



COMMISSIONAIRES

TRUSTED · EVERYDAY · EVERYWHERE

The Corpsrespondent

~ Newsletter of Hamilton Division - Summer/Fall 2010 ~

Major John Livingstone, CD ~ Commandant & CEO

It is my great pleasure to be able to communicate with all Commissionaires of the Hamilton Division in my new role as Commandant/CEO. Welcome back to all who have had the opportunity to enjoy a vacation throughout this long hot summer. For those of you who have planned vacations later in the year and worked throughout this busy summer in both your regularly assigned work sites and at one or more of the many short term projects I offer my sincere thanks.

The Canadian Corps of Commissionaires is truly a unique organization that as a not for profit corporation dedicated to providing the best possible jobs for its members. We are employed at a wide variety of work sites throughout our Division area of responsibility and we perform a wide variety of duties within these sites. Whether you are a bylaw enforcement officer, a security specialist, a courier or a member of the Headquarters staff we all have one thing in common. We are all members of an organization that has stood the test of time and created a fine reputation due to the efforts of all of our Commissionaires, past and present.

Commissionaires are trusted everyday everywhere to provide protection and security to our clients' property, equipment, facilities, information and personnel. Our legacy reaches back to 1937 in the Hamilton Division and extends as far into the future as we can imagine. It is up to each of us to uphold the standards of the Corps and thus perpetuate the ideal of service upon which the Corps was founded. Our day to day actions, small or large are the best guarantee of a productive and healthy future for the Corps and all of its members. It is our reputation of professional and courteous service that shines brightly throughout the last 73 years and our greatest strength for the next 73 years plus. We can be proud that our clients have placed their trust in us and we must be vigilant during the course of our duties in order to retain that trust. We should always be aware that contract negotiations happen everyday in all the duties we perform and are not limited to the formal client meetings. Everyone of us is directly responsible for the success and permanence of the Corps and everyone of us should be proud of our contributions to its legacy.

Thank you all for your contributions to the Corps past present and future. You are the reason we exist and the reason we thrive.



Head Office Appointments

Major John Livingstone, Commandant & CEO, is pleased to announce the appointment of two new members to the headquarters staff in the position of account managers. The Account Manager is responsible for all aspects of the day to day operation of client accounts. Duties include, but are not limited to, regular contact with client contacts and retention of contracts, as well as working closely with the Director of Operations and other staff on issues relating to staffing levels, health and safety, investigations pertaining to accidents and workplace misconduct, assignment and dispatch of Commissionaires to detachments and assisting with facilitation of the CSGC and testing. The position carries the rank of Warrant Officer.

WO Keith Hodge comes to the Corps with over twenty years experience in the security & policing field. Keith began his career in the late 1980's as a security guard with Burns Security Inc. In the early 1990's Keith enrolled in Ontario Business College to study in the Law & Security Administration program from which he graduated with honours. During the mid 1990's Keith continued to master the security field by gaining experience in loss prevention, mobile patrol, instructing and supervisory positions.

In early 2000 Keith joined the Canadian Forces as a signal operator. In 2004 he joined the Commissionaires - Hamilton and was appointed to the Halton District Catholic School Board and worked at Christ the King High School in Georgetown. In 2006 Keith was given the opportunity to join the Canadian Forces Military Police Division. Keith completed his three-year contract and finished top five in his unit at the police academy. In 2009, Keith returned to college eventually graduating with honours from the Business Administration Program at TriOS College. We would like to welcome Keith to the division.

Keith Hodge is married with two children. He is an avid sports fan.

WO Larry L Will; SBStJ, CD was born in Claresholm; Alberta in 1953. He enrolled in the Canadian Forces in 1971. On completion of basic and trades training in June 1972, he was posted to 3 Fd Sqn; CFB Chilliwack where he was to meet and marry his future wife. Larry served in various locations within Canada and Germany during his military career and also completed 10 tours with the UN and NATO.

In 1997 Larry transferred to the Communication Reserve and served with 746 (Calgary) Communications Squadron. At the same time he started his second career with General Dynamics Canada where he again traveled the world; working in the USA, UK and Australia. During his time with GD UK he completed a six month tour in IRAQ (Op TELIC) with 12 Mech Bde. After returning to Canada from Iraq, Larry took his release from the Canadian Armed Forces, having served 35 years. Larry achieved the rank of Master Warrant Officer.

Larry joined the Commissionaires in 2010 after moving back to Ontario from Alberta. In Aug 2010 he was appointed Account Manager for the northern area of the Hamilton division. Larry is married to Patricia Will and they have two children; Glenn, who is presently serving in Afghanistan and Kathy who lives in Calgary.

Major Robert W Nuttall, CD (Retd) ~ Chair of the Board of Governors

In this the first newsletter following the summer vacation season let me take this opportunity to introduce myself. After several years as a governor on the Board of the Canadian Corps of Commissionaires (Hamilton), serving in a variety of duties, I was elected Chairman at the June 3, 2010 Annual General Meeting, to serve for a two year term. Your board and its previous Chairs have been 'hands-on' and intimately involved in guiding and directing the affairs of the Division to best serve the Commissionaires of the Hamilton Division. We have had a winning formula and it is my full expectation that our successes of the past will continue into the future.

I would like to publically recognize past Chair Paul Garrick for his leadership over the past two years, as well as the leadership of our former CEO Fred Lee and his most capable staff. With their steadfast dedication to the mandate of providing meaningful employment to former members of the CF and RCMP, the Division has continued to grow and prosper, to the benefit of all of our Commissionaires.

As you know Cdr Lee has retired. I am pleased to announce that Major John L Livingstone, has been appointed by your board as the new Commandant and CEO of the Hamilton Division. The board is confident in John's proven capabilities and his ability to successfully lead the Hamilton Division into the next phase of our development over the challenging and constantly shifting landscape ahead of us.



Major Robert Nuttall, CD, was born and educated in Hamilton, obtaining a Bachelor of Commerce degree (1975) and an MBA degree (1978) from McMaster University. He obtained the CMA professional accounting designation in 1980. His career in finance began with the Society of Management Accountants National Office in Hamilton. He was hired into the finance department at Dofasco Inc., initially as an internal auditor, and fulfilled various positions and functions including Vice President Finance of Arcelor Mittal Dofasco from 2007 until retiring last month after a 33 year career. In 1971 Major Nuttall became a commissioned officer in the Canadian Forces Primary Reserve and served in various positions with the 23 Hamilton Service Battalion, Hamilton Militia District Headquarters and the Cadet Instructors List until retiring from military service in 2004.

As you are aware, in addition to the greater Hamilton area, our Division includes areas east to Burlington, south to Niagara, and north and west to Guelph, Cambridge, Kitchener, and Waterloo. We are constantly striving to secure stable contracts that support the capabilities and aspirations of the former CF and RCMP members who reside in our geographic footprint. If you are aware of any former members seeking rewarding work opportunities please do not hesitate to encourage them to contact our headquarters office.

An excellent job opportunity that matches a specific skill set may be just a phone call away and we are always seeking qualified former members to support and expand the business contracts and prospects in our area.

It is an honour and a privilege to have the opportunity to continue to serve with, and for, the commissionaires of the Hamilton Division. You, our serving Commissionaires, are our greatest asset; our most important ambassadors in the continued success of our unrelenting quest to secure more rewarding job experiences and better paying positions for our Commissionaires.

Farewell to Commander Fred Lee, OStJ, CD



Recently the headquarters staff gathered at the Wardroom of HMCS Star to show their appreciation for the many years of leadership and friendship they have enjoyed while working under the direction of **Cdr. Fred Lee**. A relaxed and casual evening it provided an opportunity for staff to reminisce and reflect on how much has changed over the past seven years in the operation of Commissionaires. John Livingstone presented a commemorative plaque to the guest of honour as token of the Headquarters teams' sincere best wishes for his long and happy retirement

LEFT: staff members Don Clannon and John Livingstone (seated) Pat Bachor, Heather Brady, Ken Brady, Bill McBride, Jim Farrauto and Tom Lee join Fred Lee for a final group photo.

Wally Trapler Retires

WO Wally Trapler has retired from Hamilton Divisions' Headquarters Staff where he has served for a number of years as dispatcher. A former OPP and CN Police Officer Wally has been a familiar voice-on-the-phone for Commissionaires as he undertook the often onerous task of ensuring that all positions were filled in a timely fashion. Wally's camaraderie and great humour were appreciated in the office. We wish him well in his retirement.

Two Commissionaires Certified

Sgt. Rick Smith, UPS, and **Comm. Larry Parry**, University of Waterloo, have recently joined **Comm. Dave Jeffrey**, St. Catharines By-law, in completion of their Certification training under the Occupational Health & Safety Act as members of the *Joint Health and Safety Committee*. Certified Members are trained in the basic understanding of provincial legislation, basic workplace health and safety, the role of Joint Health & Safety Committees, accident investigations, inspections, and understanding and recognizing workplace hazards.

As Certified members they will be in a position to participate in the investigation of any incidents of a serious nature.

The added responsibility that Rick Smith, Larry Perry and Dave Jeffrey have accepted is greatly appreciated by the management team of Commissionaires—Hamilton

Fire Patrols are the Best ~ One Commissionaire's Perspective

First fire patrol. Make the rounds. Go to third floor; enter the secret code in the elevator. Walk through a maze of air scrubbers, heating pipes, water and gas pipelines. Follow the instructions to a 'T'. Go across roof down the back stairs to the next floor. Check the labs and their sinister looking experiments. Check a light here; check a temperature here. Sniff for smoke there.

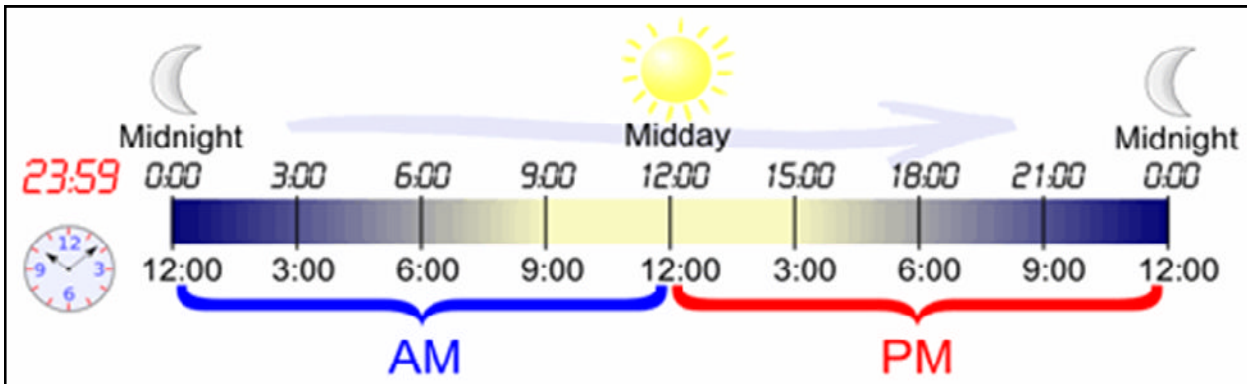
Second phase: is go to the main hall south looking into the secret computer labs. Go up to the second floor. Follow the floor plan checking in windows and doors for smoke. Your bloodhound nose is taking a whiff of air and analyzing it for danger. The alarm goes off; clear the building. It always happens when only one Commissionaire is at the front desk. I offer to take a peek..am I nuts? Go to the Ecotoxocology Laboratory. The alarm shows a chemical leak in one of the volatile chemical storage vaults. Fire Department called! False alarm. Re-set the alarm and invite the workers back into building.

Third phase: head out to the hydraulic shop. As a Commissionaire you are highly trained for looking, smelling and listening for strange smells or sounds. Earplugs are recommended in the boiler room with that big yellow monster wrapping out noise while trying to dislodge itself from its moorings. Out the back door into the cold night. Across to the trailers. What trailers? There are semi trailers, boat trailers, cargo trailers, ATV trailers , skidoo trailers!!! Oh you mean the portable buildings. Check the halls for smoke and fires. Read a few posters about frogs and birds. Next building holds some strange boxes with dirt. The cryogenic freezers project images of strange things in them: temperatures of -72 to -80 are holding these demons at bay. Next building just open the door and walk through... NOT! Be sure to plug your ears or wear plugs. The alarm is loud enough to be a fog horn on the Grand Banks. Make a dash back into the boiler room door and be hit with a wall of machines running, lights flashing, This place looks like a science fiction space craft green light, red lights, flashing yellow lights. Beam me out of here!

The prerequisite for working 12 hour shift: lots of pre-shift rest. Have a love for meeting rabbits, geese, seagulls (all types), swans, skunks and the odd opossum and grumpy Commissionaires. Do not feed the fish! The rabbits are so used to the Commissionaires that you almost have to ask them to move aside so you can do your rounds.

It is interesting to get the lowdown on the workers coming to work on the weekend, he's a scientist, she has a lab upstairs or Tony who works on in the radio shop knows all the Commissionaires by first name, including me. At shift changes you could have a Board meeting with six Commissionaires Changes to orders, trouble spots, happenings of interest to all, and even upcoming dockings for Coast Guard or crews shipping out.

You become a confidante of the fellow Commissionaires. We learn that there is a published author. One who travels to USA by dog (greyhound)? We even have a couple that have funny accents. I feel that even though I am an outsider who has intruded on the lives of the regular schedule of things I have been accepted as one of the group of Commissionaires who work here.



TIME; THE SHIFT SCHEDULE AND THE COMMISSIONAIRE

Have you ever been in the position of reporting to a new site location, with a new schedule and you were not really sure when you were to report for duty? Well don't feel bad; it happens to all of us!

Showing the Time

There are two major ways to show the time: "AM/PM" or "24 Hour Clock".

- With the **24 Hour Clock** the time is shown as how many hours and minutes since midnight.
- 0000 is the start of time for the day, 2400 is the end of time for the day.

With **AM/PM** (or "12 Hour Clock") the day is split into the 12 Hours running from Midnight to Noon (the AM hours) and the other 12 Hours running from Noon to Midnight (the PM hours).

What Day is 0000?

0000 is the start of time for the day; therefore there is no confusion as to which day it refers to.

- A shift is scheduled to start Thur at 0000 – when is this?
- 0000 is the start of time for Thursday
- A shift is scheduled to end Thursday at 2400- when is this?
- 2400 is the end of time for Friday

Shift Scheduling

Shifts are scheduled to meet the client's needs.

- Shifts may commence at 0000 (or any other time during the day)
- Shifts never commence at 2400
- Shifts may fall over a two day period

Changed Your Address???

How about letting us know at Headquarters. Please report any changes in address, phone numbers or other information. Sometimes we are the last to know. We should be first.

HEALTH AND SAFETY

Safety Tips ~ Slips, Trips and Falls ~ Reprinted from **Safety Talks!**

WHATS AT STAKE ~ You can slip, trip and fall in all kinds of workplaces, from offices to construction sites. Falls are the leading cause of injuries in North American workplaces.

WHAT'S THE DANGER ~ Most workplace falls, that cause injury or death are falls from the same level, not from heights.

EXAMPLE ~ You may be in a hurry and run down a flight of stairs, or walk a corridor while reading instructions. You might slip on a slick surface and suddenly your feet go out from under you. Falls can also be caused by tripping over an obstacle... your feet get caught but your body keeps going. The following rules show **HOW TO PROTECT YOURSELF**

APPROPRIATE CLOTHING ~ Don't wear shoes with loose soles. When working on slippery surfaces or in icy weather, wear non-slip soles. Be aware that overly long, loose pant cuffs are a tripping hazard.

ADEQUATE LIGHTING ~ Report burned-out lights. Always turn on lights before entering an area.

CLEAR PATHS ~ If you see something in an aisle such as litter or extension cords, move or report them. Also, watch for loose or torn carpeting, mats or runners. Do not store things on or near stairways. Watch out for unexpected hazards such as unguarded floor openings. Report them so that they can be correctly covered and guarded.

RESPECT SLICKNESS ~ Obey signs such as "Caution: Wet Floor." Clean up spills immediately. When you come indoors from rain or snow wet footwear will slide more easily. Newly waxed or high gloss

floors are also hazards. Take small steps and walk slowly.

WALK SAFELY ~ Keep your head up. Don't run down a hallway. Never engage in horseplay. Use stairway handrails. When carrying a load. Make sure you can see over or around it.

OFFICE SMARTS ~ Don't tip back in a chair. Chairs should have five legs to prevent tipping. Keep drawers of desks, cupboards and filing cabinets closed.

ELEVATE WISELY ~ Don't stand on makeshift platforms such as a chair on top of a desk. Instead correctly use a stepstool, ladder or scaffold.

WORKING AT HEIGHTS ~ Be sure to use the required fall equipment and all safe procedures when working at heights. Many falls from heights are actually caused by tripping or slipping.

BOARD OF GOVERNORS

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Maj. R.W. Nuttall, CD

Past Chairman and Secretary

LCol. P.P. Garrick, CD

1st Vice-Chairman

Maj. J. Petozzi, SBStJ, CD, AdeC

2nd Vice-Chairman

Maj. M. Rehill, CD

Secretary

LCdr. G. Swing, CD

Treasurer

Capt. L. Murdoch-Furchner, CD

Members

Col. G.E. Burton, CD

LCol. G. Frid, CD,

Col. J. Forsyth, CStJ, CD

LCol. M.D. McKay, CD, AdeC

Maj. J.W. Richmond, CD

Cdr. R.J. Williamson, CD

HEADQUARTERS STAFF

Commandant & CEO

Maj. John Livingstone, CD

Director of Operations

Capt. Tom Lee, CD

Director HR and Administration

Don Clannon

Dispatcher

CWO Jim Farrauto, CD

Account Managers

WO Keith Hodge

WO Larry Will, SBStJ, CD

Administration Manager

MWO Ken Brady, SBStJ, CD

Fingerprinting & ID Manager

MWO Bill McBride, SBStJ

Finance Manager

Patricia Bachor

Administrative & Financial Assistant

Sgt. Heather Brady, CD

Security Guard Testing and Licence Renewal

All licensed Commissionaires are reminded that, in order to renew your security licence, you must successfully complete the ministry test.

Call 1-866-248-2555 to book a test.

You are strongly encouraged to write the test as soon as possible and to renew your licence at least 30 days in advance of your expiry date.

If you do not complete the test and renew your licence before the expiry date you will be treated as a new applicant, and as such you will be required to successfully complete the basic training and testing requirements before being eligible to apply for a licence.

For further information regarding licence renewals, please contact the Private Security and Investigative Services Branch **1-866-767-7454** or visit the website at:

www.ontario.ca/private-security

LAST POST

We are sad to report the passing of **Commissionaire John Haines**. John served in the Canadian Army and was employed in private industry prior his 20 year career as a Correctional Officer. He joined Hamilton Division in 2001 and was assigned to Home Hardware.

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Is the Newsletter of

Commissionaires - Hamilton

151 York Blvd., Suite 208

Hamilton ON L8R 3M2

Ph: 905 527-2775 Fax: 905 527-9948

Email cccham@on.aibn.com

Editor

MWO Bill McBride, SBStJ