



# COMMISSIONAIRES

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June 2011

## Introducing Employment Equity

CNL is subject to the Federal Contractors Program since being awarded contracts with the Government of Canada. As part of the process of obtaining such contracts we, as an organization, have committed to implementing an effective employment equity program.

We want to ensure that members of the four designated groups (women, Aboriginal peoples, persons with disabilities and visible minorities) are appropriately represented in our workforce. Although employment equity is designed to eliminate any employment barriers that these groups may face in our organization, employment equity benefits everyone in the workplace.

By implementing employment equity, we are taking advantage of Canada's diversity. We want to ensure that no person is denied employment opportunities for reasons unrelated to ability. It is important that all employees be equitably represented in all levels of our organization and be treated fairly in all of our selection, hiring, training and promotion practices.

We are pleased to announce that James G. Lynch has been assigned as the senior official responsible for the employment equity program within CNL. Mr Lynch will oversee the process of forming an Employment Equity Committee, conducting a workforce survey and analysis, examining all of our employment systems and developing an employment equity plan over the next few months.



The success of our employment equity program is linked to your support. We welcome your input and co-operation in implementing employment equity at CNL. If you have any questions or comments about employment equity, please do not hesitate to contact Mr Lynch at 725-0724 or by e-mail at [jlynch@commissionaires.nl.ca](mailto:jlynch@commissionaires.nl.ca)

Sincerely,  
Joe Browne, CEO

## **Request for volunteers for the Employment Equity Committee**

CNL is subject to the Federal Contractors Program since being awarded contracts with the Government of Canada. As part of the process of obtaining such contracts we, as an organization, have committed to implementing an effective employment equity program.

To encourage staff and employee participation in the employment equity process, we intend to create an Employment Equity Committee. This committee, made up of individuals representing management, employees and the union, will be involved in the following activities:

- communicating and promoting the implementation of all employment equity activities to employees;
- assisting in the development of the self-identification questionnaire and the promotion of the workforce survey;
- identifying specific needs of designated groups within our organization;
- assisting in the review of all employment policies and practices, written and unwritten, to ensure that they present no employment barriers for designated group members;
- assisting in the development, implementation and review of the employment equity plan; and preparing and/or organizing presentations and/or training sessions for managers and staff regarding employment equity.

Employment Equity Committee meetings will take place Division Headquarters and during work hours. If you or someone you know is interested in joining the committee, please contact:

**James G. Lynch**

**Director Of Operations and Training**

**[jlynch@commissionaires.nl.ca](mailto:jlynch@commissionaires.nl.ca)**

# Letter of Commendation

## Commissionaire Rob Smart

Hi Norm,

You know how much I appreciate the work that Rob Smart does here at the TSO, but I just wanted to make a special mention of the effort and time that he put in here over the weekend. I know he is first on the call back list and it is his job to deal the calls, however we had a few big issues this weekend past. With it being a long weekend it could have been a lot worse than it turned out, thanks to the time put in by Rob. It wasn't much of a break for us (especially him) on a long weekend!

I won't get into specific details of each situation as my write up would be very long so I'll give you the Coles notes version.

In the early hours of Saturday morning we had some vandalism done to the building. Between dealing with the RNC, PWGSC emergency personnel, and me it was a long night for Rob. However, before Rob left the scene he ensured the building was secured, a report was filed with the RNC, and I was up to date on the situation. The situation could have been a lot worse if that wasn't handled properly.

As if that wasn't enough, on Saturday afternoon Rob got another call. This time from our IT person. Power was off at the building for maintenance and when it was powered back up the alarms on the second floor (ground level) wouldn't engage. Rob checked into things and we thought that if we gave it some time the alarms may reset themselves and we would be able to turn them on. No luck. Rob came back a couple of times to try. This was a major issue – if we couldn't get the ground floor alarms working then we would have to man the building physically – trying to do that on a long weekend would have been a big problem. Rob was finally able to arrange to have an ADT tech-

nician come in. However, before the tech came Rob gave it another go and it worked.

The time and effort put in between coming into the building many times, making numerous phone calls to get answers, keep others in the loop, and fixing the issues, it was a lot of extra work above and beyond Rob's regular duties. I know he'll be compensated for the time he puts in, but still I think he deserves recognition above that considering the severity of both situations and it being a long weekend on top of that.

I really appreciate the effort put in and how he keep me updated and informed so I could make the proper decisions as well. My thanks and gratitude to Rob for the outstanding work done.

T. Horlick  
Security Officer  
NL TSO  
Sir Humphrey Gilbert Building

May 24, 2011

# Identity Theft and Identity Fraud

## **Recognize it**

What is Identity Theft?

Identity theft refers to the preparatory stage of acquiring and collecting someone else's personal information for criminal purposes.

What is Identity Fraud?

Identity fraud is the actual deceptive use of the identity information of another person (living or dead) in connection with various frauds (including for example personating another person and the misuse of debit card or credit card data).

## **Facts**

- Identity theft techniques can range from unsophisticated, such as dumpster diving and mail theft, to more elaborate schemes.
- Technology, mainly the Internet, facilitates more elaborate schemes, such as skimming, phishing, and hacking as criminals gather profiles of potential victims. Computer spywares and viruses, designed to help thieves acquire personal information, are an emerging trend.
- Victims of identity theft or fraud can experience financial

loss and difficulty obtaining credit or restoring their "good name".

- The Canadian Anti-Fraud Centre (CAFC) maintains statistics on the complaints they receive.

In 2009, the CAFC received identity fraud reports from 11,095 Canadian victims, totalling a loss of more than 10 million dollars. This represents an increase of more than 1 million dollars of what was reported in 2008. Payment card fraud was the most commonly reported incident, and yet, many instances of identity theft and fraud go unreported.

How can you find out if your identity was stolen

The best way to find out is to monitor your hard copy or on-line financial accounts frequently and to check your credit report regularly for any unusual activities. If you receive calls from collection agencies about unfamiliar ac-

counts, or if you applied for credit and were unexpectedly turned down, you should investigate further.

## **Report it**

If you suspect or know that you are a victim of identity theft or fraud, or if you unwittingly provided personal information or financial information:

Step 1 - Contact your local police force and file a report.

Step 2 - Contact your bank/ financial institution(s) and credit card company(s)

Step 3 - Contact the two national credit bureaus and place a fraud alert on your credit reports.

Equifax Canada: 1  
800 465-7166

TransUnion Canada: 1  
877 525-3823

Step 4 - Always report identity theft and fraud. Contact the Canadian Anti-Fraud Centre: 1 888 495-8501



# Identity Theft and Identity Fraud

## Stop it

Prevention is the best way to deal with this crime:

- Identity theft can occur over the Internet or telephone, or via fax or regular mail. Therefore, be particularly wary of unsolicited e-mails, telephone calls or mail attempting to extract personal or financial information from you.

- Ask yourself if you really need all

of the identity documents you carry in your wallet or purse. Remove any you don't need and keep them in a secure place instead.

- Periodically check your credit reports, bank and credit card statements and report any irregularities promptly to the relevant financial



institution and to the credit bureaus.

- During transactions, it's safer to swipe your cards yourself than it is to allow a cashier to do it for you. If you must hand over your card, never lose sight of it.

- Always shield your personal identification number when using an ATM or a PIN pad.

- Memorize all personal identification numbers for payment cards and telephone calling cards. Never write them on the cards.

- Familiarize yourself with billing cycles for your credit and debit cards.

- Trash bins are a goldmine for identity thieves. Make sure you shred personal and financial documents before put-

ting them in the garbage.

When you change your address, make sure you notify the post office and all relevant financial institutions (your bank and credit card companies).

The following web site has more information on this issue -

[www.antifraudcentre-centreantifraude.ca](http://www.antifraudcentre-centreantifraude.ca)

Submitted by:

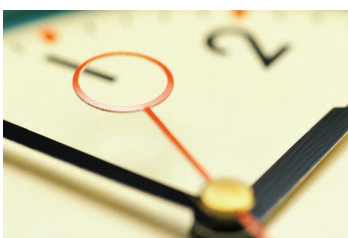
Craig Frawley

## Summer Hours

### 0800-1600hrs Daily

Headquarters Division of Commissioners-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.



The Director of Operations and Training is available 24/7 by email at [jlynch@commissionaires.nl.ca](mailto:jlynch@commissionaires.nl.ca) or by phone 725-0724



# Commissionaires Labour Relations Committee



## Congratulations To Each Of The Following On Being Elected To The Commissionaire Labour Relations Committee

### Eastern Area

**Cmre Rep (2 Positions)**

**Brian Abbott**

**John Gibbons**

**Supervisor Rep**

**Lisa Crowley**

### Central Area

**Cmre Rep (1 Position)**

**Bradley Hagarty**

**Supervisor Rep**

**Jerry Cramm**

### Western Area

**Cmre Rep, North Western Area**

**Glyn Jones**

**Cmre Rep, South Western Area**

**Anthony Jeans**

**Supervisor Rep**

**Howard Decker**

Mr Lynch,

The following CANFORGEN may be of interest to some of our retired members:

1. THE AIM OF THIS CANFORGEN IS TO ANNOUNCE CHANGES TO THE DESIGN OF THE CANADIAN FORCES (CF) SERVICE PIN
  2. AS DETAILED AT REF A, THE CF SERVICE PIN HAS BEEN AWARDED TO ELIGIBLE PERSONNEL AT THE TIME OF THEIR RELEASE SINCE ITS INTRODUCTION ON 19 AUGUST 1985. THE CF SERVICE PIN PROVIDES A MEANS BY WHICH FORMER MEMBERS OF THE CF MAY BE IDENTIFIED, AND BY WHICH THEY ARE ENCOURAGED TO CONTINUE THEIR OBSERVANCE OF THE CF MILITARY ETHOS IN CIVILIAN LIFE
2.
  3. ALL MEMBERS OF THE CF WHO ARE IN POSSESSION OF THE CANADIAN FORCES DECORATION (CD) AT THE TIME OF THEIR RELEASE FROM EITHER THE REGULAR FORCE (REG F) OR THE RESERVE FORCE (RES F) ARE ELIGIBLE TO RECEIVE A CF SERVICE PIN. THE ELIGIBILITY FACTORS AND THE AVAILABILITY OF THE CF SERVICE PIN IN THREE FINISHES REMAIN UNCHANGED:
  4. BRONZE - IN RECEIPT OF A CD AT TIME OF RETIREMENT
  5. SILVER - IN RECEIPT OF A CD1 AT TIME OF RETIREMENT
  6. GOLD - IN RECEIPT OF A CD2 AT TIME OF RETIREMENT
  7. HOWEVER, WHEN A MEMBER COMPONENT TRANSFERS FROM THE REG F TO THE PRIMARY RESERVE (P RES), OR TO THE CADET ORGANIZATIONS ADMINISTRATION AND TRAINING SERVICE (COATS), OR TO THE CANADIAN RANGERS (CR), IAW REF C, THE AWARDED OF THE CF SERVICE PIN ONLY TAKES PLACE IN CASES WHERE THE MEMBER RELEASES FROM THE CF OR THE MEMBER TRANSFERS TO THE SUPPLEMENTARY RESERVE (SUPP RES) OR TO THE COATS INACTIVE

LIST (UIC

9113). THE SAME RULE APPLIES TO A RES F MEMBER ON COMPONENT TRANSFER TO THE REG F, THE COATS OR THE CR

8. THE INTRODUCTION OF THE DEPART WITH DIGNITY AND QUALITY OF LIFE

INITIATIVES HAS PROMPTED A REVIEW OF THE ACKNOWLEDGEMENT OF SERVICE PACKAGE. ALTERATIONS HAVE ALREADY BEEN MADE TO IMPROVE THE VISUAL APPEAL OF THE WALL MOUNT CERTIFICATE (CF 54), AND AN UPGRADE TO THE CF SERVICE PIN WAS ALSO CONSIDERED APPROPRIATE GIVEN THAT APPEARANCE ISSUES SUCH AS POOR CLASPS, BROKEN POSTS, AND TARNISHING OF THE FINISH HAVE BEEN REPORTED

9. CF MEMBERS WHO ARE RELEASED ON OR AFTER 1 APR 11 WILL BE AWARDED THE NEW CF SERVICE PIN

10. PLEASE NOTE THAT PARAGRAPHS 3 AND 10 OF REF A ARE CANCELLED UPON RECEIPT OF THIS MESSAGE. MORE INFORMATION ON THE CF SERVICE PIN CAN BE FOUND AT REFS A AND B

11. REPLACEMENT PIN. APPLICATIONS SHALL BE MADE IAW REF B, USING THE APPLICATION FOR CERTIFICATE OF SERVICE AND/OR FOR THE CANADIAN FORCES SERVICE PIN (FORM DND 2380) AVAILABLE IN THE DEFENSE FORM CATALOGUE (DFC) AT LINK [HTTP://IMGAPP.MIL.CA/DFC2/](http://imgapp.mil.ca/dfc2/). THE REPLACEMENT FEE OF 10.00 PER PIN SHALL BE AT THE APPLICANT'S EXPENSE

3. 12. THE OPI FOR THE CF SERVICE PIN IS DIRECTOR MILITARY CAREERS ADMINISTRATION (DMCA) 4. FURTHER INFO IS AVAILABLE ON CMP INTRANET WEBSITE AT LINK [HTTP://HR.DWAN.DND.CA/DHRIM/MHRRP/CH15/ENGRAPH/CH15G\(UNDERSCORE\)E.ASP](http://hr.dwan.dnd.ca/dhrim/mhrrp/ch15/ENGRAPH/CH15G(UNDERSCORE)E.ASP), AND QUESTIONS CAN BE SENT TO DMCA 4 BY E-MAIL TO (PLUS SIGN)RELEASE(AT)CMP DMCA(AT)OTTAWA-HULL
13. SIGNED BY RADM A. SMITH, CMP

Respectfully,

Randy Verge



## Life Insurance Policy



Commissionaires interested in joining the new insurance plan are encouraged to complete the form and return it to Division HQ as soon as possible. Remember there is a \$20,000 Life Insurance Policy included at no cost. The group benefit plan with DFS has been set up on

the basis that employees are eligible for benefits if they are permanent full time and work a minimum of 20 hours per week. As well, there is a 3 month waiting period before employees are eligible for benefits. Therefore, their life insurance and ADD would start the first of the

month following three months of employment

If you have any questions concerning this new insurance policy please contact Stacey Gibbons at [agibbons@commissionaires.nl.ca](mailto:agibbons@commissionaires.nl.ca).

## Marine Atlantic Terminal



### Marine Atlantic Terminal

#### Port aux Basques



Commissionaires Newfoundland and Labrador is extremely disappointed to learn that we were not successful in winning the RFP for the Marine Atlantic Terminal in Port aux Basques. Commissionaires have been the service provider for this site for over twenty years. Our employees have provided

effective and efficient security guard services to Marine Atlantic on a consistent basis throughout that time. Over the last number of years our employees have engaged in a number of additional duties including drug and alcohol testing and more recently random vehicle searches of those traveling to and from the

site. On behalf of all Commissionaires in the Division we would like to thank each and every employee at Marine Atlantic Port aux Basques. We acknowledge their hard work and dedication to the Corps and we wish them every success in their future endeavors.

## Human Resources Division-HR Images Required



2890.jpg

Commissionaires Newfoundland and Labrador is now in the process of developing a new HR package for Commissionaires.

This new package will allow us to track all necessary information on each Commissionaire including skills, courses, security clearance levels and of

course the normal demographic information.

We would also like to add a head and shoulders shot of each Commissionaire. We would prefer that this picture be taken while in uniform. Commissionaires are asked to email their pic to me at the following

address:  
[jlynch@commissionaires.nl.ca](mailto:jlynch@commissionaires.nl.ca)

The pic should be named with our current employee number so that I can easily identify each individual ie. 2890.jpg

## Commissionaires Supervisor's Course

Last month, the National Office released the final draft of the Commissionaires Supervisors Course Level 1 and Level 2.

The course contains a number of modules including: Comprehend Corps/Division Policies; Lead and Supervise Personnel; Manage Personnel; Apply Operation/Administrative Procedures; Comprehend Legal Statutes; Communicate Effectively.

The priority for this course will be those who are currently working as Site Managers but do not yet have the course. Site Manager's are asked to canvass their employees and submit the names of their Acting Site Managers who are interested in completing the course.

The course will be conducted in St.John's during the month of July

and will take about five days to complete. As expected there will be a limited number of seats available. If there are Commissionaires out there who are not currently acting as Site Managers but would still like to take the course then please email me your name and I will add you to the Stand by List should further openings occur.



**Commissionaires Supervisors Course**

## 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 actions.



**Employee Performance Appraisal**

## 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 required. Also, Site Man-

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



**Annual Leave**

# Security Training And Awareness

## Security Clearances-Why Are They Required?

A **security clearance** is a status granted to individuals allowing them access to classified information, i.e., national secrets, or to restricted areas after completion of a thorough background check. .

Government classified information is governed by the Treasury Board Policy on Government Security, the *Security of Information Act* and *Privacy Act*. Only those that are deemed to be trustworthy and have been cleared are allowed to access sensitive information.

Checks include basic demographic and criminal record checks for all levels, and, depending on an individual appointment's requirements, credit checks, loyalty, and field checks might be conducted by the RCMP and/or CSIS.

Clearance is granted, depending on types of appointment, by individual Federal government departments or agencies or by private company security officers. Those who have contracts with Public Works and Government Services Canada are bound by the Industrial Security Program, a sub-set of the GSP.

To access designated information, one must have at least reliability status (see Hierarchy below). Reliability checks and assessments are conditions of employment under the *Public Service Employment Act*, and, thus, all Government of Canada employees have at least reliability status screening completed prior to their appointment. However, Government employees by Order-in-council are not subjected to this policy.

Clearances at the reliability status, confidential, and secret levels are valid for 10 years, whereas top secret is valid for 5 years. However, departments are free to request their employees to undergo security screening any time for cause.<sup>[3]</sup> Because security clearances are granted by individual departments instead of one central government agency, clearances are inactivated at the end of appointment or when an individual transfers out of the department. The individual concerned can then apply to reactivate and transfer the security clearance to his/her new position.

Four levels of personnel screening exist:

Individuals who need to have RS because of their job or access to federal government assets will be required to sign the *Personnel Screening, Consent and Authorization Form* (TBS/SCT 330-23e).

- **Reliability Status (RS)** - formerly known as enhanced reliability status (ERS). Reliability checks are done by verifying personal data, criminal records check, educational, and professional qualifications, data on previous employment and references. As well, a fingerprint check, and a credit check may be required. This level of clearance will grant the right to access designated documents with markings of Protected A, B & C information/assets on a need-to-know basis. It is mandatory for individuals when the duties or tasks of a position or contract necessitate access to protected information and assets, regard-

less of the duration of an assignment.

- **Confidential (Level 1)** In addition to the RS checks, foreign employments, immediate relatives, and marriages/common-law relationships must be declared and be screened. This level of clearance will grant the right to access designated and classified information up to Confidential level on a need-to-know basis.
- **Secret (Level 2)** This level of clearance will grant the right to access designated and c classified information up to Secret level on a need-to-know basis.
- **Top Secret (Level 3)** In addition to the checks at the Secret level, foreign travels, assets, and character references must be given. Field check will also be conducted prior to granting the clearance. This level of clearance will grant the right to access all designated and classified information on a need-to-know basis.

All Commissionaires are required to be secured cleared Reliable. The application form is available online at <http://www.tbs-sct.gc.ca/tbsf-fsct/330-23-eng.pdf> Forms are also available at HQ. Please complete and return to HQ Division attention Yvette Young. Commissionaires cannot continue to work on site unless they are security cleared.