

THE PARAGONIAN

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Proudly Canadian

Help in a time of need



On Friday, March 22, 2024, at 0100hrs, Campus Security at Mohawk College in Hamilton, ON, received a call from a Residence Advisor looking for help, about an individual who was displaying signs of self-harm.

Without hesitation, Assistant Supervisor Brock Hamilton went to the residence to assist a very shaken residence staff member and assess the danger the individual posed to himself or others.

After First Aid was given, A/S Hamilton displayed extreme empathy and compassion and sat with the distressed man to listen and build a rapport. Showing selfless dedication to his work and others A/S Hamilton was able to convince this individual to take his prescribed medication and dispel any further thoughts of self-harm.

Overall, A/S Hamilton stayed with this individual for 3 hours. Thank you for the care, empathy, and support you showed.



Government of Canada Mental Health Services

Support for those in crisis, including Indigenous peoples, veterans, Canadian Armed Forces members and federal employees.



The Power of Exceptional Customer Service

Providing exceptional customer service is essential in our industry. Here are some tips on how it impacts our clients, coworkers, communities, and careers:

1. For Our Clients:

- **Greet Warmly:** A friendly hello can set a positive tone.
- **Be Attentive:** Listen to concerns and respond promptly.
- **Show Empathy:** Understanding clients' needs builds trust and loyalty.

2. For Our Coworkers:

- **Communicate Effectively:** Clear and respectful communication fosters teamwork.
- **Support Each Other:** Help colleagues when needed to create a strong team dynamic.
- **Respect Everyone:** Treat coworkers with the same courtesy you extend to clients.

3. For Our Communities:

- **Engage Positively:** Your professionalism reflects on the community.
- **Be Proactive:** Address issues before they escalate to enhance community safety.
- **Foster Connections:** Build rapport with community members to promote a sense of security.

4. For Our Careers:

- **Show Reliability:** Dependable service earns recognition and trust.
- **Seek Feedback:** Use constructive criticism to improve and grow professionally.
- **Stay Motivated:** Exceptional service can lead to career advancement opportunities.

By focusing on these areas, we can make a meaningful difference every day. Let's uphold Paragon Security's high standards, and impact everyone we interact with positivity.

Heat Stress



You shouldn't take heat emergencies lightly. These are health crises, and exposure to hot climates can cause serious, potentially life-endangering symptoms.

Heat emergencies are caused by exposure to hot weather and sun. There are three stages: heat cramps, heat exhaustion, and heatstroke. All three stages are serious.

Getting treatment in the early stages of this condition can prevent heat stroke. Heat stroke can be fatal or cause lifelong complications.

How Are Heat Emergencies Treated?

You can help yourself or others experiencing a heat emergency — especially the first two stages, cramping and exhaustion. Remember these three important things:

1. Call 911 or go to the emergency room if the heat emergency is causing vomiting, seizures, or unconsciousness.
2. Don't give the person anything to drink if they're vomiting or unconscious.
3. Never offer a drink containing alcohol or caffeine to someone experiencing a heat emergency.

Potential Complications of Heat Emergencies

Most people recover from any stage of heat emergency in a few days. However, vital organs like your brain may begin to swell during heat stroke. This can lead to permanent damage.

How Can Heat Emergencies Be Prevented?

The best way to avoid a heat emergency is to stay in the shade or in a ventilated, air-conditioned area during the hottest parts of the day.

If you have to be outside during those times, take precautions. For example:

- Rest as often as possible.
- Wear light-colored, loose clothing.
- Drink water frequently.



New Rules for International Students Coming to Canada

Currently employees on study permits are limited and can only work 20 hours per week unless they can provide either a Post-Graduate Work Permit (PGWP) or a Work Permit compliance letter, or confirm that they are on school break (a date of return to school must be provided to Paragon). This allows them to work Full Time hours.

The government intends to increase the number of hours to 24 per week in September.

Changes that may impact International Students planning to study in Canada:

A temporary federal cap has been implemented on international student intake: The number of study permits being approved in 2024 is expected to decrease by 35 per cent over 2023 to 360,000. The cap for 2025 will be decided at the end of 2024.

International students beginning study programs at private colleges that deliver licensed curriculum on or after September 1, 2024, will not be eligible for PGWPs. Students who have completed master's programs in Canada will soon be able to get three-year PGWPs.

How many bunnies do you see?

Send your response by June 12th
for your chance to win \$100.

Congratulations to last month's winner:

Lawrence Van Hoof.

The correct answer was: Paragon



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