

COMMISSIONAIRES NOVA SCOTIA *Corps Rapport*

ISSUE #27

JULY - DECEMBER 2015

Commissionaires at Halifax Harbour Bridges recognized for outstanding commitment to service and safety to the public

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Chair's Corner...

Welcome to this issue of *Corps Rapport!* It has been a tumultuous past six months: the tragic events in Paris, the federal election, the state of affairs in the Middle East and the Syrian Refugee crisis. There seems to be no end to the requirements for increased security in the world. Commissionaires Nova Scotia (CNS) stands ready to assist in whatever way is possible. We are lucky to live in Canada, and even more so, to have Commissionaires as an experienced, professional security company to look after many aspects of our freedoms.

The CNS Board of Governors believes commissionaires are worth their weight in gold, and the CNS Leadership Team very much tries to negotiate the best possible job opportunities that actually pay for experience and quality service delivery. I am pleased to report CNS has grown from 1600 last year to over 1700 commissionaires at present. This is due to the hard work and efforts of our CEO, the Leadership Team, HQ Staff and the quality of all in the field. Many thanks, congratulations and keep up the good work as we continue to grow.

The Board is a very experienced group consisting of business people, lawyers, doctors, authors, five Honourary Colonels, retired Navy, Army, Air Force, RCMP, professional men and women – all are represented. I want to pay a special thanks to them for all of their volunteer time and their great sense of camaraderie and interest in keeping CNS as the preeminent security company in the province. Out of their many overseeing requirements this year, they approved and authorized our Strategic Plan and the associated Business Plan for the next three years. For 2015, one of the Board's committees, the Veterans' Support Committee, provided over \$14,000 for specific requirements at hospitals in the

Province to benefit veterans who find themselves under long-term medical care (details of these contributions are found in this issue on pages 8-9).

Board Governor Colonel Ian and Mrs. Mia Macintyre retired from our Commissionaires family early in the New Year. Ian is a past Honourary Colonel of the Cape Breton Highlanders and a huge pillar in his community in Cape Breton – we will miss his wise counsel. I want to thank them both for being such wonderful members of Commissionaires and wish them well in retirement! (See page 13 for more).

I want to pay a special thank you to our Lieutenant Governor Brigadier-General, the Honourable J.J. Grant and Her Honour Mrs. Joan Grant. His Honour was a Governor of Commissionaires for 25 years and a former Chair of the Board so it is no wonder he pays us special attention. His Honour is also our Honourary Patron. This year, once again, we had the privilege of His Honour hosting our 12 Year Long Service Award presentations at Government House, and Their Honours have personally attended a number of our special events.

As we progress in 2016 there is a real requirement for professional, quality service in the security industry. Commercial companies cannot match the years of training our ex-military, RCMP and Police members provide. Striving for excellence is a daily performance objective which I know commissionaires in this Province are fully aware of. We are growing and heading in the right direction. There is much to look forward to in 2016 and meeting any of the challenges that may lie ahead. All the best.



**Vice Admiral
Duncan Miller (Ret'd)**

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CEO Commendations

Noticing the details, and acting on them...

Commissionaires are well-trained to identify and handle medical emergencies with a calm and quick approach. **David Wayne Parker**, Site Supervisor at King's Riverside Court in Kentville, demonstrated this explicitly on October 7, 2015 when a fellow commissionaire started to act a bit 'funny'. David, like many commissionaires, is able to pick up and act on fine details and discrepancies in people and situations. And it's a good thing he did, as later, it was found out David's staff member was experiencing a medical emergency. David already had the commissionaire at the hospital when the situation escalated and fortunately hospital attendants were able to immediately assist. The commissionaire's family later indicated both they and the staff at the hospital believe if David had not acted as quickly as he did, the situation would have turned out much differently. For David's clear thinking, prompt actions and care, he was been awarded a CEO Commendation.

When dealing with difficult people...

Commissionaires at Marine Atlantic work with the public all day, every day and it can take special care and experience to discern irregular and dangerous behaviour. **Stephen Shea** has received a CEO Commendation for his professional and non-threatening approach in dealing with a distraught individual on August 1, 2015. Using his former Military Police experience, Stephen's quick steps prevented the individual from hurting himself or others in the surrounding area, and to maintain the safety and security of the Marine Atlantic site.



Photo L-R: **Bruce Belliveau**, CEO, CNS; **Stephen Shea**; **John Trickett**, Manager Corporate Security and Emergency Preparedness, Marine Atlantic



Board of Governors Spotlight

Cdr Heather Armstrong (Ret'd) **Appointed to the Veterans** **Ombudsman Advisory Council**

We congratulate CNS Board Governor **Cdr Heather Armstrong (Ret'd)** in her recent appointment to the Veterans Ombudsman Advisory Council! She joins other council members from across the country who provide advice to the Veterans Ombudsman, Chief Warrant Officer Guy Parent (Ret'd), regarding possible veteran systemic issues, and the well-being and fair treatment of all veterans and their families. What an honour! We thank and congratulate Cdr Armstrong for her contributions to CNS and the broader veteran community.

Cdr Armstrong joined the Board in 2014 and serves as a member on the CNS Human Resources Committee and the CNS Veterans' Support Committee. She served 25 years in the Regular and Reserve components of the Canadian Armed Forces in the Personnel and Logistics Branches followed by 10 years as a civilian in Chief of Military Personnel in National Defence Headquarters. Cdr Armstrong is Past President of the Naval Officers Association of Canada (Ottawa Branch), and is currently a member of the Order of St George, the Naval Association of Canada, the Canadian Naval Memorial Trust, and the Association of Canadian Logisticians.

What a valuable resource it is to have Cdr Armstrong's wisdom, background, and passion on our Board.

Community Snapshots

Commissionaires Pay it Forward to Nova Scotia Veterans in Need

CNS has a long history of supporting the veteran community in Nova Scotia. Its very existence is to provide employment for former members of the Canadian Armed Forces and RCMP, but even more than that, this not-for-profit contributes resources to veteran initiatives whenever possible.

On December 16, 2015, CNS supported two important programs for veterans; Paws Fur Thought and The Royal Canadian Legion (RCL) Nova Scotia/Nunavut Command.

CNS presented a \$1,000 cheque to Paws Fur Thought in support of its service dog campaign that assists veterans who suffer from Post-Traumatic Stress Disorder (PTSD). Medic Cousineau, a retired Air Force Captain, started Paws Fur Thought in partnership with the NS/NU Command of The Royal Canadian Legion to raise awareness about PTSD and help pair veterans with service dogs. Specially-trained service dogs assist their owners with symptoms such as depression, night terrors, panic attacks, addictions, and anxiety. The intensive training can cost \$3,500-\$10,000 per dog, which is where Paws Fur Thought comes in; to help provide the funds.

Ten \$100 Sobeys gift cards were presented to The Royal Canadian Legion in support of veterans in need over the holidays. Since 1926 the RCL has extended emergency support to veterans and their families in need of assistance.



Photo L-R: Medic Cousineau, Founder of Paws Fur Thought (and Thai the service dog); Cdr Heather Armstrong (Ret'd), Board Governor, CNS; Steve Wessel, President, The Royal Canadian Legion Nova Scotia/Nunavut Command; LCdr Heather Mackinnon (Ret'd), Board Governor, CNS; Bruce Belliveau, CEO, CNS



Photo L-R: Cdr Heather Armstrong (Ret'd), Board Governor, CNS; Steve Wessel, President, The Royal Canadian Legion Nova Scotia/Nunavut Command; LCdr Heather Mackinnon (Ret'd); Board Governor, CNS (and Chair of the CNS Veterans' Support Committee); Bruce Belliveau, CEO, CNS



Commissionaires at the Halifax Stanfield International Airport entered the Trim a Tree for Charity contest with military-themed décor and CNS colours! The tree was decorated by Maureen Brown, Mona Quann and Carole Allen.



CNS graduates its first online CSOC class!

CNS now provides an online option of its entry-level Commissionaires Security Officer Course (CSOC). E-learning allows students to study the first part of the course (equivalent of five class days) online at their own space, pace and time. Once they complete this component, the students finish the course with three days in the classroom. It is a good fit for many of our potential employees and allows for more training to be delivered. The program has been well-received and to-date we have graduated eight online classes. CNS is looking at making more of its training available through e-learning.

Northern District Event Riverbreeze Farm and Corn Maze

On Saturday, September 19, 2015, Northern District commissionaires and their families had a blast celebrating the harvest season!



Commissionaire elves partnered with CBC for Feed Nova Scotia Day in December to collect donations around the city. Thanks to Jylene Ryan, Joe LeBlanc, Bruce Belliveau, Anne James and Charlene King for volunteering! This year over \$93,000 was raised along with 10,630 kgs of food!



On behalf of CNS' Veterans' Support Committee, Bruce Belliveau (left) CEO, CNS, made a \$500 presentation to Douglas S. Thomas (right), Executive Director for the Canadian Naval Memorial Trust to support its initiatives.



Site Commendation

Commissionaires at the Halifax Harbour Bridges recognized for outstanding commitment to service and safety to the public

Halifax Harbour Bridges (HHB) holds a very special place among the vast array of clients serviced by CNS, with some of the most unique commissionaire roles and responsibilities found anywhere in the province.

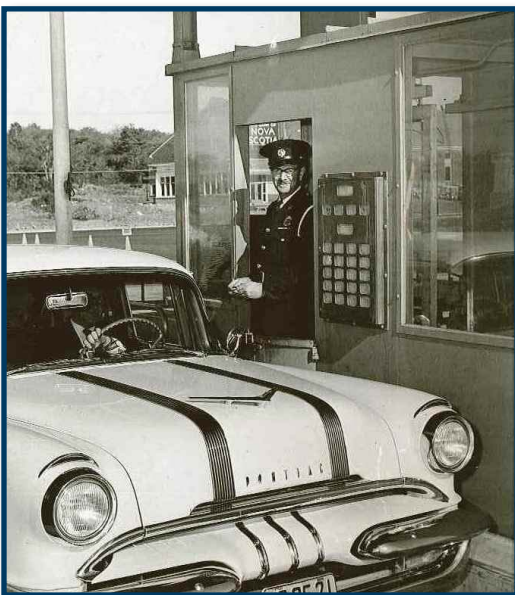
CNS' historic partnership with the bridges goes all the way back to when the first bridge, the Macdonald Bridge, opened in 1955, where commissionaires were hired for security and operational services from the very beginning. When the MacKay Bridge later opened in 1970, approximately 30 commissionaires were employed by what was then the Halifax-Dartmouth Bridge Commission.

Today over 75 commissionaires are contracted to manage toll booth operations and traffic services, as well as provide security for both bridges. Some of their roles include camera surveillance, bridge patrol and emergency response. Most recently, Commissionaires' services expanded to include operating HHB's shuttle bus service that assists commuters during the Big Lift project and tow truck services that immediately remove stalled vehicles from the bridges to keep traffic flowing efficiently.

On December 8, 2015, HHB and CNS joined together in recognizing the Commissionaires Team with a Site Commendation. Commissionaires packed the meeting room to receive acknowledgement for their professionalism, team work and due diligence demonstrated by all watches that support traumatic stress events.

Steve Snider, CEO and General Manager for HHB spoke to commissionaires saying, "We are big supporters of Commissionaires. You are ingrained in the culture here [at HHB] and have always been considered family." Mr. Snider continued, "On a daily basis you implement our core values of safety and customer service to thousands of travellers, and you do it tremendously well."

A great sense of pride and camaraderie was felt by all in attendance.



Bruce Belliveau, CEO, CNS, also addressed the group, "You wear two hats here; one, as commissionaires representing the Corps' high standards of service and, two, as Halifax Harbour Bridges ambassadors and front line."

**A COMMISSIONAIRE OPERATES A
MACDONALD BRIDGE TOLL BOOTH
IN 1955, THE YEAR IT OPENED.**



Photo L-R: Steve Snider, CEO and General Manager, HHB; Gerry Parris, Site Supervisor, CNS; Bruce Belliveau, CEO, CNS



Photo L-R: Jimmy Johns, Senior Operational Chief, CNS; Bruce Belliveau, CEO, CNS; Paul Sims, Case Management Officer, CNS

He continued, "Commissionaires have demonstrated time and time again they can function as a unit and apply both their training and experience to respond to exceedingly difficult emergency situations." This is incredibly evident throughout the history of service at the bridges. We acknowledge and appreciate ALL bridge commissionaires past and present who, as a team, regularly go above and beyond for our client, HHB!

**APPROX. 105,000 VEHICLES CROSS THE
MACDONALD AND MACKAY BRIDGES ON
AN AVERAGE WORK DAY!**

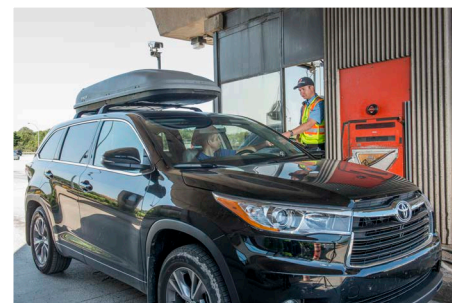
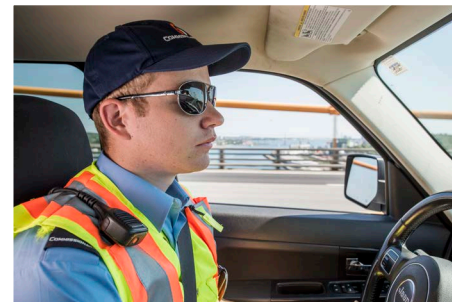


CEO with the four shift supervisors L-R: *Jocelyn Maclsaac; Stephen Ashton; Bruce Belliveau, CEO, CNS; Debbie Coffin; John Keeping*



CNS CEO, *Bruce Belliveau*, and Director of Operations, *Bill Brydon*, present the Site Commendations certificates to HHB commissionaires

**TODAY OVER 75
COMMISSIONAIRES
MANAGE HHB
TOLL BOOTH
OPERATIONS,
TRAFFIC SERVICES
AND PROVIDE
BRIDGE SECURITY.**



Right-side photos: Commissionaires performing their broad range of duties at HHB



In the Community

The Roméo Dallaire Child Soldiers Initiative

CNS was proud to sponsor a presentation by LGen Roméo Dallaire (Ret'd) and Mr. Stephen Lewis in September 2015. LGen Dallaire spoke about the innovative work his organization, the Roméo Dallaire Child Soldiers Initiative, is doing with the security sector to prevent the use of child soldiers around the world, and Mr. Lewis shared information about "Code Blue", a project he is leading to address the use of sexual violence as a weapon. The Roméo Dallaire Child Soldiers Initiative is based in Halifax, at Dalhousie University, and is having an impact globally on how military, police and peacekeeping forces are prepared to address child soldiers.



Photo credit: Danny Abriel
L-R: Stephen Lewis; LGen Roméo Dallaire

Commissionaires continues to assist Nova Scotia veterans with long-term care needs

Veterans' Support Committee has made five presentations to long-term care facilities across the Province

The CNS Veterans' Support Committee's (VSC) mandate is to assist veterans in hospitals and institutions across the Province by helping to improve their well-being while in long-term care. This year, the VSC canvassed facilities with resident veterans, and asked them to identify projects for which a donation would be appropriate, and how the veterans living in their facility would benefit.

After deliberation and assessment by the VSC, projects at five facilities across Nova Scotia were accepted for funding from CNS. "Our continued involvement with veterans in long-term care facilities is a moral obligation," stated CNS CEO Bruce Belliveau. "The places we selected work hard to ensure the needs of veterans are met, and I couldn't be happier that Commissionaires was able to assist in some small way." The following presentations were made.

Cedarstone Enhanced Care – Truro

CNS presented a cheque for \$1,000 to Cedarstone Enhanced Care on December 10, 2015 to assist with the purchase of wound management equipment such as offloading booties, wedges and pressure relief mattress overlays.



Cedarstone Enhanced Care - Photo L-R: Bruce Belliveau, CEO, CNS; Angela MacMaster, Occupational Therapist, Cedarstone Enhanced Care; C/Supt Tom Bennett (Ret'd), Board Governor, CNS; and veteran Bill Murphy, who was a Navy weapons technician for 27 years (front)



Gables Lodge - Photo L-R: Bruce Belliveau, CEO, CNS; Jill Blaikie, Director of Recreation Services, Gables Lodge; Col David Fairbanks (Ret'd), Board Governor, CNS; and veteran resident Everett Hamilton (front)

Gables Lodge – Amherst

CNS presented \$1,100 to Gables Lodge on December 10, 2015 to assist with the purchase of a Thera-Glide rocking chair. This therapeutic chair is an enjoyable way for veterans to reminisce with friends and family, and reduce anxieties.

Harbourview Hospital Veterans Unit – Cape Breton

CNS presented a cheque for \$2,100 to the Harbourview Hospital Veterans Unit on November 18, 2015 to assist with the purchase of an adjustable dining table and also to help offset the cost of providing music for seniors. The group stands behind an adjustable dining table, one of the items CNS provided funding for.

Camp Hill Veterans Memorial Building – Halifax

The CNS VSC had the privilege of providing a \$5,000 cheque to Camp Hill Veterans Memorial Building to assist with the purchase of a ceiling lift to aid veterans getting up into their chair or back to bed.

The Meadows – Yarmouth

CNS presented a cheque for \$4,800 to The Meadows on December 18, 2015, to assist with the purchase of a wheelchair glider swing.

“There is a sense of joy even when an adult swings,” says CEO of The Meadows, Anna Babin. “This swing will offer an opportunity to involve families of all ages to enjoy a common activity with our residents.” Using a swing is not only a recreational activity, but is a symbol of independence and makes the residence feel more homelike. Studies show that a rocking motion is calming and lessens stress and anxiety.



Harbourview Hospital - Photo L-R: LCol Jennifer Addicott (Ret'd), Board Governor, CNS; Terri Dennis, Executive Director, Northside/Harbourview Hospital Foundation; Lorna O'Grady, Facility Manager; Bruce Belliveau, CEO, CNS; Marie McPhee, Director, Seniors & Restorative Care



Camp Hill Veterans Memorial Building - Photo L-R: Gaynor Prodger, Manager Health Services, Camp Hill; Kathy Aucoin, Manager Health Services, Camp Hill; Rebecca Dorey, Manager Health Services, Camp Hill; Elsie Rolls, Director, Veterans' Services, Camp Hill; LCdr Heather Mackinnon (Ret'd), Board Governor, CNS; Bruce Belliveau, CEO, CNS



The Meadows - Photo L-R: Bruce Belliveau, CEO, CNS; Cdr Heather Armstrong (Ret'd), Board Governor, CNS; Clarence Davis, veteran and resident at The Meadows (both he and his wife have been residents since 2010); Anna Babin, CEO, The Meadows; Lynn Leblanc, Recreation Manager, The Meadows



CNS Awards Program

CNS puts great value on loyalty and long service to the Corps. We pride ourselves on industry record-high retention rates and a history of dedicated employees. This formula has yielded a higher level of consistency and quality service to our clients, and ultimately the success of CNS.

We honour long serving members each year through our unique awards program. 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 gold bars at 32, 37 and 42 years. Silver and gold rosettes are added to the ribbon bar at the same milestones. Accompanying the award at 12+ years is a certificate and cheque.

The award year ran from October 1, 2014 to September 30, 2015. During that time, 96 commissionaires achieved long service milestones; a demonstration of dedication and loyalty by so many this year! Numerous recipients were presented their awards at the CNS Annual Awards Dinner, and others chose to attend a district function or receive their medal, certificate and cheque at their worksite. The following pages review the commissionaires who received their awards across the province for this past awards year. Congratulations to you all!

Annual Awards Dinner

On Saturday September 26, 2015, a crowd of commissionaires and guests gathered for the 23rd Annual Awards Dinner at the Halifax Marriott Harbourfront. CNS graciously welcomed special guests of the evening, His Honour Brigadier-General the Honourable J.J. Grant, CMM, ONS, CD (Ret'd) Lieutenant Governor of Nova Scotia, and Her Honour Mrs. Joan Grant. Additional special guests also included Peter Stoffer, a wonderful supporter of veterans, who was the candidate for the Sackville Eastern Shore riding. We were also happy to have with us F/L the Rev Father Gordon MacLean, who led us in Grace and read the list of commissionaires who passed away last year. It was an enjoyable night of recognition and celebrating the year's achievements with a lovely meal and many excellent door prizes donated by our generous sponsors (see below).

The photos of the commissionaires on the following page attended the Awards Dinner to receive their awards.

Door Prize Sponsors

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| <i>Desjardins</i> | <i>Barteaux Durnford</i> |
| <i>Lyreco</i> | <i>Moxie's Grill & Bar - Halifax</i> |
| <i>Halifax Marriott Harbourfront</i> | <i>Jill's Chocolates</i> |
| <i>Collins Barrow Nova Scotia Inc.</i> | <i>Fifi Marie Jewellery</i> |
| <i>Courtyard Marriott Halifax</i> | <i>Liquid Gold</i> |

Distinguished Service Medal

The Commissionaires 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, we had one such deserving commissionaire, **Newman Parker**. Newman has been with CNS for six years. He began as a spare in the Valley District and then competed for a position at Halifax Harbour Bridge Patrol in February 2012 and has been there ever since. Newman was recognized for his professional and empathetic manner, coupled with his exemplary dedication of public safety in exceedingly difficult circumstances, all while upholding the standards of the Corps. In a period of 24 months, Mr. Parker distinguished himself in no less than 34 crisis intervention events and placed himself at risk on several of those occasions while working at the Halifax Harbour Bridges. In addition to the Distinguished Service Medal, Newman was recognized with a CNS Site Commendation for the Commissionaires Team at the Halifax Harbour Bridges (see pages 6-7).



Photo L-R: **Newman Parker**; His Honour Brigadier-General the Honourable J.J. Grant, Lieutenant Governor of Nova Scotia



Above Photo L-R Back: **Jean-Claude Caron**, 12 years; **Jacques Lemire**, 22 years; **Barry Moore**, 17 years; **Leslie Sarkany**, 12 years. L-R Front: **Lloyd Hart**, 12 years; **Lawrence Gautier**, 12 years; **Blanche Delaplante**, 22 years



Above Photo L-R Back: **Walter Mowery**, 17 years; **Alan Massey**, 12 years; **Jean-Claude Gignac**, 17 years. L-R Front: **Jerry Trask**, 12 years; **Patrick Gellately**, 27 years; **Brad Ervin**, 12 years



Above Photo L-R: **Margaret Hanlon**, 12 years; **Leo Myers**, 22 years; **Joseph Gendron**, 17 years; **Gary McLaughlin**, 12 years



Above Photo L-R: **Annette Tanner**, 32 years; CNS Board Chair **VAdm Duncan Miller (Ret'd)**

CNS Awards Cont..

His Honour Brigadier-General the Honourable J.J. Grant, CMM, ONS, CD (Ret'd) Lieutenant Governor of Nova Scotia hosted a special investiture ceremony at Government House on September 23, 2015 for commissionaires specifically receiving their 12 Year Long Service Medals. Six commissionaires were presented their medals by His Honour.

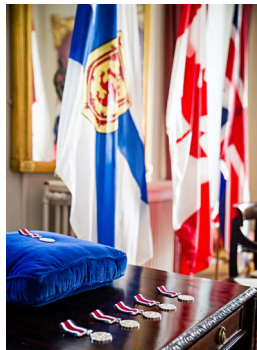


Photo L-R: Carl Noseworthy; James Rockola; Peter Corkum; His Honour BGen, the Honourable J.J. Grant; Rick Burns; Thomas Osborne; Edward Johnson

The Cape Breton District hosted a BBQ for their awards event this year on October 4, 2015. **Governor Col Ian Macintyre (Ret'd)** presented Long Service Awards to **Ronald Gabriel** (22 Year Bar), **Emanuel Tobin** (17 Year Bar), **Joseph Tutty** (12 Year Medal), **Frank McNeil** (12 Year Medal), **Michael Connolly** (12 Year Medal), and **Raymond Smith** (12 Year Medal).

Additional Long Service Awardees:

32 Year Bar

Alan Barrett
Lester Burke
William Gallaher

27 Year Bar

Daniel Godreau
Gordon Hindmarch
David Lapointe
Philip Timmerman

22 Year Bar

Eugene Coady
Gary Coffey
Tom Fraser
Donald Lavoie
Wayne Loane
Michael Olynch
Philip Reece
Lloyd Stewart
James Walsh

17 Year Bar

Kevin Aldrich
Raymond Clarke
Beanie Cline
Bernard Cormier
David Cyr
Del Eady
Gordon Harrison
Robert MacDonald
Martha MacIsaac
Ronald McLeish
Tom Wortman

12 Year Medal

Peter Allan
Warren Beggs
John Blackburn
Audrey Bourgeois
David Brennan
Ted Bruce
Bill Burke

Peter Campbell
Blaire Caume
Sandra Chatterton
Dave Currie
Bruce Demone
Bruce Ellis
Denis Émond
Kurt Fischer
Cheryl Gilbert
Stephen Hartlen
Lloyd Houston
Charlie Jenkins
Wynn Jones
Grant Kennedy
Henry Lambe
James Layes
Kelvin MacDonald
Willard MacDonald
Carl MacKeigan
Raymond March
Oscar Miller
Dennis Moore

Daniel Morgan
Michael Moulton
Johan Post
Frank Saunders
James Scrivens
Donald Smith
Kenneth Swan
Judith Waldron
Brian Ward
John Worden

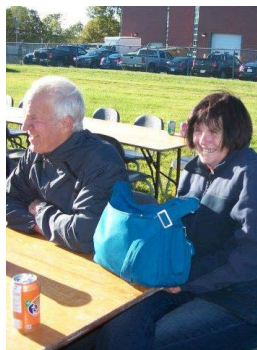




Photo: On November 27, 2015, **VAdm Duncan Miller (Ret'd)**, Board Chair, CNS (left), presented **Col Macintyre (Ret'd)** (right), with his wife **Mia Macintyre** (middle), a plaque to recognize his service and contributions to the Board.

Board of Governors Spotlight

Col Ian Macintyre (Ret'd) Retires from CNS Board

In early February 2016, the Governors bid farewell to CNS Board Governor **Col Ian Macintyre (Ret'd)** after 11 years on the CNS Board! Following 35 years of service with the Army Reserve and 45 years in adult education, Col Macintyre was elected to the CNS Board in 2004.

During his time on the Board, Col Macintyre provided valuable guidance and input to the Executive, Finance, Governance, Human Resources and Veterans' Support Committees, as well as full support for Board endeavours. A proud Board representative in our Cape Breton District, he could always be counted on to attend any local CNS events. He has recently served as Honorary Colonel of The Nova Scotia Highlanders and The Cape Breton Highlanders, and is a co-partner of Solus Education & Training Service (SETS).

We all thank Col Macintyre for his years of devotion to CNS and give best wishes to him and his wife, Mia, in retirement.

Right Photo: **CEO Bruce Belliveau** presented cheques to **Brian Graves** (right) and **Brian Matheson** (left), who split the \$500 prize money.

CNS is removing its ranking system to reduce public confusion and foster a "One Team" business approach

After studying the issue carefully which included gaining feedback from commissionaires, clients and staff, on June 5, 2015 the CNS Board of Governors approved the removal of rank in CNS. When polled in the 2014 Employee Engagement Survey, the majority of commissionaires indicated a preference for use of their names versus rank. This decision was not made lightly and has several main objectives:

1. To reinforce CNS as a private, not-for-profit company as opposed to a government agency or branch of the military, as is often perceived by the public.
2. To foster a more collegial environment between employees – a "One Team" approach.

An implementation plan was developed which resulted in all HQ staff removing rank in August 2015 with a roll out to the field commissionaires early in the New Year. During the consultation phase of this process, several clients indicated they would appreciate some way to visually identify supervisors at their sites.



Spot the Supervisor Contest Winners Announced!

To satisfy this request, a Spot the Supervisors contest was developed which encouraged all commissionaires to submit suggestions on how best to identify supervisors and vie for the \$500 prize money. Eighteen commissionaires tapped into their creative juices and submitted 29 entries in total! These suggestions were then voted on by the supervisors themselves during the 2015 October Supervisors' Seminars. The winning solution was a hybrid of two suggestions; one from **Brian Graves** and

the other from **Brian Matheson**. The end result is a distinctive shoulder flash design (see above). All supervisors will be wearing the new shoulder flashes by April 1, 2016 with the other site personnel donning the same flashes without the word "Supervisor".



In Memoriam

We announce with regret the passing of the following commissioners:

Frank Engram, Spryfield, July 4, 2015. Frank joined CNS in 2014 and worked at Halifax Stanfield International Airport. Frank joined the military in 1966 and spent most of his career in Bagotville, Quebec, where he was able to pursue his love of aircrafts. He later worked at IMP Aerospace for 10 years.

Robert Henley, Middle Musquodobit, July 28, 2015. Robert joined CNS in 2006 and worked at various sites including the Halifax Stanfield International Airport. Rob was the son of Air Force parents and had a passion for military history including researching the military and medals. He worked for the City of Halifax and was an active volunteer with St. John Ambulance, volunteer firefighter, search and rescue and the scout movement.

Gary Robert Goodwin, Boutiliers Point, July 29, 2015. Gary joined CNS in 2002 and worked at various sites including the QEII Hospital and HMC Dockyard. Gary started his career with the Royal Canadian Navy as a Storesman from 1964 to 1969. He then spent a number of years with the Canadian Coast Guard and the Bedford Institute of Oceanography until semi-retiring with CNS.

Thomas Manning, Dartmouth, August 19, 2015. Thomas joined CNS in February 2015 and worked on the "Spares" list at various sites throughout Halifax. He was employed with the Department of National Defence from 1962-1987 as a firefighter. After retiring from DND, Thomas was employed as an Aircraft Tech with CASP Aerospace and a Helicopter Tech with Survivor Rescue Service.

Timothy "Tim" John Adams, Halifax, October 1, 2015. Tim joined CNS in 2010 and worked at various sites including Northwood Care. Tim worked 30 years for the Spring Garden Road Parking Association and many knew of his self-taught talent for detailed pencil drawings and successfully learned the art of watercolor painting.

David Alan McIntyre, October 17, 2015. David joined CNS in November 2014 and worked on the "Spares" list for various sites in the Truro area. David started his career in the Royal Canadian Navy in 1971 as a signalman. He later was employed as a civilian with the Department of National Defence as a long haul driver.

William Eric "Rocky" Flemming, Halifax, November 2, 2015. Rocky joined CNS in 1994 and worked at various sites including the Lieutenant Governor's House. He was a 28 year veteran of DND Fire Department. Rocky grew up in Ketch Harbour where he dedicated many years to volunteering with the fire department, youth sports, Big Brothers, and many community events.

Clair Walter Fradette, Bedford, November 25, 2015. Clair joined CNS in 1994 and worked at Halifax Stanfield International Airport. Previously Clair worked for 25 years in Canada's Federal Civil Service and was a past member of the Windsor Rotary Club, serving in various officer capacities including President.

Donald Irvin "Don" MacEachern, Halifax, December 10, 2015. Don joined CNS in 1987 and worked at the Pullen Building, CFB Halifax, for many years, where he served until his passing. Don joined the Royal Regiment Canadian Signal Corps in 1951 and served in the Korean War, and was stationed in Cyprus, Germany, Egypt and Canada.



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

John William Deveau, Truro, July 25, 2015

William A.G. "Bill" Buck, Middle Sackville, July 30, 2015

Donald Angus MacIntrye, Sydney, August 21, 2015

Paul Raymond Pangborne, Halifax, August 28, 2015

William Daniel "Bunny" Perry, North Sydney, August 29, 2015

John Waitstall Patten, Greenwich, September 1, 2015

William Martin "Marty" Cross, Middleton, October 1, 2015

John Burgess Ferris, Halifax, October 8, 2015

Donald William "Bill" Muise, Brooklyn, December 12, 2015

James Eric Nickerson, Sandy Point, December 22, 2015

Calling all Clients!

Is there a commissioner or group of commissioners who you think provides outstanding service to your organization? If so, we want to hear from you!

CNS has a broad recognition program ranging from kudo letters, to individual or worksite group commendations, to national medals. For more information on the various ways to recognize the commissioners at your location, please contact your CNS representative.

COMMISSIONAIRE

POV

POINT-OF-VIEW

A Client's Outpouring of Support

Submitted by Cmre Nellie Allen

There was a very special response from CNS' clients and staff when Commissioner Don MacEachern passed on December 10, 2015. A former member of the Canadian Army, he was the commissioner at Pullen Building, Stadacona (CFB Halifax) for many years. The reaction from the clients who share this unique building, Canadian Naval Engineering School and Lockheed Martin Corp., was immediate and impressive. Many sought ways to help his daughter, who lost her mother and father in a few short months, including the organizing of a generous collection.

Numerous staff members of the school and Lockheed Martin attended the funeral, along with military and civilian staff from nearby buildings. An honorary flag was flown over CFB Stadacona in Don's memory. At the funeral, the flag and a certificate were presented to Don's daughter. Don's obituary was posted in the lobby of the Pullen Building and many people from other sites came to read it and remember Don.

This type of response truly goes to show how rooted and valued commissioners can become to the people we serve.



Long Service Award Qualifiers & Recipients

5 Years		12 Years		17 Years	22 Years	27 Years
July 2015						
Barnes, Norman Frizzle, Donald MacKenzie, Ronald McDonald, Douglas Meier, Josef	Nelson, James Nicholson, Blair Parsons, Dale Shea, Stephen Shreenan, John	Caume, Blaire Ervin, Bradley Moulton, Michael Noseworthy, Carl Rockola, James	Sarkany, Leslie Saunders, Frank Smith, Raymond Tutty, Joseph	Aldrich, Kevin Clarke, Raymond Gendron, Joseph Moore, Barry		Lapointe, David
August 2015						
Allen, Herbert Foley, Reginald French, Leonard Higgs, Michael Inglis, Shirley MacDougall, Allan Sullivan, Michael		Burke, William Hart, Lloyd Kennedy, Grant MacKeigan, Carl	McNeil, Brian Miller, Oscar Ward, Brian Worden, John	Cline, Brenda Tobin, Emanuel	Delaplante, Blanche Olynich, Michael	
September 2015						
Connors, Kevin Nelson, John Williams, Anita		Bourgeois, Audrey Bruce, Theodore Corkum, Peter Fischer, Kurt Gilbert, Cheryl Waldron, Judith				
October 2015						
Allen, Nellie Burton, Kenneth Cann, Debra Clarke, Nicholas George, Darlene Hamilton, Gordon Kontuk, David	Leblanc, Richard MacDonald, David MacKinnon, Nelson	Ashley, Gregory Batson, Royce David, Sylvio Romans, Allan Singler, Daniel Willis, Ronald Zhivago, Tobie		Dumas, Maurice Wilson, Gerard		Ritchie, Ronald
November 2015						
Allen, Simon Baltzer, David Branton, Edward Carter, Robert Devereaux, John Kurivial, Basil MacKenzie, LaRoy MacLaughlin, Wendy Mawdesley, Geoffrey	McLaughlan, David Monteith, Ronald Raper, Catherine Raper, Kenneth Reynolds, Robert Richer LaFleche, Carolyn	Jarvis, Phillip Keretschko, Robert MacKay, John MacLeod, Sheldon Robertson, Hector	Scott, Donald Skinner, James Tate, William Terry, John	Arsenault, Harold		
December 2015						
Leslie, Glenwood Levy, Edward MacKinlay, William McArthur, Heather Meisner, Catherine	Mitchell, John Moscariello, Salvatore Rideout, Howard Rockburn, Mary Speed, Roslyn				Lewin, Dale Pye, George	



Unlocking Your Potential through CNS' Academic Upgrading Program

CNS is a learning organization; we value continuous learning and training. Internally this is demonstrated by required refresher training, but 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 where commissionaires may apply for up to a 75% reimbursement of eligible course fees.

Herb Thiessen, Site Supervisor at the Maritime Helicopter Training Centre in 12 Wing Shearwater, recently took advantage of the program, quite literally “un-locking” his potential. He completed a Professional Locksmith program with the Stratford Career Institute and looks forward to utilizing his new skills within the Corps.

CNS employees are encouraged to find out more about this program if they are interested in furthering their skills through outside education.



Photo L-R: Bruce Belliveau, CEO, CNS; Herb Thiessen



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Emergency and Standard
FIRST AID TRAINING



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UPCOMING COURSES!
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Commissionaire **Mike MacKenzie**, from the Lingan Generating Station in Cape Breton, was presented acknowledgement by CNS client, Nova Scotia Power, on November 20, 2015:

“Mike, I want to recognize you for the excellent work you do with the plant data screens. Your IT background, creative graphics, photography, attention to what is happening and willingness to post information for others, keeps the interest of everyone at Lingan. This is contributing to a positive atmosphere for everyone to work within. Great job, thank you!”

– Walter Curley, Senior Engineer – Continuous Improvement, Nova Scotia



CNS Educational Awards – And the Winners are...

Congratulations to the following recipients of the CNS Board of Governors' Educational Awards! These students are the grandchildren of serving commissionaires and have demonstrated outstanding scholastic, extra-curricular and community achievements. The presentations were made this past summer in preparation for their first semesters of the 15/16 school year.

- Sarah Jackson – 4th year at Université de Moncton, Bachelor of Translation – Sponsor: **Donald Hines** (grandfather), Home Hardware
- Avery Jenkins – 1st year at St. Mary's University, Bachelor of Arts – Sponsor: **Charles Jenkins** (grandfather), Valley Spare

The Board of Governors implemented this annual program in 2002 and has since had the pleasure of disbursing \$84,000 to a wonderful array of young people over the past 13 years.

Unfortunately, this was the first year where there were fewer applicants than awards. This made the Selection Committee's decision easy; however, they would much prefer to debate the merits of multiple applicants in order to distribute the maximum allocation of five \$1,500 cheques. The program is open to the spouses, children and grandchildren of serving commissionaires. Applications for the 2016 educational awards will be available Spring 2016 – watch *Details* newsletter for information.



Photo L-R: Micheline Hines (grandmother); **Bruce Belliveau**, CEO, CNS; Sarah Jackson; **Donald Hines** (grandfather)



Photo L-R: **Bruce Belliveau**, CEO, CNS; Avery Jenkins; **Charles Jenkins** (grandfather)

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 2015:



Alan Phillips
Derek Snow
Rod Laybolt
Dan Freeman
Kimberly Ann Meechan
Ian Warr
Shelley Larose
Eric Mendes

Peter Jones
Joel Leger
Michael Dibdin
Denis LeVasseur
Eric Beriau
Elizabeth Stone
Greg Little
Matthew Billson



CEO's Corner...

Throughout this issue of *Corps Report* you have read about some of the great ways CNS has been participating in the communities in which it serves. We've worked with new and longstanding partners to "give back" to veterans and other important initiatives both through monetary support and provision of our services.

Commissionaires, in their communities across Nova Scotia and Canada, have been assisting in the relocation of Syrian refugees. The refugees have left everything behind in the hope of finding a better life for their children than a dangerous, unstable, and war-torn country. I thank each and every commissionaire for their individual and collective efforts to help people so in need.

We have been successful in winning contracts at the Sydney Port Corporation and Irving Oil Limited, and DND placed call-ups for over 100 positions, replacing those lost in previous years. The deepest disappointment in recent months was the decision by the Nova Scotia Health Authority to award their security services contract to an out-of-province company. Consequently this meant the loss of our contracts with Aberdeen Hospital on November 30, 2015 and the Colchester East Hants Health Centre on December 29, 2015 where, in both cases, we had been providing healthcare security services for decades. Clients who hire us, despite not being the

lowest bidder, understand the inherent value of hiring Commissionaires over other security companies.

For 2016, three thrusts remain our focus:

1) Non-core Policing

– supporting our police forces by growing our non-core policing services to allow officers to focus on the front line of duty, protecting communities.

2) Marine Security – capitalizing on our favoured position on Nova Scotia's waterfront as marine security experts and trainers.

3) Energy Sector – offering full security solutions to partners and the many large projects, both proposed and taking place, in the province.

CNS is ready and is the ideal candidate to tackle these challenges. Please check out the back (next) page to see how.

I am looking forward to working with you in 2016, implementing our new Strategic Plan and being on the road to "2020 commissionaires by the year 2020".



Commodore Bruce W. Belliveau (Ret'd)



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A "Culture of Excellence"

- Remarkable and memorable customer service!
- Exemplary standards: Quality services at a competitive price
- Not-for-profit company wholly owned and operated in Nova Scotia
- Multigenerational and diverse workforce
- Unmatched experience & training
- Confidence that comes in working for the most reputable, largest security provider in the province



A Rewarding Security Career

Commissionaires are proud to work for CNS and enjoy:

- Competitive wages
- Best training regime in the industry
- Large variety of opportunities/work duties/sites
- Flexible schedules (casual, full-time or part-time)
- Emphasis on awards and recognition
- Development opportunities

2016 Focus on Technology

CNS is introducing new computer software, technology and trial programs across the company to enhance our capabilities as a flexible, large organization:

- New administrative software
- Online reporting
- e-learning programs
- Hand-held patrol technology
- Video conferencing
- Surveillance drone capabilities

A Growing Community

- CNS is a community of responsible citizens, ex-military and police, representing all age groups
- Maintains status as largest private security provider and employer of veterans in Nova Scotia
- CNS now carries largest number of employees in our 79 year history:
 - > December 2014: 1597 commissionaires
 - > December 2015: 1723 commissionaires
- Highest retention rate in the industry @ 88%

If you know an organization that could benefit from employing Commissionaires, please call 902 421 2378 for a complimentary consultation.

Corps Rapport

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Laura MacGregor

Editor & Graphic Design

902 421 2378

lmacgregor@commissionaires.ns.ca

