



from military to civilian life. All of these challenges can affect a service member's entire family.

Support Our Troops, the official charitable cause of the of military service people and their families. Support program in particular, The National Scholarship pursue their academic dreams.

The National Scholarship Program was launched in

generous donors. Due to the efforts of those involved, \$200,000 last year alone, signaling the success of the

> To donate, visit: http://weblink.donorperfect.com/HindenBoyd.ca

The application process for the National Scholarship Program is straightforward and involves an essay component. The purpose of this is for applicants to tell their stories; for instance, the effect military life has had, both positive and negative challenges faced, and what future aspirations lie ahead. While Support Our Troops funds the program, it is Military Family Services who are the facilitators and who ultimately assess each application.

As part of our spotlight on Hardhats Helmets to Canadian Veterans, The Canadian Construction Journal is proud to donate a percentage of our profits to the Support Our Troops National Scholarship Program.





# Commissionaires – Valuing the Skills and Experience of Veterans and Their Families

By Capt (N) Paul Guindon (Ret'd)
Chief Executive Officer, Commissionaires Ottawa

This is Part 1 of a three-part series about the Canadian Corps of Commissionaires ("Commissionaires"). This first part explores the history of Commissionaires as well as its social mandate, numerous community causes, and some current projects it is working on in the construction industry. Parts 2 and 3 will appear in future editions of Canadian Construction Journal.



When you think of a commissionaire, what kind of person comes to mind? How old are they? Where do they live and work? Are they a family member, friend or neighbour?

When you think of a soldier, sailor or aviator who is transitioning out of the Canadian Armed Forces, or an officer transitioning out of the RCMP or police services, what kind of person comes to mind? How old are they? Where do they live and work? Are they a family member, friend or neighbour?

Whether the decision to transition to civilian life and pursue a second career happens in their 20s, 30s, 40s or later in life, thousands of veterans are also commissionaires.



## Commissionaires – Led by Canadian Veterans, for Canadian Veterans

Commissionaires is Canada's largest private sector employer of Canadian Armed Forces (CAF) and RCMP veterans. It was established in 1925 to help veterans transition to civilian life—a social purpose that has expanded across Canada and today, benefits 22,000 employees of all ages and backgrounds.

Modern-day commissionaires are "everywhere": commercial, high-tech, industrial or government buildings; international and local airports; colleges and universities; hospitals and seniors residences; financial institutions; tourist and shopping destinations; police, RCMP and military buildings; and embassies around the world.

The fact our organization is led by veterans is a critical element in understanding the unique experiences of veterans and their employment needs as they transition to civilian life. We are veterans serving veterans. Board directors and senior management are overwhelmingly veterans of the Canadian Armed Forces, RCMP and police services.

We also hire civilians. The civilians who join our organization often have a connection with the Canadian Armed Forces, RCMP and police in some way:

- They are immediate members of military families, such as spouses and adult children.
- They are descendants of commissionaires, or were referred by commissionaires.
- They share a passion to protect WHO and WHAT Canadians value most.
- They don't want any job. They want to work somewhere that has a purpose.

"Commissionaires' not-for-profit structure enables more than 90% of spending to flow back to employees in the form of wages, training, benefits, and employee-centric programs."

#### **Our Purpose: Giving Back**

When you hire a commissionaire, you are doing business with a private sector, self-funded organization that is Canada's only national, not-for-profit security organization.

Our not-for-profit structure enables more than 90% of spending to flow back to our employees in the form of wages, training, benefits, and employee-centric programs. The very reason we exist is to protect the communities we serve and in the process, take care of our employees and their families.

Awareness and recognition about who we are and what we do is ongoing, and we are grateful. In 2022, Commissionaires was honoured with a Veteran Employment Champion Award at a Celebration of Service event on Parliament Hill hosted by Members of Parliament across party lines.

Beyond providing meaningful second and third careers, Commissionaires' social purpose extends to giving back to veterans and their families in our communities—such as through national surveys, advocacy and awareness campaigns, veteran task forces, and volunteerism.

Giving back to veterans and their families also includes donations and sponsorships, and Commissionaires has been active on those fronts. Recent beneficiaries of donations include:

- Perley Health: \$3 million to improve the quality of life for our aging loved ones— Perley Health is a unique and innovative campus of care for more than 600 seniors and veterans living in independent apartments or receiving long-term care. Perley Health is also a centre for research, education, and clinical and therapeutic services for Canada's seniors and veterans. In the form of major gifts, Commissionaires (Ottawa Division) donated \$2 million toward the Centre of Excellence in Frailty-Informed Care, the first of its kind in Canada, and \$1 million toward the creation of an assisted-living residence that over 150 seniors and veterans call home today.
- Veterans' House: \$1 million to take veterans who are homeless or at risk of homelessness off the streets— Veterans' House, a Multifaith Housing Initiative (MHI), received a lead campaign gift of \$1 million toward their Heroes' Welcome campaign to build a three-story, 40-unit supportive housing facility at the former CFB Rockcliffe Air Base. Veterans' House combines safe housing with essential onsite rehabilitation services. Four more homes are planned across Canada.
- Military Family Resource Centres/Military Family Services: \$500,000 to support military families who have sacrificed so much— Commissionaires has donated over \$500,000 towards family and children's respite programs, providing financial aid and services to families coping with the absence of a deployed loved one. Some of this funding has been redirected by Military Family Services to Support Our Troops.
- The Pepper Pod Retreat Centre for Women Veterans: \$90,000 to connect women veterans and their experiences—The Pepper Pod offers women veterans a safe place, tools, resources, and a network of new friendships. This haven was created to prepare and support women veterans as they transition out of the Canadian Armed Forces or the RCMP and begin to adjust to a civilian way of life. The program gathers women veterans across Canada.





#### Our Purpose: Giving Back, Continued

Specific to sponsorships, there are many examples. One that we're excited about is our title sponsorship of a 2023 PGA TOUR Canada event—named the Commissionaires Ottawa Open—an official Fortinet Cup tournament conducted by ClubEG.Golf.

The Commissionaires Ottawa Open will run from 17-23 July 2023 at the Eagle Creek Golf Club in Dunrobin, Ontario. Proceeds from the Commissionaires Ottawa Open will benefit Soldier On, a Canadian Armed Forces program that contributes to the recovery of ill and injured CAF members and veterans. Soldier On delivers opportunities and resources through sport, recreational and creative activities—a great match for this tournament.

#### **Our Ties to the Construction Industry**

Commissionaires work hand in hand with many construction companies across the country. For example, more than 100 commissionaires are providing a range of security services for the Centre Block Rehabilitation project in Canada's National Capital Region. This project alone includes oversight of a thousand contractors and several heritage buildings sprawled across acres of land. As one of our highest profile projects, our contract was recently renewed and the estimated completion date is 2030.

Another example of our work is in Petawawa on the Mattawa Plains Compound, with more than 30 security guards and dozens of construction workers. Launched in 2018, this project is estimated to require 10 years to complete.

In addition, we are helping secure the construction site of the Gordie Howe International Bridge project that links the Windsor-Detroit region. There are about 25 commissionaires supporting this major construction project.

Working closely with construction companies, commissionaires ensure the safety of thousands of construction and trade workers across Canada, so they can do their job safely and securely. From contractor escort services to mobile alarm response, we offer vigilance and responsiveness so you can focus on the job at hand.

"Commissionaires work hand in hand with many construction companies across the country."

#### **More Than Security**

Beyond traditional security guarding, the spectrum of innovative employment opportunities offered to our commissionaires has diversified substantially during the past couple of decades in particular. Our service offerings also include:

- · threat risk assessments
- · computerized monitoring and surveillance
- · outsourced police services and by-law enforcement
- · comprehensive security training programs
- · security systems installations
- · IoT network convergence
- · software and simulation solutions for the defence and public security sectors
- · cybersecurity
- · and operation of the largest fingerprinting and criminal background checks infrastructure in the country

We'll tell you more about those services in Part 2 of this series, in the next edition of Canadian Construction Journal.

### To learn more about Commissionaires, please visit: commissionaires.ca



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