

THE **PARAGONIAN**

February 2022

A
Beautiful
Canadian
Winter!





Customer Service

Making Connections

In the age of internet friends, it's becoming hard to effectively connect to individuals. It doesn't have to be hard if we just take a few minutes to make a connection.

I think we can agree that approximately 5% of our jobs are devoted to dealing with an emergency.

The other 95% can be spent dwelling on how bored you are, counting down the time for your shift to end, or offering great customer service and making connections.

Making a connection is simple. Take three to four minutes to learn more about the person you are talking with. Here are some simple questions you can ask:

- Where does your family come from?
- Do you have kids?
- What sports do you like?

At some point, you'll find you have something in common. That's when the moment of magic happens – you'll see the person's face light up and you can explore that common interest.

Brief Your Replacement

Always brief your replacement on all issues before leaving your shift.

Seems simple enough, right? It is but it's worth conducting the briefing in the best possible way:

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.

Team members should get to know their coworkers and the clients they protect, by building relationships and earning trust each day.



Cold Stress Illness

As temperatures fall, keeping warm while working in an outdoor environment is critical and can be difficult. It is everyone's concern. Cold weather can affect important aspects of a Security Guard's safety while onsite such as: concentration, mobility, and dexterity. Which is why it is important to keep warm and know the signs of Cold Stress.

When it comes to keeping warm, it all 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. However, should these symptoms worsen it is imperative that medical attention is sought out.

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

Symptoms of Frostbit:

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





Slips - Trips - Falls

Now that winter is here, we would like to take a moment to remind Paragonians of the increased potential for Slips, Trips & Falls.

Slips occur when there is too little friction or traction with the walking surface. The most common causes are:

- Wet Surfaces: Shorten your stride, walk with feet pointed out slightly, make wider turns
- Spills: Clean up immediately. If unfamiliar with the contents, contact building services
- Weather Hazards: Walk slowly. Dry footwear off as soon as practical
- Poor Tread on Footwear: Wear slip resistant footwear, post warnings

Trips commonly occur when your foot strikes an object, and your momentum throws you off balance.

- Do not obstruct your view while carrying packages/ items
- Close desk and file drawers when not in use
- Report burned out or missing lights
- Report any uneven or broken pavement, sidewalks, or handrails

Falls usually take place from one level to another; a common example is falling down stairs.

- NEVER stand on a chair to reach a high object; always use a ladder
- Walk up and down stairs, and never jump from the last step
- Use handrails with 3 points of contact (have three of four limbs connected to a surface).
- Do not lean back in your chair
- Report any unsafe conditions

There is one more precautionary tip, **PAY ATTENTION TO WHAT YOU ARE DOING**. This is the most common cause of injury and is the easiest to correct. The best walking surfaces and ideal weather conditions won't be of any help if you are not watching where you are going.



The Alan Hayward Memorial Award presented to Reanne Davidson

Antony Shuster, Director, Client Service was on campus at Mohawk College in January to present the Alan Hayward Memorial Award for 2021.

It is our pleasure to share that Reanne Davidson was presented this award due to her exceptional work as a patrol guard, her promotion to Supervisor, and the great work she has completed in working towards consistency on all shifts.

The Alan Hayward Memorial Award was launched in 2020 to honour the late Alan Hayward. Alan was the Manager of Security at Mohawk College for many years before his retirement in 2016. This annual award is presented to a Security Guard working at Mohawk College who has displayed Exceptional Service during the year.

Please join us in congratulating Reanne on this accomplishment!

Reanne's name will added to the plaque in the upcoming weeks.

REBUS PUZZLES

Rebus puzzles, also known as word picture puzzles or picture riddles, use images or words to convey a phrase or message, typically a common idiom or expression. To help you solve them, make sure to look at word placement.

Send your answers, along with your name and employee number to newsletter@pplguard.com before February 9th.

1.

Aid
Aid
Aid



2.

Secret
Secret
Secret



3.

ARREST
You're

4.

CONDUCT

5.

NOW^{HE}**RE**

Congratulations to last month's winner:

Olesia Loeffen