

THE **PARAGONIAN**

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ALERT

A Security Guard must remember to always stay ALERT while on duty.

In the following equation, replace each letter with a unique number between 1 and 9 so that the calculation is correct.

$$(A+L+E+R+T)^3 = ALERT$$

Please submit your answer along with your name and employee number by January 12th for your chance to win \$100!
newsletter@pplguard.com

Congratulations to last month's winner:

Chris Doran



Mansi Sharma

Ryan Stevenson

A Heartfelt Thank You

On August 18, 2021, at Cloverdale Mall, Site Supervisor Ryan Stevenson and Security Guard Mansi Sharma were made aware of a medical situation. Paragon received the following from a family member.

My mom and uncle were shopping at Cloverdale Mall when my uncle suddenly collapsed and began vomiting blood. S/S Stevenson and S/G Sharma were quick to support my mom and uncle as I made my way to the mall.

When I arrived, they had the situation under control and had my uncle laying on his side. Emergency services had been called and they were able to keep us calm while providing a detailed version of the events.

My uncle was transported to the hospital. He had developed an aneurism and was suffering from internal bleeding – thanks to S/S Stevenson and S/G Sharma calling the paramedics and their advice to keep him lying down, we were able to prevent the issue from getting worse. My uncle was released from the hospital that week.

My uncle wanted to express his appreciation of how S/S Stevenson and S/G Sharma helped them throughout the situation. Their help and support truly exceeded any expectation he had for such a situation. “It’s been a while since I’ve come across strangers that go out of their way and show genuine concern for people – I am thankful that you have S/S Stevenson and S/G Sharma on your staff, and grateful for the help they’ve provided us”.



Paul Phan

Every Second Counts

On October 30th, 2020, the Commerce Court Security team observed and responded to an unresponsive individual in a laneway adjacent to the property.

Upon conducting a wellness check it was observed that the individual was in the middle of a narcotic overdose. Emergency medical procedures were enacted, including administering Narcan, monitoring vitals, and ensuring Toronto police, fire, and paramedics were contacted and brought to the scene.

Shift Supervisor Paul Phan and the rest of the team's quick and decisive actions helped save a life.

Congratulations on being recognized by the Toronto Police Service with a "Community Member Award" for your involvement in this incident.



Passing the Torch

We congratulate Don Moss as he celebrates his retirement.

He was a valued member of the Paragon Family. Many of our organizational achievements were made possible through his individual efforts.

In appreciation for 20 Years of Service, we presented Don with a lifetime achievement award. His ability to enchant patrons and guests at the TMX Event Centre will be missed.

Thanks to Don for his hard work and dedication.



Mario Topuzoski - Fabienne Bertin - Neal Permaul - Ramandeep Mander - Kenneth Valera

Training and Teamwork

While responding to a disturbance call in the Food Court at Dufferin Mall recently, Security Guards Neal Permaul and Mario Topuzoski came across several individuals behaving erratically and aggressively. Upon seeing the security presence, the individuals became more aggressive and one of them displayed a knife.

Recalling their training S/G Permaul and S/G Topuzoski disengaged, called for assistance, and had the Security Operations Centre Operator Ramandeep Mander notify Toronto Police. Together with Security Guards Fabienne Bertin and Kenneth Valera, S/G Permaul and S/G Topuzoski monitored the individuals from a safe distance keeping the scene contained and everyone safe.

Toronto Police arrived as the individuals were exiting the property. One of the individuals was known to Police as he had previously assaulted a Toronto Police Officer. Toronto's finest along with Paragon's finest safely apprehended the individuals.

After the incident was reviewed, the attending officers commended the entire team for an excellent job.

Excellent work team. Thank you for your hard work, diligence, and professionalism!