



# The Corpsrespondent

NEWSLETTER OF THE HAMILTON DIVISION

FALL 2020

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## MEET THE CEO



Jamie Anderson comes to Commissionaires Hamilton after serving the community for over 35 years as a member of the Hamilton Police Service, retiring in early 2020. His extensive operational and administrative leadership experience in policing includes front line, support, investigative, and command level roles within all of the Divisions of the Service - covering Investigative Services, Operations, Support Services, Corporate Services and the Office of the Chief where he served as Acting Deputy Chief prior to his retirement.

Prior to his promotions into command level positions, Jamie served operationally in uniform patrol; as a Canine Officer; as an investigator in the Street Crimes, Vice & Drugs, Intelligence, and the Family Crisis Units; in Human Resources as the Recruiting and Career Development Sergeant; and as the Staff Sergeant responsible for the 9-1-1 Centre.

Jamie completed his undergraduate degree at Brock University, has continued his education in Labour Studies and Business Administration at McMaster University, is a graduate of the Canadian Police College's Executive Development Program, and has taken a multitude of specialized courses at the Canadian and Ontario Police College as well as other private providers.

As a systems thinker with a keen interest in member wellness and quality service, Jamie has had great success in leading teams on several IT and business process related projects resulting in the increased efficiency and effectiveness of the Service. As a police leader he has served on multiple committees and initiatives of the Ontario Association of Chiefs of Police leading to improvements in policing province-wide. In his role as a Police Services Act adjudicator he was a fair but firm administrator of discipline with a focus on balanced justice and maintaining relationships.

Jamie's lifelong commitment to volunteering and public service also led him to contribute to several worthwhile causes including roles on the board of directors of both the Catholic Children's Aid Society of Hamilton including a term as president, and the Hamilton/Burlington Society for the Prevention of Cruelty to Animals. Jamie also served locally as the Senior Police Association president and a director on the provincial Ontario Senior Police Officers Association.

Jamie recently moved back to the Niagara Peninsula with his wife Judy to be closer to family in the area. Their two adult daughters live and work in the greater Hamilton area – one as a teacher the other as a police officer.

"I am excited to be able to continue to serve the security needs of the public through the Commissionaires and its workforce of skilled and dedicated staff. The unique commitment of the Commissionaires to a social mandate of providing meaningful employment to veterans of the Canadian Armed Forces, former members of the RCMP and other police services is inspiring and makes it an honour for me to serve in this capacity."



From the Chair

Today we find ourselves in the middle of the COVID-19 Pandemic. The science of this illness is still developing and changing. The threat to us and our society remains. We do know that social distancing, hand washing, wearing a mask and avoiding places with a high density of people are effective ways of containing the spread. This pandemic brings with it increased responsibilities for you. Encourage others by your conduct and encourage proper conduct by the public as you work to protect the public, yourself and your inner circle. I thank you for what you do every day in keeping us safe.

I wish you and the ones you love good health and safety.



The CEO's  
Desk

Greetings to one and all. It has been over six months since I joined you as the CEO of the Hamilton Division of the Corps of Commissionaires. Filling the chair left by LCol John Livingstone, CD, a long serving Commissionaire of vast experience and stellar performance was not something that I took lightly. Starting in this role at the beginning of a world-wide pandemic made the challenge even greater.

The situation forced me to get up to speed very quickly on the important orders of business so that I could contribute to the work of the HQ team in a meaningful way as they went about addressing all of the regular day-to-day issues that come with running a business and at the same time the first-ever situations being thrown our way due to the COVID-19. Witnessing the skill, dedication, and commitment of all these folks helped solidify for me my belief in the social mandate of the Corps and made me proud to be a Commissionaire.

This unique timing also forced me to delay some of things that I had wanted to do in my first 100 days. A highlight for me was going to be getting out to visit all the division's worksites and speaking to as many Commissionaires as I could. I wanted to listen to your aspirations and hear about your concerns. While it did not happen the way that I had hoped because of the restrictions and safety protocols in place, I did have the opportunity to visit some and speak to a few. As we get a handle on this virus and restrictions loosen, I am still committed to getting out to the sites as planned.

It would be easy to dwell on the limitations and inconveniences placed on us because of COVID-19, the PPE, and the things we cannot do or must do differently. That is only half of the story though. I prefer to focus on the stories of people stepping up to the challenge; the flexibility of those Commissionaires who filled those last minute openings or who commuted to a new site in another city to help staff it; the measured risks that were taken to keep our fellow citizens safe and the economy going. All these selfless acts have helped to retain the reputation of Commissionaires as a top-notch security provider and to ensure that we will be here for another 87 years and beyond delivering that same top-quality service.

The first edition of the *Corpsrespondent* was published in June 2001, before the advent of Twitter and other social networking tools, to create a vehicle for the regular flow of information between detachments. I believe in the importance of this type of communication – especially open and positive communication that encourages teamwork. To that end I invite everyone to continue making this newsletter a relevant vehicle by sending in stories and/or photos about achievements of your worksite or fellow Commissionaires that we can share with the rest of the Division. Whether it be through the newsletter or now through social media, it is important to share the stories and the excellent work being done by Commissionaires – and with your permission that is something that we want to do.



Congratulations to Honourary Colonel Michael McKay, 11th Field Artillery Regiment, RCA, on receiving a Chief of the Defence Staff Commendation for his extraordinary efforts in helping commemorate the sacrifices of Canadian soldiers by spearheading initiatives to erect monuments to John McCrae, author of "In Flanders Fields," in both Ottawa and Guelph. The presentation was made by Brigadier General Conrad Mialkowski, Commander, 4th Canadian Division, during a ceremony held at Canadian Forces Reserve Barracks Hamilton on July 27th. As most of you know Honourary Colonel McKay is the Chair of our Board of Directors.

QUO FAS ET GLORIA DUCUNT  
*(Whither right and glory lead)*



On October 30th, CEO Jamie Anderson, on behalf of Commissionaires Canada presented past CEO John Livingstone with a commemorative plaque and soapstone carving in appreciation of his service to the Corps of Commissionaires. The presentation was made at Canada Centre for Inland Waters (CCIW) in Burlington where Corporal Livingstone is currently deployed.

Continuing his tradition of service-based leadership, Corporal Livingstone has been working at CCIW since early this year. He began his career with Commissionaires Hamilton as a guard at CCIW in 1997, and continues to provide effective and professional service to our valued clients.

On behalf of the Board, Headquarters and all of our field staff past and present, thank you for your service.





Account Manager Victoria Sita is seen here receiving her 5-year pin from Mr. Jamie Anderson, CEO Commissionaires Hamilton. Congratulations, Victoria and thank you for your service!



Dispatcher Makayla StPaul receives a Certificate of Commendation from Mr. Jamie Anderson, CEO Commissionaires Hamilton, for her rapid response in support of Cogeco Enterprises during initial stages of the Covid-19 Crisis response.



Commissionaire Cathy Hanson, shown here in her PPE at her site, was commended recently by the CEO for her outstanding support at the Albright Manor in Beamsville. Cmre Hanson has been assisting in keeping the staff and residents safe by providing first-line screening of visitors and guests to the facility, and has even added the proper training and readiness of new commissionaires to the site to her duties. Well done, Cathy!



Commissionaire John Garvie is seen here receiving his Commendation from Commissionaires Hamilton CEO, Jamie Anderson along with Krista McGowan, Detachment Commander. In December of last year, John was instrumental in the rescue of a person in serious medical distress. He provided care, comfort and control of the scene that led to the successful recovery of the casualty. Well done, John!



Account Manager Gerry Fraser is shown here with his 'practice gear' as he prepared for attending the annual Nijmegen March in the Netherlands. Unfortunately, recent global events have cancelled this prestigious event but we're certain Gerry would have presented himself well.



Director of HR, Rick Luden receives his recognition of 15 years service with the Commissionaires from Mr. Jamie Anderson, CEO Commissionaires Hamilton. Congratulations, Rick!

## The New Face Of Security

2020 has proven to be a pivotal year for society as a whole. The economic, social and political fallout from the COVID 19 pandemic will be felt for many years to come. Sweeping changes have impacted every aspect of our lives; from how we shop, to how we work, to how we interact with friends and family.

The security industry has been no less affected by the situation. New companies and technologies have appeared to address fundamental needs ranging from personal protective equipment to access control strategies.

Commissionaires Hamilton has been proactive in responding to client and employee concerns throughout the last 8 months. Acting upon the provincial government's direction, we immediately took steps to restrict public access to our ID services department, suspending operations and access to our offices until we could ensure a safe environment for staff by installing physical safeguards and processes.

We facilitated remote access for our support staff to reduce the chance of contagion, while still ensuring that the business (and our Commissionaires) were unaffected.

Guards who worked at client sites that closed were offered redeployment opportunities, and were supported by HR during the confusing and often contradictory processes required to augment or replace their income.

Our Emergency Response protocols were reviewed and revised to better reflect the realities that we faced on a daily basis as we attempted to secure our client sites, and maintain our operational viability. As dozens of local businesses closed their doors (some forever), we made efforts to increase our presence and visibility in communities like Cambridge and Hamilton with mobile patrols and interacting with business owners and the public.

On an individual level, the response from our Commissionaires has been nothing short of incredible. By readily adopting new site sanitation procedures, PPE policies, access control restrictions, and ensuring that the public are also following these directives, we have demonstrated that we are more than security. We are mothers, brothers, fathers, sons and daughters who care about each other, and are willing and able to meet all of the challenges that this year has thrown at us.



**Warrant Officer Reg Garon, Detachment Commander at UPS, is seen here receiving the Commandant's Commendation from the CEO, Mr. Jamie Anderson, for his actions in response to a serious medical issue at his site.**



**Sergeant Cynthia Irani-Kuik is shown receiving her Commissionaires Coin and Certificate from Account Manager Gerry Fraser. Sgt Irani-Kuik is being recognized for her extraordinary support to the success at the UPS facility.**





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1. CEO, Jamie Anderson visited the cenotaph in Niagara Falls.
2. Wreath on display at the offices of one of our clients—L3 Harris.
3. DHR, Rick Luden poses with the Commissionaires Hamilton wreath at the cenotaph in downtown Hamilton.
4. Dops, Don Thompson stands in front of the cenotaph in Guelph.



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Account Manager Gerry Fraser was recently promoted to the rank of Chief Warrant Officer and appointed as the Regimental Sergeant Major of the Royal Hamilton Light Infantry. Shown in the photo are CWO Fraser (left) incoming RSM, LCol Colic (centre) Commanding Officer and outgoing RSM CWO Brewster.

Congratulations Gerry!



On Saturday, October 3rd, a Detachment Commander's training seminar was held at Canada Centre for Inland Waters. The day long training covered modules in administration, operations, communications, leadership and WSIB.

Commissionaires Hamilton is dedicated to providing the support and training necessary to ensure the highest levels of client satisfaction and professionalism possible.

Thank you to all who participated.

(l to r) Andrea Malgie (NF Bylaw); John G. Young (L3 Harris); Jeff Dakin (Energex); Carl Caron (NRPS); Krysten Naylor (Burl Bylaw); Reg Garon (UPS); Emily Brockway (Royal Connaught); Paul Beatty (CCIW); Ken Griffith (Redeemer); Stuart Mckerell (Fed Bldg); Ray Coreses (St. Catharines Transit); Barb Ledwon (MSOC). Foreground: DHR and training facilitator Rick Luden.

## Renewal of First Aid Qualification

As part of our continuing efforts to find an affordable First Aid trainer, several online agencies have recently been tested for their suitability as 'refresher' trainers. The following provider [www.simplecpr.com](http://www.simplecpr.com), has shown itself to be the one with the best online certificate program. Once you've reached the web site, "CPR and First Aid: Adult" is the course you need to take. Any and all current Commissionaires Hamilton employees whose certificates have, or are about to lapse, are encouraged to sign up for the online course to recertify. The cost of the course is only \$35.00 USD. Upon successful completion of the course, simply provide a copy of your certificate to the HQ and your personnel file will be updated accordingly. All commissionaires are reminded that a current First Aid certificate is required to maintain employability.



Another item regarding First Aid Renewals. Recently we have been getting improper renewals, some Commissionaires are renewing their CPR and not their First Aid. Above are two examples of certificates we have received. The one on the left is a valid First Aid certificate with CPR on the right is a CPR certificate. Company's certificates may differ slightly but they MUST show that you have First Aid. If you have any concerns/questions call the office.



### **Recognition of Service**

**5 Years Service:** Vince Grady, Don Thompson, Wendal Jones, Victoria Sita, Matthew Henriques, Ian Coleman, Jeff Jonat, Carl Caron, Nasrul Saifullah, Winston Liggins, Saeeduddin Sheikh, Michael Young

**10 Years Service:** Owen Coyne, Tom Ramm, Larry Will, Stephen Portelance, Lou Bonfoco, Paul Gionomo, Robert Kappel

**15 Years Service:** Bruce Jeffrey, Ranjit Gill, Tom Hacking, Rob Perdok, Ivan Hawerchuk, Heather Brady, Nigel Purvis, Robert Kijlaas, Jacqui McKerell, Dawne Luden, John B. Young, John MacLeod

**20 Years Service:** Barbara Cote, Ken Brady, Debbie Johnston

### **Last Post**

It is with a sad heart that we announce the passing of the following Commissionaire:

**Commissionaire Allen Kitchen** joined the Commissionaires in April of 2006 and has been a dedicated co-worker to a number of his peers and for a number of clients. Allen began his career with Commissionaires Hamilton working at the Stoney Creek Campus of Mohawk College before a transfer to Hamilton By-Law. After serving at that detachment for five years he transferred to the Federal facility in Burlington, the Canadian Centre for Inland Waters. Following his time at CCIW, Allen worked at the UPS facility in Burlington for six months before transferring back to the Hamilton region and taking on the duties of a commissionaire at the Federal Building on Bay Street. Allen served 5 years with the Canadian Navy prior to his joining the Canadian Corps of Commissionaires. Allen passed away suddenly at his home on May 25, 2020.

**Commissionaire Bruce Jeffrey** started with Commissionaires Hamilton in April of 2005. Jeff started at Burlington By-law and then transferred to Canada Centre for Inland Waters in 2007 where he worked for the remainder of his time with Commissionaires. Jeff served a total of 42 years in the Canadian Forces. Bruce passed away after a long illness on 23 June, 2020.

**Commissionaire Pat Maher** came to Commissionaires Hamilton in February of 2016 working at the Jurvinski Cancer Centre. Pat passed away suddenly at his home on July 16, 2020.

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