



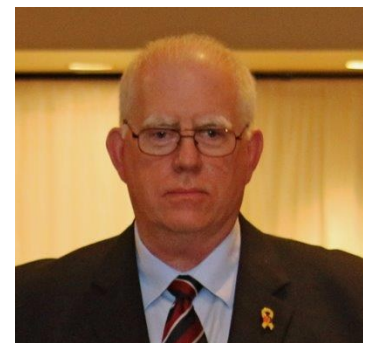
INSIDE THIS ISSUE:

- ◆ Chair's Message 2
- ◆ From the CEO's Desk 2
- ◆ Spotlight on Veterans 3
- ◆ Last Post 3
- ◆ Remembrance Day 4
- ◆ Remembrance Day (continued) 5
- ◆ Health & Safety - a Shared Responsibility 6
- ◆ Dealing with Difficult People 7
- ◆ 2024 Awards Dinner 8
- ◆ 2024 Awards Dinner (cont'd) 9
- ◆ Health & Safety 10
- ◆ Some Interesting Facts about Commissionaires 10
- ◆ Commissionaires Honoured by Parks Canada 11
- ◆ Use of Force Training 12
- ◆ Commissionaires 100th Anniversary 13
- ◆ Commissionaires' Office Holiday Lunch
- ◆ Commissionaire Challenge 14
- ◆ Canadian War Museum

King Charles III Coronation Medal



Commissionaire Gurel Horsun receives his King's Coronation Medal from the Chair of Commissionaires Hamilton and the Chief of Staff of Commissionaires Canada in recognition of being chosen as the Commissionaire of the Year.



Chief Warrant Officer Ken Brady in recognition of his volunteer work through the years was also presented the King's Coronation Medal from the Chair of Commissionaires Hamilton and the Chief of Staff of Commissionaires Canada.

The Coronation Medal commemorates the Coronation of His Majesty King Charles III as King of Canada. The medal is administered by the Chancellery of Honours at Rideau Hall.

The medal program was first announced three days before the Coronation, on 3 May 2023, by the Prime Minister. The design of the medal and the details of the program were announced by Rideau Hall on 6 May 2024 the first anniversary of the Coronation.

The inaugural ceremony also took place on 6 May 2024, on which occasion the Governor General presented the first medals to the Lieutenant Governors and Territorial Commissioners during a virtual event. On the same day, some Lieutenant Governors also held inaugural presentations in their province, which included the first military recipients.

The medal was designed by Cathy Bursey-Sabourin, Fraser Herald at the Canadian Heraldic Authority at the Chancellery of Honours, Rideau Hall. The medal is struck in nickel-silver and lacquered to prevent tarnishing. It is manufactured by the Royal Canadian Mint.

Thirty thousand medals were authorized throughout Canada but only 57 were authorized for Commissionaires.





From the
Chair

I feel a certain stress in the air as this country takes a deep breath! Our world is spinning a little faster than normal as politicians and world leaders grapple with events of late. It also gives me cause to pause and be grateful for this country, its amazing people and our way of life!

Thank a VETERAN!

I am immensely proud of the work that is done by Commissionaires Hamilton. Our organization is built on a foundation of innovation and adaptability, skills that have enabled us to thrive in these competitive and challenging times. We continue to seek out and embrace new technologies and new ways to be effective not only in our community but throughout our province and across the country.

Together, as a Board, all of our volunteer Governors join me in thanking all commissionaires for their loyalty, commitment and passion at work. We remain dedicated to supporting you and your families.



The CEO's
Desk

As we stand on the threshold of the remarkable milestone of our 100th anniversary as a national organization I want to take a moment to reflect on the journey that has brought us here and to celebrate the people who have made it all possible: you.

For a century, this organization has stood as a beacon of safety and trust, rooted in the values of service, sacrifice, and integrity. Our unique mission providing not just security but opportunity has been guided by the exceptional contributions of veterans who carry forward a spirit of discipline, courage, and purpose. Together, we've built something extraordinary, ensuring that our communities are protected while empowering those who have selflessly served our nation.

This moment belongs to you. It's a recognition of the hard work, commitment, and dedication you bring to this mission every day. As we celebrate our 100th year, let's honor the generations who came before us and look forward to the future we will continue to shape together.

I invite you to join us in the celebrations ahead an opportunity to recognize not just our company's success but the legacy of service and excellence that is our reward. More details on how we'll commemorate this historic occasion will follow, but for now, take pride in the fact that we are a part of something much greater than ourselves.

Here's to the next 100 years of making a difference, one mission at a time.

SPOTLIGHT ON VETERANS

Each issue, we will feature a veteran Commissionaire.

Commissionaire (Warrant Officer) Geoff VanGinkel

My name is Geoff VanGinkel. I am a member of the Royal Hamilton Light Infantry (Wentworth Regiment). I have been in the RHLI for 29 years and currently hold the rank of Warrant Officer. I joined the military as I needed a good challenge in my life and it has not disappointed. I have been deployed twice in my career. The first time was the Ice Storm in 1998, the second time was to Afghanistan in 2006.

I am also a member of Commissionaires Hamilton. I joined the Commissionaires in 2017 and have worked at various sites over the past seven years. This includes the Hamilton Federal Building (55 Bay Street), Court Administration Services and currently work at Service Canada (Upper James).

Outside of the military, some of my hobbies include my Remote Control vehicles (currently eight) and playing video games.



Last Post - Cathy Hanson, CD

We are saddened to report that after a valiant battle with cancer, Commissionaire Cathy Hanson passed away on February 6th. Cathy started with Commissionaires Hamilton in September of 2018, and was assigned to Niagara Falls Bylaw as well as covering weekends at the RCMP/MSOC site. From there she moved to Albright Manor, then became a Quick Response Commissionaire. Cathy was always willing to help out on short notice whenever required.

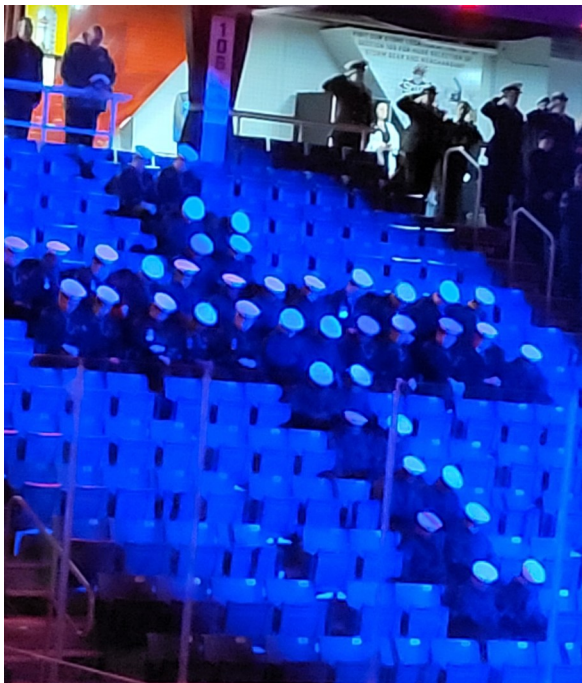
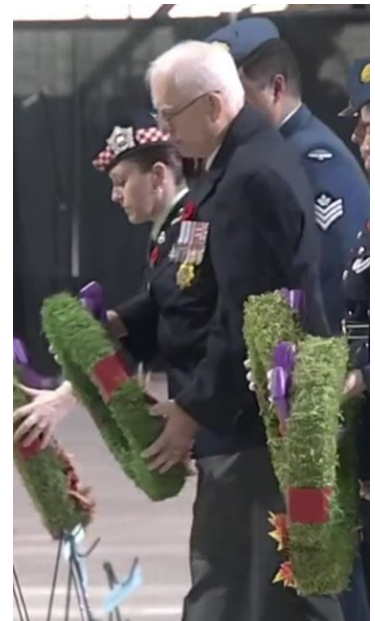
Cathy served 20 years in the military as a Cadet Instructor Cadre (CIC) Officer. She filled positions such as Administration, Training and was the Commanding Officer at 1626 Army Cadet Corps (Grimsby/Beamsville), and then assisted with Supply at 2968 (Robert Land) and 162 (Ridley College) Army Cadet Corps.

She will be missed by her friends and coworkers here at Commissionaires Hamilton.

Remembrance Day 2024



Administration Manager Ken Brady places the wreath on behalf of Commissionaires Hamilton during the service at The Canadian Warplane Heritage Museum.



The City of Guelph Remembrance Day Service was held at the Sleeman Centre. CEO Don Thompson placed the wreath on behalf of Commissionaires Hamilton.



Shown on the left, the local Sea Cadets form a cross at the service.



Remembrance Day 2024



Rick Luden, Director of Human Resources attended the City of Hamilton service and places a wreath on behalf of Commissionaires Hamilton.



Mehakpreet Kaur of Burlington Bylaw representing the Division



Commissionaire Ashiqur Rahman was in attendance at the Remembrance service in Kitchener.



Commissionaire John Cane attends the service in Port Colborne.



Account Manager Joshua White (3rd from right) on parade in St. Catharines along with the Lincoln & Welland Regiment.



Health and Safety - A Shared Responsibility

As part of our continuing efforts to improve Health & Safety awareness at Commissionaires Hamilton, We are providing information on the responsibilities of all employees as they relate to working safely regardless of their worksite.

1.1 SCOPE

Commissionaires Hamilton is dedicated to enhancing and continuing the awareness of all of its employees on their responsibilities as they relate to Health & Safety. From the CEO to the regular site guard, employees are reminded on a monthly basis of their support to this initiative.

1.2 SENIOR MANAGEMENT

The following actions and initiatives are taken by senior staff to ensure Health & Safety awareness throughout the organization:

CEO – Primary source of all direction related to Health & Safety procedures and initiatives within Commissionaires Hamilton.

Director of Human Resources – Primary coordinator of Health & Safety training (including First Aid); primary member of management for the development and passage of all new policies related to Health & Safety, responsible for issuing any H&S notices to all employees (eg. weather watch), Chair of the Joint Health and Safety Committee (JHSC), responsible for distribution of JHSC Minutes to all employees and work sites, responsible for monitoring and content of the Health & Safety Program, responsible to work with DOps in matters of site safety concerns raised by site inspections.

Director of Operations – Responsible for ensuring monthly site inspections are performed and raising any site concerns or H&S matters that require attention of senior Management for resolution. Responsible to work with DHR to resolve any H&S issues identified by site inspections.

1.3 MIDDLE MANAGEMENT (ACCOUNT MANAGERS)

Account Managers are responsible for conducting monthly site inspections of all Commissionaires Hamilton client sites. Monthly reports are delivered to Headquarters for review and action as required. Account Managers will perform/initiate immediate correction to any site/situation that presents an immediate hazard/danger.

1.4 SITE GUARDS AND ENFORCEMENT OFFICERS

Site guards and officers are required to report unsafe work conditions, to identify the potential requirement for PP&E and to take part in the monthly site inspections conducted by the Account Managers. Some guards and Detachment Commanders also form part of the Joint Health and Safety Committee.

As referenced above, the JHSC recently welcomed new members.

The JHSC is comprised of:

Rick Luden - DHR (Chair)

Ken Brady - Admin Mgr

Reg Garon - UPS (Vice Chair)

Kristin Martins - Halton School

Mat Norris - Niagara Region

Will Vander Velden - Hamilton Fed Bldg

Stephen Veldhoen - CCIW





Dealing with Difficult People: How To De-Escalate Conflict

- **Stay Calm and Control Your Emotions:**
 - * Take deep breaths and keep your tone steady.
 - * Avoid matching their level of intensity or aggression.
- **Listen Actively:**
 - * Give them space to express their concerns without interruption.
 - * Show you're listening with nods or short affirmations like "I understand."
- **Acknowledge Their Feelings:**
 - * Validate their emotions by saying things like, "I see you're upset" or "I understand this is frustrating."
- **Use Neutral, Non-Defensive Language:**
 - * Avoid blaming language; instead, focus on "I" statements: "I feel" rather than "You make me feel."
 - * Keep the conversation focused on the issue, not personal attacks.
- **Empathize:**
 - * Show that you understand why they feel the way they do. Empathy helps reduce their defensive posture.
- **Stay Solution-Focused:**
 - * Encourage problem-solving by asking, "What can we do to fix this?"
 - * Offer potential solutions that are reasonable and fair to both parties.
- **Set Boundaries if Necessary:**
 - * Politely, but firmly, set boundaries if the person becomes too aggressive.
 - * Example: "I'm willing to talk with you, but I need us both to remain calm."
- **Take a Break if Needed:**
 - * If things are escalating too quickly, suggest a short break: "Let's take a moment to gather our thoughts."
- **Use Non-Threatening Body Language:**
 - * Maintain open, relaxed posture and avoid crossing arms or clenching fists.
 - * Keep appropriate eye contact without staring or being confrontational.
- **Avoid Personalizing the Situation:**
 - * Separate the person from the problem and focus on resolving the issue, not attacking them.
- **Know When to Walk Away:**
 - * If the situation is beyond de-escalation or the person becomes too hostile, it's okay to remove yourself from the conversation.

Using these techniques, you can often diffuse tension and shift the conversation toward a more productive and cooperative direction. Remember, there is no situation worth risking your personal safety. **The goal is to go home!**



Former Commissioner Bill McBride welcomes all attendees to the Annual Awards Dinner on behalf of the CEO of The Canadian Warplane Heritage Museum.



Place setting and Centennial mementos for the attendees.



Major Mike Rehill is presented with the first bar to the Commissioner's Long Service Medal by the Board Chair signifying 17 years as a member of the Board.



Commissionaire Mike O'Sullivan (Maritime Security Operations Centre) is presented his 2nd bar to the CLSM for his 22 years with Commissionaires Hamilton.



Commissionaire Rob Gould is presented his first bar to the CLSM by Account Manager Zain Baig. Rob was unable to attend the Awards Dinner.



Once again, the Regimental Band of the Royal Hamilton Light Infantry provided music for the Dinner. We are very grateful for their contribution



Warrant Officer Barb Ledwon, Detachment Commander of MSOC is presented the Supervisor of the Year Award. Barb was surprised by staff of MSOC who came to show their support, Sgt Mike Marinis (RCMP) and Officer Jon Hughes (CBSA).



Commissionaire Gurel Horson is presented the Commisssaire of the Year Award. Gurel is one of our Mobile Patrol staff.



Commissionaire and former CEO John Livingstone receives his 3rd bar to the CLSM signifying 32 years of service with Commissionaires Hamilton.



Sgt Kirk Richardson (Raytheon) is presented his 1st bar to the CLSM for his 17 years service.



Health and Safety by Rick Luden, Director of Human Resources

As this is our winter issue, I'd like to take the time to wish everyone Happy Holidays and a safe and joyous celebration over this festive season.

Having moved beyond the holiday season, however, winter is still upon us, bringing 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 working out in the cold. For the last few years, our Policies and Procedures Manual has provided policy direction for environmental considerations for outdoor operations. While all sites 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 the Commissionaires Hamilton Policy on Environmental Impact on Service Provision (Policy 19), I encourage you to read the following chapters:

19.3.3. Cold and Wind Chill Factors

19.3.3 (a) Protective Clothing

19.3.3 (b) Control of Thermal Conditions: Indoors

19.3.3 (c) Control of Thermal Conditions:

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

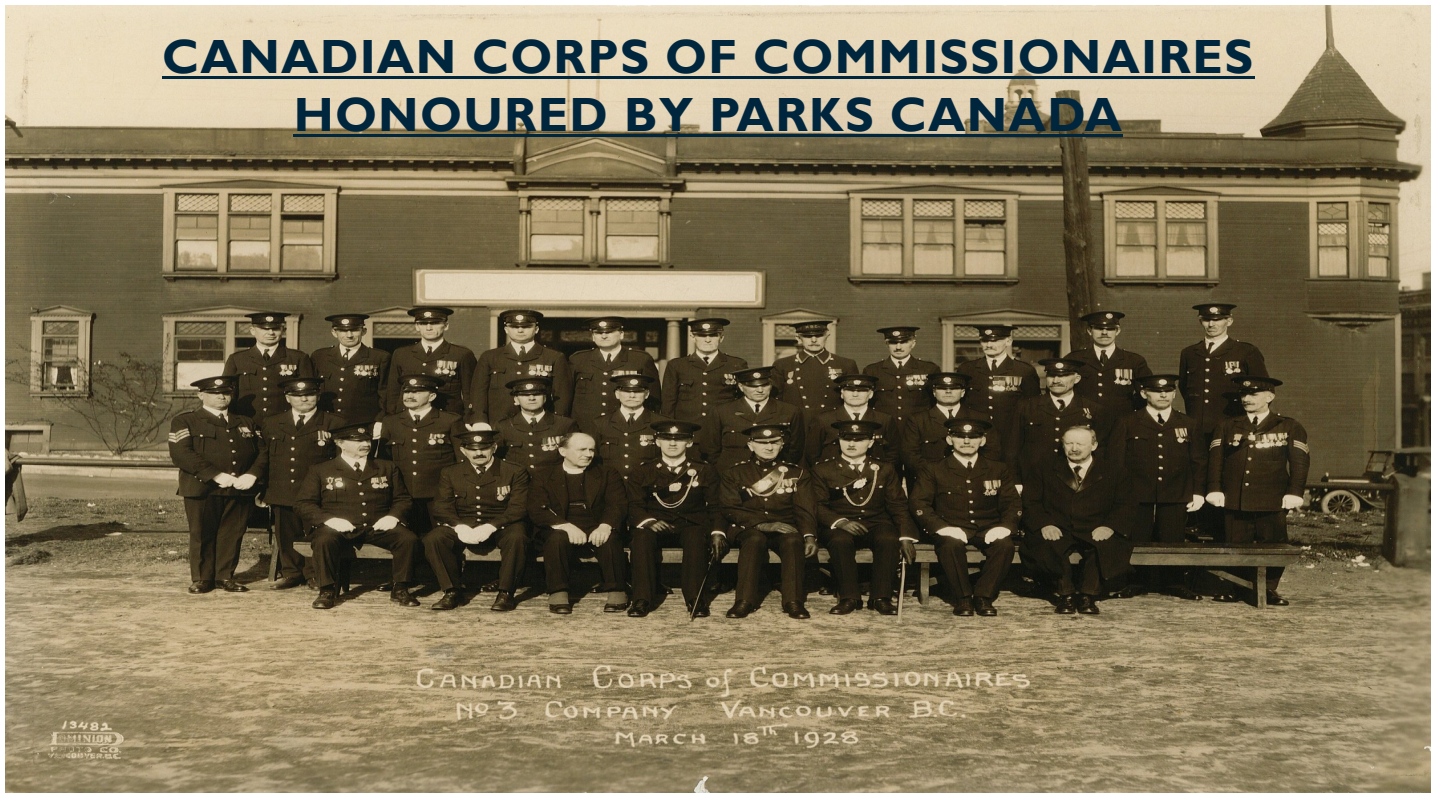
As with any policy designed with Health and Safety in mind, questions on how this policy is to be applied, can go through their Detachment Commander or Account Manager for clarification. Also, as with any policy related to Health & Safety, compliance and awareness are the watchwords to ensure the protection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



Some interesting facts about the Commissionaires:

- The founders of the Canadian Corps of Commissionaires were inspired by Governor General, H.R.H. the Duke of Connaught who, a decade earlier, had proposed a Canadian organization similar to the British Corps of Commissionaires, which was established in 1859 in England after the Crimean War.
- The October Crisis of 1970 resulted in a review of security requirements for federal buildings and increased responsibilities and training associated with Commissionaires.
- In the late 20th century, Commissionaires continued as a private, not-for-profit organization, and membership eligibility expanded to include not only those with direct war service but also all former members of the Canadian Armed Forces, many of whom had served in peacekeeping roles, and former members of the Royal Canadian Mounted Police (RCMP).

CANADIAN CORPS OF COMMISSIONAIRES HONOURED BY PARKS CANADA



Pictured above is the BC Division circa 1928

Environment Minister Steven Guilbeault announced on Nov. 27 the designation of the Canadian Corps of Commissionaires as an event of national historic significance under Parks Canada's National Program of Historical Commemoration.

The Canadian Corps of Commissionaires was founded with the aim of reintegrating veterans of the First World War into civilian life. The Corps was initially established on July 25, 1925, when five Montréal lawyers received federal authorization to launch an employment assistance program for veterans. This first modest division of the Canadian Corps of Commissionaires in Montréal was followed by other divisions in Toronto and Vancouver in 1927. Reorganized into a Canada-wide body in 1937, Commissionaires offered war veterans preferred employment status and, over time, focused increasingly on providing security guards for federal installations.

During the Second World War, many of the Corps members left to serve overseas in the various branches of the Canadian Armed Forces or joined other organizations supporting the home front, such as the Veterans Guard of Canada. The Veterans Guard provided security at prisoner-of-war camps and military infrastructure such as armament plants. Toward the end of the war, Commissionaires successfully lobbied the federal government for the Right of First Option (later called the Right of First Refusal Policy) on public service security, requiring federal government departments to obtain their security guard services from Commissionaires, guaranteeing quality jobs for its members and their ability to serve the Government of Canada.

The Canadian government, through the Historic Sites and Monuments Board of Canada and Parks Canada, recognizes significant persons, places, and events that have shaped our country as one way of helping Canadians connect with their past.

"For almost a hundred years, the Canadian Corps of Commissionaires has provided veterans, families of veterans and former members of the Royal Canadian Mounted Police with employment support in recognition and commemoration of their valuable role in service to Canada," Guilbeault said. "Commemoration, or remembrance, helps link our past and our present and helps Canadians learn about the country's past, in all its richness and complexity."

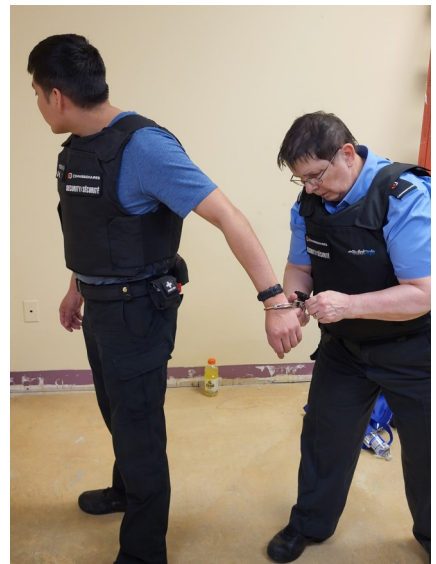
Gord Winkel, National Chair for the Commissionaires, stated the organization was honoured to be recognized as part of Canada's rich history. "In 2025, Commissionaires celebrates 100 years of supporting veterans by providing employment and assisting their reintegration into civilian life," he added. "This designation is a testament to the enduring legacy of commitment that defines who we are. We are grateful to the Government of Canada and the Historic Sites and Monuments Board of Canada for recognizing our century of service to Canada."

On February 8, members of Commissionaires Hamilton participated in Use of Force Training. The day-long event was a culmination of 40 hrs of theory-based training which includes Criminal Code legislation, effective communication, report writing and crisis management along with other topics.

Pictured below are:

Front Row: Mike Shea, Joseph Carpenter, Ray Coreses

Back Row: Trainer Don Thompson, Chad Gray, Ian Coleman, David Altamirano, Lynn Bird, Account Manager, Josh White





Commissionaires Centennial Branding will be proudly displayed throughout 2025.

Following the Use of Force training, Account Manager Josh presented centennial uniform ribbons and Challenge coins to the participants.



Throughout the Division, uniform ribbons and Challenge coins have been presented to many, including the following: Robert St. Clair with Account Manager Zane Baig, Fred Thompson with Account Manager Joshua White and Osama Al-Shihabi with Detachment Commander Jeff Jonat.





Above is a photo of the Headquarters staff enjoying an excellent holiday meal. We all hope that you had a relaxing holiday season, and wish everyone the best in 2025.

Commissionaire Challenge!

In the spirit of our 100th anniversary challenge coins (a symbol of belonging, appreciation, and our enduring commitment to honouring service), we are putting the coin down to challenge our Commissionaires!

Every month, we are going to send out a challenge and ask our Commissionaires to rise to the task through their innovative idea sharing, learning or actions. Check your emails monthly! We hope you accept the challenge!



Canadian War Museum

During and after the Cold War, professionalism and insurance policies with the Canadian Corps of Commissionaires dictated that commissionaires' patrols follow a predetermined schedule and route. From the late 1940s, some used a watchlock and key system, like this, to produce a record of patrols. Arriving at designated stops, commissionaires inserted the station key into the watchlock, which created an impression on the paper dial within. This proved that the schedule had been followed. Since that time we have kept pace with technical advances while still maintain our commitment to our clients.



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