



**COMMISSIONAIRES**

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# *The Corpsrespondent*



~ Newsletter of Hamilton Division - Winter 2008 ~



*Season's Greetings*

## COMMANDANT'S MESSAGE

In the first place I want to wish everyone and your families a Very Merry Christmas and a Happy New Year. At this time of year it is more usual to restrict a message such as mine to this sort of greeting only but since we are also at year end on the calendar I thought I would like to use this opportunity as well to tell you of some of the things going on both within our Division and with other Commissionaire Divisions across Canada.

Hamilton Division continues to do well in all respects. We are fortunate to have all of you as Commissionaires and we believe we have a good group of clients where you are placed. Truly every client's work is different from others as some of you will have experienced. In addition we are spread over a reasonably large area. We measure success in being able to find meaningful jobs for every one of our members whether the jobs be in guarding and security or by law enforcement. As a matter of interest, some other Divisions do some additional types of work but we are best able to service the types of clients we have in those types of jobs. Since one of our mandates is to employ Veterans we find that we are following that well. We do have some of you who are not Veterans and you are, to us just the same. Due to our mandate across the country which allows us to have a preference to obtain Federal Government jobs we try to place veterans in those jobs. We are grateful, however to the non-veterans who have come to us to bolster all our positions and hence keep clients. The office staff is always fully occupied at all hours of the days of each week in keeping contracts and keeping all of you working to the most efficient standards and for as many hours as possible. It is the combination of all these factors and the diligence which you all apply to measure our success and hopefully come to every fiscal year end at 31 March in a position to be able to provide a surplus for all of us. We do not see any changes in our future but we are always on the look out to increase clients and jobs. It is interesting to note that over the past few years we have been able to increase the number of hours worked and the compensation levels in a significant way. You have all participated in handling the requirements of Ontario's developing Private Security and Investigative Services Act (PSISA) as we have all become licensed. We will be going through the requirements of Training in the next few months.

Nationally the Commissionaires remain the largest security provider in Canada. Although Hamilton Division has been steady in size for the last couple of years some Divisions have grown so that across the country there are about 19000 Commissionaires. Much of the work done is in the security and by law enforcement fields but training is becoming a more active part of the work. In Ontario all the Divisions (5) are awaiting the completion of information on the training that each Division will have to provide to each Commissionaire to comply with the law as set out in the PSISA and its licensing provisions. We are also nationally involved with providing ID Services for all members of the public who individually or as part of a company or government department require those services. These services include both ink and roll and digital fingerprinting, the obtaining of CPICs and the provision of Pardons. The 17 Divisions are totally manned by as many Veterans as possible at a national average of about 65%. So much as possible Commissionaires are similar in appearance and qualities across the country and there is a cohesive spirit in our federation of corporations doing Commissionaire work. We are even stronger in our pride of service and much appreciated across our land. This is largely accomplished by each of you as you proudly represent us all.

Again, my sincere thanks and a very happy holiday season to you all.

## **PRIVATE SECURITY AND INVESTIGATIVE SERVICES ACT UPDATE**

The Private Security and Investigative Services Act contains within it a mechanism for the public to register complaints to the Ministry of Community Safety and Correctional Services. For your information we have reproduced below the guidelines and the procedure for a member of the public to lodge a complaint against a security guard.

### **Definition of a Complaint**

In accordance with section 19 (1) of the *Private Security and Investigative Services Act*, the Registrar may receive a complaint from any person alleging that a licensee has:

- Breached the code of conduct established under the regulations, or
- Failed to comply with the Act or the regulations, or
- Breached a licence condition.

The information below describes the procedures to lodge a complaint.

### **Lodging a Complaint**

A complaint may be filed with the Registrar within **90 days** after the subject matter that gives rise to the complaint or at a later date with the Registrar's consent.

A member of the public who makes a complaint must complete, sign, date and submit a Complaint form. This form is easily accessible on the Private Security and Investigative Services Branch website at: <http://www.ontario.ca/private-security>, under Licences and Forms.

The completed form can be delivered in person or sent by mail to:

The Registrar / Director Private Security and Investigative Services Branch Ministry of Community Safety and Correctional Services 777 Bay Street, 3rd Floor Toronto, Ontario M7A 2J6

The complainant should include names of witnesses, their addresses and telephone numbers.

If a person is filing a complaint on behalf of someone else, they must also include that person's name, address and contact information as well as submit evidence to prove their relationship to that person.

A person can choose a lawyer or an agent to represent them in filing a complaint.

However, the person is responsible for such costs.

The person against whom the complaint has been filed can also choose a lawyer or agent to represent them at their own expense.

Complaints can be made about security guards and private investigators' conduct while they are on duty.

Complaints can also be made against licensed business entities, their officers, directors, partners and sole proprietors while they are in the course of conducting the licensed business.

There is no fee for filing a complaint.

Branch staff are available to respond to questions from members of the public, security agencies, security guards and private investigators during regular business hours, Monday to Friday, except statutory holidays.

### **Time Lines for Complaints**

For the purpose of computing timelines, a complaint is made on the day it is delivered in person, or sent by mail to the Private Security and Investigative Services Branch. As noted earlier, a complaint may be filed with the Registrar within 90 days after the subject matter that gives rise to the complaint or at a later date with the Registrar's consent.

## REMEMBRANCE DAY ~ 2008

The following article, by a British writer Kevin Myers, appeared in the British newspaper, *The Sunday Telegraph* early in November. It is a reminder to all of us Canadians that there really are people outside of Canada who know about and appreciate the contributions of Canadian service men and women over the past century. We thought you might enjoy reading what Mr. Myers has to say.

*Until the deaths of Canadian soldiers killed in Afghanistan , probably almost no one outside their home country had been aware that Canadian troops are deployed in the region. And as always, Canada will bury her dead, just as the rest of the world, as always will forget its sacrifice, just as it always forgets nearly everything Canada ever does.. It seems that Canada's historic mission is to come to the selfless aid both of its friends and of complete strangers, and then, once the crisis is over, to be well and truly ignored.*

*Canada is the perpetual wallflower that stands on the edge of the hall, waiting for someone to come and ask her for a dance. A fire breaks out, she risks life and limb to rescue her fellow dance-goers, and suffers serious injuries. But when the hall is repaired and the dancing resumes, there is Canada, the wallflower still, while those she once helped Glamorously cavort across the floor, blithely neglecting her yet again. That is the price Canada pays for sharing the North American continent with the United States, and for being a selfless friend of Britain in two global conflicts.*

*For much of the 20th century, Canada was torn in two different directions: It seemed to be a part of the old world, yet had an address in the new one, and that divided identity ensured that it never fully got the gratitude it deserved.*

*Yet its purely voluntary contribution to the cause of freedom in two world wars was perhaps the greatest of any democracy. Almost 10% of Canada 's entire population of seven million people served in the armed forces during the First World War, and nearly 60,000 died. The great Allied victories of 1918 were spearheaded by Canadian troops, perhaps the most capable soldiers in the entire British order of battle. Canada was repaid for its enormous sacrifice by downright neglect, it's unique contribution to victory being absorbed into the popular memory as somehow or other the work of the 'British.'*

*The Second World War provided a re-run. The Canadian navy began the war with a half dozen vessels, and ended up policing nearly half of the Atlantic against U-boat attack. More than 120 Canadian warships participated in the Normandy landings, during which 15,000 Canadian soldiers went ashore on D-Day alone. Canada finished the war with the third-largest navy and the fourth largest air force in the world. The world thanked Canada with the same sublime indifference as it had the previous time.*

*Canadian participation in the war was acknowledged in film only if it was necessary to give an American actor a part in a campaign in which the United States had clearly not participated - a touching scrupulousness which, of course, Hollywood has since abandoned, as it has any notion of a separate Canadian identity.*

*So it is a general rule that actors and filmmakers arriving in Hollywood keep their nationality - unless, that is, they are Canadian. Thus Mary Pickford, Walter Huston, Donald Sutherland, Michael J. Fox, William Shatner, Norman Jewison, David Cronenberg, Alex Trebek, Art Linkletter and Dan Aykroyd, to name a few, have in the popular perception become American, and Christopher Plummer, British.*

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*It is as if, in the very act of becoming famous, a Canadian ceases to be Canadian, unless she is Margaret Atwood, who is as unshakably Canadian as a moose, or Celine Dion, for whom Canada has proved quite unable to find any takers.*

*Moreover, Canada is every bit as querulously alert to the achievements of its sons and daughters as the rest of the world is completely unaware of them. The Canadians proudly say of themselves - and are unheard by anyone else - that 1% of the world's population has provided 10% of the world's peacekeeping forces. Canadian soldiers in the past half century have been the greatest peacekeepers on Earth - in 39 missions on UN mandates, and six on non-UN peacekeeping duties, from Vietnam to East Timor, from Sinai to Bosnia.*

*Yet the only foreign engagement that has entered the popular non-Canadian imagination was the sorry affair in Somalia, in which out-of-control paratroopers murdered two Somali infiltrators. Their regiment was then disbanded in disgrace - a uniquely Canadian act of self-abasement for which, naturally, the Canadians received no international credit.*

*So who today in the United States knows about the stoic and selfless friendship its northern neighbour has given it in Afghanistan?*

*Rather like Cyrano de Bergerac, Canada repeatedly does honourable things for honourable motives, but instead of being thanked for it, it remains something of a figure of fun. It is the Canadian way, for which Canadians should be proud, yet such honour comes at a high cost. This past year more grieving Canadian families knew that cost all too tragically well.*

*Lest we forget.*

## STAFF PROMOTIONS



Recently three senior staff members received well-deserved promotions. Commander Fred Lee is shown presenting new badges of rank to **Major** John Livingstone, Director of Operations, and Operations Managers **Captain** Tom Lee and **Chief Warrant Officer** Jim Farrauto.



## HEALTH AND SAFETY

**Were Winters Always This Cold? ~ MWO. Bill McBride**

(Reprinted from *The Correspondent, winter 2005*)

We Canadians are a 'hardy' bunch. Year after year we endure winters that are brutally cold each succeeding one seemingly worse than the one before it. We suffer through the long cold months with a lot of 'grousing' but with a certain pride in our ability to cope with conditions that our neighbours from more temperate climates could never (or so we believe) hope to survive. The wiser among us recognize the dangers of bitterly cold temperatures and take appropriate measures to protect ourselves from those hazards. Sadly, there are people who neither acknowledge nor prepare for frigid conditions with the result that several people die each year from very preventable causes. I recall a foolish young Edmonton *Eskimo* fan who ran around Commonwealth Stadium in at the '84 Grey Cup Game. He was stripped to the waist and had painted his belly green and yellow. He was showing off to the crowd and was in the middle of one of his more spectacular displays when he collapsed from hypothermia and died soon after. It is perhaps an extreme example to write about but taught me that **COLD KILLS!**

The fact is that even here in Southern Ontario people can die from exposure to very cold temperatures. At the very least exposure to extreme cold may well cause frostbite with severe and permanent damage to exposed tissue or hypothermia which causes a generalized cooling of the body. The risk of frostbite or hypothermia is increased when low temperature is combined with strong winds. This is called wind-chill. These situations can be exacerbated when the person is in a weakened condition because of lack of food, fatigue or when alcohol, tobacco or drugs have been used or the person is elderly, in poor health, or very young. When clothing is wet from sweating or immersion in water it will not retain your body heat.

So how do we prevent being hurt by the cold? Well the first thing is obvious; **dress for it! Wear several layers of loose fitting clothing that breathes; preferably wool. Silk, polypropylene and polyester pile are best next to the skin. Also, prepare for the worst conditions- take extra clothing when outside in cold weather. Stay warm. Wear windproof clothing or stay out of the wind and keep the head and neck covered.**

**Other tips: - eat high energy foods often at regular intervals**

- hot, sweet drinks are best, but cold water is fine if nothing else is available**
- limit the time spent in the cold**
- stay with a partner so you can check each other for signs of cold injury**
- avoid fatigue - rest periodically in sheltered areas**
- avoid use of alcohol and/or tobacco**

**REMEMBER!** "Hardy" Canadians we may be. But we still feel the cold and are, like people everywhere, subject to its injuring and killing effects. Stay warm and enjoy the winter.

## Board of Governors

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1<sup>st</sup> Vice-Chairman

**Maj. R.W. Nuttall, CD**

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Operations Manager

**Capt. Tom Lee, CD**

Operations Manager

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**MWO Bill McBride SBStJ**

Dispatcher

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Finance Manager

**Patricia Bachor,**

Finance Clerk

**Heather Brady, CD**

## *The Corpsrespondent*

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](mailto:cccham@on.aibn.com)

Editor MWO Bill McBride SBStJ

## REFER A FRIEND FOR A JOB AND RECEIVE \$50.00

Today there are over 19,000 commissionaires across the country. Our division employs more than 350 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 CQC.** If you chose to email the resume please include all pertinent details requested in the cover of the email.

## PROMOTION TO CORPORAL



WO Ian Robertson, Detachment Commander at Canada Centre for Inland Waters, presents Corporal chevrons to Ray Riddell. Cpl. Riddell will assume duties of shift supervisor.



### Commissionaires Receive Long Service Awards

On Thursday, November 13th, five members of Commissionaires Hamilton were recognized for their long service at a dinner held in their honour at the Waterfront Centre. Upper right (clockwise) Sgt. Kevin Taylor, Comm. Jim Maguire, Comm. Chris Stopani-Thompson and Comm. Les Welgan, CD were awarded **Commissionaires Long Service Medals** for 12 years service. Top left; Cpl. Eugene Pieprzak received his bar to the CLSM for 17 years of service.

Top middle; Cdr. Bob Williamson, CD, receives a **Commissionaires Distinguished Service Medal** for outstanding service to Commissionaires Hamilton.

The awards were presented by LCol. Paul Garrick, CD, Chairman of the Board of Governors

Unfortunately four Commissionaires were unable to attend the event and will receive their awards at a later time. They are Comms, Barry Sutton, Florine Cove, Les Needham and Gary Stachura.

