

THE PARAGONIAN

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Proudly Canadian

Stellar Customer Service John Hirchak



Shoutout to John Hirchak for Exceptional Service!

We're proud to recognize S/G Hirchak for going above and beyond in delivering outstanding customer service. While on patrol, S/G Hirchak noticed an elderly individual with mobility challenges who appeared lost and disoriented. Without hesitation, S/G Hirchak stepped in to assist.

He ensured the individual could access the building safely using the accessibility lift, personally escorted him to his destination, waited while he completed his task, and then helped him return and find his way onward.

S/G Hirchak's actions reflect the highest standards of care and professionalism we uphold at Oxford and Paragon. Thank you for your compassion and dedication!



SHARE

We'd love to feature your story and help us celebrate the amazing work happening across our team.

Contact us today at:

newsletter@pplguard.com

Security Heroes Recognized with Lifesaver Nomination



Kunwarpreet Singh Tanda - Bikramjeet Singh

At Outlet Collection at Niagara, we recently honoured two dedicated team members with Canadian Security Lifesaver Certificates.

Assistant Supervisor Kunwarpreet Singh Tanda together with Security Guard Bikramjeet Singh earned recognition for their outstanding performance during a medical emergency in November. Both guards have earned this prestigious nomination on several occasions.

During the emergency medical situation, a young girl had trouble breathing and could not speak. A/S Tanda and S/G Singh immediately acted by calming the girl and monitoring her vital signs as they waited for EMS to arrive. The critical situation escalated as the girl started bleeding from her nose followed by a loss of consciousness and cessation of breathing.

The guards started CPR immediately and maintained the effort for about 25 minutes before EMS personnel assumed control. Their quick and continuous efforts allowed the girl to resume breathing, and she was brought to the hospital for additional treatment.

Their courage, skill, and persistence made a life-saving difference that day. We commend A/S Tanda and S/G Singh for their outstanding professionalism

The Power of a Warm Welcome



At Paragon, we know that every interaction counts. Greeting visitors, tenants, and clients as they enter a building creates a positive first impression and sets the tone for a professional and welcoming experience.

As Paragon employees, you are often the first point of contact. A friendly hello and attentive presence help people feel safe, valued, and respected. This simple gesture also strengthens your situational awareness by allowing you to observe who is entering the space and identify anything unusual.

Providing great service in the lobby goes beyond the initial greeting. Offering clear directions, answering questions, and staying engaged all contribute to a strong customer experience and reinforce our commitment to excellence.

By being present, professional, and approachable, you help build trust, support building operations, and create a welcoming environment for everyone who walks through the door.



Managing Heat Stress: Stay Safe This Summer

Security guards face a higher risk of heat stress during summer. High temperatures, humidity, and physical activity can trigger this condition, potentially leading to serious health issues like heat cramps, rashes, fatigue, dehydration, heat collapse, exhaustion, and heat stroke.

Guards working outdoors, in confined areas with poor air circulation, or near heat-generating equipment are especially at risk. These risks can be managed with practical strategies:

Hydrate Regular hydration is essential. Drink one cup of cool water every twenty minutes. Avoid coffee, tea, alcohol, and caffeinated sodas, which contribute to dehydration.

Exercise Staying physically active improves overall health and helps the body handle heat better. Exercise in cool, ventilated spaces and avoid strenuous activity during heat warnings.

Be Aware Learn the warning signs. Symptoms like dizziness, nausea, headache, confusion, hot dry skin, or fainting require immediate medical attention.

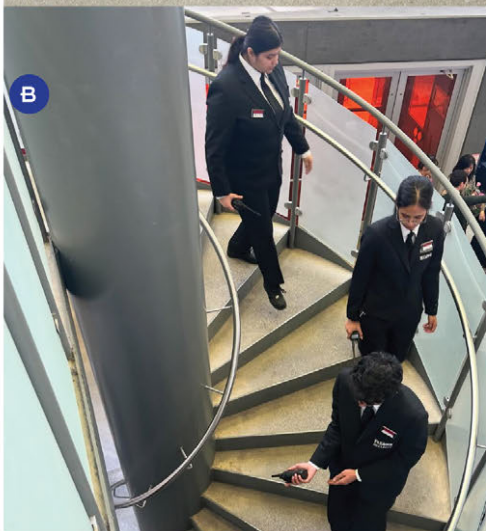
Take Breaks Reduce exposure to heat by taking frequent breaks in shaded or air-conditioned areas. Rotate hot-weather assignments when possible.

Your safety is our priority. Take heat stress seriously and protect yourself and your team this summer.

What's happening!?!

Think you've got a clever way with words? Take a look at the photos below and drop your best, funniest, or most creative captions!

Let the captioning begin!



All captions will be entered into the contest. Submit your answer, name and employee number by June 11th for your chance to win the \$100 prize draw.

newsletter@pplguard.com

Congratulations to last month's winner
Arashdeep

The answer to last month's challenge:
1. Victoria Day 2. Spring 3. Flowers

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