



# The Corpsrespondent

NEWSLETTER OF THE HAMILTON DIVISION

WINTER 2023

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From the  
Chair

Merry Christmas and Happy New Year from the Chair -

As 2024 approaches, we extend warm wishes to you and your family. Winter weather has eluded us so far, which has made travel a little safer for many of us. This is Canada however, and it's sure to catch up with us.

The end of the year brings no greater joy than the opportunity to express how grateful we are for our staff, valued clients and partners. Our success truly depends on you and all your efforts. Happy holidays to all of you, and may your new year be filled with good health, happiness and success.

From all members of our Board of Directors, and from me and my family – best wishes to you and yours.

Merry Christmas, God Bless, Happy Holidays and Peace to you.

Glenna Swing, Chair



The CEO's  
Desk

As we approach the holiday season, I wanted to take a moment to reflect on the incredible journey we've had together this year.

Firstly, I extend my heartfelt gratitude to each and every one of you for your unwavering dedication, hard work, and resilience. This year posed numerous challenges, yet your commitment and adaptability have been nothing short of extraordinary.

The festive season is a time for reflection, celebration, and togetherness. It's a time to cherish our accomplishments, the bonds we've forged, and the milestones we've reached together.

This holiday season, let's take a well-deserved break to rejuvenate and spend quality time with our loved ones. It's essential to rest, recharge, and return refreshed, ready to conquer new challenges and embrace exciting opportunities in the upcoming year.

Remember, our collective efforts have propelled us forward, and I have every confidence that our continued teamwork and dedication will lead to even greater achievements in the future.

Wishing you and your families a joyful holiday season filled with love, laughter, and peace. May the spirit of the season bring warmth to your hearts and homes.

Thank you for being the driving force behind our success.



Pictured above is Pete Wobschall, Manager of Training and Compliance with three of our recent graduates of the Orientation Course; Dane Belich, Mikayla O'Neill and Kausar Hussaini.



Pictured above Cmre Jean Harris is presented her 5 year service recognition by her Detachment Commander WO Jeff Jonat.



Above: Cmre Rohan receiving his Commissionaire Security Guard certificate.

**Recognition from Client**



Left: Cmre Gill presented a Certificate of Appreciation from Account Manager Will Wilton for his hard work and service to our client in Brantford.

# Ontario Public Buyers Association



The Ontario Public Buyers Association held this unique event to allow municipalities from across the province to present their various organizations and answer questions from vendors.

Shown at the right is CEO Don Thompson with Commissionaires Great Lakes' rep Jay Nair.



CEO Don Thompson is pictured with Jacqueline Hodgson, representing Norfolk County at the Ontario Public Buyers Association trade show in Oakville on Oct 25.

Norfolk County was the setting for our very successful Port Dover bylaw enforcement project this summer.

Ms. HODGSON was very complimentary of the commissionaires who worked on this project, and is looking forward to next year.



For the 9th consecutive year, Commissionaires Hamilton has been chosen the Winner's Circle award for best Security Company in Hamilton/ Niagara.

This Award is based on feedback from the public on social media sites like Yelp Reviews, Google Reviews etc.

Attending the award presentation reception were Director of Operations, Gunter Vuegen, Charlotte Cripps, Megan Metcalfe-Woodfine from ID Services and Scott Purser, Operations Scheduler.

## Employment Assistance Program Update

Rick Luden, Director of Human Resources

While the Holiday season is one of high spirits, glad tidings and joyful reunions with friends and family, it is also a season of higher stress and anxiety among many. The concerns raised from an increase in expenses, or the potential anxiety of dealing with friends or family that you haven't seen or shared time with recently, can make this season difficult for many.

I would like to take this time to remind all commissionaires that we have an Employee Assistance Program that is available to not just our employees, but also their family members who may be having a difficult time this season, or any time. Trained professionals are available to discuss issues ranging from personal finances to mental health concerns.

I extend our hopes to all for a wonderful Holiday season, and simply wish to remind those struggling with unseen difficulties that there is hope and assistance available.

So, to everyone at Commissionaires Hamilton, and their friends and family, please have a wonderful, joyous celebration and a safe holiday season.

Wishing Happy Holidays and a Merry Christmas to all.

<b>Invitation Code</b>
Your invitation code is: <b>CCC764</b>

EfAP contact:

The employees and their families can access any of the Homewood Health EFAP services. If you are in crisis, immediate support is available. Please be assured that the program is completely confidential. If you have any questions you may contact Homewood Health anytime at 1-800-663-1142 (EN) or 1-866-398-9505 (FR).



Commissionaires Kingston conducted a Commissionaire Supervisor Course Phase 2 this past October.

This course was a week-long practical training on Supervisor issues, administrative matters and personnel management.

Account Manager Will Wilton and WO Reg Garon (UPS) attended this course on behalf of Hamilton, and stated that the workshops and course content were an excellent training opportunity.



**Attendance at Remembrance Day Services**

(clockwise from top left)

CEO Don Thompson and son at services in Guelph.

Gunter Vuegen, Director of Operations in Cambridge.

Kenneth Liggins, Det Comd at W. Ross Macdonald school in Dundas.

John King, Commissionaire at W. Ross Macdonald school in Ancaster.

Our wreath that was placed at the Kitchener Cenotaph.





**Attendance at Remembrance Day Services (cont'd)**  
(clockwise from top left)

- Board Member Gary Hatton (front left) attending services in Niagara on the Lake.
- Admin Mgr. Ken Brady attending the Beamsville Service.
- Corporate Bookkeeper James Finlay represented Commissionaires and the service at Canadian Warplane Heritage Museum.
- Peter Wobschall, Training and Compliance Manager in Burlington.
- Carl Caron, Det Comd at Niagara Regional Police in St. Catharines.
- Acct Mgr. Will Wilton represented Commissionaires Hamilton in Brantford.



# Philanthropic Efforts



Shown above is Director of Operations, Gunter Vuegen making a presentation to Hoojung Kennedy-Jones of the Korean War Veterans Advocates of Canada, together with our Treasurer (Lynda Murdoch-Furchner) on behalf of Commissionaires Hamilton.

The Appreciation Luncheon was held at RCAFA 447 Wing, in Mount Hope on Thursday Nov 9 and was attended by veterans of the Korean Conflict and their family members.



As the temperatures continue to drop in southern Ontario, Commissionaires Hamilton was able to help the less fortunate with over two dozen warm parkas that we no longer use. Our staff members have been hard at work removing badges and repairing coats for donation to the patrons of the Good Shepherd location in downtown Hamilton. Pictured with one of the parkas is Good Shepherd support worker Amy Jewel, along with CEO Don Thompson.



Pictured above with CEO Don Thompson is Chair of the Last Post Fund Mike Voith, former CEO of Commissionaires Kingston. The Last Post Fund actively searches for unmarked graves of Canadian Veterans and ensures that they are properly recognized. Commissionaires Hamilton is proud to support this worthy organization. (see article on page 13)



# ISO Programs Update

Peter Wobschall - Training & Compliance Manager



## More than a Requirement

In addition to providing an organizational program that is focused on delivering quality services to our clients, maintaining ISO 9001 QMS (Quality Management System) certification is a requirement of the Corps of Commissionaire's NMSO (National Master Standing Offer). The NMSO is our contract with the Federal government to deliver security services at Federal sites, so maintaining ISO 9001 QMS certification is vital to our contract delivery.

ISO 14001 EMS (Environmental Management System) certification is becoming increasingly used as a requirement by prospective clients when they request security services through an RFP (request for proposal) process. Maintaining 14001 EMS certification qualifies Commissionaires Hamilton for these specific proposals, but can also lead to more opportunities by demonstrating our commitment to reducing our environmental footprint to the greater community. This means that Commissionaires Hamilton can include 14001 EMS certification in our proposals to help separate us from our competitors to win more contracts.

## You Play an Important Role!

ISO program success is only possible when everyone contributes, including our frontline staff. It is important for Commissionaires Hamilton's Security Guards and Bylaw Officers, including Site Supervisors and Detachment Commanders, to:

- Provide suggestions for improvements related to quality or environmental impact of services to the ISO Management Representative.
- Alert Account Managers, or the ISO Management Representative when operations or activities are not compliant with legislation or Commissionaires Hamilton policy or procedures, so they can be fixed.

## 14001 EMS Highlights

Commissionaires Hamilton was granted ISO 14001 EMS certification in August 2023. Despite this relatively new commitment to the environment, look at what we've accomplished so far:

- Even with the addition of mobile monitoring security services in September 2023, we have reduced our fuel use by around **38%** in 2023 from 2022.
- So far, HQ has reduced paper use by **16%** in 2023, which is more than three times our 5% reduction target over 2022 paper use. HQ has increased paper recycling by almost **60%**, representing 1,106 kgs of paper, and providing the following savings:
  - ◆ 23 trees
  - ◆ 4 cubic yards of landfill space
  - ◆ 2.4 barrels of oil
  - ◆ 25,000 litres of water

If you have any questions about Commissionaires Hamilton's ISO 9001 QMS or 14001 EMS programs, or want to suggest an opportunity for improvement, contact the Training & Compliance Manager, Peter Wobschall at [pwobschall@commissionaires.ca](mailto:pwobschall@commissionaires.ca).



Pete Wobschall, Manager of Training and Compliance prepares vehicle spill kits and Emergency Roadside Kits to be distributed to all company vehicles in December.

In addition to providing health and safety benefits, this was a component of our ISO 14001 Environmental Management System 'adverse conditions' program.



## 2023 Annual Awards Dinner

Commissionaires were recognized for their long service and outstanding contributions on November 23 at the Canadian Warplane Heritage Museum.



Entertainment for the evening was provided by the Band of the Royal Hamilton Light Infantry. Courtesy of Lieutenant Colonel N. Arakji, CO of the RHLI.



Chair and Commissionaires National Office Chief of Staff, Harry Harsh presents Board member Major Bob Nuttall with third bar to the Commissionaire Long Service Medal recognizing his 27 years service to the Board and Commissionaires Hamilton.



Recipient of the Supervisor of the Year WO Reg Garon, Det. Cmd. of UPS and Cmre John Sinan, Commissionaire of the Year accompanied by LCdr Glenna Swing, Chair of the Board of Governors.



The Chair presents Board member Colonel Geordie Elms with his Commissionaire Long Service Medal recognizing his services to the Board and to Commissionaires Hamilton.



Cmre Tom Corlett receives his Commissionaire Long Service Medal recognizing his services to Commissionaires Hamilton.



Chair presents Cmre Richard Gaudet, Canada Centre for Inland Waters with his Commissionaire Long Service Medal.



Cmre John Garvie, Niagara Falls Bylaw receiving his Commissionaire Long Service Medal recognizing his 12 years service to the Commissionaires Hamilton.



Chair presents Cmre Richard Logozny with his Commissionaire Long Service Medal recognizing his 12 years service to Commissionaires Hamilton.



Cmre John Sinan also received his Commissionaire Long Service Medal recognizing his service to the Commissionaires Hamilton.



Group shot of the recipients and Board Chair, Lieutenant Commander Glenna Swing.



The **Canadian War Museum** is a national museum featuring the country's military history in Ottawa. The museum serves as both an educational facility on Canadian military history and a place of remembrance. The 40,860 square metres (439,800 sq ft) museum building is situated south of the Ottawa River in LeBreton Flats. The museum houses a number of exhibitions and memorials, in addition to a cafeteria, theatre, curatorial and conservation spaces, as well as storage space. The building also houses the Military History Research Centre, the museum's library and archives.

The Canadian War Museum was formally established in 1942, although portions of the museum's collections originate from a military museum that operated from 1880 to 1896. The museum was operated by the Public Archives of Canada until 1967, when the National Museums of Canada Corporation was formed to manage

several national institutions, including the war museum. In the same year, the war museum was relocated from its original building to the former Public Archives of Canada building. Management of the museum was later assumed by the Canadian Museum of Civilization Corporation (later renamed the Canadian Museum of History Corporation) in 1990. Plans to expand the museum during the mid-1990s resulted in the construction of a new building at LeBreton Flats. Designed by Moriyama & Teshima Architects and Griffiths Rankin Cook Architects, the new Canadian War Museum building was opened to the public in 2005.

The museum's collection contains over 500,000 pieces of materials related to military history, including over 13,000 pieces of military art. In addition to its permanent exhibition, the museum has hosted and organized a number of travelling exhibitions relating to Canadian military history.

The walls are designed to emerge sharply from the ground, in an unusual fashion; whereas the floors were designed with slight slopes within them.[26] Together, these design features are intended to evoke the feeling of instability with the museum's visitors. [26] All the galleries within the building include ramps and slopes, making all exhibits in the museum wheelchair accessible. (credit: Wikipedia)

**NOTE: Of particular note is the pending dedication of the main entrance area as "Commissionaires Way" in 2025, coinciding with the Corp's 100<sup>th</sup> anniversary. This entrance will feature an exhibit dedicated to Commissionaires and their role in wartime, and in helping to shape the history of Canada.**

The photo shows the Southeastern glass façade the building. Windows along the protrusion are arranged to spell "lest we forget/ n'oublions jamais" in Morse code.





**LAST POST FUND**  
**FONDS DU SOUVENIR**  
**Ontario Branch**

Stained glass window in Remembrance Gate at Last Post Fund National Field of Honour.

The Last Post Fund's mission is to ensure that no Veteran is denied a dignified funeral and burial, as well as a military gravestone, due to insufficient funds at the time of death. Its primary mandate is to deliver the Veterans Affairs Canada Funeral and Burial Program which provides funeral, burial and grave marking benefits for eligible

Canadian and Allied Veterans. The Unmarked Grave Program provides military markers for unmarked Veterans' graves. In March 2019, the Indigenous Veterans Initiative was launched in an effort to commemorate and honour the memory of over 18,000 Indigenous Veterans, many of whom are thought to lie in unmarked graves.

The Last Post Fund owns and manages its own military cemetery, the Last Post Fund National Field of Honour, as well as supporting and promoting other initiatives designed to honour the memory of Canadian and Allied Veterans. A national non-profit organization, the Last Post Fund's National office is located in Montreal, supporting the Provincial Boards across the country. The Last Post Fund is supported financially by Veterans Affairs Canada and by private donations.

**NOTE: Our 1st Vice Chair, Colonel Geordie Elms, is a former Chair of the Last Post Fund and remains an active supporter.**

#### A BRIEF HISTORY

December 1908. Two policemen find a homeless man huddled in a doorway of downtown Montreal. Unconscious, the man is taken to the nearby General Hospital where he is quickly diagnosed as being a drunk and taken to a room where he could sleep it off. When the head orderly Arthur Hair looks on the so-called drunk, he notices a blue envelope sticking out of the man's pocket. Being a Veteran of the South African War, Hair is familiar with that type of envelope. Issued by Britain's War Office, it contains the honourable discharge of one Trooper James Daly, who has served the Empire for more than 20 years. This blue envelope represents his sole possession. However, Trooper Daly was not drunk. Instead, he was suffering from hypothermia and malnutrition. He died 2 days later, still unconscious, at age 53. Since his body was unclaimed, his remains would be turned over to science for medical research, as was customary in those days. Hair was utterly shocked by the Empire's disregard for its Veteran. So he raised money from friends and colleagues to give the soldier a decent and dignified funeral. Daly was then buried at the Notre-Dame-des-Neiges cemetery on Mount-Royal. This was the catalyst for the creation of the Last Post Fund in Montreal, in April 1909. Trooper Daly was the first of nearly 150,000 servicemen and women for whom the Last Post Fund has provided financial benefits over the past century.

The main objective is to ensure that no Veteran will ever experience the same fate as Trooper Daly.

## Recognition of Service

**3 Years Service:** John Warren; Emily Townshend; Michael Berlin; Ken Liggins; Kristin Martins; Brandon Maniaci

**5 Years Service:** Mathew Norris; Jean Harris; Cathy Hanson; Ray Coreses; Chad Gray; Dorin Stefan; Brandon Erb; Adam Bukari

**15 Years Service:** Robert Gould

**20 Years Service:** Jim Curry

**Wishing you and your family a  
Merry Christmas and a healthy  
and safe New Year.**

**2024**



## BOARD OF DIRECTORS

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**Col G. Elms, MSM, CD**

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**Maj J. Petozzi, OSJ, CD**

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**Cdr S. Churm, CD**

## HEADQUARTERS STAFF

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Director of Human Resources

**Mr. Rick Luden, CD**

Director of Operations

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**CWO Ken Brady, MSJ, CD**

HR Assistant

**Sgt Heather Brady, CD**

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**Mr. William Wilton**

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**Mrs. Charlotte Cripps**

ID Services Technician

**Ms. Megan Metcalfe-Woodfine**

Training & Compliance Manager

**Mr. Peter Wobschall**

Scheduler

**Mr. Scott Purser**

Corporate Bookkeeper

**Mrs. Tracy Winchester**

The Correspondent

Is the Newsletter of

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