



# COMMISSIONAIRES

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Aug 2011

## 5 Wing Goose Bay – Site # 4087

The base was constructed in 1941 and was initially a Royal Canadian Air Force station and later a United States Air Force base known as Goose AFB, housing units of the Strategic Air Command and Aerospace Defense Command. It was later home to permanent detachments of the Royal Air Force, the German Air Force, the Italian Air Force, and the Royal Netherlands Air Force, in addition to temporary deployments from several other NATO countries. The last of the allied nations pulled out of Goose Bay in 2006, since then the base has hosted short duration deployments of NATO air forces and cold weather training for both Canadian and NATO army units. The base is the home of 444 Combat Support Squadron and also serves as a forward operating base for NORAD CF-18 Hornet interceptors.



Commissionaires have been providing continual security services on the base since 1989. Currently we are in the 8<sup>th</sup> year of a 10 year contract with SERCO to provide security services as part of their Alternate Services Delivery contract to operate the base for the Department of National



Perimeter Fence Inspection

Defence. We have one Site Manager, four Shift Supervisors/Dispatchers, one Military Police Orderly Room/Identification Clerk, twelve full time Commissionaires and up to nine casual Commissionaires working at the site. Our duties include Military Police Dispatch operations, two mobile security patrols and one access control point to the airfield. These duties are conducted 24/7. In addition we operate the Military Police Orderly Room, Identification Section and Physical Security Section. On top of our regular contract with SERCO we also provide additional security for a wide variety of activities that are conducted on the base such as escorts for contractors and aircraft security.



Local Wildlife Make Patrols

interesting

We have a dedicated group of Commissionaires working at this site and have a very low turn over staff in fact at least thirteen of us have been working at this site for over ten years. This experience enables us to provide an excellent level of service to our client and gives us the flexibility to cover any additional requirements that occur.

Craig Frawley  
Site Manager

# Job Postings

In accordance with section 5.10 of the recently amended Policies and Procedures manual all new and vacant jobs will be posted on the Corps website only. These jobs will be posted on a quarterly basis on the following dates: 1 Jan; 1 April; 1 July; 1 October. The closing date for each competition will be 15 days after the posting date. Commissionaires wishing to apply for any of the jobs posted can fill out the online application, or they can fax, email or hand deliver their application. Our preference is that your application be filled out on line. All applications must be addressed to the Director of Operations and Training. My email address is as follows: [jlynch@commissionaires.nl.ca](mailto:jlynch@commissionaires.nl.ca)

Commissionaires are reminded that you must submit an application for every job you are interested in. In other words, if you are interested in three jobs you must submit three applications. The online application indicates the information we require. If you elect to email, fax or hand deliver your application(s) you must provide the following information:

- Job Posting Number
- Your Name
- Your Email Address
- Your Seniority Date With The Corps
- Your Corps Number
- Current Status Permanent or Casual
- Current Work Location
- Special Skills/Training You Have Acquired
- Your Level Of Technical/Computer Skill

The next job posting will be 1 October, 2011. Some jobs have been posted to the site already and you can apply now, however the official posting date is 1 October and the application deadline is still 15 October, 2011. To view the job postings you must go to the Corps website at [www.commissionaires.nl.ca](http://www.commissionaires.nl.ca)

On the main page you will see the tab “Member Login.” Click on that tab which will take you to the members only page. Here you will be required to enter an id and password. Your Id is your corps number and the password is commissionaire

Once you enter your Corps number and password you will see the selection of internal jobs and internal job applications. Read through the jobs section and determine which one or ones you would like to apply on. If you want to submit your application online than go to the internal application and fill in all necessary information and hit the apply button. Before you hit the apply button you are required to type in the script at the bottom which is a security feature. If you have any problems with the procedure than ask your colleagues for help or contact me directly at 725-0724.

Commissionaires are reminded that successful bidders own a job at a site but not a specific schedule. Scheduling is the responsibility of the Site Manager. Schedules are developed for the effective and efficient operation of the site. In most cases, hours of work and rest days are on a rotational basis.

If you have any questions about the job posting in terms of duties, hours of work, rest days, etc you are asked to contact the Site Manager directly.

Jobs will be awarded on a seniority basis unless there are specific qualifications identified in the job posting that must be met in order to be eligible.

Further, in accordance with Section 5.9B3 Management may deem any casual employee who has an excessive number of disciplinary infractions on their personnel file as ineligible to be awarded a permanent position regardless of their seniority level.

# Awards Ceremony

There will be two award ceremonies this year. The first will be held in St. John's for those living on the Island and the second will be held in early November in Goose Bay for Labrador recipients only. Further details on the Goose Bay ceremony will be released shortly.

The Award Ceremony for all Island recipients will be held at the Delta Hotel in St. John's on Wednesday, 5 October at 2000 hours. All awards will be presented by the National Executive Director, Mr Doug Briscoe and by the CEO Mr Joe Browne.

Each award winner will be issued two complementary dinner tickets, one for themselves and one for their partner. Additional tickets are available should Commissionaires wish to invite other family members or friends. Each additional ticket costs \$40.00 per meal. You can request as many tickets as you like. You can pay for additional tickets when you pick them up or you can request that the cost of the extra tickets be deducted from payroll. The deadline for picking up complementary tickets or additional tickets is 31 August, 2011. There will be no tickets available after that date. Please stop into the office and pick up your tickets before that cut off date.

As indicated earlier we would like to make the evening a special one by highlighting the work of our Commissionaires with a slide show. I have requested that each award recipient send me up to ten digital pictures. These pictures will be flashed on the screen as the award recipient comes forward to receive their award from the National President. They can be pictures of the Commissionaire only or pictures of the Commissionaire with family and friends. At least one picture should be in uniform but the rest can be anything, including home pictures, vacation pictures, etc.

Additionally, we have requested a biography of each award recipient so that we can develop a small commemorative booklet. Each bio should be no longer than a page in length.

A sample biography is as follows:

*Tom Toe joined the Commissionaires in June, 1995. He has worked at a number of sites including Canadian Coast Guard, the Department of National Defense, and Gander International Airport. While employed at Commissionaires, Tom has completed the Commissionaires Qualifying Course, Standard First Aid, the Shift Leader's Course and most recently the Commissionaires Supervisor's Course.*

*Prior to joining Commissionaires, Tom was a member of the Canadian Forces. He served with the 1<sup>st</sup> Battalion Royal Canadian Regiment for twenty years. He was involved in a number of United Nations taskings including the Golan Heights, Cyprus and North Africa. Tom retired from the military in May 1995 at the rank of Major. In addition to his Queen's Commission, Tom was also awarded the Canadian Forces Declaration.*

*Tom is married to the former Betty Davis and they have four children, Fred, Tom, Mike and Sally. Tom and family currently reside in Paradise, Newfoundland. Tom enjoys hunting and fishing. He spends a lot of his free time at his vacation home in Cupids.*

A number of Commissionaires have already emailed me their pictures and biographies yet there are still a number that I have not heard from. As you can appreciate, developing a slide show and booklet will take a lot of time so I need that information now.

If you are on the awards list but are not planning to attend, I ask that you contact me immediately by emailing and stating so or call me on my cell at 725-0724. It is our expectation that all award winners will be attending.

Those award recipients from Corner Brook, Gander, etc should contact Tracy Rogers about hotel reservations during their stay in St. John's.

# Commissionaires Labour Relations Committee

The summer meeting of the Commissionaires Labour Relations Committee was held at the Ramada Inn in St. John's from 18-20 July, 2003.

Members of the CLRC met with the Director of Operations and Training and the Director of Administration and Finance to discuss amendments to the Policies and Procedures manual which is the equivalent of our collective agreement.

Members of the 2011 Commissionaires Labour Relations Committee include:

- Jerry Cramm (Central Site Manager Representative)
- Brad Hagarty (Central Commissionaire Representative)
- Glyn Jones (Western Commissionaire Representative)
- Howard Decker (Western Site Manager Representative)
- Lisa Crowley (Eastern Site Manager Representative)
- John Gibbons (Eastern Commissionaire Representative)
- Brian Abbott (Eastern Commissionaire Representative)

During the meeting the CLRC executive were elected as follows:

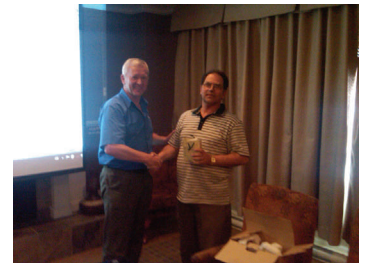
- Jerry Cramm Chairperson
- Glyn Jones Vice Chairperson
- Lisa Crowley Secretary

There were a large number of amendments to the Policies and Procedures manual some of which include:

- Section 5.1 B dealing with Probation Periods
- Section 5.9A3 which clarifies shift responsibilities
- Section 5.9B3 on eligibility to apply
- Section 5.9E2 on Supervisory Positions
- Section 5.10A on Job Postings
- Section 5.16 on Compulsory Transfers
- Section 6.1 on Annual Leave
- Section 7.2 on Training
- Section 7.5 on Supervisor's Course
- Section 8.2 on Discipline
- Section 8.3 on Progressive Discipline
- Section 12.1 on Banked Hours
- Section 12.5 on Floating Holidays

All Commissionaires should read and be familiar with the Policies and Procedures Manual. Copies of the manual have been sent to every site. Copies are also available online on the Corps website in the member login section

This CLRC meeting marked the end of the tenure of outgoing Chairperson Remi Truchon. Remi commenced working with the Canadian Corps of Commissionaires (Newfoundland Division) on 21 March 2001. He was first employed at the Gander International Airport doing traffic control and then went on to work as a spare at the same site. In October 2001, he was named Site Manager at 9 Wing Gander.



Director Of Operations & Training Jim Lynch making presentation to outgoing CLRC chair, Remi Truchon

Remi became a member of the CLRC in May 2005 and was voted in as the Vice Chairperson in his second term and finally volunteered for a third term as the Chairman of this very important Committee.

Remi provided both leadership and dedication to the Corps, to 9 Wing Gander and to all members as Chair of the CLRC throughout these past years.

The Senior Management of the Corps would like to thank Remi, on behalf of all Commissionaires, for his outstanding leadership and dedication.

# Commissionaires Supervisor's Course

Over the last number of years, Commissionaires Newfoundland and Labrador, has outsourced our training requirements to other divisions. In most cases, Commissionaires were obtaining their instruction from sites in Halifax, Nova Scotia and Cornwall, Ontario.

- Constitutional Protections
- Investigations
- Common Criminal Offences
- Legal Protections
- Scheduling
- Labour Relations
- Search and Seizure
- Post Orders

Commencing in October of this, all new Commissionaires joining the Corps have been afforded the opportunity to complete the Basic Security Officer's Course online through our partnership with CoursePark. The cost of delivering the course is minimal and Commissionaires enjoy the convenience of completing the course at home during their spare time.

Graduates of the course include:

This spring, National Office rolled out the new Commissionaires Supervisor's Course Level I and Level II. This course has been in the development stage for the past three years.

Geraldine Hoyles	Site Manager-St.John's Airport Parking lot
Howard Decker	Site Manager-St.Anthony Airport
Lisa Crowley	Site Manager Government House
Irma Manuel	SNC Lavalin Corner Brook
Eric Hutton	Corrections Canada
Greg Kennedy	Corrections Canada
Brian Abbott	Parks Canada
Dave Adams	DFO
Fred Thornton	Coast Guard
Debbie Companion	Gander International Airport

CNL offered the Supervisor's Course at the Ramada Inn, in St.John's from 25 to 29 July, 2011. This is the first time in many years that instruction at the Supervisory level has been provided locally.



The Commissionaires Supervisor's Course is a comprehensive package that delivers training on a wide arrange of topics. Course candidates were provided home study packages for review prior to their arrival on course. Topics covered in the course included:

Front Row L-R: Fred Thornton, Irma Manuel, Lisa Crowley, Geraldine Hoyles, Debbie Companion

Back Row-L-R: Joe Browne, CEO, Howard Decker, Greg Kennedy, Brian Abbott, Eric Hutton, Dave Adams, Jim Lynch, Course Instructor

- Leadership
- Role of the Supervisor
- Relations With Media
- ISO Designation
- Legislative Standards
- Delegation/Empowerment
- Progressive Discipline
- Performance Appraisal
- OJT
- Communications
- Information Protection
- Ethics
- Business Processes
- Employment Equity
- Respectful Workplace
- Change In the Workplace
- Human Resources
- Management Functions
- Report Writing
- Occupational Health and Safety

# Awards Ceremony

The following is the approved list of Award Winners. The St.John's Awards Ceremonies will be held at the Delta Hotel in St.John's on Wednesday, 5 October, 2011. Details on the Goose Bay ceremony, scheduled for early November, will be released shortly.

<b>St. John's Award Ceremony</b>			
<b>Corps #</b>	<b>Name</b>	<b>Location</b>	<b>Award</b>
1686	Melissa Hann	Corrections	CLSM
1520	Joe Payton	Coast Guard	17 Year Bar
1678	Carl Miller	Coast Guard	CLSM
1148	Charles Hapgood	House of Assembly	17 Year Service Bar
1893	Bill Hobden	Gov House	CLSM
0965	Paul Browne	CRA	CLSM
1689	David Adams	DFO	CLSM
1515	Randy Mercer	RCMP	17 Year Bar
1518	Mundon Pond	RCMP	17 Year Bar
1249	Perry Vincent	CRA	22 Year Bar
1351	Robert McCormack	CRA	22 Year Bar
0832	Aaron Kfir	CFS St.John's	27 Year Bar
1139	Joe Frampton	Parks Canada	22 Year Bar
1549	Winston Smith	CFS St.Johns	17 Year Bar
1680	Bart Dwyer	Parks Canada	CLSM
1695	Nathan McLachlan	DVA	CLSM
1273	Fred Jarvis	CFS St.Johns	22 Year Bar
1243	Harold Stanley	CFS St.John's	22 Year Bar
1660	Baxter Wheadon	DFO	CLSM
1883	Ralph Howell	RCMP	5 Year Certificate
1928	John Brockerville	CRA	5 Year Certificate
1921	Tom Donovan	NRC	5 Year Certificate
1545	Ray Evely	John Cabot Bldg	17 Year Bar
1537	Greg Kennedy	Corrections	17 Year Bar
1658	Ches Barnes	Gros Morne	CLSM
1514	George Roberts	Corner Brook	17 Year Bar
0004	Anastasia Gibbons	St.John's	27 Year Bar
1553	Don Samson	Gander	17 Year Bar
1899	Fred Thornton	CCG	5 Year Certificat
<b>Goose Bay Award Ceremony</b>			
1669	Paul Atkinson	Goose Bay	CLSM
1622	Stephen Gill	Goose Bay	CLSM
1650	Paul Saunders	Goose Bay	CLSM
1294	George McNaught	Goose Bay	22 Year Bar
1299	Henry Carew	Goose Bay	22 Year Bar
1896	Beejay Saunders	Goose Bay	5 Year Certificate
1544	Jason Morgan	Goose Bay	17 Year Bar

## Performance Appraisals

Site Managers are reminded that Performance Appraisals are due now or prior to the end of the year. All Commissionaires in Newfoundland and Labrador Division will undergo yearly appraisal within the professional development process.

All probationary and replacement/casual staff shall also be involved. Senior Management of CNL recognizes that all of our security personnel are competent, dedicated professionals. The benefits of performance evaluations are multifaceted including, employee development, identification

of training needs, employee motivation, identification of organizational problems, and documentation to support other management decisions including corrective action.

## Summer Relief

Each site in CNL is a semi autonomous component. Site Managers are empowered to manage and direct the personnel employed at that site. Additionally, Site Managers are charged with the efficient and effective operation of the site on behalf of the Corps and on behalf of the Client.

Site Manager's are responsible for organizing summer vacation and relief. Site Manager's are asked to make every effort to accommodate the requests of Commissionaires regarding summer vacations. In doing so, they must also be mindful of ensuring that there are sufficient Cmres available to man the site as re-

Also, Site Managers must ensure that they have replacement personnel available before approving annual leave. With everyone's cooperation, annual leave period can progress seamlessly.

## Instructors/Facilitators/Teachers

CNL offers instruction in a wide range of areas. New contracts often involve the requirement for additional areas of instruction. We are looking for Commissionaires in the St.John's area who would be willing to act as instructors/facilitators on a part time basis. These Commissionaires may be called upon

to deliver curriculum over a short period of time and then return to their normal site duties. If you have the qualifications/experience and would like to apply then please email your resume to the Director of Operations  
jlynch@commissionaires.nl.ca

We are particularly interested

in retired teachers or individuals with specific skills sets ie legal expertise, etc.

## Summer Hours- 0800-1600hrs Daily

Headquarters Division of Commissionaires-Newfoundland and Labrador, located at 207A Kenmount Road in St.John's will now move to summer hours. Our office will be open Monday

to Friday from 0800-1600hrs daily commencing on 6 June and ending on 5 September when we revert back to 0900-1700hrs.





# Congratulations



**Commissionaires Newfoundland and Labrador Division  
Sponsors  
Intermediate Girls' Rowing Team**

Congratulations to the Commissionaires Intermediate Girls' Rowing Team on winning Gold in their Division in the Harbour Grace Regatta and the Silver Medal at the Royal St. John's Regatta.

Photo L-R-Joe Browne, CEO CNL-Ms Katie Browne-Ms Myfanwy Price-Ms Beth Robbins-Ms Emma Colbourne-Ms Karen Brodie-Ms Kiersten Van Gulick-Mr Zach Meaney