



The Corpsrespondent

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NEWSLETTER OF THE HAMILTON DIVISON

SPRING 2022

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Commissionaire Long Service Medals and Distinguished Service Medals were presented by Board of Governors Chairman HCol Mike McKay to fourteen members of Commissionaires-Hamilton at the annual awards dinner held on Thursday November 18th at the *Waterfront Centre*. Cmres John McPherson, Barbara Cote and Bill Crowder received their second bars to their CLSM's for 22 years of service. Cmre Stan Raike, Bill Bojeski, Donna Gallant and Wayne McPherson were presented with bars to their CLSM signifying 17 years of service. Sgt. John Young, Cmre Phil Williams and Cmre Sharon Gionomo were presented their Long Service Medals for 12 years' service. Col Gary Burton, HCol Mike McKay, HLCol Glenna Swing, and Capt Lynda Murdoch-Furchner of the Board were presented their Long Service Medals as well.

Captain Murdoch-Furchner and Captain Tom Lee (recently retired) were presented commendations from the National Office.

Unfortunately, not all eligible Commissionaires were able to attend the event. LCol Paul Garrick, Mr. R. Luden, Cpl J. Morneau, Cmre D. Krnetic, D. Luden, J. Smith, M. Kelly, S. Furnell, R. Landriault, S. Richards and R. Gordon received their various awards at a later time.



From the Chair

As we start the New Year we can look back with pride and satisfaction.

We were challenged by the Covid Pandemic. You rose to the challenge by providing protection and guidance on how to stay safe.

We also honoured the Fallen on Remembrance Day.

At the Awards Dinner as your Chair, I had the honor and privilege to present Captain Tom Lee the Commissionaires National Chair Commendation, which recognizes meritorious acts or a record of dedicated service to the Corps. (*)

This year has the potential to see the fight against Covid being won.

Many Canadians are tired of the challenge that Covid brings to their daily lives.

We must be on our guard.

You will continue to set the example for them and encourage them to follow the safety protocols.

I wish you and the ones you love a healthy and safe 2022.

I thank you for what you have done and what you will do this year.

**Captain Lee enrolled with the Hamilton Division in January 1997 working at Cambridge By-Law. He soon became the Detachment Commander. In 2000, Tom moved to Division Headquarters as the Operations Manager and then in 2010 became the Director of Operations. Tom filled the position of Manager of ID Services until his retirement this past July. Captain Lee served as a Piper with the Argyll and Sutherland Highlanders of Canada completing over 40 years' service retiring from the Argyll Pipes and Drums. He has previously received the Commissionaires Long Service Medals with two bars. During his service with the Argyll and Sutherland Highlanders he received the Canada 125 Medal and Queen's Golden Jubilee Medal.*



The CEO's Desk

It is hard to believe that another year has passed and that we are now entering into 2022.

I can remember not so long ago the beginning of the new millennium in 2000. New Year's Day was greeted with much angst and trepidation as the world wondered if there would be a massive failure of its computers whose operating systems were thought not to be coded correctly to handle the date Y2K. We all know how that went. Less dramatic because of its past proven stability and value added, but we are on the verge of a technological advance of our own with the implementation of TrackTik to automate and improve our scheduling, payroll, and invoicing processes. It too will go smoothly, and time will show as well that any concern was for not.

We are now almost two years into the pandemic and have had a very busy time adapting and pivoting to the various challenges posed by it. We have had some sites go down while other new ones have sprung up. The priority throughout has been safely staffing all the jobs with fit, able, and competent staff – the pride and hallmark of the Corps of Commissionaires across the country – and we have successfully done that.

The Division hosted its Annual Awards Dinner in person at the Waterfront Centre again this year; we provided wreaths and attended events at communities within the Division's area of responsibility on Remembrance Day; we stood up and took a shot for public health; and once again we won the Consumer Choice Awards as one of the best Security Providers for 2021 and 2022. All these achievements are a demonstration of our commitment to our people and our communities.

Day in and day out the Hamilton Division continues to lead the way in the Hamilton / Brant / Niagara / Halton / KW regions. The dedication and professionalism of the commissionaires in the field are the regular feedback we hear in surveys from our client sites. The quality service delivery of the women and men who provide safety and security and parking bylaw enforcement services for our clients is the reason we are always Trusted Everyday Everywhere.

It is my great pleasure to lead this outstanding organization and to wish all of you another prosperous and successful new year.



Jamie Anderson, CEO Commissionaires Hamilton, attended ceremonies at the cenotaph in Fonthill.



Gerry Fraser, Account Manager and RSM of the RHLI prepare along with his Commanding Officer to march to the Hamilton Cenotaph with the Regiment.



Don Thompson (Dops) accompanied by his son, William attend ceremonies in Waterloo



Account Manager Victoria Sita attended ceremonies at Chippawa Park, Welland.

1.



1. Capt. Lynda Murdoch-Furchner receiving Long Service Medal.

2. HLCol Glenna Swing being presented Long Service Medal.



2.

3.



3. Col. Gary Burton receiving Long Service Medal.

4. HCol Michael McKay receives his Long Service Medal.



4.

5.



5. Sgt. John Young being presented Long Service Medal.

6. Cmre Phil Williams receiving Long Service Medal.



6.

7.



7. Cmre Sharon Gionomo being presented Long Service Medal.

8. Cmre Stan Raike awarded Bar to the Long Service Medal.



8.

9.



9. Cmre Bill Bojeski receiving Bar to Long Service Medal.

10. Cmre Donna Gallant receiving Bar to Long Service Medal.



10.

1.



1. Cmre Wayne McPherson receiving 1st Bar to Long Service Medal.

2.



2. Cmre John McPherson being presented 2nd Bar to Long Service Medal.

3.



3. Cmre Barb Cote receiving 2nd Bar to Long Service Medal.

4.



4. Cmre Bill Crowder receives 2nd Bar to Long Service Medal.

5.



5. Ms Debbie Johnston being presented a Retirement Certificate and Gift.

6.



6. Mr. Tom Lee receiving a Retirement Certificate and Gift.

7.



7. Tom Lee being presented National Chair's Commendation.

8.



8. Capt. Murdoch-Furchner presented recognition for her work on the National Audit Board.

We are now almost two months into the new year as I write this update on the TrackTik software that we introduced into our operations this past December. I reflect on the progress of our implementation, fully aware that this is probably the biggest technological change that the Hamilton Commissionaires division has undergone since its inception over 83 years ago.

It is important to know that TrackTik was introduced specifically to streamline and automate many of our manual processes and to improve the quality of information available to us. From scheduling our guards, to invoicing, payroll, and managing client reporting, TrackTik is an intuitive system that will help us to optimize our security operations through integrated field and back-office solutions.

Clearly, delivering dependable quality service is important for any security service company. Part of that equation is having a solid base to work with. The Contract and Invoicing module of TrackTik's Back Office Management Suite is that foundation as it sets the ground rules for the client business relationship.

Scheduling and attendance are at the heart of our business, so automating our scheduling process will likely have the biggest impact on our business. Through the automated processes and guard profile information in the system, we can always make sure that the right guard is at the right client site with all the required skills, clearances, and training necessary for that posting.

Knowing what is going on at the sites we're in charge of is also essential to meeting our obligations. TrackTik's Live Dashboard provides instant access for the Scheduler, Account Managers, and senior staff to monitor the vitals of our security operations.

With accurate timekeeping, invoicing, billing, reporting, and payroll ready exports automated, along with the provision of quality service by our Commissionaire guard force on the ground, we will retain clients confident in our work and in our outputs, and we will be able to grow and attract new clients based on that sound reputation.

We are nearing the end of the implementation phase of this project. I know that we couldn't have done this without open minds, co-operation, and the support of our entire workforce. Our Commissionaires can all be proud of being part of this positive change.



Pictured from l to r are Account Manager Gerry Fraser, Commandant's Coin recipient Commissionaire Emily Townshend and CEO Jamie Anderson

On Dec 24, 2020 Emily arrived at Redeemer University in Ancaster to begin her midnight shift. In the process of relieving her detachment commander, Ken Griffith, she observed signs that he was experiencing a medical event, including slurred speech. Emily quickly took control of the situation, insisted that Ken remain onsite, and called an ambulance. Ken was rushed to the hospital and treated for a stroke, and recovered in hospital.

Emily's attention to detail, and quick responses were instrumental in ensuring that her coworker received critical care in a timely fashion, and mitigated the effects of his medical incident.

For her efforts, Commissionaires Hamilton is proud to recognize her with the Commandant's Coin.

On behalf of everyone in the division, thank you, Emily.



Account Manager Gerry Fraser promotes Martha Dadia to Corporal making her 2 i/c of the L3 Harris Waterdown Site. Congratulations Martha.



Mr. Rick Luden, Director of HR is presented the 1st Bar to his Long Service Medal from Mr. Jamie Anderson, CEO.



Consumer Choice Award representative Trevor Johnson (L) presents awards to Don Thompson.

"I wanted to personally thank everyone who has contributed to the success of the organization, and on being recognized for Business Excellence in the Security Guard Sector for the 7th consecutive year.

This award is based on feedback from the public through a number of social media channels, so it is a direct testament to the interactions that people have with you each day. Thank you for being the professional security representatives that we need you to be. The security industry is extremely competitive, and we are very fortunate to have people of strong morals and character helping to contribute to the safety of our communities.

Congratulations on your achievement and your commitment to service excellence. " *Don Thompson*

Recognition of Service

5 Years Service: Gerry Fraser, Michael Shea, Selwyn Inniss, Richard Logozny, Tom Corlett, Cynthia Irani-Kulk, Syed Jafri, Robert Mitchell, Charles Veale, Mary-Ellen Scotney, John Kotsios

10 Years Service: Richard Gaudet, John Sinan, John Garvie,

15 Years Service: Barb Ledwon

20 Years Service: Kevin Taylor, Michael O'Sullivan

25 Years Service: David Jeffery, John Livingstone

Last Post

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

Commissionaire Maurice Kehoe; Maurice was with Commissionaires Hamilton from 1997 to 2019. For his full 22 years with us you could find him at the main branch of the Bank of Montreal in Guelph looking after their parking lot. Maurice was a bit of a celebrity in Guelph (see the Summer/Fall 2011 issue of the Correspondent).

Commissionaire Earl Parker; A former Commissionaire Earl worked with Commissionaires Hamilton from 1989 to 2007. From a young age, he loved horse racing and baseball, he was given a contract to play ball for the New York Giants Farm Team in his 20s. Earl served in the Royal Canadian Navy for 10 years, serving on HMCS Micmac (1954-1959) and the Royal Canadian Naval Reserve (1959-1964).



Commissionaires Hamilton is honored to be formally recognized by the CAF for their support of employees deployed during Operation LASER, a comprehensive pandemic response which involved military personnel and resources were deployed to many long term care facilities in Quebec and Ontario to assist in the operation of these facilities for most of 2020.

Presenting this recognition on behalf of the CAF is CWO Gerald Fraser of the Royal Hamilton Light Infantry. Accepting on behalf of the division is CEO Jamie Anderson, and Director of Operations Don Thompson.

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