

# THE PARAGONIAN

December 2023

Happy  
Holiday  
Season



Proudly Canadian



## Dufferin Mall Heroes

Andrew Hurd - Ramandeep Mander - Dalvir Singh  
Awais Umar - Gringo Paulo - Tanzeel Ahmad

On behalf of Primaris and Paragon Security Management, we would like to showcase our heroes from Dufferin Mall.

Recently a major emergency was experienced onsite when a vagrant snuck in and set fire to storage items in a service hallway. This caused a major response from Toronto Fire, EMS, and Police.

Each member of the Dufferin Mall Security team sprang into action and took care of the incident without any instructions. Not only did they have everyone safely evacuate the mall, but also coordinated with property management and Paragon Management to ensure a smooth flow of communication.

Paragon Management sent reinforcements as well as Patrol Supervisor support to contain the crime scene and assist with law enforcement. Luckily there was no loss of life. We would like to thank and appreciate the individual efforts, and above and beyond approach showcased by everyone.

**Find us online!**

Catch up on back Issues  
of the newsletter in our  
online library by following  
the QR code.





## Team Saves Life

Sankalp Sharma - Mudrang Rajgor  
Harkamalpreet Singh

While Paragon Security Supervisor Mudrang Rajgor was assisting tenants with access, S/G Sankalp Sharma placed a call for assistance with an unresponsive male he had discovered while patrolling the stairwell.

The Individual was recognized as a suspected substance user and upon further inspection multiple puncture wounds were observed. 911 was contacted and S/G Harkamalpreet Singh administered Narcan twice. The individual was then placed in the recovery position.

Emergency services arrived and provided medical attention.

The staff were commended on their discovery and response as a life may have been lost in this scenario. All three staff members have been nominated for the Canadian Security Lifesavers Award.

### A gentle reminder to all Paragon employees

When in uniform, it's crucial to comply with the requirement of presenting your security license when requested. This applies not only to supervisors within the company but also extends to inquiries from law enforcement officials, Ministry Inspectors, and members of the public. Failure to produce your physical license upon request may lead to a complaint filed with the Ministry of the Solicitor General and may result in a personal fine or loss of license.

We kindly ask that you diligently adhere to this ministry requirement. It's essential to conduct yourselves in the most professional manner when representing Paragon. Your cooperation ensures that we maintain the highest standards and uphold the integrity of our services.



## Emotional Intelligence

As the year draws to a close, we reflect on the incredible dedication and hard work you've all demonstrated. December is a time of giving, and we would like to take this opportunity to highlight the importance of helping others and the role of emotional intelligence in our profession.

Embracing emotional intelligence allows you to connect with people on a deeper level, whether it's providing reassurance to a concerned visitor, aiding a lost individual, or simply being a familiar and friendly face at your property.

Here are some examples of how to apply emotional intelligence in your workplace:

**Empathy:** Put yourself in others' shoes to better understand their emotions and reactions.

**Stay Calm:** Maintain composure in stressful situations, this can help de-escalate tensions and provide a sense of security.

**Non-Verbal Communication:** Be aware of your body language, it can convey your emotions and set the tone for interactions.

**Conflict Resolution:** Resolve conflicts peacefully by addressing issues constructively and finding common ground.

**Cultural Sensitivity:** Be respectful of diverse backgrounds and perspectives, adapting your approach accordingly.

**Teamwork:** Foster a positive work environment by supporting colleagues and collaborating effectively.

**Self-Regulation:** Manage your emotions and reactions to remain level-headed and professional.

**Anticipate Needs:** Proactively identify potential security issues and take preventive measures.

**Build Trust:** Establish trust with clients, colleagues, and the public through transparency and reliability.

Your empathy, understanding, and willingness to assist those in need not only make you exceptional security guards but also compassionate human beings. This holiday season let's continue to shine as a team and make a positive impact on everyone we encounter.



# Cold Stress Illness

Keeping warm begins with what you are wearing. It is advisable to wear layers, such as thermal/fleece clothing under your uniform. The Paragon Uniform Department has a great selection of cold weather clothing, including sweaters, toques, and parkas.

During the winter season security guards are required to conduct outdoor patrols or may be posted to outdoor positions. It is important to know the signs and symptoms of frostbite and hypothermia. More importantly, Security Guards should know how to prevent cold stress illnesses: take a break from the cold, add layers of clothing, or drink a hot beverage.

Should these symptoms worsen it is imperative that medical attention is sought.

## **Symptoms of Frostbite:**

- Reduced blood flow to hands and feet (fingers or toes can freeze)
- Numbness
- Tingling or stinging
- Aching
- Bluish or pale, waxy skin

## **Early Symptoms of Hypothermia:**

- Shivering
- Fatigue
- Loss of coordination
- Confusion and disorientation

## **Late Symptoms of Hypothermia:**

- No shivering
- Blue skin
- Dilated pupils
- Slowed pulse and breathing
- Loss of consciousness

Submit the decoded message, along with your name and employee number by December 13th to: [newsletter@pplguard.com](mailto:newsletter@pplguard.com)

**Orlando  
Wright**

The correct answers to last month's challenge:

Add an "X"  
between ninety  
and eight

Half of two plus  
two is 3

There are 20 9's  
between 1 and 100

## Decode the Secret Message

P 25 7 2 2 1 25 9 19 12 24 7 1 22 11 9 1 9 13 N 7 15 24

Y 1 9 13 23 16 7 10 12 19 12 4 22 . A 10 7 1 11 25 4 E

S 22 4 7 22 9 15 B 6 4 9 15 4 9 16 5 9 1 ,

E 18 4 19 4 6 23 7 11 12 9 15 , T 7 15 24 20 7 23 10 11 25 .