



COMMISSIONAIRES

TRUSTED · EVERYDAY · EVERYWHERE

The Corpsrespondent

~ Newsletter of Hamilton Division - Summer 2008 ~

AND THE WINNER IS.....

Commissionaires - Hamilton !!!

**In the 'NOT FOR PROFIT' Category
For the year 2007**



On Wednesday, 26th March 2008 at a gala event held at Michelangelo's Banquet Centre, Commissionaires - Hamilton was chosen as the winner of a very prestigious award. The occasion was the **Outstanding Business Achievement Award** Ceremony sponsored by The Hamilton Chamber of Commerce. The annual event recognizes those businesses who are considered to be the "best of the best" in a variety of business categories.

Some of the most worthy corporate candidates, in terms of their great contribution to our community, are nominated under the *Not For Profit* sector. Our fellow finalists for 2007 were the **Brain Injury Services of Hamilton, Haldimand Norfolk, Niagara and Dr. Bob Kemp Centre for Hospice Palliative Care.**

This was the third year in a row that Commissionaires was nominated, no mean achievement given the quality of the "competition."

The actual award, the ten-inch marble obelisk shown at left, is inscribed as follows:

**2007
Outstanding Business Achievement Award
Not For Profit Award
Canadian Corps of Commissionaires
(Hamilton)
March 26 2008**

"This award, from the Hamilton Chamber of Commerce is for the work of all Commissionaires. We also received a vote of thanks." Fred Lee, Commandant

MESSAGE FROM THE COMMANDANT

- Cdr. Fred Lee, OStJ, CD

In the middle of this calendar year as with each year we are at the point of having completed another fiscal year both Nationally and locally. We follow the government fiscal year which completes on 31 March and commences 1 April. The preparations for each of those events are continual but take on a different aspect both as the end approaches and the reporting after. As a member of a National federation of 17 Divisions found across Canada we in the Hamilton Division participate as one part of that federation. Each Division is governed locally as a non-profit corporation and makes its own determinations as to how they will operate within a Nationally agreed geographical area and according to the law of their incorporating Province. To assist in matters which effect all Divisions there is a National office located in Ottawa which is incorporated under federal law and is intended to assist all Divisions under the guidance of a Board of Governors made up of the Chair person of each Division. The National corporation is also non-profit but its powers do not include operating as the Divisions do. The National office is staffed by a few persons who assist all the Divisions in matters effecting all of us. A most important role they play is to identify and assist with contracts which are with Federal Government Departments. These come under the auspices of a First Right of Refusal given to The Commissionaires. This Right was first obtained by us in 1945 on the basis of our employing veterans and will continue so long as we employ not less than 60% veterans on a national basis employed in government jobs. The national office assists also with matters pertaining to all of us where there are issues of mutual importance to us. These may include identifying contract opportunities, a national web site, matters of concern to all on human relations and training, a secretarial service and a reporting service particularly where there is a necessity to relate to government departments as well as other functions. This office is carried by all of us on a proportional basis depending on the size of the individual Division. Both National and Divisional offices report to their respective Boards on a regular basis and particularly at year end.

The year which finished on 31 March this year was good for both the National matters and for us at Hamilton Division. Annual meetings for both National and us have taken place in June. The National report showed much better results and reports on the matters referred to above. The Executive Director now has more than a year in position and has shown ability in informing the National Board and assisting each of the Divisions by direct contact and through the Staff members in that office. The Staff members look after government contracts and other possible national contracts through one member. There is a much better control on human relations and training by another Staff member. This has become more necessary through the institution of new and up graded legislation and the necessity to work with various Provincial legislative requirements. The secretarial and informational technology sectors of all our businesses have become more complicated and a National Staff member is giving valuable assistance in this field. Although there is a cost to having these Staff members that is carried proportionally, meaning that each Division contributes its share and in return has the opportunity to benefit its own area from the help provided.

Our Division has again had a successful year both from the practical and financial points of view. We have changed some of methods of operation during the year which has borne positive results in our ability to service and maintain contracts and assist all of us. There have been some staff changes which have helped us in all our endeavors. We have maintained our contracts and refined our service to clients while maintaining our numbers of Commissionaires who are all performing some more hours in efficient ways. There are some more changes contemplated for our abilities to perform which will make our contacts with Commissionaires and clients better. Most of our work is recognized as guarding and security with significant work done in the by law enforcement field. In addition we have an ID Services portion of our business which does finger printing and other services for the public.

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Lieutenant Colonel Paul P. Garrick, CD Chairman of the Board of Governors

It's 1 July and General Rick Hillier has just turned over his command of the Canadian Armed Forces to his successor. On this same day I have been appointed Chairman of our division taking over from Commander Bob Williamson. I joined the Board of Governors in March 1993 beginning my voluntary career as a Commissionaire and have fifteen years service in a variety of duties and responsibilities. Because I intend to be a pro-active chairman, working closely with the CEO, Headquarters staff and the Commissionaires on the job in the detachments, it is important that you know a little of my background.

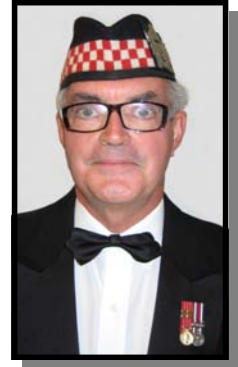
I was born in Hamilton, educated in the public and secondary school systems and attended McMaster University but did not graduate. I worked in industry for thirty years in administration, quality assurance, production and maintenance and have the same work experiences as many of you. When my employer downsized on a worldwide basis, I took the opportunity to leave with a financial package and went back to school. I now teach on a part time basis at Mohawk College, Stoney Creek Campus.

My army service spans 37 years. I joined the Royal Hamilton Light Infantry as a private soldier in 1962 while still in high school. I rose through the ranks and commanded this regiment from 1986 to 1989. After a short time teaching young officers their craft at a staff school in Toronto, I returned to Hamilton and became an officer in the Argyll and Sutherland Highlanders of Canada. I commanded this regiment from 1994 to 1997. It was a singular honour to command both of Hamilton's infantry regiments and is something that has never been done before or since.

I am happily married and my wife and I have a blended family of seven grown children and ten grandchildren.

The Corps in Hamilton is strong and growing. We have been the happy recipients of the fruit of the good work of the CEO, Commander Fred Lee and the office staff in the headquarters. The Board of Governors has been ably led these past two years by Commander Bob Williamson and I want to publicly thank him on your and my behalf for a job well done. My two vice chairs, Major Bob Nuttall and Major Joe Petozzi are strong skilled administrators and I look forward to working with them and the rest of our hard working board.

The Right of First Refusal is still in place but we need to maintain our ratio of serving versus non-serving commissionaires across the country to maintain this right. Hamilton Division is well within the required guidelines. For the first time Commissionaires from some divisions are serving at Kandahar Air Field in Afghanistan. If we are vigilant and all do the best job that we are capable of doing the Corps will remain strong in doing what it does so well and that is to provide employment for former serving members of the Armed Forces and RCMP.



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This service has been growing more recently than it has since its start over eight years ago. It is anticipated that it will continue to increase. We have been successful in increasing our billings while keeping costs to a minimum which appears at this time to show that we will have had a good financial year with a hope of a surplus again. Such a goal is constantly an effort while operating in a non-profit way. It will be noted that our information and attention to those things which effect all our various positions has increased. That increase will not stop as we monitor our human relations matters more efficiently than in the past.

It is gratifying to note that from the National level down through each Division and within our Division as well that the sense of trust and cooperation has increased measurably in the last few years. This has the desired effect of proving our tag line of "Trusted Everyday Everywhere". Our new logo is becoming more familiar all the time as we increase our presence and abilities.

Private Security and Investigative Services Act (PSISA) FAQs Regarding Basic Training and Testing

The following questions and answers related to PSISA are reprinted from the Ministry of Community Safety and Correctional Services website and are provided as a method of supplying information regarding the legislation.

1. When does mandatory training and testing come into effect?

The original Training and Testing Regulation that was to come into effect November 2008 has now been revoked. A new regulation is being drafted. The ministry will communicate information as to when mandatory training and testing will come into effect as well as other relevant details on its website in the near future. The ministry is aware that the security industry will need plenty of advance notice/communication regarding new compliance dates and requirements and is planning to communicate regularly.

2. Why was the original Training and Testing Regulation revoked?

Developing and implementing a province-wide training and testing program is a significant undertaking and timelines have required adjustment. Therefore, the Training and Testing Regulation has been revoked and a new regulation will be filed once a final implementation date is established. This means licensees will not be required to take ministry specified training or take a test until further notice, and trainers will not be required to teach the ministry curricula until the new regulation comes into force. In the interim, the ministry encourages trainers to incorporate the ministry curriculum into their training programs.

3. What training am I required to take and are there any exemptions?

Given the Training and Testing Regulation has been revoked, there are currently no training and testing requirements. However, it is anticipated that a new regulation, once finalized, will require new applicants seeking to become a security guard or private investigator to take Basic Training (ministry-approved curriculum) offered by a University, Community College, Private Career College or a registered trainer. Upon completion of training, applicants will be required to write and pass a test, which then will allow them to apply for a licence. Existing licensees who are licensed prior to the new regulation may challenge/take the test without taking Basic Training. Once the new Training and Testing Regulation is in place, applicants will be required to take Specialized Training if they are expected to be issued defensive equipment such as batons, handcuffs etc. More information regarding Specialized Training will be provided in the future.

4. I received training from my employer already, is this acceptable ?

If an applicant is licensed prior to the day the training and testing program comes into effect, they will still need to write the test. Therefore, they will not be required to take additional training provided they pass the test. However, if an applicant is not licensed on the day the new training and testing regulation comes into force, they must take the ministry prescribed training and pass a provincial test in

order to apply for a licence. **Note:** Individuals **cannot** work without a licence.

5. If I fail the test, is my licence automatically revoked or can I still work? If yes, how long before I can write the test again?

If an applicant is licensed prior to the day the training and testing program comes into effect, before their licence expires they will be required to pass the test. They will not be required to take ministry prescribed training. If they are not able to pass and their licence is due for renewal they will be issued a licence with a three-month condition where they will need to

(PSISA, Cont'd from page 7)

take training and pass the test. Applicants may write the test as many times as they wish during this time. If they do not pass the test within the three-month period, their licence will be revoked.

6. Will I need to be re-tested every year?

No. Once an individual has passed, they will not be required to take a test again.

7. Will I have to take training every year?

Applicants are required to take Basic Training only once; however, those who wish to obtain specialized training on use of force will be required to be re-qualified annually or bi-annually.

8. When can I write the test and what is the process?

The test is under development. The ministry will communicate more information in the near future.

9. Can I apply for my licence first and then take the test?

No, applicants must pass the test before applying for a licence.

10. Who will be exempt from writing the test?

There are no exemptions. Under the *Private Security and Investigative Services Act, 2005* applicants must pass the test to qualify to be licensed.

Commissionaire Morley Balinson, CD Retires



When Comm. Morley Balinson last appeared in the newsletter (winter 2007) it was upon the occasion of his being awarded a bar to his Commissionaire Long Service Medal for 17 years of service as a Commissionaire. In the winter 2005 edition we 'profiled' Morley and his extensive service in the Canadian Army, the Militia and RCMP. And what a history of service it has been. Morley's wife Joan provided us with a few photos from his exciting past.

In the **upper left** photo Private Balinson tries out a captured Russian "Burp-gun" while serving with the PPCLI in Korea in 1951. He served at the famous battle of Kap'yong.



Upper right; Following service in the Canadian Army Morley served in the Argyll and Sutherland Highlanders of Canada (PL) for over 30 years and retired as Regimental Sergeant Major..



Lower Left; In 1974 he enrolled in the RCMP as a special Constable employed at Pearson Airport for several years.

Lower Right; His final uniformed career, Commissionaire Balinson in our traditional uniform in November 2005 at a Remembrance Day Service at HMCS Star.



We congratulate and thank Commissionaire Morley Balinson, CD not only for his long service in the Corps of Commissionaires but especially for his great and dedicated service to Canada. We wish him and his wife Joan a long and happy and healthy retirement.

HEALTH AND SAFETY — Heat Stress

What is Heat Stress?

Heat stress occurs when a combination of hot, humid conditions and physical activity strains, and perhaps overcomes, the body's natural cooling system. It can cause symptoms ranging from cramps and fainting to serious heat exhaustion or even heat stroke. Heat Stroke is a form of heat stress that can kill quickly.

Environmental factors that affect heat stress include air temperature, humidity, air movement and sources of radiant heat such as working in the sun or near large hot objects.

Work task factors that affect heat stress are the physical demands of the job and the frequency and length of breaks.

Heat stress can happen in many forms of workplace. Furnaces, bakeries, smelters, foundries and heavy equipment are significant sources of heat inside work places. For out door workers direct sunlight is the main source of heat. In mines. Geothermal gradients and equipment contribute to heat exposure. High levels of humidity in workplaces also contributes to heat stress.

It is important to recognize the symptoms of heat stress:

They can include:

- Rashes
- Sunburn
- Cramping
- Fainting
- Excessive sweating
- Headache
- Dizziness

What can you do to protect yourself from heat stress?

Here are a few of the many things you can do to protect yourself:

- Drink lots of liquids to replace fluids lost through perspiration. Try to drink a cup of water about every 20 minutes.
- Avoid working in direct sunlight.
- Reduce the pace of work.
- Increase the number of breaks and take breaks in cool or shaded places.
- Schedule heavy work during cooler periods.
- Wear light-coloured and/or light-weight clothing.
- Reduce the physical demands of work by using aides such as hoists, carts and other labour saving equipment.

The most effective way to prevent heat stress is to be pro-active in your awareness of the potential for problems. If you always keep in mind that heat stress is “just around the corner” you will likely do all the things necessary to prevent the problem.

Have a great summer.

(backgrounder information provided by the Ontario Ministry of Labour)

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Maj. R.W. Nuttall, CD

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MWO Bill McBride SBStJ

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WO Wally Trapler, PESM

Finance Manager

Patricia Bachor, CLSM

Finance Clerk

Comm. Heather Brady, CD

The Corpsrespondent

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The Good Things We Do Commissionaire Garry McCabe

Earlier this year a woman in the City of Hamilton lost her purse containing all her identification, bank cards, credit cards and other personal items. One can only imagine the disaster this situation could have become had the purse fallen into the wrong hands. Happily that did not happen. The purse was found by Commissionaire Garry McCabe (Hamilton By-law) who, having determined the owners name, immediately contacted the family. The purse was returned to its rightful owner forthwith.

Of course, this is just one of many acts of kindness shown by Commissionaires throughout the year. Such things happen routinely to the extent that we rarely even hear about them in headquarters. Happily we became aware of this good deed by virtue of the fact that the family wrote a letter to the City of Hamilton commending Garry not only for his honesty but also for his having respectfully refused any reward.

Garry McCabe's action, indeed all such actions make us all look good. Well done Garry.

LONG SERVICE AWARDS

The following Commissionaires are receiving Service Awards as noted:

5 Year Pin:

Comms. Trevor Hope and Wayne Lockhart

10 Year Pin:

Comm. James Patterson

12 Year CLSM (presented in Nov.)

Sergeant Kevin Taylor and Comm. Gary Stachura,

15 Year Award

Comm. Willy Ballegeer.

1st Bar to the CLSM

Comm. Barry Sutton

Commissionaire Long Service Medals and Bars are presented annually at the Awards Dinner in November.

Commissionaire Profile ~ Comm. Johnny Bissell ~

When John Bissell retired from active military service in the British Army in 1988 he had performed at all the great venues around the world including, on many occasions, for the Royal Family. An accomplished musician since the age of eight Johnny began his long career in music playing a Flugel Horn (a large trumpet-type brass instrument) in the New Bradwell Silver Prize Band conducted by his grandfather. At age 16 having passed an audition on the Cornet, he was accepted into the Royal Artillery Band at Woolwich Barracks in London. The RA Band is the oldest military band and string orchestra in Britain. A year later he was posted to the prestigious Royal Military School of Music, Kneller Hall where, for a full year he studied music theory, arranging and the String Base and French Horn, the two musical instruments for which he is best known.



Attired in the traditional Scarlet Uniform of the Royal Hamilton Light Infantry MWO Johnny Bissell currently serves as the Band Sergeant Major.

Following graduation from Kneller Hall Johnny Bissell was on-the-move through a variety of postings that took him to Dortmund, West Germany, the Royal School of Artillery on Salisbury Plain in England then back to Germany again. Having completed all required studies and now a Bombardier (corporal) Johnny continued to play in the RA band until it returned, once again, to Salisbury Plain in 1977. Here he was promoted to the rank of Sergeant and took up an appointment as Drum Major.

In 1982 Johnny Bissell, now a Master Warrant Officer, was appointed to the highest non-commissioned position one can attain in a military band, that of Band Sergeant Major in which he served for the following six years.

In 1988, having completed 24 years of active service, MWO Bissell retired from the British Army and took employment with the Ministry of Defence as an Accommodation Services Accountant. At the same time he continued as a musician with a number of reserve regiments and civilian bands including being Music Director of two Operatic Societies.

By the time Johnny and his family moved to Canada in 2005 he had a total of 41 years of military service, most (but not all) of it as a musician. He was awarded the Long Service Good Conduct medal, General Service Medal, Volunteer Reserve Service Medal and the Jubilee Medal.

An active member of the Band of the Royal Hamilton Light Infantry Johnny Bissell was promoted to Master Warrant Officer in 2007 and appointed Band Sergeant Major.

He joined the Commissionaires in 2006 and currently works as a spare, primarily at Hamilton Federal Building.



The spectacular Royal Artillery Band at Woolwich Barracks, London