



Awards Dinner - 2015



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Award Recipients

Back Row: LCol John Livingstone, CEO; Cmre Ted Arthurs, RCMP; Cmre Wayne MacPherson, Hamilton Federal Building; Cmre Bill Bojeski, Spare; Cmre Ted Cobbet, Burlington By-Law

Front Row: Cmre Dave Smith, Spare; LCol Paul Garrick, Board of Directors, Col Gary Burton, Chair; WO Dawne Luden, Brantford Courthouse; Cmre Barb Cote, Spare; Sgt Heather Brady, Division HQ; Cmre (Ret'd) Sam Arnold, Niagara Falls City Hall.

Absent: MWO Roy Martin, St Catharines; Cmre Jeff Morneau, St Catharines By-law; WO Marie Bissonnette, RCMP-MSOC;



From the Chair

This past Fall we had the privilege of having the Chairman of the National Board and the Chief of Staff of the National Office, visit our office in Hamilton. Although the primary purpose of this visit was to brief to us, I know that they were impressed with the work we are doing and people that work within our division. Well done!

While winter has not finished with us yet, the days are slowing getting longer and spring will be upon us before we know it. Following the increased activities of Christmas and the relatively quiet months of months of January and February, spring will be a busy time for your Board of Directors. Once again the Annual Spring meeting of the National Board, the National Business Management Committee and various other committees will take place in Quebec City at the end of March. Three of your Board members including myself along with our CEO will represent Hamilton Division. At this meeting we will be working diligently in planning the future direction of Corps to ensure that we are in a position to continue our mandate of providing meaningful employment to former members of the Canadian Armed Forces, the Royal Canadian Mounted Police and others for years to come.

In early June, Hamilton Division will hold its Annual General Meeting (AGM) to elect our Board members and Executive Committee for the coming year. It is hard to believe how quickly time has passed and that on July 1st of this year, I will be completing my two year term as the Chairman of the Hamilton Division of the Board of Directors. The Division AGM will be followed by the Annual Meeting of Division (AMOD) in Toronto during the period of 12 to 19 June that will see all of the divisions across Canada come together to engage in discussion in developing the national strategic plan which will form the guidance for our business model for the next several years. The Divisions play a key role in this process and Hamilton is well situated to do its part.

As always I would like to take this opportunity to thank all members of the Hamilton Division for their service and dedication, not only to the Corps of Commissionaires but to the clients that we serve. Best wishes as you carry out your duties on behalf of the Corps.

Tempus Fugit, time flies and with that we must be getting close to the end of a winter that was uncharacteristically moderate until the past couple of weeks. While we've been in the firm cold grip of winter recently we can take heart in the days getting longer and spring being just around the corner.

We are into the cycle of contract renewals and new possibilities as the end of the fiscal year rapidly approaches and I extend my personal thanks and congratulations to all of Commissionaires both in the field and here at the Headquarters for their dedication and diligence in service to our clients and to our mandate of providing employment to veterans of the Canadian Forces and the RCMP.

We have successfully passed our ISO audit, renewed existing contracts, satisfied our requirements with the Federal Government in accordance with the terms and conditions of National Master Standing Offer, added to new business and jobs and remained a strong and vibrant member of Commissionaires national organization due to the hard work and dependability of each and every one of you.

As we continue to grow we must continue to refine our processes in line with changes in governmental legislation and expectations of clients as well as listening to you, the Commissionaires in the field who have such an important job of being the day to day representatives of the Corps to the public and to the businesses we secure.

I am pleased to announce that by mid-March we will have a new member of the Headquarters staff in place, Warrant Officer Gerry Fraser, CD who will be retiring from the Canadian Armed Forces after 25 years of service and who as a member of the PPCLI has served in Afghanistan and the Balkans. Gerry will provide account manager duties as well as coordinating the training function within the Division. You may expect to see Gerry in the company of our incumbent account managers Larry Will and Keith Hodge as they familiarize him with our detachments in the field and he gets to know you and you get to know him. He will be a valuable member and a welcome addition to the staff.

Your performance as Commissionaires in the field over the past year has been spectacular and as a result we continue to receive thanks and recognition from clients concerning your achievements and as always I add my congratulations and remind you that you are why we are **Trusted Everyday Everywhere**.



The CEO's Desk

Awards Dinner



Cmre Ted Arthurs receiving the Commissionaires Distinguished Service Medal



Sgt Heather Brady presented with a well deserved Commandant's Commendation



Presentation of the Bar to the Commissionaires Long Service Medal to LCol Garrick (left) and Cmre Barb Cote (right) by the Chair of the Board of Directors.



Retired Cmre Sam Arnold (left), Cmre Wayne MacPherson (centre) and Cmre Dave Smith (right) receive their Long Service Medal.



Music for the event was provided by the Royal Hamilton Light Infantry Brass Quintet.

~ Headquarters Organization ~

The Headquarters staff undertakes a wide variety of operational, logistical and administrative tasks that must be completed successfully to keep the division functioning. Below is an overview of 'who-does-what' at Headquarters and how to contact them. Please remember to follow the chain of command and first contact your Detachment Commander, site supervisor or Dispatch.

Lieutenant Colonel John Livingstone, CD - Commandant & CEO



The CEO has overall responsibility for the development, formulation and presentation to the Board of Directors of the Strategic Direction and Plan to achieve the Vision and Mission of the Canadian Corps of Commissionaires (Hamilton) and the direction, execution and implementation of the Board approved Strategic direction and Plan within the framework of the Division Policies and Procedures.

Contact at 905 527 2775 Ext 25 or ceo@on.aibn.com

Rick Luden, CD - Director of Human Resources



The DHR is responsible for the day to day operation of the Division as well as the full range of human resources program delivery. This includes staffing, labour relations, employee relations, organization and classification, training & development, occupational health & safety, employment equity and implementation of policies and procedures related to human resources.

Contact at 905 527 2775 Ext 28 or hrmgr@bellnet.ca

Capt. Tom Lee, CD - Director of Operations



The Director of Operations is responsible for the control and maintenance of our client base. This includes contract administration, the establishment of Post Orders and ensuring their adherence, assignment and dispatch of Commissionaires to detachments, inspections and maintenance of standards of dress and discipline.

Contact at 527-2775 Ext 23 or dops@on.aibn.com

MWO Ken Brady, SBStJ, CD - Administration Manager



The Administration Manager is responsible to initiate, monitor and record all administrative requirements including all personnel, training and testing records as well as responsibility for equipment, supplying day to day consumables, the operation of the clothing stores, administration of the Divisions vehicles and be the Management Representative responsible for ISO audits

Contact at 905- 527-2775 Ext 26 or admo@bellnet.ca

Patricia Bachor - Accounting Manager



The Accounting Manager is responsible for all the financial aspects of Commissionaires (Hamilton). Duties include but are not limited to processing payroll, processing accounts receivables and accounts payable, producing and maintaining reports, supervision and training of our Financial Assistant and any general duties that may be required from time to time.

Contact at 905-527-2775 Ext 27 or fino@bellnet.ca

Sgt. Heather Brady, CD - HR & Financial Assistant



The Administrative and Financial Assistant is the initial point of contact for the public with the Commissionaires (Hamilton). Duties include recruitment, record keeping and a working knowledge of the duties and responsibilities of the Administration Manager and the Finance Manager.

Contact at 905- 527- 2775 Ext 21 or cccham@on.aibn.com

**MWO Keith Hodge - Account Manager**

The Account Manager is responsible for all aspects of the day to day operation of client accounts. Duties include but are not limited to regular contact with client contacts and retention of contracts, as well as working closely with the Director of Operations and other staff on issues relating to staffing levels, health and safety, investigations pertaining to accidents and workplace misconduct, assignment and dispatch of Commissionaires to detachments and assisting with facilitation of the CSGC and testing. Instructor and training sessions in a classroom setting is also an essential part of the job.

Contact at 905-527-2775 Ext 22 or acct1@bellnet.ca

**MWO Larry Will, SBStJ, CD , – Account Manager**

The Account Manager is responsible for all aspects of the day to day operation of client accounts. Duties include but are not limited to regular contact with client contacts and retention of contracts, as well as working closely with the Director of Operations and other staff on issues relating to staffing levels, health and safety, investigations pertaining to accidents and workplace misconduct, assignment and dispatch of Commissionaires to detachments and assisting with facilitation of the CSGC and testing. Instructor and training sessions in a classroom setting is also an essential part of the job.

Contact at 905-527-2775 Ext 24 or acct3@bellnet.ca

**WO Melissa Ivanchuk-Merritt - Operations Dispatcher**

The Operations Dispatcher is the first point of contact in the operations and is the individual responsible for the coordination and assignment of personnel requirements for all worksites including short term contracts and maintaining records of all aspects of this function. This function is performed in cooperation with the Account Managers.

Contact at 905-527-2775 Ext 31 or dispatcher@bellnet.ca

**Comm. Vittorla Sita, Weekend On-call Duty Dispatcher**

The weekend on call duty dispatcher is responsible to respond to all calls that are received during the weekend hours when the HQ is closed. Calls received should be of an urgent nature and for issues that need immediate assistance.

Contact @ 905 978 3371

From the Desk of the Director of HR

When personnel are hired by the Commissionaires, there is an understanding on both parties that we will do everything we can to find meaningful and proper employment for our Commissionaires, while every Commissionaire understands it is their responsibility to ensure that they remain employable.

Employability does not cease with a signing on the dotted line on the Terms of Agreement. It is a condition that must be maintained through regular renewal of your Security Guard License and the regular renewal of your First Aid Certification. For the last several weeks, the members of the Headquarters have been struggling to compel our Commissionaires to continue meeting their employability requirements; and in fact, I have been required to issue ultimatums to personnel who have failed to meet these requirements at the cost of their continued employment.

Therefore, I am using this platform as a means of reminding everyone of the requirement for timely renewals of both of those employability factors. Mrs. Brady is very diligent in ensuring Commissionaires receive a reminder when each of those certifications is due for renewal. Please do not squander it. To my thinking, it is inconceivable that for want of spending a Saturday doing First Aid training, or a failure to complete a timely re-renewal of your license, that anyone would be willing to risk their job.

I would like to remind everyone, then, that we remain committed to assisting Commissionaires in meeting both of these employment conditions. If you require any assistance from us in continuing to meet these conditions, we are only a phone call away.

VACATION FOR VETS

In 2012, SVC Canada and the Canadian Forces Morale and Welfare Services (CFMWS) collaborated to launch a Canadian Vacation for Vets program. This specific program benefits those serving and former members of the Canadian Armed Forces (CAF) who have sustained an injury or illness attributable to military service in a Special Duty Area or Operation and, who are in receipt of a Veterans Affairs benefit as a result. With 52 free accommodations donated annually to CFMWS by SVC, eligible members can apply for one vacation every 2 years with 24 SVC resorts located in Canada, the US and Mexico to choose from.

Vacation for Vets is a superb program benefitting our injured CAF personnel and Veterans. To find out more about the program, please visit:

<https://www.cfmws.com/en/SupportOurTroops/Programs/Pages/Vacations-for-Vets.aspx>

In addition but separate from the Vacations for Vets program, CFMWS has partnered with the Armed Forces Vacation Club (AFVC) as a part of the CF Appreciation Program. After registering for your CFOne card, members can then access, when space is available, over 4,000 accommodations in 100 countries for as low as \$349 (USD) per week. For example, AFVC is currently offering 7-night resort stays for as low as \$299 (USD) per week for families of up to 6 people in several countries including Fiji, New Zealand and Kenya.

To sign up for a CFOne card providing access to discounts and other offers provided by caring industry partners, visit www.cfappreciation.ca. Finally, take advantage of thousands of resorts, apartments and condominiums offered by AFVC through their website: www.afvclub.ca.

**RETIREMENT NOTICE
CWO Harold Reilly, CD**

Harold Reilly joined the Royal Canadian Navy in January 1953 and retired as a Petty Officer in February 1975.

Harold joined the Nova Scotia Division of the Canadian Corps of Commissionaires in June 1982. After serving 4 years in Halifax he moved to Winnipeg in June 1986 and joined the Manitoba Division of the Corps.

Over the next ten years Harold provided high quality service to the Winnipeg Police Services and their Parking Enforcement Section as the Unit Sergeant of the Corps.

In November 1996 Harold moved to Hamilton and joined the Hamilton Division. He began duties as a commissionaire at the Canada Centre for Inland Waters in Burlington. Within three years in March 1999 he was assigned to the Stoney Creek Detachment of Parking Bylaw Enforcement. In October 1999 he was transferred to the Hamilton Parking Detachment where he was appointed the Detachment Commander. Since October 1999 CWO Reilly has been training, guiding and directing both the mobile and foot patrol bylaw officers in this detachment.

Harold's long and distinguished career has included 22 years in the Royal Canadian Navy and 34 years as a commissionaire. His Commissionaire service includes more than 25 years as a Parking Enforcement Officer and Detachment Commander.

Harold has received the Commissionaires Long Service Medal, the Commissionaires Distinguished Service Medal and the Queens Diamond Jubilee Medal.

Congratulations and sincere thanks for your service to Canada and to the Corps.

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.



PAYROLL SCHEDULE
2016

PAY #	PAY PERIOD		CHQ/ DEPOSIT DATE
	START	END DATE	
6	26-Feb-16	10-Mar-16	17-Mar-16
7	11-Mar-16	24-Mar-16	31-Mar-16
8	25-Mar-16	7-Apr-16	14-Apr-16
9	8-Apr-16	21-Apr-16	28-Apr-16
10	22-Apr-16	5-May-16	12-May-16
11	6-May-16	19-May-16	26-May-16
12	20-May-16	2-Jun-16	9-Jun-16
13	3-Jun-16	16-Jun-16	23-Jun-16
14	17-Jun-16	30-Jun-16	7-Jul-16
15	1-Jul-16	14-Jul-16	21-Jul-16
16	15-Jul-16	28-Jul-16	4-Aug-16
17	29-Jul-16	11-Aug-16	18-Aug-16
18	12-Aug-16	25-Aug-16	1-Sep-16
19	26-Aug-16	8-Sep-16	15-Sep-16
20	9-Sep-16	22-Sep-16	29-Sep-16
21	23-Sep-16	6-Oct-16	13-Oct-16
22	7-Oct-16	20-Oct-16	27-Oct-16
23	21-Oct-16	3-Nov-16	10-Nov-16
24	4-Nov-16	17-Nov-16	24-Nov-16
25	18-Nov-16	1-Dec-16	8-Dec-16
26	2-Dec-16	15-Dec-16	22-Dec-16

Last Post

It is with a sad heart that we announce the passing of four of our members.

John Hammill; John served in the Argylls retiring as the DSM then transferred to the CIC. While with the Commissionaires, John worked at Burlington By-law then as a Spare.

Fred Evans; Fred joined Commissionaires Hamilton in 1999 working at Hamilton By-Law. Fred served with the Lincoln and Welland Regiment.

Barbara Davis: Barb worked with Commissionaires Hamilton from 2007 - 2013 finishing as Detachment Commander at TDL Oakville, she returned in 2014 going onto the Spare Board

Ed Pickett: Ed was one of the Spares who has worked at just about every site in the Hamilton area. Ed spent 15 years with Commissionaires Hamilton.

BOARD OF DIRECTORS

- Chairman
Col G. Burton, SBSU, CD
- Past Chairman
Maj J. Petozzi, OSU, CD
- 1st Vice Chairman
Maj M. Rehill, SBSU, CD
- 2nd Vice Chairman
LCol M. McKay, CD, AdeC
- Secretary
LCdr G. Swing, CD
- Treasurer
Capt L. Murdoch-Furchner, CD
- Members
Col G. Elms, MSM, CD
Col J. Forsyth, CSU, CD, CA
LCol P. Garrick, CD
Maj R. Nuttall, CD

HEADQUARTERS STAFF

- Commandant & CEO
LCol John Livingstone, CD
- Director of Operations
Capt Tom Lee, CD
- Director of Human Resources
Rick Luden, CD
- Administration Manager
MWO Ken Brady, SBSU, CD
- Account Managers
MWO Keith Hodge
MWO Larry Will, SBSU, CD
- Dispatcher
WO Melissa Ivanchuk-Merritt
- Assistant Dispatcher
Cmre Vittoria Sita
- Finance Manager
Patricia Bachor
- HR & Financial Assistant
Sgt Heather Brady, CD

The Corpsrespondent
Is the Newsletter of

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Editor ~ MWO Ken Brady, SBSU, CD



Pay attention to detail.

What happens when you forget to upgrade that one detachment?