



The Corpsrespondent

NEWSLETTER OF THE HAMILTON DIVISON

FALL 2019

INSIDE THIS ISSUE:

- ◆ Chair's Message 2
- ◆ From the CEO's Desk
- ◆ Remembrance Day 2019 3
- ◆ Annual Awards Dinner I 4
- ◆ Annual Awards Dinner 2 5
- ◆ Health & Safety 6
- ◆ Medal of Bravery
- ◆ Use of Force 7
- ◆ Service Recognition 8
- ◆ Last Post

Commissionaires' Annual Awards Dinner



Our Annual Awards Dinner was held at the Waterfront Centre on Thursday 14 November. Honourary Colonel M. McKay, Chairman of the Board of Directors, presented **Commissionaire Long Service Medals** to Major M. Rehill, Board of Directors. Matt Finch Division Headquarters; Commissionaires Kim Carter, Redeemer; Stan Jaques, Auxiliary-Niagara; Barb Ledwon, MSOC and Stuart McKerell, UPS.

Commissionaire Mike O'Sullivan, MSOC and Don Taylor, Auxiliary-KW were presented Bars to their Long Service Medal and Major R. Nuttall, Board of Directors; Lieutenant Colonel John Livingstone and Captain Tom Lee of Division Headquarters as well as Commissionaire Dave Jeffrey were presented their 2nd bar to the medal.

Warrant Officer Rob Mascia, Niagara Falls By-Law; Commissionaires Andrea Malgie, Niagara Falls By-Law; and Cam Pychel, St. Catharines Transit were presented with Commandant's Commendations.

As well, Major M. Rehill was presented the Commissionaire Distinguished Service Medal for his work on the Board of Directors; Colonel J. Forsyth and Colonel G. Burton were presented with the Sovereign's Medal for Volunteers for their work both on the Board of Directors and within their interests outside the Commissionaires. Those unable to attend will be presented their Medals/ Bars at an alternate time.

Congratulations to all recipients.



From the Chair

As this year comes to a close, I am reminded of the value you provide to our businesses and communities. It is what you do "keeping people safe" that allows the members of our communities to go about their lives enjoying greater safety. It is what Commissionaire Pychel did. It was my pleasure and honour to present Commissionaire Pychel with the Commissionaires National Medal of Bravery Award for his actions. As Board Chair, I thank you for what you do every day and wish you and your families a most enjoyable and happy festive season.

Season's Greetings to one and all during this festive time of year! I find myself provided with the distinct honor and opportunity to address everyone as the Acting CEO for Hamilton Division.

In September, John indicated that he would be stepping down from his position as the CEO, in which he has ably performed for the last decade, and that I would be responsible for helping to guide the Division forward until our Board of Directors name a permanent replacement. Since that time, I have been afforded the opportunity to represent our Division at the national level in Ottawa, where the path forward for our Division and the entire Federation was examined in depth.

Of immediate interest to our Commissionaires was the commitment that Divisions will work more closely together on business opportunities that have a national impact, and to ensure that Commissionaires across the country are able to derive a level of pride and satisfaction in their chosen place of employment.

Oftentimes we forget that it is a choice on your part to work with us, and I want you to know how much I appreciate that you have chosen Commissionaires Hamilton as your employer. I have spent many years in many different types of uniforms, and the most important message that I want to share with you is that we are here for you.

We are here to listen, to provide counselling, advice, support and guidance as you progress in your career with us. Never feel that you are alone in whatever you may be struggling with; your management team stands at the ready to help you in every way possible.

I want to wish everyone all the best in your journeys and encourage anyone to reach out at any time to discuss whatever may be on your mind.

Best wishes for everyone in 2020.



The A/CEO's Desk



A tradition of Commissionaires Hamilton is to place a wreath at cenotaphs in communities where we have a presence. Shown on this page starting at the top left are Cmre Ron Leadbeater-Burlington; Tom Lee - Brantford; Ken Brady - Warplane Heritage; Tom Hubley - Cambridge; Don Thompson - Guelph; Dave Jeffrey - St. Catharines. Wreaths were also placed in Niagara Falls, Downtown Hamilton and Kitchener, unfortunately photos were not available.



Commissionaire Long Service Medal - 12 Years



Major M. Rehill, Board



Mr. M. Finch, HQ



Cmre K. Carter, Redeemer



Cmre S. Jacques, Rodman Hall



Cmre B. Ledwon, MSOC



Cmre R. Gould, Cambridge Bylaw



Cmre L. Okum, Hamilton Fed Bldg.



Cmre S. McKerrell, UPS

1st Bar to Commissionaire Long Service Medal - 17 Years



Cmre M. O'Sullivan, MSOC



Cmre V. Fraser, DivAux



Cmre A. Schofield, DivAux



Cmre D. Taylor, DivAux

2nd Bar to Commissionaire Long Service Medal - 22 Years



Major R. Nuttall, Board



LCol J. Livingstone, HQ



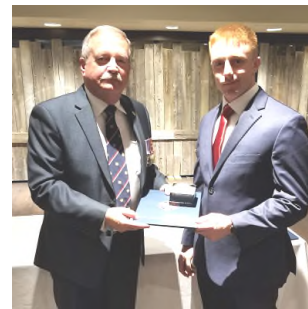
Capt T. Lee, HQ



Cmre D. Jeffrey, St. Catharines By-Law



WO R. Mascia and Cmre A. Malgie were presented with Commandant's Commendations for their outstanding work assisting the Niagara Falls Fire Department (See last issue)



Cmre C. Pychel receives Commandant's Commendation for his quick reaction in a life threatening situation.



Major M. Rehill receives Commissionaires Distinguished Service Medal for his work a Chair on the Board of Directors.



Colonels J. Forsyth and G. Burton were presented with the Sovereign's Medal for Volunteerism for their work both on the Board as well as with other organizations.



Ms P. Bachor announced her retirement from Commissionaires Hamilton in September after 29 plus years. She is shown being presented a plaque from HCol M. McKay, Chair of the Board of Directors.



LCol J. Livingstone also announced his retirement as CEO earlier this fall. John will be staying with Commissionaires Hamilton in a different capacity. John is shown with Capt. (N) Harry Harsch, Chief of Staff for the National Office.

Heath and Safety by Rick Luden, Director of Human Resources

As this is our winter and Holiday issue, I'd like to take the time to wish everyone Happy Holidays and a safe and joyous celebration over the holiday season. To that end, it is important to remember to work safely and make certain that you are able to enjoy the holidays when they are here.

Beyond the holidays, though, the winter is still going to be upon us, and that brings with it the typical cold and windy weather that Canada is known for. This is why the Joint Health and Safety Committee has been searching for a means to ensure that Commissionaires, regardless of where they may be working, are aware of the effects of cold, frostbite, and hypothermia and are given the tools to protect themselves when they are working out in the cold.

Last month, a new Policy direction was provided for Environmental Considerations for operations taking place outside. While all Detachment Commanders have copies of the complete Policy, I am providing the portion on 'Cold Environment' here, so that everyone is aware of the steps to be taken.

From Commissionaires Hamilton Policy On Environmental Impact on Service Provision:

7. Cold and Wind Chill Factors

Just as with extreme heat and humidity, extreme cold effects brought on by temperature and wind chill have a deteriorating effect on an individual ability to perform. The body's natural tendency to protect core heat, and the mental fatigue attributed to operating in cold weather all contribute to a potential emergency if proper steps for protection are not taken.

As with the Heat and Humidity activity policies, Commissionaires Hamilton takes great effort to ensure that all personnel are trained and aware of the risks posed by operating in the cold and in providing the proper equipment to ensure their ability to work in the cold.

7.1 Protective Clothing

Parkas and toques are provided by Commissionaires Hamilton to all of its employees to ensure they are protected from the elements. Personnel are advised to wear gloves to protect their hands and fingers from the cold, as well as scarves to protect the neck and face from the effects of wind. Personnel are also advised to wear comfortable socks and footwear in the cold. Personnel working exclusively in the cold are advised to have a spare pair of socks to change into so that their feet are kept dry and warm.

Wearing layered clothing is also appropriate, but it must always be remembered that under the law, the employers identification, and the identification of your status as a Security Guard or By-Law Enforcement Officer is always visible. Account Managers and Detachment Commanders will ensure that all personnel are identifiable in their role before they deploy into the cold.

7.2 Control of Thermal Conditions: Indoors

Measures to protect employees working inside include ensuring that radiant heaters are working and meet the proper standard for use, as well as ensuring that regular checks of personnel are conducted to confirm they are properly insulated/protected from the cold. Any such devices must be approved for use by the client. Commissionaires working inside and using heat support equipment will immediately notify their Detachment Commander or Account Manager should those systems fail.

7.3 Control of Thermal Conditions: Outdoors

When personnel are required to work outdoors in a cold temperature, Account Managers and Detachment Commanders will frequently monitor the outside conditions and be ready to respond to whatever challenges those conditions create. They will ensure that personnel working outside are wearing appropriate equipment for the cold and that they are aware of any operational instructions related to their safety. They will also ensure that clients are aware of our Health & Safety Policy regarding extended exposure to the cold (Figure 2).

Personnel working in the cold will ensure that they have the appropriate protective clothing and that such protective clothing continues to identify them in their role.

Personnel working outside will monitor each other's physical condition to ensure that any cold exposure or cold stress is swiftly identified and dealt with. Just as with Heat and Humidity policies, personnel working in the cold are to take frequent water breaks and ensure hydration. The higher levels of energy used by the body in the cold necessitate a continual replenishment of fluids to maintain physical competency and to prevent a higher risk to exposed skin due to dehydration.

Personnel working outdoors in the cold for any period of time are to follow and adhere to the guidelines in the following table. Unlike heat or humidity, cold exposure is a constant threat based on wind chill and the effects on exposed skin cannot be modified due to acclimatization. You detachment commanders have been provided the relevant worksheets and tables to ensure that no personnel will be exposed to undue environmental hardship.

As with any Policy designed with Health and Safety in mind, if anyone has any questions on how this policy is to be applied, they can go through their Detachment Commander or Account Manager for clarification. Also, as with any Policy related to Health & Safety, compliance and awareness are the watchwords to ensure the safe protection of all Commissionaires Hamilton commissionaires. So, with the final word on safety in mind, let's be safe this Winter as we look forward to the green glories of Spring!



On September 20, 2019, Cmre Pychel, while in the performance of his duties at the St. Catharines Transit Authority, was advised that there was a woman in distress on the premises. Commissionaire Pychel was able to find the woman, who was experiencing significant emotional distress, to the point of causing herself harm.

While being mindful of his own safety and security, he was initially able to prevent the woman from harming herself, but it quickly became apparent her intentions were escalating as she began serious attempts at self-harm. Commissionaire Pychel was able to alert emergency services of the situation, but the woman fled the scene before they arrived.

Commissionaire Pychel demonstrated great calm and perseverance in dealing with a situation that could have resulted in significant harm to the individual in distress as well as himself.

For his demonstration of calm and steady resolve in the face of a significant threat to his own safety, Commissionaire Cam Pychel was awarded the Commissionaires Medal of Bravery at a recent Board of Director's meeting.



Please note that on December 15, 2019, a Use of Force training course was held at the Burlington Armouries conducted by Don Thompson, Director of Operations.

An in-depth review of Criminal Code legislation, Report Writing, Effective Communications, and Crisis Management skills was conducted, and scenarios from guard sites were discussed and analyzed.

In the afternoon, the group participated in physical testing and skills training, including proper handcuffing and baton procedures, defensive tactics against edged and non-edged weapons, and arrest procedures. All participants successfully completed their certification.

Pictured above left (front row) are Dorin Stefan (PPSC), Raymond Coreses (St. Catharines Transit), Mike Shea (CFRC) and Corey Treige (STCT); (back row) Ian Coleman (CFRC), Geoff VanGinkel (CAS) and Ken Griffith (Redeemer).

Recognition of Service

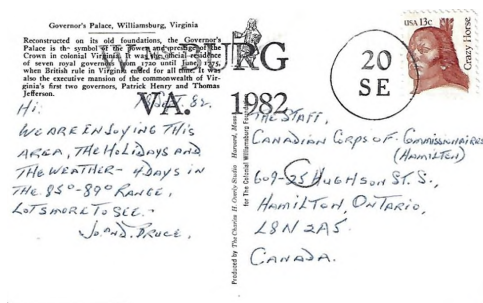
5 Years Service: Chenthuan Chellappah

25 Years Service: Ted Arthurs

Last Post

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

Commissionaire Terry Steen - Terry first came to Commissionaires Hamilton in June of 1997. He filled various positions until going into semi-retirement in December 2000. He returned to the Hamilton Division in April 2006, again working various sites in the Kitchener-Waterloo area. Terry passed away in October of 2019 after a lengthy illness.



This postcard seems like your normal type of postcard. There is however an abnormal story behind it. As you can see it has been dated 18 Sep 82 and it is postmarked at Williamsburg Virginia in 1982. The abnormal part of this...it was delivered to our current offices on 7 November 2019. Now I've heard of 'snail mail' but this is going a bit far.

Renewal of Security Guard Licenses

We are still experiencing numerous Commissionaires who have let their Security Guard License expire prior to renewal or have submitted a renewal too late to be processed in a timely manner. All Commissionaires are reminded that a valid license is a requirement in the Province of Ontario and that it is every Commissionaires' responsibility to be in possession of a valid license and to renew their license prior to its' expiration date. Not having a Security Guard License prevents you from being employed.

It is recommended that applications for renewal be submitted to Service Ontario at least 8 to 10 weeks prior to expiration to ensure adequate time for the process of the new licence.

Our recommendation - Come into the office if you are able. Have two pieces of identification with you (Driver's License, Birth Certificate, Passport) and a credit card. Sit down with the Administration Manager and 15/20 minutes later you are walking out of the office. Normally your Digital License is ready within 7 to 10 days.

BOARD OF DIRECTORS

Chair

HCol M. McKay, SBSJ, CD, AdeC

Past Chair

Maj M. Rehill, SBSJ, CD

1st Vice Chair

LCdr G. Swing, CD

2nd Vice Chair

Col G. Elms, MSM, CD

Secretary

Capt(N) G. Hatton, OMM, CD
Treasurer

Capt L. Murdoch-Furchner, CD
Members

Col G. Burton, SBSJ, CD

LCol P. Garrick, CD

Maj R. Nuttall, CD

Maj J. Petozzi, OSJ, CD

HEADQUARTERS STAFF

Acting Commandant & CEO

Mr. Don Thompson

Director of Human Resources

Mr. Rick Luden, CD

Director of Operations

Mr. Don Thompson

Administration Manager

MWO Ken Brady, SBSJ, CD

HR/Admin Assistant,

Sgt Heather Brady, CD

Quality Assurance Inspector

CWO Larry Will, SBSJ, CD

Account Managers

WO Gerry Fraser, CD

Ms. Vittoria Sita

ID Services Manager

Capt Tom Lee, CD

Dispatcher

Ms. Makayla StPaul

Finance Manager

Mr. Matt Finch

Finance Assistant

Mrs. Enas Taha

The Corpsrespondent
Is the Newsletter of

Commissionaires Hamilton

151 York Boulevard, Suite 208
Hamilton ON L8R 3M2

Ph: 905-527-2775 Fx: 905-527-9948
Email: cccham@on.aibn.com

Editor ~ MWO Ken Brady, SBSJ, CD