



# The Corpsrespondent

NEWSLETTER OF THE HAMILTON DIVISION

SPRING 2023

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HQ Staff pictured with Centennial Baton.

Front Row (l to r): ID Services Manager Charlotte Cripps, Finance Manager Cathy Gresko, Account Manager Victoria Sita, ID Services Asst. Sarah Sandhi, Administration Manager Ken Brady.

Back Row (l to r): Director of Operations Gunter Vuegen, Scheduler Scott Purser, Director of HR Rick Luden, Account Manager Will Wilton, CEO Don Thompson.

### **In preparation for the 2025 Centennial Commemoration Commissionaires launches Baton and Flag Tour**

In the lead up to 2025, the 100<sup>th</sup> anniversary of the Canadian Corps of Commissionaires, a ceremonial baton and flag are making their way across Canada, passed on from Commissionaires Division to Division.

The new initiative will celebrate and connect commissionaires, as well as the communities in which they live and serve. At its annual meeting of divisions in June of 2022, Commissionaires officially launched its centennial baton and flag tour, beginning with the Newfoundland and Labrador Division.

As the largest provider of security services in Canada, the Canadian Corps of Commissionaires has 15 Divisions and over 22,000 professionals working in over 1,200 communities from coast to coast to coast. Commissionaires Canada combines local knowledge with national strength to provide top quality security and protection services.

With the intent of recognizing these hardworking and dedicated employees, the ceremonial baton and flag will be passed to as many commissionaires as possible. At each Division, photos of the baton and flag featuring commissionaires will be captured and uploaded to our [COMMISSIONAIRES CENTENNIAL BATON TRACKER](#) where everyone can follow along. Additional photos can be found on pages 4 and 5.



### From the Chair

Spring is finally here, and it looks as though the snow is but a distant memory (fingers crossed)!

As we move into our new fiscal year, there are some exciting developments for our division that make me very optimistic about our future. First and foremost, I am very encouraged about the implementation of our Employee and Family Assistance Plan. This plan will allow all employees direct access to subject matter experts on a host of topics, and reinforces our commitment to the welfare of our employees and their families.

Secondly, I am proud to note that while the 100-year anniversary of Commissionaires is coming up in 2025, Hamilton division is celebrating our 86<sup>th</sup> birthday on April 22nd. Here's to many more years of successfully providing professional services to our clients and our communities.

In addition to upcoming milestones, it is important to remember that each and every day, we are in the public eye, and we have received some glowing feedback on the work that is being performed by you. Remember, that when you are in uniform, every eye is automatically drawn to you, and there is an expectation that you will conduct yourself in a manner that brings credit to yourself and to the organization. Thankfully, the overwhelming majority of our commissionaires do exactly that, and I just wanted to say thank you for everything that you do in support of our clients and the public. You make me proud to be the Chair of the Board, and I will do my utmost to support you in any way possible. I encourage you to share your thoughts with your leadership team on how we can be even more successful as we go forward.

Best wishes for a safe and happy summer.



### The CEO's Desk

As another spring is upon us, I would like to take this time to reflect upon my first year as your CEO. The past year was marked with a multitude of important milestones (both personal and professional), including the birth of my son Andrew last August. I am sure that you also have had many experiences that changed your perception and outlook on life, and it's important that we remember that each of us has many more facets to our personality than simply the job we perform for the Corps.

From a business context, we said hello to new clients, thank you to returning clients, and farewell to some previous clients, as we do every year. We saw a significant number of new faces, both in the field and in HQ, and initiated some important changes which have allowed Commissionaires Hamilton to improve our position in the local security marketplace. We saw the first of several initiatives designed to celebrate our upcoming centennial in 2025, a truly historic occasion that is unparalleled in our industry,

What made this last year important (and which will resonate as we go forward) is a personal and corporate commitment to overall improvement. We adopted the mindset of "how can we do this better?" and have made some interesting (and sometimes surprising) discoveries about who we are, and what we do. We have conducted a review of the organizations that we do business with, and determined whether we are getting full value for the products and services that we are purchasing. We have fully committed to reducing our environmental impact via ISO certification 14001, and have re-engaged with our communities to ensure that we are fully supporting our social mandate.

As we approach our 86<sup>th</sup> birthday on April 22nd, I want everyone to take a moment to ask themselves two important questions as you go about your day; "How can we do this better?", and "What can I do to help?" This thought process might yield some interesting responses to how we perform our various roles, and I encourage you to let us know how we can help you demonstrate that we are far more than "just security".

I wish everyone a safe and happy 2023, and I encourage you to share your thoughts, goals and ideas on how Commissionaires Hamilton can continue to improve and grow. Thank you for everything you do.

## OUR MOUNTAIN NAVAL WOMEN OF DISTINCTION

By Robert J. Williamson CD, CDR, RCNR Ret'd.

Seldom do we have the opportunity to present a story about the Hamilton Mountain that embraces significant National status. However, that is the basis for this submission to the Hamilton Mountain News. The theme, drawn from the Centennial Anniversary of the Canadian Naval Reserve 1923 - 2023 and the 113<sup>th</sup> Anniversary of International Women's Day 1910 - 2023, is related to the month of March this year.

Awesomely, two Hamilton Mountain women fill the requirement for this outstanding story. They were both raised and educated on the Hamilton Mountain and achieved the rare status for women in command of a Canadian Naval Reserve Division. One actually attained the highest status of a woman in the Canadian Armed forces (CAF) as Rear-Admiral and was appointed to Chief of all Canadian Reserves and Cadets.



**Jennifer Bennett**, born in 1958 was raised in the Southam and Westcliffe mountain neighborhoods by her navy family. Her father served in Hamilton's Naval Reserve and retired as a Commodore.

Jennifer graduated from McMaster University with a Bachelor of Physical Education in 1981 and received a Bachelor of Education from Queen's University the following year. She was employed in several schools in Ontario and British Columbia as a teacher and administrator from 1983 to 2008.

Her Naval Reserve career began in 1975 when she enrolled as an Ordinary Wren in Hamilton's Naval Reserve Division (NRD), HMCS Star. Dedicated to her naval career, promotions followed quickly; 1982 lieutenant and 1987 Lieutenant Commander. Having moved to British Columbia, she was appointed to Commanding Officer of HMCS Malahat, 1995- 1998, the NRD in Esquimalt.

Further promotions followed : Captain (Navy) 2000 as Director of Reserves in Ottawa; Commodore 2007 as Commander of Naval Reserves; and Rear-Admiral in 2011 as Chief of Reserves becoming the first woman to achieve that rank in the Royal Canadian Navy and the most senior reserve officer in the Canadian Armed Forces.

Until her retirement from the CAF in 2019, Bennett served in several significant strategic leadership positions in National Defence Headquarters and was a champion for Women in Defence, most creditably as a leader of a NATO Gender Seminar at the Nordic Center for Gender in Military Operations in Sweden.

Having served across Canada and Internationally, Bennett now lives quietly in Burlington but volunteers on Advisory Boards and as a patron of the Juno Beach Centre in Normandy.



**Glenna Swing** was born in 1956, and like Jennifer Bennett, was also raised on the west mountain graduating from Sir Allan MacNab High School. Her Naval Reserve career began in 1973 when she also enrolled as an Ordinary Wren in the Summer Youth Employment Program at HMCS Star where her father was also employed. Curiously, Glenna is remembered as one of Jennifer Bennett's summer instructors. Although she swore it was only a summer job it became part of her life for the next forty years.

Glenna rose through the ranks quickly to reach the highest level of non-commissioned officer, Petty Officer 1<sup>st</sup> Class and Coxswain of the ship. In 1986 she was recognized as the first woman to be selected "Man of The Year", an award title that obviously had to be redressed. Her talent and leadership contributed to HMCS STAR being awarded "The Most Improved Naval Division in Canada" in 1987.

In 1998 Glenna graduated from the Joint Reserve Command Staff College in Toronto. As a commissioned officer she was appointed Executive Officer of HMCS Star. Promoted to the rank of Lieutenant Commander she became the 31<sup>st</sup> Commanding officer of Hamilton's NRD 2005 - 2008. That being said, Glenna qualifies as the first woman to hold all three command positions at HMCS Star - Coxswain, Executive Officer and Commanding Officer.

Also, during her command period, Glenna played an administrative role in the annual International Military Tattoo at Copp's Coliseum and continues to serve the military even after retiring from the Naval Reserve. She is currently the Chair of Hamilton's Corps of Commissionaires and in 2019 was made an Honorary Lieutenant Colonel with the Royal Hamilton Light infantry. She and her husband, Steve, reside in Ancaster where she continues to serve the Hamilton Community in various volunteer boards.

*Mountain Memories* by award winning writer Robert Williamson of the Hamilton Mountain Heritage Society appears monthly to preserve Hamilton's Mountain Heritage

Editor's Note: There is a Commissionaires Hamilton connection with all three of these people. LCdr Glenna Swing, CD is currently the Chair of the Board, Cdr (Ret'd) Robert Williamson, CD is a retired member of the Board and RAdm Jennifer Bennett, OMM, CD is the daughter of a former Chair of the Board.

### The Centennial Baton

In 1925 the first Commissionaire Divisions were formed in Montreal, Toronto and BC. With our Centennial fast approaching, Commissionaires will be celebrating in a variety of ways. The first recognition of this milestone is with a baton and flag which are making their way across the country to all 15 Divisions. Commissionaires Hamilton was proud to play host to their leg of the centennial baton's journey across the country.

Until February 24th, the baton was on display at the Canadian Warplane Heritage Museum, the preeminent aviation museum in the country, which recently celebrated its 50<sup>th</sup> anniversary and which is home to the only operational Lancaster bomber in North America, amongst other attractions. More information about the museum can be found at [www.warplane.ca](http://www.warplane.ca)



Pictured is Commissionaire Stan Raike (CLSM), the designated honour guard for the baton during its visit. Pictured with Commissionaire Raike is Bill McBride, Special Projects Coordinator for the museum. Bill was a commissionaire in charge of ID Services with the Hamilton Division for nearly 13 years and is a former colleague of Stan's.



Pictured above are Cmre Stan Raike, baton honour guard, and Ms. Erin Napier, Curator for the Canadian Warplane Heritage Museum.



Pictured are Commissionaire Stan Raike, honour guard for the baton at the Canadian Warplane Heritage Museum, and members of 80 Squadron, Royal Canadian Air Cadets in Kitchener who were participating in a group visit on Saturday, Feb 11. L to R: WO1 Raina, V, WO2 Geddes, E, Commissionaire Raike, WO2 Langstaff, B, and Sgt Vandenackerboom, M.



Commissionaire John Kingston visits Warplane Heritage Museum with his son and stops by the Baton Display.



Pictured left is Sgt. Ken Liggins, detachment commander for the W. Ross McDonald School for the Blind, located in Brantford, ON.

Commissionaires have been proudly providing security to the school, its staff and students for many years.

The bell pictured was donated by the alumni association of the Ontario School for the Blind, in recognition of the efforts of the staff on behalf of the students.



Pictured above are WO Barb Ledwon, Detachment Commander and Cmre Ivan Howerchuk at the Marine Security Operations Centre in Niagara on-the-Lake.



Commissionaires Hamilton provides security services to many clients throughout the Kitchener/Waterloo area.

Pictured with our centennial baton are (l to r): Cmre Ranjit Gill; Immigration, Refugees & Citizenship Canada (IRCC) Kitchener; and Cmre Dorin Stefan, Public Prosecution Service Canada (PPSC).

Pictured right is Commissionaire Ted Arthurs, who is deployed to the RCMP detachment in Stoney Creek.

Pictured with Commissionaire Arthurs are (l to r): Inspector Vance Morgan, Cst. Susan Phillips, Cst. Beth Moodie, and Sgt Augustine Chung



**HR and Safety Thoughts - by Rick Luden, CD, Director of HR**

Greetings and best wishes to all. I know it has been a long time since any updates came out of this office that didn't involve making sure you remained hydrated, warm (or cool, depending on the weather) or ensuring that you were careful walking on ice or slippery surfaces.

This isn't going to be one of those messages, I promise. Instead, I want to take this opportunity to make everyone aware of two significant changes from the HR world that will make your job easier and your home life, hopefully, more fulfilling.

First, I would like to bring to your attention the addition of a new member of the Headquarters team, Mr. Pete Wobschall, our new Training and Compliance Manager.

Pete has taken on the rather onerous and formidable role of training new personnel in their expected roles as Commissionaires. The new Orientation Training curriculum was developed by Pete, and is used to teach new hires about the Division's history, our workplace expectations, and how to perform professionally, while representing Commissionaires Hamilton. He also provides training and guidance on the proper wear their uniform.

As some of you may already know, Pete is also the ISO Compliance and Competency review auditor for Commissionaires Hamilton. This means he will visit your worksite, provide some guidance on Policies and Procedures, and provide every guard an opportunity to demonstrate their professional competence by responding and reacting to various exercise challenges.

I am very pleased to report that these challenges have been met with enthusiasm and support from your fellow commissionaires, who have been given the opportunity to show off their skills and show off their skills.

The second item from the HR unit is the introduction of an Employee and Family Assistance Plan through Homewood Health. This is a program, provided at no charge to our employees, that provides you with access to a large pool of professionals and experts in a wide range of expertise. Everyone should have received the introductory letter that provides information on the different services covered by the EFAP: Financial advice, Family advice, Family stresses, banking issues, legal issues and many more. And, in addition to the employee being covered by this service, the employee's spouse and children are also included if they need to seek their own confidential advice. [www.Homeweb.ca](http://www.Homeweb.ca)

With the addition of Mr. Wobschall, and the inclusion of a strong EFAP, Commissionaires Hamilton is poised and ready to offer all of you the tools to make your work and life balance better.

Have a safe and wonderful spring and summer.



**Next Steps**

Commissionaires Hamilton is proud to feature former Commissionaires as they move on in their respective careers.

Former Commissionaire Tianna Sommerville, who was employed as a by-law enforcement officer from March 2021 to February 2022 has recently graduated from the Ontario Police College as a probationary constable with the Niagara Parks Police Service. "I owe it to Commissionaires Hamilton giving me the knowledge and experience to get me where I am today.

We wish Tianna the best of luck in her new career.

**Notes from the Director of Operations, Gunter Vuegen**

I would like to bring you up to date on new clients and new initiatives this year.

**New clients:**

- Shillat Crypto Mining Facility - Niagara-on-the-Lake
- Niagara Region Waste Management - Welland & West Lincoln landfill sites
- Colliers Construction Project – various sites in Brantford & St. Catharines

**Renewed contracts with existing clients:**

- UPS Burlington
- Cogeco Burlington
- Burlington Bylaw
- Federal sites (Service Canada, Passport Offices, IRCC, CFRC, MSOC)

**Marketing:**

- Bus ads on 4 bus lines in Hamilton as of April 10 for +/- 12 weeks.
- Online ads will go live as of April 10 on Facebook & Instagram – Google ads will go live in May 2023.
- These online and bus ads will be focused on recruiting.

**Trade shows:**

- ROMA 2023 Toronto: trade show focused on smaller, rural municipalities requiring bylaw enforcement officers.
- Springfest 2023 Toronto: trade show focused on property managers, condo boards, building companies... requiring condo security, concierge services and security guards.
- OAPSB Spring Conference 2023 Niagara Falls: trade show focused on Ontario Police Service Boards requiring court security officers, bylaw enforcement officers, security guards.
- Police/Fire/Security Expo in Mississauga focused on recent graduates of various LEO and Security courses throughout Ontario and featured displays from around the Province and across the country.

**Commissionaire & Supervisor of the Year:**

- Several nominations have been received for the 2023 CM & Supervisor of the Year.
- All nominations will be reviewed and a selection for the Hamilton Division Commissionaire & Supervisor of the Year in early April.



Team work makes the dream work! Great Lakes & Hamilton Divisions together at the Security/Police/Fire Career Expo at The International Centre in Mississauga. Commissionaires was a proud sponsor of the event. Featured above on the right are Ken Brady and Scott Purser with their CGL colleagues.

Hamilton Division's table set up at Mohawk College in preparation for their Job Fair. Director of HR Rick Luden has been getting lots of practice lately in setting up the display.

### Hamilton Military Tattoo—2023

A military tattoo is a performance of music or display of armed forces in general. The term comes from the early 17th-century Dutch phrase *doe den tap toe* ("turn off the tap"), a signal sounded by drummers or trumpeters to instruct innkeepers near military garrisons to stop serving beer and for soldiers to return to their barracks.

The tattoo was originally a form of military music, but the practice has evolved into more elaborate shows involving theatrics and musical performances. It is also used to designate military exhibitions such as the Royal Nova Scotia International Tattoo. On 1 April, after a lengthy hiatus, Hamilton once again played host to the Annual Tattoo. The MC for the tattoo was past chair Major (Ret'd) Mike Rehill, MSJ, CD.



A colourful Finale to the recent Hamilton Tattoo and Recruiting event held at the John Foote VC Armouries.



Pictured above representing Commissionnaires Hamilton is CEO Don Thompson, who provided recruitment information to interested attendees.



**Daughter and Spouse of Former Commissionnaire Morley Balinson**

Tamara & Joan Balinson. Joan was instrumental in assisting in the organization of the last national conference held in Hamilton in June of 2009.





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Pictured on this page:

1. Display of weapons used by the Royal Hamilton Light Infantry and the Argyll and Sutherland Highlanders.
2. Canadian Forces Recruiting table manned by former Commissionaire Mike Barone.
3. Massed Pipes and Drums - Argyll and Sutherland Highlanders and Royal Highland Fusiliers of Canada.
4. The ever popular 'Gun Run' with the C6 medium machine gun.

Editor's Note: Photos 1, 3 and 4 courtesy of RCMP Constable (Ret'd) Kirk Campbell, CD



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## Recognition of Service

**3 Years Service:** Tariq Alam; Sylvia Thompson; Alexander Furlong; Liam Raymond; Michele Campbell; Sunil Ahuja; Michelle Gray.

**5 Years Service:** Ken Griffith; Gordon McRoberts; Lynn Bird.

**20 Years Service:** Jeff Morneau.



Pictured at left is the Training and Compliance Manager, Peter Wobschall presenting a Certificate of Appreciation to Commissionaire Gurel Horsun in recognition of his high standards in supporting Commissionaires Hamilton as identified by our clients.



On January 11, 2023, Commissionaire John Kotsios received a Commandant's Coin for his actions while working at Service Canada Welland. On two separate occasions John discovered significant sums of money that had been lost by members of the public and successfully returned them to their rightful owners. Thank you for your honesty and integrity, John.

Pictured on left: CEO Don Thompson presenting coin and certificate to John Kotsios with Training & Compliance Manager Pete Wobschall.

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The Correspondent

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Editor ~ CWO Ken Brady, MSJ, CD

An advertisement with a dark blue background. On the left, the text "WE HIRE MILITARY SPOUSES" is written in large, bold, white and orange letters. On the right, there is a photograph of a smiling woman with glasses. Below her photo, a white starburst contains the text "Flexibility, opportunity and support, wherever you're based." At the bottom left, the website "militaryspouse.ca" is listed. At the bottom right, the logo for "COMMISSIONAIRES" is displayed.