifax Port Authority and one of my last official duties of the year was to present Sonny Parker a CEO's Commendation at his retirement ceremony in December. I was also delighted to hear of several client-based acknowledgments. In October, **Carl Smith** of the Land Force Atlantic Area Training Centre Detachment Aldershot, was presented the 5 Canadian Division Training Centre Commander's Coin for his outstanding performance in support of an Exercise Swift Return. Another commissioner, **Randolph Anketell**, was presented a Gold Medal Award from his site, Halifax International Airport Authority, in recognition for exceptional customer service. These events are always joyous and so many have taken place, as you have seen in this issue. My heartfelt congratulations go to all who have been so deservedly recognized by these awards.

Much more has taken place as well. Many of you have lost loved ones over the year and dealt with other struggles. We suffered significant job losses through the DND cutbacks. The DND Fire Watch had 15 positions cut in November and we continue to try and find employment for all that have been affected. And yet, the Fire Watch team pulled together and

raised \$1,200 for Christmas Daddies; a testament to the fact we continue in service to Canadians despite our own hardships and an example for us all to heed. Yes, 2013 was a tumultuous year with many successes and some disappointments, but it is now behind us and we must look to 2014.

So what's next? The Regional and District Managers will be embarking on a new promotional program aimed at developing our commercial client base that will offset last year's federal government cuts. Our goal over the next year is to implement a client-centric approach that is more engaging and focused on how we can best meet our clients' needs. This will include creating greater brand awareness, re-establishing connections with our highly-valued existing clients and approaching potential clients instead of waiting for new business to call. In the highly competitive marketplace we find ourselves in, it is clear we must be more proactive in making CNS not only the largest security company in the province, but recognized as the best. We all have a role to play in this, as I have outlined in previous articles under the "Commissionaires First" campaign.

I look forward to getting out to the sites in the New Year to meet you and share your ideas on how we can do better, together. From my family to yours, we wish you health and happiness in 2014.

Corps Rapport

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"What makes you a Proud Commissionaire?"

We want to know what it means to YOU to be a commissionaire. In keeping with the "Commissionaires First" Campaign, employees are invited to share their pride by submitting a brief testimonial on why commissionaires are unique. Your testimonial may be highlighted in a feature article in the next *Corps Rapport* and all those who make a submission will be entered in a draw to win a surprise gift bag! Please send your submission to Laura at Imacgregor@commissionaires.ns.ca. Deadline for submissions is March 1, 2014.

Editor & Graphic Design..... Laura MacGregor

