

THE ONTARIO REPORT



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The Time Has Come for Self-Regulation

By Ken Mitchell

Throughout its history, Ontario's electronic security industry has operated in a vacuum, ungoverned by legislation or specific regulation. Some may argue that alarm dealers are captured under many provisions of the Consumer Protection Act, and they would be correct. For the most part, though, electronic security operates without industry-specific government mandated protections for the public.

Nature abhors a vacuum. In Ontario, it's not the province that is moving toward regulating our industry. In fact, the Ministry of Community Safety and Correctional Services has its hands full with the implementation of Bill 159, which regulates private investigators and security guards. The first move toward regulation in Ontario is manifest in the form of a sweeping 'Alarms Management Program Service Agreement' authorized in a municipal bylaw in the Regional Municipality of Durham. The rationale for the Durham bylaw was expressed by Durham police chief, Mike Eweles, who told CANASA representatives, "I think that when my officers attend a false alarm, they spend more time advising your cus-



tomers about what set off the alarm and how to operate their systems than you (the alarm industry) do. I want you to do your job, and let us do ours."

The Durham Service Agreement purports to govern the circumstances in which the Durham Regional Police Service will respond to an alarm dispatch. In fact, the Service Agreement, as currently in force, dictates the full scope of business service provided by central monitoring stations with accounts in the Region. The Service Agreement requires annual registration of central stations, ULC listing, lists of accounts, and minimum levels of liability insurance. The Service Agreement establishes protocols for reporting changes in customer information, alarm dispatch, prioritization of police

response, and central station record-keeping. Although the Durham Service Agreement targets central stations, it is clear that the Agreement's impact will filter down to every dealer and installer doing business in the Region. It is hard to imagine provincial licensing legislation that could be more intrusive or more onerous. Police departments across the country are watching the Durham initiative; if it is effective, other police services will adopt Durham's program. The certain effect will be the incremental regulation of the electronic security industry by police services. Few CANASA members want de facto regulation, in checkboard fashion, by police forces. What is the alternative?

The electronic security industry has a unique opportunity

to advance the cause of self-regulation. In a member survey last fall, the following question was posed: Which organization is the best qualified to manage consumer complaints and to enforce security industry standards? Seventy one percent of respondents chose CANASA as the regulator. Few wanted to be regulated by the provincial government; fewer still wanted police services dictating business practices.

Self-regulation will not come easily. It requires an industry-wide commitment to putting the public's interest first; institutionalized best practices; a feasible business plan; a fair revenue model; and broad stakeholder support. CANASA is committed to self-regulation of our industry; the Durham by-law is telling us that the time is now!

IN THIS ISSUE

Understanding the
Ontario Fire Code**2**

Ontario Executive
Report**2**

Why The Ontario
Report?**3**

CANASA Education**3**

Calendar of Events**3**

Re-energize Your
Business**4**

Understanding the Ontario Fire Code

It should come to nobody's surprise that many building owners are not familiar with the purpose of Ontario's fire code, its contents or its application. However, would you be surprised to hear that many companies that install fire and life safety equipment are not up to date either on the guidelines of the fire code?

The purpose of the fire code is to reduce the risk and/or consequences of fire to persons, property and to the environment. The responsibility for providing fire protection services and fire prevention rests with each municipality. The fire chief and members of the municipal fire department have the authority for conducting inspections and taking other measures respecting fire safety under the provisions of the Fire Protection and Prevention Act, 1997 (FPPA). The fire code is an Ontario regulation made under the FPPA. The fire code establishes a uniform, minimum fire safety standard throughout Ontario.

The building or property owner is responsible for complying with the fire code, regardless of whether an inspection has been conducted by the fire department. The fire code defines owner as "any person, firm or corporation having control over any portion of the building or property under consideration and includes the persons in the building or property." It is important to note that a tenant, lessee or mortgage holder could be considered the owner under certain circumstances.

The Ontario Fire Code contains nine parts (chapters). Parts 1, 2 and 6 apply to almost every building and property, with few exceptions. Here's a brief explanation of some of the parts.

Part 1 requires written records of tests prescribed by the fire code and subsequent corrective measures to be retained and made available upon request by the inspector with the municipal fire department. Part 1 also requires that only qualified individuals conduct tests and repairs on fire alarm systems. Individuals who have successfully completed a fire alarm training program offered by either the Electrical Contractors' Association of Ontario (ECAO) or the Canadian Fire Alarm Association (CFAA) meet the requisite qualifications.

Part 2 regulates the safety of occupants in buildings through the elimination and control of fire hazards in and around buildings. It requires maintenance and minimum frequency to check, inspect and test certain fire and life safety systems or equipment provided in buildings including: fire separations, exits and access to exits, door release hardware, emergency lighting and exit signs, just to list a few. Where a device or system does not operate as intended, it must be repaired or be replaced.

Part 2 includes specific requirements for operation of exit door hardware. Door security devices should be evaluated to ensure that they are compatible with these requirements. Part 2 also outlines requirements for the owner to develop a comprehensive fire safety plan and to implement the plan in specified buildings and occupancies. This includes requirements for staff training and the need to conduct fire drills.

Parts 3, 4 and 5 address requirements that certain fire protection measures be provided where the use, storage and handling of hazardous materials or the stockpiling of combustible materials create a potentially serious

fire hazard. These sections also mandate the proper storage, handling, processing and use of flammable or combustible liquids in buildings and open areas. Materials, processes and operations that involve a risk from explosion or high flammability, or otherwise create a hazard to life safety or health.

Part 6 requires the inspection and testing of fire protection systems, such as fire extinguishers, fire alarm and voice communication systems, standpipe and hose systems, sprinkler systems, special extinguishing systems and emergency power supplies. This also includes requirements for the classification and distribution of fire extinguishers for various occupancies and hazards.

Part 8 contains provisions for the prevention or control of fire during demolition.

Part 9 addresses mandatory upgrading of certain existing buildings (residential, assembly and institutional occupancies) through the application of retrofit, which addresses minimum performance requirements for life safety.

Penalties for fire code violations are provided in the FPPA as follows:

- An individual convicted of an offence for contravention of the fire code, is subject to a fine of up to \$50,000 or imprisonment for up to one year, or both. The same fine applies to a director or officer of a corporation that is found guilty of knowing that the corporation is violating or has violated a provision of the fire code.
- A corporation convicted of an offence for contravention of the fire code is subject to a fine of up to \$100,000.

To view the Ontario Fire Code and to obtain more information, visit the Office of the Fire Marshal website: www.ofm.gov.on.ca.

ONTARIO EXECUTIVE REPORT

Your CANASA Ontario Chapter Board is pleased to confirm its continuing commitment to good governance and promoting the Canadian security industry with the view of achieving a number of worthwhile objectives. Amongst the latter, is professionalism, which through self-regulation and education will be the cornerstone of our future development.

Our primary goal is to serve the current membership by delivering tangible value through advocacy with authorities and police services, but also grow the membership and appeal to the

smaller communities where potential members may not be fully informed on the benefits of CANASA membership and all of the work the association is doing. Hence, our very important project of providing webinars and strengthening the inclusiveness of this association.

Security Canada Central, held this past October in Toronto, marked our 30th anniversary as a national association. It was by all accounts a resounding success in attendance and exhibit hall booths. These are but a few of the projects your Ontario Board has been working on.

All of this would not have been possible without the dedication and professionalism of CANASA's national office staff. They have done an outstanding job organizing, managing and administering a number of events and ongoing communications.

On behalf of the Ontario Chapter members and their board, we extend our heartfelt thanks to our executive director, Ken Mitchell, and his team of professionals. We wish them success going forward.

Why *The Ontario Report*?

As the saying goes, "Out with the old, in with the new!" As we look forward to the exciting challenges and opportunities that await us in 2008, your CANASA Ontario Chapter Board has taken on a challenge of its own. In the latter part of 2007, a Media Committee was formed, with one of its tasks being the publishing of a quarterly newsletter, entitled *The Ontario Report*. After publishing two editions, including one distributed during the Security Canada Central in Toronto this past October, we have received some very positive feedback on the newsletter.

Designed specifically for and by security professionals in Ontario, *The Ontario Report* further's the mission of the Media Committee, which is "to provide the security community with relevant information pertaining to the latest information and developments on the transformation, issuance, progress and structure of the security industry."

We know that by providing you with more communication on what issues CANASA is involved with, as well as our "works in progress" you will become a better-informed business community. As such, we will endeavour to do our best to inform you on legislation issues, trends and educational updates.

There are always challenges associated with operating a Chapter based on volunteer participation. As members of the CANASA Ontario Chapter, we are very proud to represent this province as part of such a large national association, and as such, will bring you first hand news over the coming months concerning the progress of the security marketplace in Ontario. The part played by your Ontario Chapter of

CANASA is a testimony to the responsibility assumed by these volunteer members.

We also recognize that the strength of any body can only come from a strong heart, and as such we would like to acknowledge the following individuals at CANASA's national office, who work so hard to keep your association running smoothly: Kenneth C. Mitchell, Executive Director, Joshua Caplan, Director-Membership and Education; Lynne Hewitson, Membership Services Manager; Deborah Thompson, Director, Marketing and Communications; Steve Basnett, Director of Trade Shows; Patty Chen, Finance Manager; Najah Dowdie, Marketing Co-ordinator; Sharon Rodrigues, Executive Education Assistant; and Amy Braund, Administrative Assistant.

Without the assistance of these individuals, we would not have the foundation by which our organization could progress in a positive manner.

We do believe, however, that our Chapter can only be bolstered by the influence and support of our members. Many of you have expressed your opinions on what CANASA represents to you, and now it is your opportunity to participate in the process! We want to make sure we are achieving the outcomes we are seeking, and so, we encourage you to let us know what you think about our newsletter! We welcome your comments and input and appreciate the value of your opinions.

The next time you visit www.canasa.org, notice the phrase "Future Forward." By making this our focus, together with our members, we believe we can all move in a positive direction in 2008.

Rita Murphy is the chair of the Ontario Chapter's Media Committee.

CALENDAR OF EVENTS

April 2-4, 2008

ISC West
Las Vegas, Nev.

April 22-23, 2008

Security Canada East
Laval, Que.

June 11, 2008

Security Canada West
Richmond, B.C.

September 3-7, 2008

CEDIA Expo
Denver, Co.

September 11, 2008

Security Canada Atlantic
Moncton, N.B.

September 15-18, 2008

ASIS Seminar
Atlanta, Ga.

October 22-23, 2008

Security Canada Central
Toronto, Ont.

October 29-30, 2008

ISC East
New York, N.Y.

CANASA EDUCATION

NETWORK CABLING

For those looking to add some technical horsepower to their ATC training, CANASA, in partnership with the Pre-Apprentice Training Institute (Toronto), is in the process of developing the Alarm Technician Network Cabling course. This two-day instructor-led course covers the basics of network technologies, structured cabling, CCTV, surveillance, access control systems and the finishing stage. The plan is to also offer this course online. Expected availability is this Summer.

POTENTIAL EDUCATIONAL PARTNERS

Seneca College and Sir Sanford Fleming College have been contacted and are receptive to enhancing their respective Fire Alarm Technician's program with CANASA's Alarm Technician Courses. These new programs are slated to begin in the Fall. The Canadian Fire Alarm Association (CFAA) is supportive of these negotiations.

WE WANT TO HEAR FROM YOU!



The Ontario Report is your newsletter so if you have any article ideas, suggestions or opinions you want to share with us, please contact CANASA's national office at staff@canasa.org

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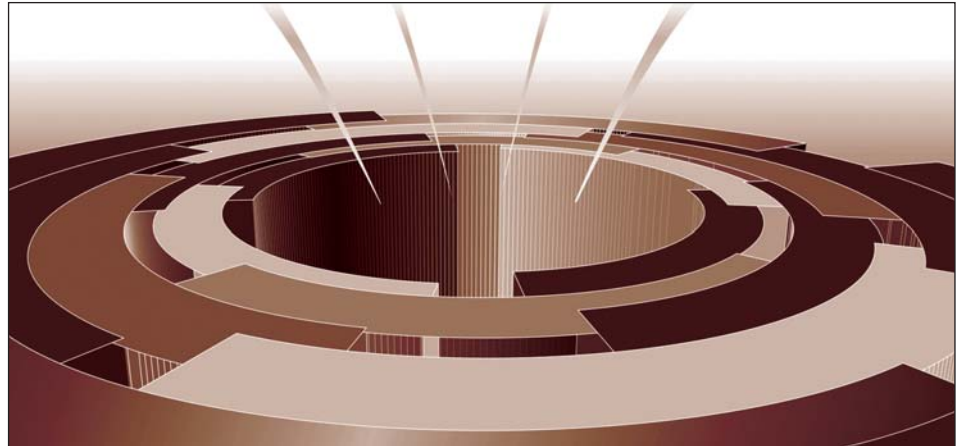
Media: Rita Murphy

Trade Show: Jamie Couper

Membership: Kolin Lee

RE-ENERGIZE YOUR BUSINESS

ADVICE ON EVERYTHING FROM MARKETING TO STAFFING



OUTSIDE HELP. Seek objective, outside professional help. If you do it yourself, you will likely take your eye off the day-to-day running of the business, cause unnecessary anxiety, and either keep your business where it is or hurt it further.

RETHINK YOUR BUSINESS. Think about current customers, competition, industry changes and technology. Even re-think the type of business you are in. Many successful businesses have managed to stay that way by moving with the times. They saw the needs of their customers changing and acted accordingly.

ASSESS YOUR COMPANY'S CURRENT STATUS. Put everything on the table, both good and bad. Include aspects of the business you are proud of and issues you wish would just go away. Address issues relating to staff, products and services, location, profitability and new business development.

KEEP SOME, CHANGE SOME. Determine what your customers like about you and what they would like to see changed. Be honest with yourself.

MAINTAIN A LEVEL OF OBJECTIVITY. Emotion has no place in this process. To achieve a successful marketing turnaround, you must do what is best for your company. This may mean letting long-term employees go or finding new suppliers.

REVIEW THE PAST. Look carefully at your past marketing efforts. Examine past successes and failures. If you are still running a marketing program, but cannot justify the expense

with an accurate accounting of incremental sales, consider canceling the program or placing it on hold. Successful marketing turnarounds stop the bleeding quickly.

REVIEW COMPETITIVE ACTIVITY. Often, a new entry in a market will utilize new marketing techniques and new thinking to achieve sales that you didn't know were possible.

LOOK AT THE STAFF. Take time to review existing staff in light of the plans you are preparing and the growth you seek. Many companies that have set out on a path for success have been thwarted by staff members who didn't agree with the new ways, or were actually afraid that the company would succeed. The last person you expect to come forward will be the first to say goodbye. People can be resistant to change. They like things to stay the way they are. If you need new people, clearly identify the skills required and begin the hiring process immediately.

FLEXIBILITY. Be flexible, and prepared to adjust your marketing plan as new opportunities and challenges arise.

PERSEVERE. Perseverance is an absolute must. If you give up too early, you may fall short of the great success for which your business was destined.

BE QUICK. Speed is essential in turning a company around. While you were planning and executing the marketing efforts your competitors may have been taking advantage of the opportunity and moving in on your customers.

Source: Eric Gilboard