



COMMISSIONAIRES

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Commissionaires and DND join forces to support injured veterans

St John's, 2 November 2010 – The Department of National Defence, the Canadian Forces (CF), and Commissionaires announce the signing of the *Return to Work* (RTW) Memorandum of Understanding (MOU) to provide employment to veterans injured in the line of duty. The MOU was signed 1 November 2010 at National Defence Headquarters in Ottawa.

“This is an excellent opportunity for our CF members,” said the Honourable Peter MacKay, Minister of National Defence. “This new initiative will provide our men and women in uniform recovering from injuries another avenue to ensure a smooth transition back to active military service or civilian life.”

The *Return to Work* program is designed to assist the recovery of CF members injured as a result of their military service. Commissionaires is experienced in matching the skills and training of CF veterans by providing them with employment opportunities tailored to their individual situations. The outcome of the program is either reintegration back to their military duties in the CF, or a successful transition to a post-

military career. This program equally applies to the spouses of deceased CF or Reserve personnel.

“This program really formalizes what Commissionaires has already been doing for over 85 years. We’re uniquely positioned to help injured veterans,” said

Joe Browne, CEO Commissionaires Newfoundland.

“Our mandate is to provide

meaningful and rewarding employment opportunities to veterans within a nurturing environment; a mandate that is as relevant today as it ever has been.”

“During my 25-year military career, no matter where I was posted, I would speak with commissionaires and they would talk about their jobs, the Commissionaires’ work culture and the camaraderie



Cont'd

derie,” said Nicholas Ryan, Newfoundland commissioner. “No matter where they worked, you always knew they represented security and peace of mind. It seemed like a good fit for me to begin a second career with Commissionaires. I’m glad there’s a company in the private sector that not only values my military experience, but also offers me opportunities to advance in my career.”

Commissionaires is a private, wholly Canadian, not-for-profit national corporation led by veterans at the service of veterans. As a premier national security provider protecting people, property, assets and information, Commissionaires offers a broad spectrum of services that translates into many varied and interesting employment opportunities for their 20,000 members.

“We have a proven track record supporting injured CF members and veterans,” adds Browne. “We’ve been



doing it for decades with excellent results. CF members and modern veterans can count on Commissionaires.”

About Commissionaires

Commissionaires was founded to provide meaningful employment for former Canadian Forces and RCMP personnel. The organization has long been recognized as Canada’s premier security provider, protecting people and property for public and private sector clients from coast to coast. While employing leading-edge technology in delivering security services, Commissionaires has remained true to its roots by providing employment to those making the transition to civilian life after active service in the military and

police forces. The organization also hires many reliable and responsible individuals without military or police experience. Commissionaires’ services and security solutions include: security guarding, enforcement, identification services, training and security consulting. The integrity, strong work ethic, proven skills and discipline of Commissionaires give clients confidence and security everyday, everywhere.

Introducing our Newfoundland & Labrador Comms Net Representative

Corporal Nicholas Sylvester Ryan (Ret'd), CD Security Guard, Commissionaires Newfoundland & Labrador

Nick Ryan is a veteran of the Canadian Forces CF) with a 25-year record of loyal and dedicated service—as an infantry soldier, combat storesman, driver, and transport dispatcher. Between 1985-2010, he was posted at CFB Gagetown (New Brunswick), CFE Baden Soellingen (Germany) and CFS St. John's (Newfoundland and Labrador), and deployed on missions to Bosnia and Croatia.

Nick trained extensively and regularly during his military career. His courses included expenditure management, HAZMAT/WHMIS, dangerous goods and combat storesman, as well as highly-specialized training

related to a wide range of military vehicles and driving techniques.

He is a recipient of the Canadian Forces Decoration (CD), UN Protection Force Yugoslavia (UNPROFOR), Special Service Medal (SSM), Canadian Peacekeeping Medal (CPM), and The Queen Elizabeth II Golden Jubilee Medal. He also received a Governor General Unit Commendation for providing security at Sarajevo Airport and was selected as a member of the 1st UN Honour Guard for South Korea.

Nick retired from the Canadian Forces in 2010 while still in his mid-40s, looking to channel his skills into a second career in the private sector. Having spoken to several commissionaires over the years, it struck him how positive they were about the na-

ture of the job and work culture, and so he applied. Commissionaires Newfoundland & Labrador was proud to offer Nick an opportunity to transition to civilian life through their company, and offered flexibility given his ongoing commitments



to the 1st Royal Newfoundland Regiment (1RNFLDR). As a new employee, he looks forward to embracing new responsibilities and future opportunities for advancement.



The Department of Fisheries & Oceans Site # 1009

DFO Whitehills was established in 1978, combining various sections that were scattered throughout the city. Made up of 17 linked modules, this is the regional headquarters for Newfoundland and Labrador. Currently there are approximately 700 employees working on the site.

The building is made up of a combination of labs and offices, along with a large tank room for studying live fish and a Necropsy lab for more in depth study.

Commissionaires:

The Canadian Corps of Commissionaires has been a constant presence at Whitehills since the building opened. There are cur-

rently five Commissionaires on site, John Clarke, Dave Adams, Steve White, Baxter Wheadon and Amanda Bishop. The site is run on a 24/7 basis with the Commissionaires working from the main security desk. During working hours they are charged with signing in visitors and contractors and for contacting the appropriate staff for escorting. Along with this, they monitor numerous pieces of equipment located throughout the building including card access systems, camera systems and of course Commissionaires deal with any unexpected problems that may arise from time to time.

The evening shift is responsible

for inside patrols of the building,

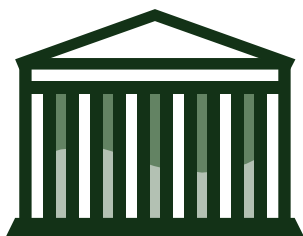


for ensuring all is in order in the labs and for monitoring the condition of the various fish.

The Site Manager is also responsible for issuance of all the Government ID's for the DFO staff and programming of their access cards.

John Clarke
Site Manager

Commissionaires Labor Relations Committee Meeting



Building A Stronger Division

The fall meeting of the Commissionaires Labor Relations Committee was held on Monday, 1 November 2010 at Pippy Park in St. John's.

Members of the CLRC include

Central SM Rep Remi Truchon
Central CM Rep Don Samson

Western CM Rep Glyn Jones
Western CM Rep Craig Frawley
Western CM Rep Tony Jeans
Eastern CM Rep Eric Hutton
Eastern CM Rep John Tizzard
Eastern SM Rep Kathy Dwyer

All Commissionaires are encouraged to consider putting their names forward for election to the CLRC.

Site Manager's Meeting

The 2010 Site Manager's Meeting was held on 1-2 November at North Pond Lodge in Pippy Park. Site Managers from across the Island and Labrador all gathered to discuss policies and procedures, business opportunities and issues related to their own particular sites. Shown in the picture from left to right are:

Front Row– Lisa Crowley, Geraldine Hoyles, Kathy Dwyer. Second Row-Stacey Gibbons, Chuck Hapgood, Sheila Hynes, Bill LeMoine, Ray Evely, Gerry Trepanier, Les Churchill. Third Row-Randy Mercer, Walter Pearce, Remi Truchon, Norm Jordan, Randy Verge, Craig Frawley, Junior Small.



Fourth Row-John Clarke, Drew Squires, George King, George Roberts, Jerry Cramm, Larry Hall, Howard Decker, Bart Dwyer and CEO Joe Browne.

Commissionaires Newfoundland and Labrador Division Honor Guard

An honor guard is a ceremonial unit, usually military in nature and composed of volunteers who are highly motivated and maintain exceptionally high standards of appearance and conduct and show aptitude for ceremonial duty.

During the Site Manager's meeting on 2 November, 2010 the matter of forming an Honor Guard was raised by the Dir of Ops/Trg.

One of the primary roles for a proposed Commissionaires Honor Guard would be to parade during significant events such as Remembrance Day, the Uniformed Services Peace March and to provide funeral honors for deceased members. Honor Guards serve as ambassadors to the public, presenting a positive image of their service with the Corps.

In order to start an Honor Guard we would need the names of those who are interested in join-

ing. From that number an Honour Guard Commander would be chosen responsible for training the members and organizing participation in various events.

Please contact the Dir of Ops/Trg at jameslynch@nfld.net or by phone 725-0724 and your name will be added to the list.

This is a great initiative that deserves your support. Please put your name forward for this proposal.

Message From The Director

Communication Essentials

“The problem with communication is the illusion that it has occurred” George Bernard Shaw.

Having just completed my first “face to face” meetings with the CLRC and with all of our Site Managers I feel a renewed confidence in our collective desire to meet the challenges that must be tackled to ensure the long term viability of the Corps.

While there are a number of key ingredients that when properly mixed will result in a successful organization, I firmly believe that “communication” is the most essential. Often businesses concentrate on external communications such as advertising; customer relations; and memberships in Boards of Trade, Chambers of Commerce and the like. All very important initiatives and in most cases a must do. Those however who fail to pay equal attention to internal communication do so at their peril in my view.

This is particularly true in service industries such as ours. The reality of our business is that you are our “product”; it is you that we are selling in other words. Our clients form their opinions about the Corps, develop a sense of confidence, and continue to purchase our service based on their assessment of you, the front line. How then can we (senior management) expect you to shoulder this responsibility without providing you with a clear picture of the “State of the Corps” and the direction in which we are heading?

Accordingly, we will seize every opportunity to communicate, exchange information, seek input, and build a transparent organization. This newsletter is one tangible way that we can get the message out. I wish to acknowledge and thank our Director of Operations and Training for spearheading this worthwhile initiative.

Celebrate Our Success

It is our intention to host an annual awards night and banquet in each major region beginning in St. John’s in April 2011 (tentatively). We will follow with events in Gander, PAB, and Goose Bay. We are still in the planning



phase and as always are open for suggestions and ideas. As it stands now we envisage a semi-formal evening for **all Commissionaires** and their Guests with the Corps picking up the tab for the meals. We will present the various awards and decorations that come due in the year leading up to the banquet.

Stay tuned for more information as we firm up the details.

Reminder To Site Managers



**Commissionaires
Newfoundland &
Labrador**

A reminder to all Site Managers that should you or some other staff member in your site, terminate employment with the Canadian Corps of Commissionaires, a **TBS/SCT 330-47, - SECURITY SCREENING CERTIFICATE AND BIEEFING FORM** has to be completed.

Please advise me as soon as possible of the

termination, so I can take the necessary steps to remove the individual from the Departmental and Industrial Security Information System.

A copy of this and other Security forms can be found online: www.tpsgc-pwgsc.gc.ca

Should you have any questions or concerns about this or any other Security related issues, please call me at:
Office:
(709) 738-1800

Cell : (709) 631-9888
W.LeMoine



CFS St.John's-Site # 1004

There are presently 6 fulltime Commissionaires employed at Canadian Forces Station St John's, Aaron Kfir, Peter Stanley, Fred Jarvis, George Smith, Colin Gent & Randy Verge and one



very valuable spare Bill Ducey. The job requirements for the Site Manager, the Static Post at Building 806, which is manned 24 hours per day, 7 days per week and the Patrolman who is employed from 8 PM until 2 AM daily, 7 days per week is outlined in three separate Post Orders. The work schedule is a combination of 12 hour and 6 hour shifts.

The Commissionaire employed at Bldg 806(HQs) con-

trols access, operates the Intrusion Alarm Monitoring System which is connected to various vaults around the Station where extremely sensitive equipment and material is stored. In addition, this duty includes monitoring the Military Police FM radio, issuing previously arranged keys for accommodations and collecting money during silent hours and weekends, signing-out keys for various Buildings to authorized personnel, maintaining the switchboard during silent hours and weekends ensuring Duty Personnel are informed when necessary.

The Patrolman's duties includes checking all exterior doors of all Buildings owned/ leased by DND on Station and at HMCS Cabot Naval Complex located on the southside of the St John's Harbour. Prior to be-

coming a Patrolman, the Commissionaire must take a Defensive Driving Course, Safe Backing Course and pass a written military driver's exam and practical driver's test to attain a DND 404.



Pleasantville and Canadian Forces St John's is undergoing a tremendous change. Several Buildings are being demolished to accommodate a 100 Million Dollar Plus Complex to house all the Regular Force and Reserve Units under one roof. Projected finish date is December 2013.

Randy Verge
Site Manager

Commissionaires Security Officers Course-Register Now!

E-learning is essentially the computer and network-enabled transfer of skills and knowledge. E-learning applications and processes include Web-based learning, computer-based learning, virtual classroom opportunities and digital collaboration. Content is delivered via the Internet, intranet/extranet, audio or video tape, satellite TV, and CD-ROM. It can be self-paced or instructor-led and includes media in the form of text, image, animation, streaming video and audio.

The Newfoundland and Labrador Division of Commissionaires has selected E-Learning as the primary method of curriculum delivery.

Training provides Commissionaires with a leading edge in the competitive security market. In order to maintain that edge we must continually seek ways and means to provide quality professional development to our employees.

All Commissionaires must complete the Commissionaires Security Guard Course in order to continue to work with the Corps. Those who have completed the Commissionaires Qualifying Course in the past have met that requirement.

New Commissionaires who have not yet completed the course must email jameslynch@nfld.net at HQ and arrange to take the course which will be delivered online. In order to complete the course each candidate must have an email address and must have access to a computer with Internet capability. The course will be presented through the Ottawa office. Once we receive your email requesting to be placed on the Se-

curity Officers Course we will contact Ottawa Division and their virtual trainers will contact you and set up your account.

You can start the course at any time and will be permitted about four weeks to complete all modules. Once the course is completed each Commissionaire will receive a report on their grades and a certificate will be issued should they be successful.



Site Managers are asked to poll their site employees and identify those who have not yet completed the Commissionaires Security Officers Course. These individuals must email me as soon as possible in order to start the process.

Training will be provided free of charge as the Corps will pay all costs required by Ottawa Di-

Awards Available To Newfoundland & Labrador Division Commissionaires

All Commissionaires are reminded of the Awards and Decorations available to Corps members.

- 5 Years Exemplary Service-Certificate and cash bonus of \$50.00
- 12 Years Exemplary Service-Longs Service Medal and cash bonus of \$150.00
- 17 Years Exemplary Service-Service Bar and cash bonus of \$200.00
- 22 Years Exemplary Service-Service Bar and cash bonus of \$250.00
- 27 Years Exemplary Service-Service Bar and cash bonus of \$300.00

Commissionaires are asked to check their seniority dates to see if they are eligible for any of these awards. If so, Site Managers are asked to complete the necessary form and forward it to HQ for immediate action.



EAP-Employee Assistance Program

Employee Assistance Programs (EAPs) are employee programs offered by many employers, typically in conjunction with a health insurance plan. EAPs are intended to help employees deal with personal problems that might adversely impact their work performance, health, and well-being. EAPs generally include assessment, short-term counseling and referral services for employees.

The Canadian Corps of Commissioners-Newfoundland and Labrador Division recognizes that employees at any time can, and do encounter personal difficulties that may affect their job performance.

The Corps will do all it reasonably can to help its employees overcome personal difficulties.

- Financial Difficulties
- Marital Breakdowns
- Midlife and Retirement
- Older Adults
- Disability
- Legal
- Work
- Managing People
- Health
- Emotional Well Being
- Addictions and Recovery

EAP provider. Call 877-207-8833



Members can call to get advice and their consultations will be kept in strict confidence by the

New Corps Website Uploaded

Commissionaires Newfoundland & Labrador has a new website at www.commissionaires.nl.ca

While the site is now up and running it is still under construction. We are currently working on revising the Member Logon section in order to better serve our clients and our employees. Additionally, we hope to provide each and every Commissionaire

with an email address which will be linked back to the host server. In selecting a design for the new web page we identified the following considerations. The site must be:

- Attractive and well-designed website
- Well-thought-out layout and navigational structure
- Increased interactivity
- Home page that draws in poten-

- tially interested parties
- Call for action features-Contact info
- Depth of content
- Demographic information
- Aligned with the wants and needs of potential customers

We think that our new web site meets this criteria and we are looking forward to the finished product

Beaumont-Hamel Newfoundland Memorial

Of the five memorials established in France and Belgium in memory of major actions fought by the 1st Battalion of the Newfoundland Regiment, the largest is the thirty hectare site at Beaumont-Hamel, nine kilometers north of the town of Albert. This site commemorates all Newfoundlanders who fought in the Great War, particularly those who have no known grave. The site was officially opened by Field Marshal Earl Haig on June 7, 1925.

On a mound, surrounded by rock and shrubs native to Newfoundland, there stands a great bronze caribou, the emblem of the Newfoundland Regiment. Situated close to the Headquarters dugout of the 88th Brigade, of which the 1st Battalion, Newfoundland Regiment was a part, the Caribou nobly faces in the direction of the former foe, overlooking the trenches and ground across which the Battalion advanced on July 1, 1916. At the base of the mound, three bronze tablets carry the names of 820 members of the Royal Newfoundland Regiment, the Newfoundland Royal Naval Reserve, and the Mercantile Marines who gave their lives in the First World War and have no known grave.



The nearby Visitors Centre, officially opened on July 1, 2001, explains the historical and social circumstances of Newfoundland at the beginning of the 20th century and, through displays, memorabilia and video vignettes, traces the history of the Royal Newfoundland Regiment and some of its personalities, from its formation in 1914 to the end of the First World War. A Memorial room within the Centre houses a copy of the Newfoundland Book of Remembrance, along with a bronze plaque listing the Battle Honours won by the Royal Newfoundland Regiment and paying tribute to its fallen. The plaque was unveiled in 1961 by the Honourable Joseph Smallwood, then Premier of Newfoundland.

At the entrance to the site is inscribed in bronze an epitaph composed by John Oxenham: -

**And with bowed head and heart abased
Strive hard to grasp the future gain in this sore loss.
For not one foot of this dank sod
But drank its surfeit of the blood of gallant men
Who for their Faith, their Hope, for Life and Liberty
Here made the sacrifice.
Here gave their lives, and right willingly for you and me.**

