

THE ONTARIO REPORT



CANASA
Canadian Security Association
L'Association canadienne de la sécurité

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Creating Safe, Respectful Workplaces



On June 15, 2010, Bill 168, an Act to Amend the Ontario Occupational Health and Safety Act (OHSA) will come into force. Incidents in this province revealed that the OHSA needed to do more in the effort to create safe, respectful workplaces as it relates to internal relations and during interactions with the public.

On a province-by-province basis, Bill 168 can be described as setting the bar for assertive and comprehensive legislation regarding a definitive response to the pervasive issue of workplace harassment and violence. It provides stated definitions as to what constitutes workplace harassment and violence. It further sets out requirements for reporting, investigation, and enforcement procedures, as well as remedies.

The obligations set out in Bill 168 differentiate between harassing and violent behaviour. This will be an important detail requiring the attention of employers as they develop their programs, poli-

cies and training syllabus. Employers will want to be cognizant that often in situations where workplace related violence has erupted, looking back it's discovered that a series of harassing events preceded the violent event.

In companies, where there are in excess of five regularly employed persons, employers shall perform the following:

- Prepare and post both a harassment and a violence policy;
- Review policies at least annually;
- Assess workplace **violence** risks that may arise from nature of workplace and type or conditions of work;
- Report results to joint health and safety committee or representative, or workers as the case may be;
- Develop programs to implement workplace **violence policy** inclusive of:
 - measures to control risks of workplace violence;

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- how employer will deal with incidents/complaints of **violence**;
- Where employer is aware or ought to be aware of **domestic violence** situation likely to expose worker to physical injury in the workplace, employer to take every reasonable precaution to protect worker; and
- Develop program to implement workplace **harassment** policy inclusive of:
 - Measures for workers to report harassment incidents setting out how employer will deal with incidents and complaints;
 - Providing worker with information and instruction on policy and program contents.

Notable Notes

Certain features of Bill 168 will gain clarity as incidents are reported and dealt with. One such feature is the *domestic violence* section and the absence of a formal “domestic violence” definition. As well, though policies may encourage it, there is no requirement for workers to report a domestic violence situation that could spill into the workplace. Often times, people who are experiencing domestic violence in the home are doing so in secret, keeping it even from those closest to them. From a human behaviour perspective, the employee may be reticent in their willingness and more notably their ability to bring that

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ONTARIO EXECUTIVE REPORT

By **Jamie Couper**, President, Ontario Chapter

The Ontario Chapter membership continues to be strong, with 511 members, including 47 for the Ottawa Sub-Chapter and 46 for the South-Western Ontario Sub-Chapter. The newly elected board of directors for the Ontario Chapter have been hard at work over the past few months. Some of the projects we are currently working on include:

- The Ontario Chapter has enlisted the help of a tax expert to create an information sheet on HST, specific to the security industry; this was recently distributed to members via an e-mail blast.
- Simulcast equipment and services will be purchased in Q1 to allow all members access to member meeting content via video — both live and archived. Links to recorded events will be posted on the CANASA website.
- The South-Western Ontario Sub-chapter holds member meetings on a semi-monthly basis, with a variety of guest speakers. Recent topics included “Advances in Technology” and the Accredited Security Contractor (ASC) program.
- The Ottawa Sub-chapter will soon be promoting their next member event; a tour of the Ottawa police communication centre.
- Golf tournaments have been scheduled for 2010:
 - * South-Western Ontario – Friday June 25 at Pine Knot Golf & Country Club;
 - * Ontario – Thursday July 15 at Station Creek Golf Club;
 - * Ottawa – Wednesday August 25 at Hammond Golf & Country Club.
- The Ways and Means Committee has been coordinating monthly member meetings at various locations throughout Toronto.

The committee is also planning member meetings for areas outside of the Greater Toronto Area, such as Sudbury and Niagara.

- The Development Committee is working with members to determine where CANASA should focus their education programs.
- The Ordinance Committee is focused on the launch of the ASC program and has recruited interested persons as liaisons with all other chapters. They have appointed counsel and are developing a working agreement with the third party (ULC).

We hope you are enjoying the benefits of your CANASA membership. As always, we are eager to hear your comments, feedback and input on the needs of our members. Feel free to contact me at ontarioboard@canasa.org.

COMMITTEE REPORTS

WAYS AND MEANS COMMITTEE

The Board of Directors of the Ontario Chapter has been busy planning events for the upcoming year. Already, the first two member meetings are sold out. On February 3 and March 16, we held two educational programs at the Fire & Life Safety Education facility in Brampton to inform members about fire alarm regulations, enforcement and field infractions, as well to provide a hands-on tour of the training facility, which included a mock up of hazards within the home.

Our next meeting in April will focus on HST implementation.

Other topics to be addressed at future member meetings include Errors and Omissions insurance, ASC, WSIB compensation and disability insurance.

Stay tuned for more information, and should you have any topic ideas, comments or feedback for our committee, please forward them to angelo.bucciarelli@f55f.com.

Angelo Bucciarelli, Chair



DEVELOPMENT COMMITTEE

The Development Committee of the Ontario Chapter of CANASA is the result of the consolidation of two previous committees: Education and Media.

Our mandate is to promote a culture of professionalism through expanded opportunities for members and communicate effectively. In order to be relevant and produce desirable outcomes, the first order of business was to know past incentives and understand what worked and what did not.

Next is to plan for the future by supporting developments such as the ASC Program. Other certifications may be con-

templated, in particular with our educational partners such as the U.S.-based Security Industry Association.

The issues we hope to resolve shortly include:

- Merge *The Ontario Report* newsletter with CANASA’s national newsletter.
- Devise an award system for the ATC course to demonstrate the Chapter’s commitment to education.
- Establishing a memorial award was discussed. The logistics of its administration and qualifications criteria seem difficult to deal with. It is on hold for now.
- Establish a scholarship award to encourage the next generations of security practitioners and installers.
- Review the educational needs of various CANASA groups that make up our membership.
- Devise an educational program that would support the full spectrum of business, sales, management and technical.
- Building on previous knowledge, partner with education providers to limit overhead costs associated with administering the minutiae of educational services.

— Mel Gedruj, Chair

Creating Safe, Respectful Workplaces

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information to their employer. This will require consideration as violence programs and policies are developed.

Another feature of Bill 168 requiring attention when developing violence programs and policies is the requirement to provide information including “personal information as necessary,” about a worker having a history of violent behaviour. The Bill speaks to personal information, however does not stipulate what personal information will be provided. Neither does it articulate what if anything about the violent behaviour will be divulged to the affected worker.

A final feature requiring clarity is the fact that the passing of Bill 168 makes Ontario the only province to explicitly extend the right to refuse work in circumstances where the worker believes *workplace violence* is likely to endanger them. There is a limited right to refuse work for public sector occupations, such as police, firefighter, healthcare, seemingly where such situations are inherent

to their particular professions. Of note for the security industry, there is no categorical exception for the security profession.

Though not expressly stated, Bill 168 avows a zero tolerance approach to dealing with workplace harassment and violence, and for good reason because “Work is not a place that we go to, it’s an experience that we have.” All in all, Bill 168, in its current state, is an important step to creating safe, respectful workplaces.

Koreen Kimakowich is a retired sergeant with the Ottawa Police Service and president and founder of Awakening Wave Organizational Evolution. She has devoted her full time efforts to bring innovative, creative, respectful workplace training programs to you. For more information on the Human Behavior Education Program and other programs and workshops such as From Surviving to Thriving in the Workplace, contact contact Koreen at koreen@awakeningwave.ca or visit www.awakeningwave.ca.

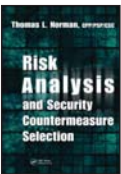
BOOK REVIEWS



Intelligent Network Video: Understanding Modern Video Surveillance Systems

By Frederik Nilsson, *Axis Communications*

This resource provides detailed coverage of advanced digital networking and intelligent video capabilities and optimization. It addresses general concepts, explains why IP-based systems provide better image quality and more scalable and flexible systems at a lower cost, and provides current information on cameras and DVRs. Designed for security system designers, consultants, and installers, it also discusses frame rate control, indoor/outdoor installations, and specifications on MPEG-4 and other digital video formats. The book is accompanied by a CD containing tools for deploying and optimizing an installation.



Risk Analysis and Security Countermeasure Selection

By Thomas L. Norman, *CPP, PSP*

Devoted to the risk analysis process, this book moves readers from basic principles to complex processes in a step-by-step fashion augmented by numerous case illustrations. By fully explaining the five principles of the core risk analysis lifecycles determining assets, threats, vulnerabilities, risks, and countermeasures, the author makes the process fully comprehensible. It includes an adaptable graphic risk analysis tool that is simple to use and can be applied to any situation, including virtually all public or private industries as well as key critical infrastructures.



CCTV, Second Edition: Networking and Digital Technology

By Vlado Damjanovski

CCTV is experiencing a leap in technology using digital techniques and the Internet. The new edition of this high-level professional reference retains the particulars that made the first edition a success, including the details of CCD cameras, lenses, coaxial cables, fiber-optics, and system design, but it is expanded to cover all video compression techniques used in the ever increasing assortment of digital video recorders (DVRs) available on the market today.

EVENTS

March 10:
Ontario Chapter Board Meeting
10am to 2pm

March 19-20:
Alarm Technician Course Level 2
London, Ont.

March 24-26:
ISC West.
Las Vegas, Nev.

March 31:
South Western Ontario Members' Meeting
Best Western Lamplighter Inn. London, Ont.

April 20-21:
Security Canada East
Sheraton Laval. Laval, Que.

May 5:
South Western Ontario Members' Meeting
Ritchies. London, Ont.

May 11:
Ontario Chapter Board Meeting
10am to 2pm

May 12:
Security Canada Alberta
Deerfoot Inn and Casino. Calgary, Alta.

June 16:
Security Canada West
River Rock Casino Resort. Richmond, B.C.

June 25:
South Western Ontario Golf Tournament
Pine Knot Golf Club. London, Ont.

July 15:
Ontario Chapter Golf Tournament
Station Creek Golf Club. Gormley, Ont.

August 10:
Ontario Chapter Board Meeting
10am to 2pm

August 25:
Ottawa Sub-Chapter Golf Tournament
Hammond Plains. Ottawa, Ont.

September 14:
Ontario Chapter Board Meeting
10am to 2pm

September 16:
Security Canada Atlantic
Ramada Crystal Palace. Moncton, N.B.

October 16-19:
CSPM Course
Doubletree Hotel. Toronto, Ont.

October 20-21:
Security Canada Central
Toronto Congress Centre. Toronto, Ont.

October 22-23:
Alarm Technician Course Level 1 & 2
Doubletree Hotel. Toronto, Ont.

November 16:
Ontario Chapter Board Meeting
10am to 2pm

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Development – **Mel Gedruj**

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NEW CANASA MEMBERS

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WHOLEINONE Trade Inc. • jstransky@jablotron.ca

Zimmer Surveillance Solutions • stu@zimmercontrols.com • www.zimmercontrols.com

ONLINE RESOURCES

Please visit the following websites to learn more about crime prevention:

Crime Prevention Association of Toronto • www.cptoronto.org

Crime Prevention Through Environmental Design (CPTED) Ontario • www.cptedontario.ca

Crime Prevention Through Social Development • www.ccsd.ca

Crime Reduction Canada • www.crimereductioncanada.com

International CPTED Association • www.cpted.net

Public Safety Canada • www.publicsafety.gc.ca

DID YOU KNOW?

Security professionals who want to learn more about project management but are not ready to take the Security Industry Association's Certified Security Project Manager (CSPM) course can now attend a new introductory program.

The Security Industry Association has introduced a new two-day Introduction to Security Project Management that presents students with the basic concepts and tools needed to manage electronic security projects effectively.

It provides the foundation necessary for aspiring security project managers, installers and technicians who are preparing for a career in project management and who may be interested in getting certified through SIA's CSPM course. The first course will be offered as part of the ISC West Education Conference in Las Vegas, March 23-24. For more details, visit: www.siaonline.org.

An additional CSPM course will be offered in Toronto on Oct16-19 by CANASA. Check CANASA Education Calendar for details.