



COMMISSIONAIRES

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The Corpsrespondent

~ Newsletter of Hamilton Division - Summer 2009 ~



NIAGARA COLLEGE AN EXCITING NEW WORKSITE

Commissionaires Hamilton was recently chosen as the new security contractor for Niagara College providing service at campuses in Welland, Niagara-on-the-Lake and Niagara Falls. The bid process was highly competitive, the timeline was short and the task was daunting but a combined team of Corps, Client and Brock University personnel ensured all deadlines were met. Twenty-one new

Commissionaires were interviewed, selected, kitted, enrolled, fingerprinted and photographed in a marvel of modern efficiency, organization and planning.



Seven o'clock on the morning of 31 July saw twenty- one new Commissionaires simultaneously take over security duties at all three campuses. The transition was seamless and the steep learning curve began. We have built the security teams using experienced incumbent members coupled with recent graduates of Niagara's law and security program and know these two elements will complement each other. Two exceptionally well qualified supervisors, **Dian Thiessen** (photo at left) and



Rick Moody (photo at right) watch over the daily operations. These supervisors report to **John Trevisonn** Manager of Campus Security Services (photo at left with Maj. John Livingstone), who is a highly respected former Niagara Region Police Officer. We look forward to working very closely with John who provided invaluable assistance in accomplishing the deployment plan.

With 7,000 full time students and more than 17,000 Continuing Education registrants annually, the College offers 90 post-secondary diploma and graduate certificate programs, two bachelor degree programs, and skills and apprenticeship training programs.

(Cont'd on page 2)

Board of Governors Members Retire

Two veteran members of the Hamilton Division's volunteer Board of Governors have retired from the board after many years of contribution. **Captain Robert Begin, CD and LCol. Jack Evanoff, OStJ**, have been appointed Honourary Members of the Board.

Prior to his appointment LCol. Evanoff was, for several years, the Commandant and CEO of Hamilton Division.

Captain Begin and LCol. Evanoff join Flying Officer Fred Passmore, and Col. Fred Bailey as honorary members



New Supervisor for Niagara Falls School Crossing Guards

Commissionaire Chris Nave has been appointed to the position of supervisor and promoted to the rank of sergeant. In this photo he receives his chevrons from Captain Tom Lee, Manager of Operations. Few assignments are more important than those involving the safety of our children. Best wishes to Sergeant Nave in his new responsibilities.

NIAGARA COLLEGE (Cont'd from page 1)

Niagara College is a well- respected fast growing institution that is a leader in innovation and excellence through its culinary, viticulture and law and security programs. The College is well known for the high satisfaction rate of its students. For the fifth straight year, Niagara College is ranked number one in student satisfaction among all Ontario Colleges according to the results of the provincially-mandated Key Performance Indicator survey.

In the 1990s, operations were consolidated at three campus locations. The Welland Campus is home to our programs in technology, communications, health and community, policing and public safety, and automotive. The NOTL Campus, which opened in 1998, provides state-of-the-art facilities and "living labs" for our environmental, horticulture, hospitality and tourism, and business programs.

Niagara-on-the-Lake Campus is also home to the Centre for Advanced Visualization, which applies virtual reality technology to projects from around the world, as well as to the Niagara College Teaching Winery – the first teaching winery in Canada.

In March 2004, the School of Hospitality and Tourism and the Niagara Culinary Institute relocated from the Maid of the Mist Campus in Niagara Falls to a new facility on the NOTL Campus. The new facility features food preparation laboratories, a 100-seat dining room, a wine tasting lab, classrooms and office space.

Niagara College joins such other prestigious institutions as Mohawk College, University of Guelph, Brock University, University of Waterloo, Redeemer University College and the Halton Catholic District School Board as clients of Commissionaires Hamilton. We are proud to add Niagara College as a client and happy to welcome our newest members to the Commissionaire family.

ANNUAL GENERAL MEETING

All Canadian corporations must have an annual general meeting in order to report in a formal manner for the benefit of the members. The Corps is a corporation in which the members are each of the 17 Divisions. This year Hamilton had the honour of hosting the meetings which began with several days of deliberations by CEOs and national staff followed by a two day meeting with all the Governors.

The national corporation is located in Ottawa and is responsible for the support needed by all Divisions. The national office helps coordinate the affairs of all Divisions but does not do any of the various business activities that are found in each Division. It is the custom of The Commissionaires to conduct the AGM in a different Division each year. Each Division is represented and this year 110 volunteer Governors attended.

The reports presented refer to the business matters for which The Commissionaires is responsible and includes the guarding, security, fingerprinting and the various methods of conducting these operations in all Divisions as well as is an audited statement of the financial status of the national corporation.

At end of fiscal year 2008-2009 The Commissionaires employed approximately 19,000 Commissionaires in 17 Divisions and is the largest security business in Canada. Divisions number from as many as 3500 in the largest to under 100 in the smallest. Hamilton is one of the smaller with about 350. Total billings in all Divisions amounts to about \$350 million for all areas of business. Except for a few positions in Kandahar all commissionaires work in all Provinces and Territories of Canada. Our membership is made up of a majority of ex-military and ex-police members ably supplemented by others. All Divisions conduct their business with uniformed employees placed in contracted positions secured and maintained by a small staff. There are five Divisions in Ontario while the other Provinces have one or two.

The purpose of these meetings is to help attract, maintain and retain meaningful contracts across this country for Commissionaires. The CEOs deliberated on matters of importance to our operations and all the attending Governors are briefed on these same topics. Where necessary direction is given to the Divisions from the National Board comprised of the Division Chairs. Topics this year included: maintenance of federal jobs, electronic support and reporting capability, marketing, business opportunities and benefit programs. These topics are not just deliberated at the Annual General Meeting but are matters that are continually reviewed by the CEOs and the National Board between annual meetings.



2009 Board of Governors

TOP ROW: Maj. Michael Rehill, LCdr. Glenna Swing, Cdr. Robert Williamson, Capt. Lynda Murdoch-Furchner, Maj. Joe Petozzi, Maj. Robert Nuttall, Cdr. Fred Lee (CEO),
BOTTOM ROW: LCol. George Frid, Col Fred Bailey, LCol. Paul Garrick, F/O Fred Pasmore, BGen. Len Salmon

Juravinski Cancer Centre and Commissionaires

by Anne Snider,

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Insider MONTHLY NEWSLETTER OF HAMILTON HEALTH SCIENCES



Comm. Tom Paterson

No one welcomes a diagnosis of cancer and no patient looks forward to coming through the front doors of a cancer centre. However, the Juravinski Cancer Centre Commissionaires help countless anxious and ill patients step over this threshold into their care experience, providing a friendly face, a ready wheelchair, and a steadying hand.

The Canadian Corps of Commissionaires are retired Canadian military services personnel. When the new cancer centre in Hamilton opened in 1991, members of the Corps were enlisted to assist patients in exiting their cars, transitioning safely to wheelchairs, opening the doors for patients and their families, liaising with Canadian Cancer Society volunteer drivers, and coordinating traffic flow around the busy entrance to the cancer centre. With more than 1,000 patients visiting the centre on a daily basis, this is a big job.

While the Commissionaires aren't staff members, they are vital members of the cancer care team. These unique roles and the extraordinary individuals in them exemplify many of the characteristics of exceptional and compassionate care to which all of us in the cancer system aspire. In addition to their important contribution to the quality of the patient experience, the Commissionaires at the JCC help all of us, care providers and administrators, who enter and leave the centre every day, sometimes overwhelmed or weary from our responsibilities. Rather than crossing the threshold into an anonymous workplace, we are greeted by the Commissionaires, who know a surprising number of us by name, with a ready smile, and a friendly exchange. The power of this human exchange at this important transition to and from our professional and personal lives is both symbolic and has considerable impact. It grounds us and focuses us.

If you come early before the centre opens, you will be greeted by Tom Paterson's dance music filling the still darkened cancer centre lobby. Up until her recent retirement, if you left late when the clinics had closed for the day, you would often find Florine Cove waiting with a patient who had been delayed in clinic and perhaps missed their driver, ensuring calls were made and that the patient got safely on their way.

While not captured in our formal annual patient satisfaction survey, many, many people comment on the importance of the Commissionaires and that this initial interaction not only set the tone for their visit to the centre but in fact created an overall impression of the quality and compassion they could expect to receive at the centre. To have the very first person a new cancer patient meets be someone who welcomes them with warmth and compassion while providing the simple logistics of safely transitioning from their car to a wheelchair, speaks volumes of the kind of care cancer patients can expect to receive when they come through our doors.

The partnership between the JCC and the Canadian Corps of Commissionaires is founded on shared values of service to the community and compassion in difficult times. A regional cancer centre is not only a community resource but also a hub of community partnerships. While we tend to think of these partnerships as the network of care providers that supports cancer patients along their journey, the unique Hamilton partnership with the Commissionaires makes us realize that many more groups and individuals in our community play important roles in supporting patients and families impacted by cancer.

Commissionaire Profile ~ Sgt. Ted Cobbett

Like my members of Hamilton Division Ted Cobbett has led an interesting and exciting life. In fact, the next time you take your grandchildren on the *Jungle Cruise*, tour the *Haunted Mansion* or ride the *Monorail* at Walt Disney World you can thank Ted for his part in designing and constructing them. He was on the WDW site from “when it was all sand and jungle” until it opened in 1972.

Prior to Disney World Ted was a structural Designer and Project Manager at N.A.S.A at Cape Kennedy. He built the Arming Towers for Apollo 12 and Apollo 13. The towers were those enormous structures where the Saturn B rockets and their payloads were assembled and from whence they were launched.

Returning to Canada the Cobbett family moved to Calgary Alberta where Ted was appointed Vice-president, Corporate Affairs with a major company dealing in oil and gas exploration and production. After six years he returned to Ontario to join an international management consulting firm as Managing Partner in Canada. In the late 1990’s Ted established COBBETT Intelligence INC. with affiliate offices in Langley Virginia, London England and Cairo Egypt. In 2002 he sold this company and he and his wife Carolyn retired. Ted joined Hamilton Division in 2004 as training officer with Hamilton By-law. In the photo Ted is seen receiving his Sergeant’s chevrons from Cdr. Fred Lee at his promotion to 2 IC, Hamilton By-Law.



New Detachment Commander for Hamilton Federal Building



Good friends WO's Ray Griffiths and Fred Entwisle exchange best wishes .

Fred Entwisle and Ray Griffiths have much in common. Each participated in the sport of boxing in their youth, each served in the British Army, each eventually found himself in Canada employed as Corrections Officer. Fred Entwisle Served in the British Merchant Navy prior to his service in the Irish Guards which included a posting to Malaya. In Canada he was commissioned as an officer in the CIC attaining the rank of Captain, eventually retiring with a bar to his CD. Fred Joined Hamilton Division in 2000 and was appointed detachment commander of Hamilton Federal Building in 2007 and promoted to Warrant Officer. A few weeks ago, on the announcement of Fred’s retirement, the

Det. Comd. position passed to Ray Griffiths.

Ray is a former British Fire Fighter who served in fire brigades in Liverpool and Lancashire County in England. His military service was with the Territorial Army, 1st Kings Regiment in Liverpool. Emigrating to the USA in 1961 Ray found that, as a non-US citizen, he was barred from employment as a fire fighter but was eligible for the draft for the Vietnam war. He very prudently came to Canada where he was employed as a Toronto Police Officer, fire-fighter with the Burlington Fire Department and Corrections Officer. Ray joined Hamilton Division in 2007. Best wishes to both of these Commissionaires for the future.



Ray Griffiths receives his Warrant Officers “crowns” from Capt. Tom Lee

THE GOOD THINGS WE DO.....

Most of us are quick to add a word of thanks to someone who has done something for us. If we receive a telephone call or letter of thanks it usually reflects an increased feeling of gratitude and therefore we are particularly pleased to note the following Commissionaires who have obviously gone out of their way to do something which pleased the persons with whom contact was made.

Commissionaire Stan Raiké of Mohawk College is to be congratulated for his thoughtfulness and courtesy when he made time to give a tour of the Brantford campus to a new student whose shiftwork made a conventional tour difficult. Stan, on patrol was able to provide a familiarization of the campus on an impromptu basis. The email received commented on Stan's "professional courtesy and thoughtfulness".

Comms Barb Ledwon and Bob Wales received compliments from Niagara Region Corporate Services praising their "quick response and professionalism" recently. Barb and Bob responded to a short notice request (less than two hours) to provide a security presence at a local council meeting.

Comm Jim Curry of Mohawk College was the subject of a thank you note received by this office recently. Jim was complimented for his "GREAT customer service" and an attached note commented "Thank you so much for all you do to make our workplace such an enjoyable place to be. You are the best."

Comm Judy Tobin of Cambridge Bylaw while on foot patrol was instrumental in assisting Waterloo Regional Police apprehend a male assaulting a female in Preston. Judy supplied Police with a description and maintained visual contact until Waterloo Regional Officers were on scene and able to locate the suspect.

Sgts Brent Evans and Bob Farnham and Comms Rob Gordon, Andrew Scanlon, Mike Hutter and Valentina Zaroc of Mohawk College were the subject of praise for their involvement in a medical emergency involving a contractor at the Fennell Campus recently. The Client Contact noted "the actions of these Security Officers are a clear demonstration of their professionalism, dedication to the task at hand and total commitment to the college community that the department serves."

Sgt Barb Cote, the supervisor at Grand Valley Institute for Women, has recently been praised for her dedication and organizational skills in coordinating the daily schedule for Commissionaire services during a very busy and rapidly changing construction schedule. It has been noted that Barb "is able to adjust to changing needs with very little lead time and has always provided superior service".

Sgt Lance Currie, Brock University is the subject of a compliment for his assistance during Brock's summer leave. As Brock staff re-role to cover projected absences accurate and complete briefings and instructions are of prime importance and Sgt Currie could be counted on for his assistance. The letter states "Lance has gone out of his way to help me all week." and concludes "I cannot say enough about helpful he has been for me."

These acts of assistance and service are very much appreciated but we are fully aware that these are not the only examples of outstanding service provided day in and day out by Commissionaires in the field. We would be very pleased to hear of similar incidents of going above and beyond and ask that you pass 'compliments and congratulations' to this office in order to recognize these valuable contributions. The reflection on the Corps makes us all proud of these Commissionaires and grateful for their extra effort.

Board of Governors

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LCol. P.P. Garrick, CD

Past Chairman and Secretary

Cdr. R.J. Williamson, CD

1st Vice-Chairman

Maj. R.W. Nuttall, CD

2nd Vice-Chairman & Treasurer

Maj. J. Petozzi, SBStJ, CD, ADC

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**LCol. G. Frid, CD,
Col. J. Forsyth, CStJ, CD**

Maj. M. Rehill, CD

BGen. L. Salmon, CD

Lt-Cdr. G. Swing, CD

Capt. L. Murdoch-Furchner, CD

Headquarters Staff

Commandant & CEO

Cdr. Fred Lee, OStJ, CD

Director of Operations

Maj. John Livingstone, CD

Director HR and Administration

Don Clannon

Operations Manager

Capt. Tom Lee, CD

Operations Manager

CWO Jim Farrauto, CD

Administration Manager

MWO Ken Brady, SBStJ, CD

Fingerprinting & ID Manager

MWO Bill McBride, SBStJ

Dispatcher

WO Wally Trapler

Finance Manager

Patricia Bachor

Reception

Cpl. Heather Brady, CD

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THE GOOD THINGS WE DO..... (cont'd)

Hamilton By Law Enforcement Officer Martin Walker was commended recently by CEO/Commandant Fred Lee for going above and beyond the call of duty when he came to the rescue of a young woman who had been touched inappropriately in downtown Hamilton.

Martin came to her aid and immediately called 911 on his personal cell phone and reported the incident to Hamilton Police Service. While he was waiting for the police to respond he noticed the assailant was boarding a Hamilton Street Railway bus. Before the bus could leave the stop Martin notified the HSR driver and identified the assailant to the driver. He then continued to wait for the HPS to respond to his call.

Once the HPS arrived he provided a description of the suspect and advised them which bus he was riding on. The Police apprehended the suspect. Martin attended to the Hamilton Central Police station and identified the suspect and provided a statement. Last we heard the suspect had been charged and is awaiting a hearing.

Well done Martin!

LAST POST

Since our last newsletter four members or former members of the Corps family have left us.

William (Bill) Smuck ~ formerly at Raymond Industries, passed away on June 17th at Brantford General Hospital.. He was in his 74th year

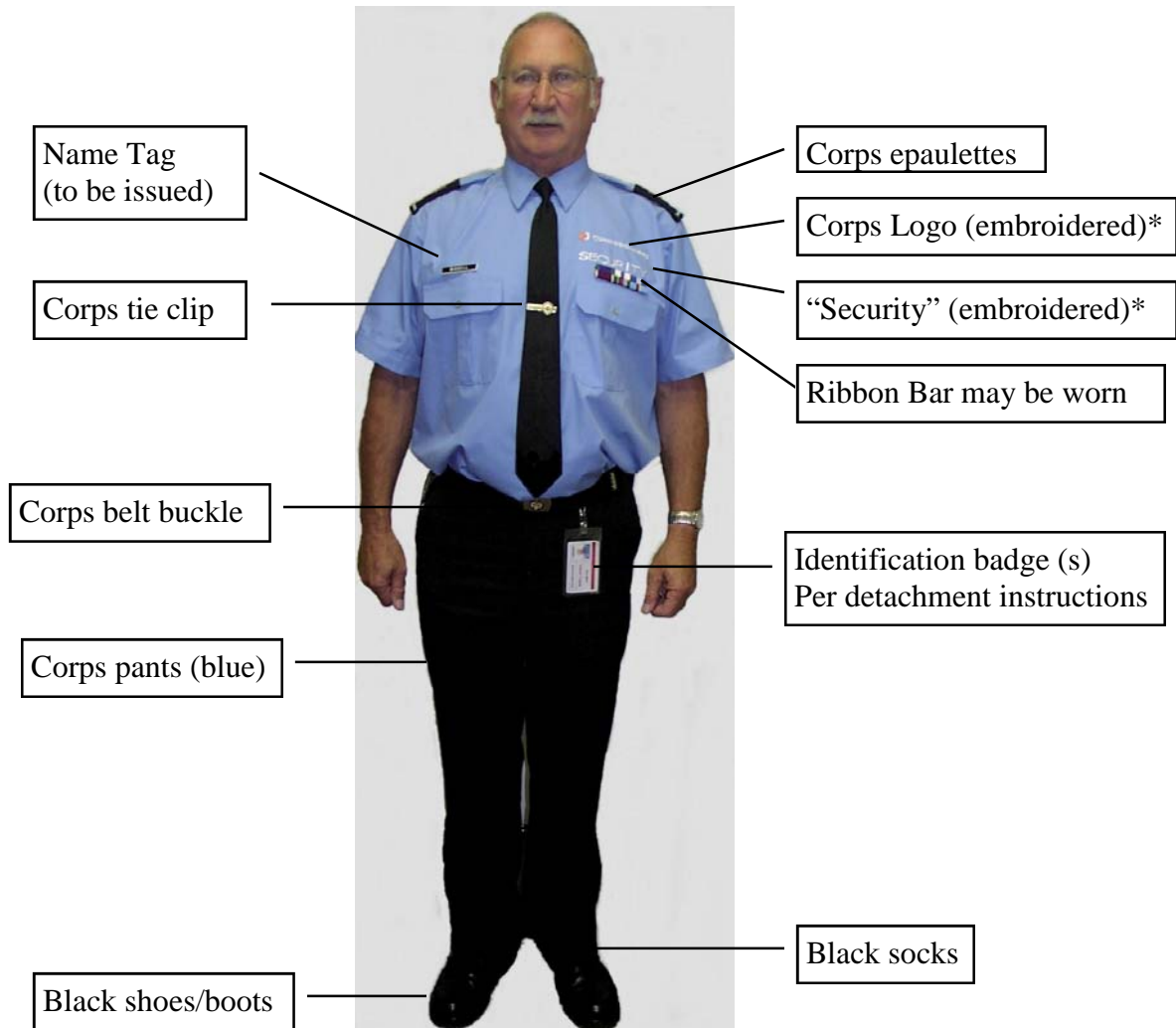
Bruce Macdonald ~ formerly at Home Hardware, St. Jacobs passed away on August 4 at the KW Health Centre, age 62. Bruce was a Captain in the Highland Fusiliers of Canada prior to joining Commissionaires.

John Bartol ~ retired from Hamilton Division some years ago following over 25 years of service as a Commissionaire mostly at CFRB Hamilton (HMCS Star.) A veteran of World War 2, John served in the Canadian Army from 1944 to 1946.

Major Phillip Burnham - Honourary member of the Board of Governors, in his 90th year. Veteran of WWII.

AUTHORIZED FORM OF DRESS

Effective 23 August 2009 these are the authorized form of uniform dress for Hamilton Division. They conform to the provisions of the Private Security & Investigative Services Act of the Province of Ontario. The dress regulations apply to all Commissionaires in the division.



NOTE—miscellaneous pins and badges not associated with or approved by Commissionaires Hamilton are not to be worn. This includes regimental or veterans pins. The Commissionaires service pin (5/10 year) pin is authorized.

*** The embroidered "Corps logo" and "Security" requirements do not apply to by-law officers.**