

THE PARAGONIAN

March 2024



Proudly Canadian



International Women's Day

As we celebrate International Women's Day this March, we take a moment to recognize and honor the invaluable contributions of women in the security industry.

From frontline security guards to senior management, women at all levels play a vital role in shaping our organization and the industry as a whole. Your dedication, professionalism, and expertise not only ensure the safety and security of our clients but also enrich our company culture with diversity and innovation.

Together, we are building a brighter future where gender equality thrives; and every individual, regardless of gender, has equal opportunities to succeed and contribute to our collective goals. Let's continue to support and empower each other as we work towards a safer and more inclusive world.



Crime prevented

Security Guard Lovepreet Kaur was recently awarded an appreciation certificate.

During her shift, S/G Kaur was monitoring the CCTV cameras when she noticed a suspicious-looking male attempting to enter the underground parking area of the property. Furthermore, she observed him trying to gain access to multiple cars. Without hesitation, S/G Kaur promptly called 911 and requested backup support from the Patrol Supervisor.

Within five minutes, Peel Police arrived at the site. Using CCTV S/G Kaur assisted the police in locating the trespasser, who was attempting to hide in the parking garage. The police successfully arrested the trespasser, who was found across the street. It is worth mentioning that the site has a history of theft, and S/G Kaur's alertness and swift action directly led to an arrest.



Heros arrive just in time

On the morning of December 7th, 2023 Security Guard Kaleba Wabisa observed an unknown male laying on the ground whom he believed was deceased, and attended to him immediately.

S/G Wabisa immediately radioed Security Supervisor Ivon Charles-Currency who attended the scene, while 911 was contacted by Control Room Operator Mesum Syed.

S/G Wabisa and S/S Charles-Currency had trouble finding a pulse and chest compressions were initiated while waiting for EMS/TFS. Emergency services attended in a timely fashion and took over the situation. As they arrived, the subject regained consciousness, was loaded onto the stretcher, and transported to the hospital.

EMS commended the guards on life saving measures undertaken.



MOHAWK
COLLEGE

2024 Alan Hayward Memorial Award recipient



For those that don't know, the Alan Hayward Memorial Award was launched in 2020 by Paragon Security to honor the late Alan Hayward. Alan was the Manager of Security at Mohawk College for many years before his retirement in 2016. This annual reward is presented to a Security Guard working at Mohawk College who has displayed Exceptional Service during the year. The name of the recipient is added to the Memorial Award, which is on display in the security office at the Fennell campus.

Paragon is pleased to announce Damian Krysa as the 2023 Alan Hayward Recipient.

During the year Damian demonstrated the qualities required to be a successful campus security team member and leader at Mohawk College. He broke out of his comfort zone by applying for a 2IC position and further demonstrated his leadership skills by covering as a Shift Supervisor during a team members absence.

Important Reminder – IVR Calls

At Paragon, safety is our highest priority. That means the safety of our employees and of those in our care.

It is our responsibility to ensure that our colleagues return home from work safely every day.

In order to ensure your safety in solo situations, follow these important procedures:

Call in to book on and off

You are required to call in through the IVR system to book on and off at the beginning and end of your assigned work shift

Call in every hour

When working alone you are required to call in through the IVR system every hour to verify that you are safe

Please visit <https://www.paragonsecurity.ca/ivr-training-video> for a quick educational video about the importance of the IVR system and everyone's responsibility.

Brief Your Replacement

Mama was right when she said, "Always keep your promises". The problem is, what if you make a promise to a client just before the end of your shift?

Can we all agree the answer is not to stop making promises near the end of your shift? That would not align with our commitment to offering great customer service. The solution is in Paragon's practice to always brief your replacement on all issues before leaving your shift.

Seems simple enough, right? It is but it's worth exploring some simple steps to ensure we conduct the briefing in the best way possible:

Step 1: Replacement guards should arrive before their shift to allow time for the briefing, and mentally prepare for their own shift.

Step 2: Guards on duty should take accurate notes during their shift so that they have a reference for the briefing.

Step 3: Replacement guards should also take notes during the briefing.

Service teams are agile, and Paragon team members deliver exceptional service during every interaction.

St Patrick's Day Wordsearch



Find all 15 hidden words

Shamrock	Ireland	Clover
Gold	Green	Emerald Isle
Leprechaun	Limerick	Banshee
Rainbow	Legend	Blarney
Lucky	March	Gaelic

To enter the draw for a chance to win this month's contest - please submit your circled answers, along with your name and employee number by March 20th to:

newsletter@pplguard.com

Congratulations to last month's winner

Navavinothan Kathirkamanathan

The correct answers to last month's challenge:

4 - 1 - 6 - 9 - 8 - 2 - 5 - 2 - 8

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