

2014 Awards Dinner

INSIDE THIS ISSUE:

- ◆ Chairman's Message 2
- ◆ The Account Manager
- ◆ Training Manager
- From the Desk of the CEO 3
- Award Recipients 4
- ◆ HR Manager 5
- ◆ Readers' Choice Awards
- LCol John McCrae Statue 6
- Remembrance Week 7
- ◆ Last Post 8
- ◆ Welcome Aboard
- ◆ Service Awards
- ◆ Dispatch Notes



Award Recipients

Back Row: Mr. David Sweet, MP; Sgt Don Taylor, Cambridge By-Law; LCol John Livingstone, CEO; Cmre Dave Jeffrey, St. Catharines By-Law; Col Bailey, Honourary Governor; Cmre Terry Steen, Kitchener Passport; Cmre Kerry Larmet, St Catharines LTB (hidden); Cmre Dave Peddler, Retired.

Front Row: Capt Tom Lee, DOp; Maj Petozzi, Past Chair; Cmre Lise Lindsay, Kitchener Passport; Col Burton, Chair, FO Passmore, Honourary Governor; Mr. Don Clannon.



From the Chair...

It is at this time of year that we look forward to taking part in the joy of giving and spending time with our friends and family. It is also the time of year that we reflect on the past year and our achievements, while at the same time anticipating the next twelve months and new opportunities. In contemplating the past year, I would like to thank all members of the Hamilton Division of the Corps of Commissionaires for your dedication and valued contribution to our Commissionaire family. Your commitment to our motto of **“Trusted-Everyday-Everywhere”** is what sets our organization apart from other companies in the security field.

On behalf of the Board of Directors of the Hamilton Division, I would like to take this opportunity to wish you a safe and Merry Christmas and a prosperous and happy 2015.

The Account Manager

Hamilton Division employs two primary Account Managers; MWO Larry Will and MWO Keith Hodge. They are members of the HQ staff although they can rarely be found at the HQ. Capt Tom Lee also acts as an Account Manager in addition to his many duties as Director Operations. Keith covers the southern area (Hamilton to Niagara Falls), Larry covers the northern area (Hamilton to Elmira) and Tom covers the central Hamilton area.

The Account Managers are responsible to the Director of Operations for the day to day management of their individual client's needs. The Account Manager meets with client representatives on an as required basis and visits all of the Commissionaire sites as frequently as possible. The Account Manger lives on the road!!

The Account Manager's biggest challenge is to balance the needs and wants of all of their Detachment Commanders against the greater needs of the Division. A common discussion held between Detachment Commanders and the Account Manager goes something like this – “Yes I know you need 3 more people – but you are only going to get 1 as the other sites need people also”, at which time we all look to the dispatcher to get us out of this mess. The Account Manager is always available to their Detachment Commanders for advice, mentoring and assistance, but sometimes we have to say “no”.

One of the benefits of being an Account Manager, is that we see on a day to day basis the good work done at all of the Divisions client sites. We hear from the clients of their appreciation for a job well done and we see the results of all of the Commissionaires hard work.

Training Manager Commissionaires Hamilton

My name is Keith Hodge and I am the Training Manager of the Commissionaires Hamilton Division. I have been the Training Manager for just over a year now. As the Training Manager it is my job to make sure that our Commissionaires are trained to the standards set out by our National Office in Ottawa. Our office provides training in Report Writing, Dealing with Difficult people and Conflict Resolution but to name a few.

It is also my duty to make sure that all Commissionaires are trained to the specifics at their sites. I do this in conjunction with the Account Manager, Dispatcher and the Detachment Commander of each site.

If you have any questions regarding training or ideas for training courses you would like to see implemented feel free to go to your Detachment Commander, Dispatcher or Account Manager with your concerns.

I would like to wish you all a very Merry Christmas and a safe and Happy New Year! See you in the New Year.

Commissionaires Hamilton Annual Awards Dinner

Immediately following the Remembrance Week commemorations it was my great pleasure to host the Division's Annual Awards Dinner at the Hamilton Waterfront Centre. This dinner serves to celebrate our Commissionaires significant accomplishments in the past year and provides a pleasant evening in the company of comrades and spouses, for our troops in the field and members of our volunteer Board of Directors, both active and honorary.

Our guests from outside of the Division included Member of Parliament for Ancaster, Dundas, Flamborough and Westdale David Sweet, our corporate banker Cody Jones and his lovely wife Alex, Don and Sandie Clannon and Dave Rutledge from Commissionaires Great Lakes. Member of Parliament for Hamilton Centre David Christopherson was unable to attend but provided certificates recognizing the contributions of the Commissionaires receiving awards.

The evening began with a meet and greet cocktail hour followed by a lovely prime rib roast beef dinner highlighted by toasts to The Queen of Canada, The Corps, and Absent Friends. This year we were saddened by the deaths of Corporal Bill Ingraham and Commissionaires Bob Cowper, Reg Creamer, Art Cronshaw, Bill French, Glen Hutchinson and James Russell. We will remember them.

The honourees included Master Warrant Officer Ken Brady SBStJ, CD and Mister Donald Clannon who received the Commandant's Commendation for their outstanding body of work in the Division HQ. Our last remaining World War II veterans Flying Officer Fred Passmore, CD and Colonel Fred Bailey received the Second World War Anniversary Pin and Certificate through the kind and dedicated work of MP David Sweet. Commissionaire Bill Dorks is also eligible for this award but was unable to attend and will receive his recognition at a later date.

Commissionaires Long Service Medals (CLSM) representing 12 years of loyal and dedicated service to Canada and the Corps were awarded to Sergeant Don Taylor, Commissionaire Kerry Larmet CD, and Commissionaire Terry Steen. Also eligible for this award but unable to attend were Commissionaires Les Jarvis, Patricia Creamer, Dennis King, Dan Little, Brian Mandigo, Michael O'Sullivan, Stewart Rodgers and Arnold Schofield. They will receive their medals at a later date.

The 1st Bar to the CLSM representing an additional five years service was awarded to Captain Tom Lee CD, Commissionaires David Jeffrey CD, Lise Lindsay and Dave Pedler. Also eligible but unable to attend were Commissionaires Vince Fraser CD, Maurice Kehoe, and James Workman CD. They will receive their award at a later date.

At this point I had the great pleasure of relinquishing the microphone to the Chair of the Board of Directors, Colonel Gary Burton SBStJ, CD for the presentation of the Commissionaires Distinguished Service Medal to Immediate Past Chair Major Joe Petozzi OSTJ, CD. Major Petozzi's citation reads **"Major Petozzi has contributed many years of dedicated service to the Canadian Corps of Commissionaires both at the National and Regional levels, as well as at the Hamilton Division level. For his efforts and contributions Major Petozzi is awarded the Commissionaires Distinguished Service Medal."**

Following the official ceremonies the honourees retired to the foyer for pictures and handshakes while the crowd was entertained by Mr. Fab Giacomelli a local Elvis tribute artist. The evening was a rousing success and served to further cement the goodwill amongst Commissionaires from different detachments of the Division and to allow all of us to celebrate their remarkable and selfless achievements.

Congratulations to all our members for their dedicated service and for keeping the highest standards since 1937. There is one reason Commissionaires Hamilton is **Trusted Everyday Everywhere** and that is the quality of our people.



The CEO's Desk



F/O Fred Passmore accepts the WWII Anniversary Pin from Mr. Dave Sweet, MP



Col Fred Bailey accepts the WWII Anniversary Pin from Mr. Dave Sweet, MP



Maj Joe Petozzi receives the Commissionaire Distinguished Service Medal



Capt Tom Lee receives the 1st Bar to his Long Service Medal



Cmre Dave Pedler receives the 1st Bar to his Long Service Medal



Cmre Dave Jeffery receives the 1st Bar to his Long Service Medal



Sgt Don Taylor receives his Long Service Medal



Cmre Terry Steen receives his Long Service Medal



Cmre Kerry Larmet receives his Long Service Medal



Cmre Lise Lindsay receives her Long Service Medal



Mr. Don Clannon accepts Commandant's Commendation from LCol John Livingstone

Seasons Greetings to all!

That seemed like an appropriate beginning to my first entry into this newsletter, don't you think?

As the new Manager of Human Resources here at Commissionaires Hamilton, I have had the opportunity to meet many of you either at your worksite, around the Joint Health and Safety Committee table, or for the less fortunate, across from my desk.

Regardless of the setting, however, my reception within the Division has been nothing short of exceptional. Commissionaires that I've had the opportunity to meet and speak with have always been professional, kind and supportive, making the 'new man on the block' feel welcome at every turn.

And perhaps, that is the best message that I can pass on during a season that has at its heart the goodwill of men and women, and their kindness to each other.

Commissionaires, whether working as security guards or by-law enforcement officers, have a tendency all too often to see the negative side of people, and while doing so, lose sight of the people we have helped by our presence.

Certainly it is easy to remember that gentleman who produced new curses on the fly because he didn't like being told he wasn't allowed in without a pass, or the lady who screamed and railed because she had failed to pay a meter or was blocking a fire lane. But I'd also ask you to remember that distressed guest of our client's that you were able to help find their way alleviating some of their worry, or that college student that thanked you for showing them where they could park over the school year without risking a ticket.

So, I would simply encourage everyone, while putting my 'fuzzy-bunny hat' firmly in place, that as you sit back and relax this Holiday Season, you take the opportunity to reflect on all the positive things that you've accomplished this year. Remember the people and clients that you have helped, simply by being there. Take heart in the knowledge that your desire to simply do your job well has been appreciated by so many people you might not even see. And, as this season of fellowship and good will to your fellows extends into the New Year, that you carry forward that same sense of accomplishment that makes Commissionaires Hamilton a valued and professional part of our community.

May all of your holidays be festive and joyful!

Rick Luden
Manager of Human Resources

Hamilton Spectator Readers' Choice Awards

The Hamilton Spectator has tallied all of their 2014 Readers' Choice votes and the people of Steeltown have chosen the best of their city. The envelope please - I'm happy to report that Commissionaires Hamilton has been chosen as the Diamond Award Winners in the category of Security Services.

This prestigious award places Commissionaires Hamilton as the top security guarding company in the Hamilton area. Thank you to all commissionaires, board members and clients who took the time to vote and confirm what I have always believed – we are head and shoulders above the competition and as a result are **Trusted Everyday Everywhere**.

Every member of Commissionaires Hamilton should be proud of this achievement. It is through your efforts, day in and day out through all kinds of weather that we have received this recognition. Feel free to brag to your friends and family over the holiday season and raise a glass of cheer in a toast to the Corps. Once again, thank you to all members of Commissionaires Hamilton for your fine work throughout this past year and indeed since 1937.



Security Guards
Diamond Award

The RCA Heritage Campaign
 Regimental Headquarters
 The Royal Regiment of Canadian Artillery
 Canadian Forces Base Shilo
 P.O. Box 5000 Stn Main
 Shilo, MB R0K 2A0



**Campagne du Fonds du patrimoine de
 l'Artillerie royale canadienne**
 Quartier général régimentaire du Régiment
 royal de l'Artillerie canadienne
 Base des Forces canadiennes Shilo
 C.P. 5000, succ. Main
 Shilo, MB R0K 2A0

***In Flanders Fields* – Lieutenant-Colonel John McCrae, May 1915 – May 2015**

Lieutenant-Colonel John McCrae, artillery officer, physician and poet, wrote *In Flanders Fields* at the height of Second Ypres, one of the most bitter battles of World War I. The centenary of that poem falls at the beginning of May 2015. As a result of the initiative of the RCAA and the dynamic leadership of the McCrae Statue Committee, the Royal Regiment of Canadian Artillery will erect a



Then Major John McCrae May 1915

statue to honour John McCrae. The project is also supported by the Royal Canadian Medical Service. The figure will resemble McCrae and show him in a way highlighting all of his roles, Gunner, physician and poet. The statue will show the destruction of the battlefield and, at his feet, the poppies which are such an enduring symbol of Remembrance of that war and all armed conflict since. We are pleased to have commissioned renowned Canadian sculptor Ruth Abernethy, known for works such as the Oscar Peterson statue at the National Arts Centre in Ottawa.

We have now received authority to place the statue near the National Artillery War Memorial, on Green Island at the junction of the Rideau and Ottawa Rivers, just off Sussex Drive in Ottawa. This ideal site is just minutes north of the National War Memorial. The statue will be unveiled 3 May 2015.

The citizens of Guelph, Ontario will also honour John McCrae, by placing an identical statue near his birthplace. They will undertake a separate civic fund-raising campaign and work closely with our Regimental committee.

Our fund-raising efforts are progressing well and we continue to approach potential donors. To date, we have raised over \$ 200,000 out of a Campaign goal of \$350,000. All Canadians can help us ensure that this iconic Canadian and his work are remembered on the centenary of *In Flanders Fields*.

To donate or for further information visit our web site at <http://www.artillery.net/beta/> Mention **McCrae Statue** in the comments section of the donation form at the **Canada Helps** button.

Or mail a cheque payable to the "The RCA Fund" to: LCol MD McKay, P.O. Box 970, Guelph, ON, N1H 6N1. Mention "McCrae statue" on the cheque.

Or contact: The Regimental Major RCA at cdnartillery@gmail.com or at 204 765-3000 ext 3595
 Donations to the RCA Heritage Campaign form part of the RCA Regimental Fund - Charitable Registration No. 11925 2997 RR 0001.
 Tax Receipts are issued for donations over \$20, or on request.

*Yesterday, Today and Tomorrow:
 Celebrating our Heritage; Securing the
 Future*

*Hier, aujourd'hui et demain:
 Célébrer notre patrimoine; garantir
 l'avenir*

This note has been written by the RCA Heritage Campaign Committee.
 Cette note a été écrite par le Comité de la Campagne du fonds du patrimoine de l'ARC.

Remembrance Day

We must remember. If we do not, the sacrifice of those one hundred thousand Canadian lives will be meaningless. They died for us, for their homes and families and friends, for a collection of traditions they cherished and a future they believed in; they died for Canada. The meaning of their sacrifice rests with our collective national consciousness; our future is their monument.

These wars touched the lives of Canadians of all ages, all races, all social classes. Fathers, sons, daughters, sweethearts: they were killed in action, they were wounded, and thousands who returned were forced to live the rest of their lives with the physical and mental scars of war. The people who stayed in Canada also served—in factories, in voluntary service organizations, wherever they were needed.

We often take for granted our Canadian values and institutions, our freedom to participate in cultural and political events, and our right to live under a government of our choice. The Canadians who went off to war in distant lands went in the belief that the values and beliefs enjoyed by Canadians were being threatened. They truly believed that *"Without freedom there can be no ensuring peace and without peace no enduring freedom."*

By remembering their service and their sacrifice, we recognize the tradition of freedom these men and women fought to preserve. They believed that their actions in the present would make a significant difference for the future, but it is up to us to ensure that their dream of peace is realized. On Remembrance Day, we acknowledge the courage and sacrifice of those who served their country and acknowledge our responsibility to work for the peace they fought hard to achieve.

During times of war, individual acts of heroism occur frequently; only a few are ever recorded and receive official recognition. By remembering all who have served, we recognize their willingly-endured hardships and fears, taken upon themselves so that we could live in peace.

Every year Commissionaires Hamilton remembers by attending and laying wreaths at various cenotaphs in our area. This year wreaths were laid in Niagara Falls by WO J. McPherson, St. Catharines by Sgt T. Caudle, Burlington by Sgt J. Styan, Cambridge by Sgt D. Taylor and T. Lee, Guelph by K. Hodge, Kitchener by L. Will, Warplane Heritage Museum in Hamilton by R. Luden and Hamilton by the CEO J. Livingstone. K. Brady attended the service in Dundas with his Cadet Corps. Throughout our Division there were many other Commissionaires attending services.



Ken Brady parades with his Cadet Corps in Dundas .



Don Taylor (Cambridge By-Law) waits his turn to place a wreath on behalf of Commissionaires Hamilton.



John Livingstone stand at the 'temporary' cenotaph in Downtown Hamilton.



John McPherson (Niagara Falls By-Law) was asked by the city to raise the Legion Flag at City Hall to start Veteran's Week 2014.



Chris Stopani-Thomson (Niagara Spare) was asked to drop the puck at the Niagara Falls Wolves Hockey Game during Veteran's Week.

Last Post

It is with a sad heart that we announce the passing of the following Commissionaires.

Reg Creamer - Guelph Parking / Guelph Correctional Centre

Bob Bishop - Bank of Montreal (Hamilton)

They will be surely missed.

Recognition of Service

5 Years Service: Jeff Dakin, Steve Furnell, Sharon Gionomo, Joseph Ceretti, Allan Overgaard, Dave Goicoechea.

10 Years Service: Donna Ernest, Robert Piche, Jim Curry, Lance Currie

20 Years Service: Ted Arthurs

Welcome to our New Commissionaires

Michael Scott, Juan Munoz-Conte, David Martin, Adam Holohan, Germaine Cropper, Beverly Jones, Amanda McNicoll, Gurel Horson, Michael Rodgers, Erika Montalvo, Richard Chokor, Nicholas Wortel, James Mair, Chantale DesRosiers, Colin Simpson, John Brink, Derick Cameron, Chenthuran Chellappah, Kwasi Marfo, Taimoor Ahmad, Mark Daoust, Alan Nanders.

From the Desk of the Operations Dispatcher

Just a friendly note to the Commissionaire's Spare personnel, please continue to keep dispatch informed of any changes in your availability for work. Please also be reminded that security is a 24/7 operation, which may involve working various shifts, seven days a week. Maintaining consistent communications with dispatch, and advising of any changes in Commissionaire's availability will enable dispatch to continue to assign work accordingly. We appreciate everyone's assistance as together we continue to provide exceptional quality service to our valued clients.

Wishing all Commissionaires a very happy Holiday Season and all the best in 2015.

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The Correspondent
Is the Newsletter of

Commissionaires Hamilton

151 York Boulevard, Suite 208

Hamilton ON L8R 3M2

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

Email: cccham@on.aibn.com

Editor ~ MWO Ken Brady, SBSU, CD