



Heat Stress

What Is Heat Stress?

Working or playing where it is hot puts stress on your body's cooling system. When heat is combined with other stresses such as hard physical work, loss of fluids, fatigue or some medical conditions, it may lead to heat-related illness, disability and even death.

This can happen to anybody even the young and fit. In Ontario, heat stress is usually a concern during the summer. This is especially true early in the season, when people are not used to the heat.

Heat exposure may occur in many workplaces. For outdoor workers, direct sunlight is the main source of heat.

Acclimatization

The longer you work hard in the heat, the better your body becomes at adjusting to the heat. If you are not used to working in the heat then you should take a week or two to get used to the heat. This is called "acclimatization". If you are ill or away from work for a week or so you can lose your acclimatization.

There are two ways to acclimatize:

If you are experienced on the job, limit your time in hot working conditions to 50 per cent of the shift on the first day, 60 per cent of the shift on the second day, and 80 per cent of the shift on the third day. You can work a full shift the fourth day.

If you are not experienced on the job, you should start off spending 20 per cent of the time in hot working conditions on the first day and increase your time by 20 per cent each subsequent day.

Instead of reducing the exposure times to the hot job, you can become acclimatized by reducing the physical demands of the job for a week or two.

If you have health problems or are not in good physical condition, you may need longer periods of acclimatization. Hot spells in Ontario seldom last long enough to allow acclimatization.

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HEAT STRESS AWARENESS GUIDE

- RECOGNIZE THE SYMPTOMS -



Humidex	ACTION REQUIRED
30° - 37°	Watch for warning signs/symptoms and drink extra
38° - 39°	Work with a 15 min/hour relief
40° - 41°	Work with a 30 min/hour relief
42° - 44°	Work with a 45 min/hour relief
45° +	Hazardous to continue physical activity

HEAT RASH	Red bumpy rash with severe itching.
HEAT CRAMPS	Painful cramps in arms, legs, or stomach that occur suddenly at work or later at home.
FAINTING	Sudden fainting after at least two hours of work; cool moist skin; weak pulse.
HEAT EXHAUSTION	Heavy sweating; cool, moist skin; body temperature above 38°C; weak pulse; normal or low blood pressure; tired and weak; nausea and vomiting; very thirsty; panting or breathing rapidly; blurred vision.
HEAT STROKE	High body temperature (above 41°C) and any of the following; the person is weak, confused, upset, or acting strangely; has hot dry, red skin; a fast pulse; headache or dizziness; in later stages, a person may pass out and have convulsions.



From the Chair...

We have come to the end of another successful but challenging year. As you are all aware from previous newsletters, The Canadian Corps of Commissionaires have been under significant pressure from our for profit competition throughout the country. Hamilton Division is no exception. The loss of several important contracts (though no fault of our Commissionaires) have strained our financial performance, but with your help we have managed to stay in the black. I say the year has been a success because we continue to fulfill our social mandate of supporting our veterans by providing meaningful work. It was successful because you continue to rise to every challenge and I am convinced that you will continue to do so.

I have said it in the past and I will continue to say it. There are no more professional and capable people in this industry than you. In these trying times, while that is important, sometimes it is not enough. But all we can ask is for you to do the best job that you are capable of doing and in the end the Corps will be successful. The Division office continues to work tirelessly to secure additional business thus preserving existing jobs at competitive wages.

The National Board has been working on improving the structure of the Corps. Along with the National Office and the National Business Management Committee (of which our CEO John Livingstone is a member), they are exploring new business opportunities in support of the Divisions and ultimately our Commissionaires. I am confident that these efforts will bear fruit in the not too distant future and we will be able to share the news with all of you.

On behalf of the Board of Governors, I would like to wish you and your families a safe and enjoyable summer season.



The CEO's Desk

Congratulations to all Commissionaires in the field and in the Division Headquarters on their performance over the past year. March 31 marked the end of another fiscal year and although we continue as a strong and vibrant organization there have been some struggles.

Competition in the security industry has continued to be severe and the general economic malaise affecting Canada and particularly our Division area continues. Can we ignore these factors and become a small player in the industry resting on our past laurels? Can we somehow change the current economic climate? I say no but we can't just be along for the ride. We are drivers not passengers.

In order to grow and continue to serve our social mandate we must carefully analyze our strengths **and** our weaknesses. We have to be honest enough to look in the mirror and say "Am I performing to my peak capabilities - what can I do better - how can I contribute to the Corps moving forward?" The answers are within each and everyone of us. We all know that the Commissionaires are constantly on display at each of our worksites. We know that we are in the public eye as we perform our duties on the street, at reception desks in public buildings and at the gates of our clients' businesses. We are seen daily by thousands of staff and students at universities, colleges and high schools. Everyone who observes us day in and day out in a thousand tiny interactions forms their own opinions and has their own perceptions as to who we are, what we are and what we stand for. This is where we can influence the marketplace. This is where we can demonstrate our capability and our professionalism. This is where we can make a difference.

I challenge every Commissionaire in the Hamilton Division to contribute to positive change and to nullify and negate the factors that are outside of our control. We can't change the economy but we can be seen as the sharpest dressed, the most friendly, the most professional and the most trusted security organization in the marketplace. There's a reason why we're **Trusted Everyday Everywhere** but that identity comes at a price. The price is constant vigilance, attention to detail and care and concern not only our tasks but also for our attitudes with our customers and their guests. Let's all make sure that all of our efforts contribute to the well-being of our entire organization and each and everyone of us are above reproach as we perform our duties. Let's all ask ourselves the hard questions and have the courage to be honest in our answers and the determination to do our part. There's no room for passengers as we drive into the future.

Violence & Harassment in the Workplace

Commissionaires Hamilton is committed to building and preserving a safe working environment for its employees. In pursuit of this goal, Commissionaires Hamilton does not condone and will not tolerate workplace harassment or acts of violence against, or by any Commissionaire. Commissionaires will take every reasonable precaution and implement measures to prevent harassment and violence and protect all employees from potentially violent situations.

To this end, Commissionaires Hamilton will be sending out a Risk Assessment Questionnaire via email and for those who do not have email by Canada Post. We ask that you complete the questionnaire and then return it to us. You need not put your name on the questionnaire but we do ask that you note your worksite as this will assist us in working out solutions to your concerns.



Chair of the Board of Governors Major Petozzi is shown presenting a COMMISSIONAIRES COIN to Cpl Colin Hutt for his excellence in supporting the Home Hardware Vendors Market. Accompanying Major Petozzi are Mr. Paul Straus, President and CEO of Home Hardware Stores Limited and LCol Livingstone CEO of Commissionaires Hamilton.



LCol Livingstone shown promoting Dispatcher Melissa Ivanchuck-Merritt to the rank of Warrant Officer.

Recognition of Service

5 Years Service: John Thomson, Ken Hatcher, Lou Bonfoco, John King

10 Years Service: Jeff Morneau, Marie Bissonnette, Ron Kauth, Trevor Hope, Wayne McPherson

20 Years Service: Roy Martin

Welcome to our New Commissionaires

Daniel Scott, Jordan Parry, Micheal Metcalfe, Paul King, Alexander Philipenkaw, John Styan, Cody Starz, Graeme Ellis, Don Meiners, Steve Lemstra, Jason Hines, Jeremy Hines, Jacques Duguay, Mike Rychlik, Daryl Sherlock, Curtis Batten, Kevin Wadden.

Payroll...FYI

VACATIONS AND VACATION PAY

Vacations are scheduled between 01 January and 31 December of each year. Requested dates are to be submitted on the 'VACATION/LEAVE OF ABSENCE' form for confirmation with your Supervisor or HQ Dispatcher. Once approved by HQ Operations Staff, it is forwarded to HQ Payroll Staff.

Important information to include on the form:

- The Pay Deposit Date, if requesting Vacation Pay (with or without time off).
- The number of shifts not worked, if requesting time off.

If no request has been received by the first pay in June of each year, any Accumulated Vacation Pay will be automatically added to the last pay in June. This year the last pay in June is Pay Period Ending 20 Jun 2013.

Vacation Pay is earned at the following rates:

Up to 10 years employment	4%.
10 plus years employment	6%.

Any questions about Vacation Pay, receipt of your request or any other payroll matter should be directed to HQ Payroll Staff: **Pat at 905-527-2775 ext. 27 or Heather at 905-527-2775 ext. 21.**

Dispatch Notes

As the summer months are fast approaching, Commissionaires' vacation requests continue to be submitted. Please ensure that you submit a completed vacation request in a timely manner, in order for coverage to be confirmed. Vacation requests are available on site. Once completed, the site supervisor will recommend the Commissionaire's request. The request is then submitted to Headquarters for the Account Manager's approval. Approval is normally dependent upon available coverage, without incurring any overtime. Once approved, the Operations Dispatcher in partnership with the Detachment Commander will arrange replacement as required.

Commissionaires Policies and Procedures, Section 12.2 outlines Applying for Annual Vacation as follows:

"Annual vacation may be taken between 01 January and 31 December of each year. Tentative dates should be submitted for confirmation later if plans are not firm. An indication should be noted on the application form that vacation plans are tentative. Early and complete submission increases the chance of having vacations approved for the desired dates. Members are advised to wait until vacation is approved before making firm travel arrangements in case the requested dates are not approved."

In the event that the number of days allotted for a Commissionaire's vacation request have been used up, Commissionaires can submit a leave of absence request. Please be advised that this request is subject to approval by Human Resources.

Thank you for your cooperation. Enjoy the summer months ahead.

Refer a Friend for a Job and Receive \$50⁰⁰

Today there are over 20,000 commissionaires across the country. Our division employs more than 300 members which encompasses the geographic area from Kitchener/Waterloo around the Golden Horseshoe and down the Niagara Peninsula.

Our solid reputation built on reliability, professionalism and trust has resulted in securing and maintaining contracts with clients since 1937. Clients and prospects are attracted to the way we fulfill our commitments, to the way we perform our duties and our history.

If you have a friend or relative who would like to work with us at Commissionaires, we are actively recruiting for security positions. Simply refer them to us and you could receive **\$50** for your referral.

All applicants must have the physical ability to complete 8 to 12 hour shifts, a valid security license, reliable means of transportation, have a clear criminal record and be bondable. Canadian Military, Allied Forces, RCMP and municipal police experience is an asset.

The process is easy. Complete the employee referral form (attached) and ensure that your friend attaches it to their resume/application. **To ensure you receive your \$50, all resumes submitted under the referral program must have a referral slip attached to it and each applicant must successfully complete the 3 month probationary period and complete the CSGC.** If you chose to email the resume please include all pertinent details requested in the cover of the email.

EMPLOYEE REFERRAL FORM

This form must be completed to qualify for the incentive program.

Please ensure all details are complete before sending in your resume.

Commissionaires Employee Name & Phone # _____

Corps Number _____

Name of Referral _____

Date _____

Submit resumes to Heather Brady
Email: cccham@on.aibn.com
Mail to: 151 York Blvd, Suite 208
Hamilton, ON L8R 3M2

CF Appreciation Program

What is the program?

The CF Appreciation Program was created to offer a variety of discounts to Canadian military personnel and their families in recognition of their sacrifices and dedication. The program expanded to include some of the world's brands and major businesses, and is being enhanced and expanded into new markets.

The CF Appreciation Program aims to incorporate new business categories and more attractive incentives within the existing program to meet the ever evolving needs of our Canadian Forces community. Particularly in the areas of family attractions, leisure travel, entertainment and accommodations.

How does it work?

The program offers rate reductions and incentives that are exclusive to members of the Canadian Forces through the CF Appreciation Program website. To ensure the success of the program, meaningful and attractive offers will drive the purchasing power of the Canadian military community to your business.

The Canadian Forces Appreciation Program is administered by the Canadian Forces Morale and Welfare Services, an internal organization that exists solely for the benefit of current and former members and their families. Thanks to the nature of this organization, no commissions or mark-ups are applied to provide discounts. By signing an agreement that outlines the nature of the offer put forward by your business to the Canadian Forces community, 100% of the incentive reaches its target audience. Making changes to the offer is easy and withdrawal from the program may be accomplished at any time.

What is the Canadian Forces Community?

The Canadian Forces community involves an addressable market in excess of 1,000,000 people. It is composed of:

- ◆ Member of the Regular Force, Canadian Forces and their families,
- ◆ Member of the Reserve Force, Canadian Forces and their families,
- ◆ Former Member of the Canadian Forces and their families, including surviving spouses,
- ◆ Employees of the Department of National Defence and their families,
- ◆ Employees of the Staff of the Non Public Funds, Canadian Forces and their families, and
- ◆ Foreign Military Member Serving with the Canadian Forces, in Canada and their families.

The military community demographic includes Canadians of all ages, genders, family and marital status, cultural backgrounds, education and income levels living across the country and abroad. Businesses participating in the program may offer customized solutions that target specific or regional segments or the entire community.

For more information and to register for the program, go to www.cfappreciation.ca.

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