

Commissionaires

The Corpsrespondent

~ Newsletter of the Hamilton Division - Spring 2005 ~

HOME HARDWARE ~ UNIQUELY CANADIAN – WO Bob Sharp



The Canadian Corps of Commissionaires and Home Hardware Stores Limited have at least one thing in common. Both are uniquely and proudly Canadian. Formed in 1964 as a response to the invasion of the American mega-stores **Home Hardware Stores Limited** was the ‘brain-child’ of hardware wholesaler Walter Hachborn. Aware that independent hardware retailers would be hard-pressed to compete with the likes of Woolco (from 1955 to 1965 over 1,000 independents closed their doors) Mr. Hachborn convinced 122 independent hardware store owners to come together in a co-operative. By joining together and ‘pooling’ their buying power they were able to face the giant discounters and remain competitive in the hardware business.

Forty years later **Home Hardware Stores Limited** boasts over 1000 dealer-owned stores across Canada. They continue to provide first-class, customer oriented service that was the norm for small hardware stores

before the arrival of the giants spelled the end of the independent retailers.

As the largest **Home Hardware** facility in Canada the Corporate Headquarters building, located in the lovely town of St. Jacobs, is undergoing an expansion that will make it a very big place indeed. Covering an area of 1.4 million square feet (that’s 15 CFL fields) the facility is the Main Distribution Centre for dealers in Ontario. Two other distribution centres, located in Wetaskiwin Alberta and Debert Nova Scotia, serve stores in western and eastern Canada.

Security for the St. Jacobs building, as well as the Elmira Furniture Division, is provided by Commissionaires from Hamilton Division. WO Bob Sharp is the Detachment Commander heading a staff of two shift corporals, nine full-time and four part-time Commissionaires. His team is responsible for manning the three guardhouses, logging in and out-going vehicles (as many as 250 per day) and providing regularly scheduled foot patrols in and around the enormous complex including the parking lots. These duties are conducted 24/7.

Twice annually **Home Hardware Stores Limited** hosts a three-day market event for all their dealers from across Canada. This ‘Closed to the Public’ event provides a great opportunity for

In the photo above Home Hardware Vice-president and CEO Paul Straus is shown with

Detachment Commander WO Bob Sharp.

(Cont'd on page 2)

WELCOME ~ MAJOR JOE PETOZZI



Cmdre. Ross T. Bennett CMM CD, Chairman of the Board of Governors of Hamilton Division is pleased to announce the appointment of Major Joseph J. Petozzi CD, MBA, B.Eng. to the Board of Governors. Major Petozzi began his military career as a private soldier in the Royal Hamilton Light Infantry in 1983. Commissioned as a Logistics (Finance) Officer in 1984 he has held a number of line and staff positions including Hamilton District Comptroller and Deputy Commander of the RHLI. He currently serves as the Community Contingency Planning and Logistics Officer.

In Civilian life Major Petozzi is employed in a senior management position with STELCO as manager of Billet and Bar Operations. In that Capacity he is responsible for a number of production facilities employing over 500 people and with an annual operating budget exceeding \$100 million dollars.

Major Petozzi not only very active on a number of RHLI regimental committees but is also involved in the community where he serves in the United Way of Burlington and Greater Hamilton, the Burlington Branch of St. John Ambulance, the Knights of Columbus and CERV Hamilton.

Major Petozzi is married with two daughters; both university students. He brings to the Board of Governors a wide variety of management, leadership and financial skills that will be of great value to Hamilton Division.

A SPECIAL COMMENDATION FOR CAPT. JOHN LIVINGSTONE

Recently Capt. John Livingstone, Director of Operations, received a Letter of Appreciation from Board of Governors Chairman, Cmdre. Ross Bennett. The letter was presented on behalf the Board, Headquarters staff and Commissionaires.

During the fall of 2004 Capt. Livingstone undertook a number of additional responsibilities which were added to his regular existing duties. This was as a result of the CEO's illness which lasted from September to the new year. Capt. Livingstone's work and extra effort were much appreciated by all.



Home Hardware (Cont'd From page 1)

dealers to attend workshops and training seminars as well as seeing new products lines. To give you an idea of the magnitude of it all; at the most recent event over 3,118 Home hardware dealers and their staff visited 984 product booths which were manned by 1500 vendors.

Collectively they consumed almost 32,000 cups of coffee and ate just short of 7,800 meals. Home Hardware staff directed the parking of over 8,000 cars while Commissionaires checked all ID badges to ensure that only authorised people gained access and provided general security. It is an exciting and busy weekend for Home Hardware staff and dealers as well as Commissionaires

BOARD OF GOVERNORS ~ HAMILTON DIVISION



Back row: LCol. I. Purdie, OStJ, CD, LCol. P.P. Garrick, CD,
Col. F.T. Bailey, CD,
Capt. D.R. Begin, CD,
BGen. L. Salmon CD, KGCS,
LCol. G. Frid, CD

Front Row: LCol. J.A. Evanoff, OStJ, Cmdre. R.T. Bennett, CMM, CD,
Col. J. Forsyth CStJ, CD,
Cdr. R.J. Williamson, CD,
Cdr. F. Lee, OstJ, CD

Insert: Major R.W. Nuttall, CD.

Commissionaires – Hamilton Division is controlled by a Board of Governors comprised of volunteers, all of whom are senior military officers, most, but not all, of whom are retired. In civilian life members of the board represent a wide spectrum of business, management, legal, financial, law enforcement and organizational experience. Of course each governor has an extensive history in the field of military command. Their collective skills and talents are put to good use in the management of the affairs of the division as well as the disposition of its funds. The Board of Governors acts under the terms of the Charter granted to The Canadian Corps of Commissionaires in 1925. The Charter was amended in 1937 when the Hamilton Division came into being. Since that time a number of dedicated men have donated their time and effort to the Board of Governors to ensure that the Division has been administered for the beneficial interest of present and future Commissionaires.

The above photo showing our governors in formal dress, was taken at the Commissionaires A.G.M. in St. John New Brunswick in 2004.

FAREWELL TO COL. IAN A. PURDIE. OStJ, CD

The Board of Governors has received a letter of resignation from long term member Col. Ian Purdie. Col. Purdie was twice appointed commanding officer of the Lincoln & Welland Regiment and is also a past chairman of St. John Ambulance in St. Catharines. His resignation from the Board of Governors is accepted with great regret. Commissionaires – Hamilton Division wishes to express to Col. Purdie our sincere appreciation for his 13 years of service to the Board and members of the Division. We also extend our sincere congratulations and best wishes on his recent appointment as Honorary Colonel of the Lincoln & Welland Regiment.

Commissionaire Profile

Robert Bunn ~ Niagara Falls By-law

by Cdr. Robert Williamson



Robert Bunn, a one-year veteran of Niagara Falls By-law Enforcement, has a most unusual hobby. He may have been a welder by trade but he is an artist by heart. It all began in 1979 while living in Edmonton. He and his wife had rented a new house and didn't have anything to decorate their walls. Because his wife loved butterflies, he decided to fabricate some delicate metal butterflies for her. Now the house is full of metal sculpture. In his spare time he started to branch out into other designs such as twin dancing geese, rose in a hand, cranes fishing and an octopus family. In one corner of his living room he has a large elephant bust which took him three years to complete.

Before retiring, Robert spent forty years in welding and metal fabrication at Provincial Engineering, Foster-Wheeler in St. Catharines, American Can and seven years in the Alberta Oil Fields.

In 1998 Robert completed a four-year course in fine and graphic art with Granton Institute of Technology in Toronto.

He now has 60 completed metal pieces with many others in the works. His speciality is cartooning and he is particularly proud of his pieces entitled, *Comical Dragon* and *Aerosmith Rock Star*. Each sculpture is hand-crafted from pieces of 22-gauge sheet metal. The creation of a small rose may take a couple of hours to complete whereas his six-foot cranes took several months. Each piece is welded together to form a complete structure. Then the seams are ground smooth before the sculpture is covered with brazing to produce a shiny golden appearance.

He has had exhibitions at the Niagara Falls Public Library, an Estate Winery, Skylon Tower Car Show, and the Fort Erie Fairgrounds Motor Cycle Show. Holding one of his pieces, he says that they are quite strong and if dropped would cause very little damage unless it lands on your toe. As for creativity, Robert says that sometimes a project will start as one thing and end up as something else.

He works in his garage welding shop which is equipped with all kinds of welding gear and tools, including some of his own design. Judging from the cuts, burns and bruises on his skin, the work takes a high toll on his hands. However, he puts his experience to good use in teaching metal art and welding as well as writing a how-to-book.

Robert enjoys his work in by-law enforcement, especially meeting people and helping tourists, so he is not interested in flogging his metal art for a few dollars at this time. To be honest, he doesn't know how to evaluate his work. Usually he gives his sculptures away to friends as gifts, but it is just a matter of time before he markets his projects because he is running out of room in his house.

To view a full range of Robert Bunn's sculptures he invites you to visit his new website at :

www.angelfire.com/mac/krista/freebird/.

In the above photo Commissionaire Robert Bunn is shown with one of his many sculptures.

Commissionaire Profile

MWO Jim Farrauto ~ Headquarters

By Sgt Bill McBride



Jim Farrauto was nineteen when he came to the conclusion that, if he “was going to see the world, it was going to have to be at someone else’s expense.” By then he had already been in the construction trade for three years. In fact he was a crew chief on the survey gang that laid out the route for the 403 highway Ancaster by-pass. While it was a good job with fair pay the work was less than challenging. He found more excitement in the Rock n’ Roll bands he formed and performed with during that period. In 1969, having heard of the famous ‘SeaBees’ Construction units in the US Navy, he paid a visit to the USN recruiting Centre in Buffalo. With his extensive construction experience they were, quite naturally, very willing to enlist him for service that would likely have taken him to the jungles of Vietnam. Happily, a close buddy redirected Jim to a Royal Canadian Navy recruiter where he signed up for what would become an extensive service career, as a Marine Engineer.

Several weeks later, having graduated from Fleet School in Halifax Ordinary Seaman Jim Farrauto joined his first ship, Canada’s last aircraft carrier, *HMCS Bonaventure*. His first duties aboard this legendary ship were involved with what were broadly described as ‘Ship Services.’ They included such things as routine patrol of the ship, emergency response and fire fighting.

While on the *Bonaventure* Jim underwent ‘on-the-job’ training in the ship’s boiler rooms and when she de-commissioned in 1970 he was reassigned to a frigate, *HMCS Assiniboine* as a engineering mechanic. Three years later he returned to Fleet School where he completed a Gas Turbine course and was assigned to *HMCS Iroquois* during her commissioning. Jim Farrauto’s first shore assignment was at the Fleet School where, having been promoted to Leading Seaman, he instructed students on the mysteries of a ship’s boiler room. Further assignments included sea-going time on *HMCS Nipigon*, *HMCS Annapolis* and finally, having been posted to the West Coast, *HMCS Quapelle* where he was promoted to Petty Officer First Class and certified as an ERA (Engine Room Artificer.)

In 1995, following sixteen years of mostly sea-going service and now married with growing children, Jim Farrauto retired from the regular Canadian Navy and returned to Hamilton where he was born and raised. *HMCS Star* was pleased to welcome him where he spent the next three years as an instructor and Ship’s Coxswain. He retired from uniformed service in 1998.

Jim Farrauto joined Hamilton Division in the 2001 and, following a brief assignment at a Burlington high school was brought to headquarters as the Division Training Officer. Now a Master Warrant Officer Jim continues to work in operations and training. He is also the vice-chairman of the Health and Safety committee.



Right: a bearded Ordinary Seaman Farrauto in the “bowels” of *Bonaventure*.

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Right: a bearded Ordinary Seaman Farrauto in the “bowels” of *Bonaventure*.

HEALTH AND SAFETY

Now that the winter season has turned to spring we tend to let down our guard regarding safety. We have a spring in our step and as we observe nature coming to life we stop observing the surfaces we walk upon. The melting of the snow uncovers a host of dangers. Free from ice we forget about the cracked and broken concrete sidewalks, the crumbling asphalt and the potholes lying in wait for us. The majority of the accidents suffered within the Division are slips and falls. While you may think this is natural since our prime function involves patrolling by foot there is no reason we should accept these injuries to ourselves. Almost without fail our accidents are preventable. Care and attention to the surfaces we are walking and driving on is important and can only be accomplished by one person; you! Please remember it is our duty under the law to work in a safe manner. This includes recognition of hazards and taking appropriate action to avoid or lessen their potential impact. Enjoy the spring, the flowers blooming and the birds singing but remain aware of your surroundings. Don't spend this beautiful time of year injured and unable to enjoy it.

If you do have an accident/incident no matter how small, it is an absolute necessity that you report it to your Detachment Commander immediately. Something you pass off as minor may turn out to be more serious down the road. **It is the duty and responsibility as well as legal obligation of all of us to report all injuries and accidents.**

Spring's beauty holds another hidden danger for us. The sun which we welcome so eagerly after the winter's darkness brings dangerous UV radiation and the terrible consequence of skin cancer. As in the past it is recognized that Bylaw Officers are at risk. The wide brimmed Stetson style hat was developed as, and has been recognized as, a piece of Personal Protective Equipment (PPE). All Bylaw Officers **must** wear this piece of equipment in the performance of their duties effective 1 May -1 October. Detachment Commanders will make an announcement prior to the start date and it is necessary for any Bylaw Officer without this safety equipment to acquire one before the start date. It is important to remember that as a piece of safety equipment **work shall not be undertaken without this item.** Where work is primarily accomplished outdoors Detachment Commanders may contact Division HQ to have this safety equipment issued at their worksites. Any Commissionaires who feel at risk may express their concerns to their Detachment Commanders who shall inform MWO Farrauto at the Division Headquarters. Bylaw Enforcement Detachment Commanders will shortly receive a training package relating to Heat Stress. All Bylaw Officers who undertook this training last year will receive a refresher and all Officers new to the Detachment will receive training in this hazard.

A final reminder for all personnel to be careful of the surface underfoot. Most of our accidents are slips and falls. Be aware of where you are walking and wear proper footwear. We have been fortunate that our accidents have not been "serious". Let's keep it that way. All of you are important to us.

TRAINING

Training is an ongoing occurrence and is vitally important in order for us to carry out our duties in the professional manner for which we have become so well known. A reminder for all Detachment Commanders to ensure that their personnel are up to date with their **First Aid qualifications** and that all new personnel are CQC qualified within three weeks of joining the Detachment. The CQC, as you know, is a prerequisite for continuing employment. Further details and information may be obtained from MWO JimFarrauto at Division HQ.

COMPLIMENTS AND CONGRATULATIONS

Every day there occur hundreds of examples of exceptional service to our clients and to members of the public. That few of these acts of courtesy are acknowledged is simply part of the job. However, every once in a while letters are written or phone calls made by people who wish to express their thanks and acknowledgment of what they consider to be service above and beyond the call of duty by Commissionaires. Congratulations to the following Commissionaires.

Comm. Jim Sullivan, Hamilton Teachers' Credit Union. When a parking customer returned to the lot at 10 PM he found the booth closed and his car keys locked away in the booth. "Comm. Sullivan was contacted at home and within 15 minutes had resolved the situation by attendance at the facility." This action received praise from the customer and the Teachers' Credit Union.

Comm. Rick Tonn, who recently returned to SITEL has "reviewed and deleted all ex-employees from the system bringing the system completely up-to-date. He has up-dated all vehicles...and corrected many errors along the way. He has enforced parking restrictions at the front of the SITEL building." Comm. Tonn's efforts, as well as his patience are much appreciated by the staff at SITEL. As they put it, "We all feel a little safer here at work with Rick being here and what a pleasure it is working with him."

Comms. John Little and Dave Scott, Hamilton Passport Office, were recently the subject of a note from a very happy client who commented that "both of these gentlemen were friendly, courteous and very helpful to each and everyone who came into the office..... It was refreshing to see people who care about what they are doing. They made my visit to your office pleasant."

Comm. Jim Workman, Cambridge By-law, while on a routine patrol observed a vehicle that fit the description of one being sought by the police. Comm. Workman kept "tabs" on the vehicle passing on its license number as well as a description of its occupants. When the police stopped the car they found that it was, indeed, the vehicle they were looking for and were very appreciative of Comm. Workman's professionalism in assisting to find it.

Cpl. Greg Burdon, COM DEV, went above and beyond the call of duty recently when he assisted in the clean up of a coolant spill in the Fabrication area of the plant. In his letter of commendation it is stated, "Although duties at COM DEV include inside/outside patrols and notification of problems encountered they do not include clean up of such a mess as the one that was encountered on Saturday..... We appreciate your support and dedication."

Cpl. Doug McPetrie, Burlington By-law, rendered assistance to Halton Regional Police that resulted in the recovery of a stolen car. Cpl. McPetrie observed a vehicle illegally parked in Burlington. Rather than merely issuing a ticket Cpl. McPetrie examined the car and noticed that the ignition switch had been tampered with. While a police dispatch check did not show the car as stolen Cpl. McPetrie was not satisfied and reported his suspicions which turned out to be well founded. While not yet reported as such the car was, in fact, stolen. Cpl. McPetrie's determination led to the safe return of the vehicle to its owner. That's dedication.

To all of the above, and to those who were not acknowledged, many thanks for a job well done.

Board of Governors

Past Chairman

Col. James Forsyth, CStJ, CD

Chairman

Cmdre. R.T. Bennett, CMM, CD

1st Vice-Chairman

Cdr. R.J. Williamson, CD

2nd Vice-Chairman

LCol. P.P. Garrick, CD

Secretary

LCol. J.A. Evanoff, OStJ

Treasurer

Major R.W. Nuttall, CD

Members

Col. F.T. Bailey, CD

Capt. D.R. Begin, CD

LCol. G. Frid, CD,

BGen. L. Salmon CD, KGCS

Maj. J. Potozzi CD,

Headquarters Staff

Commandant & CEO

Cdr. Fred Lee, OStJ, CD

Director of Operations

Capt. John Livingstone, CD

Manager of Operations

CWO Tom Lee, CD

Training Manager

MWO Jim Farrauto, CD

Dispatcher

Sgt. Ken Brady, SBStJ, CD

Finance Manager

Patricia Bachor

Administration Manager

MWO John Gray, CD

Administration Clerk

Cpl. Rick Gallant, CD

Fingerprinting Manager

Sgt. Bill McBride SBStJ

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Is the Newsletter of

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Hamilton Division

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Moore's Clothing For Men V.I.P. Corporate Membership

Under a new corporate membership with The Corps of Commissionaires **Moore's Clothing For Men** is offering discounts to all members of Hamilton Division. The next time you are anticipating shopping for new clothes, especially a military style blazer, ask your detachment commander or site supervisor for the **Moore's V.I.P. Corporate Membership Card**.

WELCOME ABOARD

Hamilton Division is pleased to welcome the following new Commissionaires who have joined us since the Autumn Newsletter **Ron Horton, Becky Misener, Robert Piche, Susan Tottenham, Darlene Case, Richard Tonn, Nick D'Alessandro, Ann Jordan, Rob Marshall, James Cavin, Bill Mallett, Wally Walker, Roy Becker, Chris Lock, John Hammill, Valerie Fitzgerald, Lee Ann Burke, Jack Pogal, Glen Hutchison, Steve Godard, and Roger Dockstader**

AS HARD AS WE TRY!!! Sgt. Bill McBride – Editor

In the previous two editions of *The Corpsrespondent*, in spite of what I consider to be a concerted effort to eliminate them, there were very frustrating errors! Oddly enough I have yet to receive any comment about the errors. Nevertheless I apologise for them and promise to ensure that this and future editions of this newsletter are correct in all respects. Your suggestions and submissions are always welcome and encouraged.

TO CONTACT HEADQUARTERS

If you have a situation that requires contact with a member of the Headquarters staff the correct procedure is to make the contact through your Detachment Commander or Site Supervisor. Please do not call the off-hours emergency line unless your situation is a real emergency. And Please... do not call the fingerprinting office. It is not connected to the Headquarters and your calls cannot be forwarded.