

## Happy Anniversary

CONGRATULATIONS TO OUR FELLOW TEAM MEMBERS WHO ARE CELEBRATING THESE MILESTONES IN 2019

### 1 YEAR

Patty Dawn Bennett	Corrie Vasiliou	Nicole Chayer
Sameera Omer	Chloe Dransfield	Caitlin Smith
Kim Bronicheski	Emilie Frenette	Chris Binstock
Alan Sutton	Lisa-Marie Carriere	Thomas Gobeil
Barrett Dittburner	Janet Joly	Brooke Debassige
Tamara Santana	Amanda Bennett	Jeremiah Quinlan
Melissa Boileau	Valerie Tremblay	Gabriel Bennett
Jason Rivet	Britney Olive	Keefer Lynds
Kayla Dean	Stephen Cheslik	Cierra Horsfall

Joshua Solomon  
Amylia Martineau  
Denise Desforges  
Jessica Rheault  
Ryan Copas  
Andrea Gardiner

### 5 YEARS

Max Whitehead  
Tammy Paquette  
Bryan Francolini  
Derek Forsyth  
Bruce Frauts

### 20 YEARS

Cathy Schroeder  
Jan Buckland  
Theresa Buffett

### 30 YEARS

Cindy Schroeder  
Diane Rutland

### 10 YEARS

Mark Bennett  
Jim Whitehead  
Patricia Delorme  
Penny Cayer  
Lena Chartrand  
Natalie Lacombe

### 25 YEARS

John Whitehead  
Rolly St Jean

### 40 YEARS

Richard Delorme

### April 2019

Kassandra Merits  
Scott Leydon  
Jennifer Huber  
Chealsey Frappier  
Nancy Stewart  
Katelyn Lecuyer-Gobeil  
Olivia Haelett

### May 2019

Mackenzie Portelance  
Nicolas Martichenko  
Cheryl Savoie  
Hailey Schroeder

### June 2019

Carrie Bertin  
Justin Landry  
Kaitlyn Zandarin  
David Daoust  
Christina Soucy



To all our New Team Members!!

## RECENT AWARDS

**NORTHERN 911 IS FIVE DIAMOND CERTIFIED!!**

Northern911 – Sudbury, ON Renews  
TMA Five Diamond Monitoring Center Designation

#### FOR IMMEDIATE RELEASE

Vienna, VA, April 30, 2019—The Monitoring Association (TMA) is pleased to announce that Northern911 – Sudbury, ON has renewed the prestigious “TMA Five Diamond Monitoring Center” designation. This designation is granted annually to monitoring centers that satisfy all of the requirements of the “five points of excellence”:

- ◆ Commitment to ongoing job-related education and testing by having 100% of its monitoring center operators certified using the TMA online training series on industry best practices.
- ◆ Commitment to random inspections and quality criteria standards by a nationally recognized testing laboratory such as FM Approvals, Intertek/ETL and UL.
- ◆ Commitment to raising the industry standards through TMA membership and participation in its activities.
- ◆ Commitment to reducing false dispatches.
- ◆ Commitment to the highest levels of customer service.

The TMA Five Diamond designation means, in particular, that a monitoring company has demonstrated an exceptionally high degree of responsibility to their local community and their customers through the investment of time, money and commitment to quality operator training. Operators serve as the life-saving link between residential or business properties and the police, fire and emergency services in local areas. The TMA Monitoring Center Operator course covers virtually all phases of monitoring center communications with customers, police, fire and emergency services communications centers. In order to achieve the Five Diamond designation, each and every operator must not only pass the course, but demonstrate:

- ◆ Proficiency in alarm confirmation process, which helps reduce false alarms
- ◆ Proficiency in communications with Public Service Answering Points, such as the Emergency 911 centers
- ◆ Knowledge of electronic communications equipment, including, cellular, radio and internet communication systems
- ◆ An understanding of the codes and standards of such organizations as Underwriters Laboratories, Factory Mutual, the National Fire Protection Association and others
- ◆ Proficiency in the area of emergency preparedness under a wide scenario of possibilities.

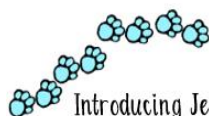
Of the central stations nationwide in Canada, which communicate and interact with the law enforcement, fire and emergency services agencies, fewer than twenty monitoring centers have achieved the Five Diamond designation, setting these companies apart.

## ♪ Tell Us something Good! ♪

Jennifer Mather from our Administration Department recently got engaged!

There is no date yet, but the wedding will be in the Summer of 2020.

Congratulations Jennifer, and we are looking forward to some special pictures!



Introducing Jennifer Mather's newest family member **ROLO!**



Looks like Rolo's big sister Lexi is going to take really good care of her baby brother!



# Administrative Professional Day

From Francine Poirier, Northern Communications Accounts Payable Department:

*"A caring company and caring co-workers.....  
We work for an organization that treats us like family, and we work with  
co-workers that treat us like brothers and sisters....."*

*We were celebrated by our Company for Administration Week with a  
nice cozy sit down catered lunch.*

*Thank you to the Management Team, it is always nice to have some  
time to share together.*

*Then we were celebrated by two of our Administration Co-Workers who  
surprised our team with a gift and kind words that even Hallmark could  
not have accomplished.*

*A Special Thank you to Jerrica and Joleen! You are both a Peach and Foxy!"*



The admin team received from their co-workers Jerrica & Joleen a "You're a Peach" handmade wine glass, and Grant received a "For Fox Sakes" handmade wine glass.



**Team  
SUPERSTARS**

*Congratulations*

**CINDY SCHROEDER**

ON RECEIVING YOUR

**ENP CERTIFICATION DIPLOMA**

**WHAT IS ENP CERTIFICATION YOU MIGHT ASK?**

It is a certification tool of the NENA Professional Association to establish the benchmarks of performance that will signify a broad-based competence in the professional field. Candidates must first meet the eligibility requirements and submit an application. Once the application has been approved; the next step is to sit for and pass the ENP exam to receive this certification. Once a candidate has earned the ENP credential they maintain it by fulfilling re-certification requirements every four years or passing the exam again prior to the re-certification deadline.

By successfully completing your certification, you have:

- > Study & Pass the ENP Exam by greater than 70%
- > Demonstrated a mastery of the comprehensive knowledge base required for emergency number program management.
- > Help to raise industry standards and increase the respect and prestige of those involved in 9-1-1.
- > Confirm your commitment to the 9-1-1 profession by showing yourself to be a leader in public safety and pledging yourself to stay aware of current issues and developments in the field.

**ENP 9-1-1**



NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK WAS CELEBRATED FROM APRIL 14 TO 20<sup>TH</sup> THIS YEAR. THE FUN WAS STAFF INFUSED; WITH THE CREATION OF THE AMAZING RAFFLE GIFT BASKETS, POTLUCK LUNCH,

AND SPECIAL NOTES TO LET EACH OTHER KNOW THEY ARE AMAZING CO-WORKERS! STAFF ALSO ENJOYED SOME SPECIAL TREATS & THIS WAS AN AMAZING CELEBRATION, ALL IN APPRECIATION OF OUR EMERGENCY DISPATCHERS.



WHAT'S GOING ON!!

## July

### *Northern Lights Festival Boréal in Sudbury*

**Date:** July 6<sup>th</sup> to July 7<sup>th</sup>

**Price:** \$60 - \$75

For Tickets see: <https://www.brownpapertickets.com/event/3626287?ref=349691>

**Location:** Grace Hartman Amphitheater in Bell Park

**Info:** Festival Pass price includes all taxes, day schedule admission, feature evening concerts and off-site venues. Children 14 and under admitted free. |

### *Sudbury Pride Week*

**Date:** July 8<sup>th</sup> to July 14<sup>th</sup>

**Location:** Sudbury

**Info:** For the entire schedule of events go to:

<http://www.sudburypride.com/events/>

### *Dragon Boat Festival*

**Date:** Saturday, July 15<sup>th</sup>

**Location:** Bell Park

**Price:** FREE!!

**Info:** Races begin at approx. 9am. In addition to the dragon-boat races, there are a number of activities taking place for the whole family. For the list of activities go to: <https://sudburydragonboats.com/home/entertainment/>

## August

### *Up Here - Urban Art & Music Festival*

**Date:** Aug 16<sup>th</sup> - 18<sup>th</sup>

**Price:** \$110

**Location:** xx

**Info:** Every summer, Up Here brings together dozens of muralists, musicians and installation artists to transform downtown Sudbury into an urban art gallery. To purchase tickets go to: <https://www.weezevent.com/up-here-5>

### *Poutine Fest*

**Date:** Aug. 23<sup>rd</sup> - 25<sup>th</sup>

**Price:** \$2.00 before 8pm - Children under 12 FREE!

**Location:** Bell Park

**Info:** For more information see: <https://www.sudburypoutinefest.ca/>

### *Ribfest*

**Date:** Aug. 30<sup>th</sup> - Sept. 1<sup>st</sup>

**Location:** \*NEW\* Sudbury Arena Parking Lot

**Info:** Live Music, Festival Foods, Craft Vendors, Children Activities, Car & Motorcycle Show and of course, Professional Rib Teams competing to be named 'People's Choice.' For more info see: [www.downtownsudbury.com/events/downtown-sudbury-ribfest](http://www.downtownsudbury.com/events/downtown-sudbury-ribfest)

## September

### *Cinefest Sudbury*

**Date:** Sept. 14<sup>th</sup> - 22<sup>nd</sup>

**Info:** For further info see: <http://cinefest.com/en/>

### *Valley East Days*

**Date:** Sept. 6<sup>th</sup> - 8<sup>th</sup>

**Info:** Valley East Days is the largest FREE Family Festival in Northern Ontario at the Hanmer Valley Shopping Centre! The festival schedule is packed with great live entertainment, food, vendors, shows, fireworks and more! There is NO cost for any of the daytime children / family entertainment.

For the adults, the evening entertainment will be at an all-time great this year!

For more info see: <https://bit.ly/2W16LMr>

# Turn Up THE Fun THIS Summer!



RECEIVE \$8.00 OFF

SANTA'S VILLAGE GENERAL ADMISSION TICKETS

(UP TO 4 PEOPLE)

AERIAL ADVENTURE COURSE OR ZIP CANOPY TOUR

(UP TO 4 PEOPLE)



### HOW DOES IT WORK?

IT'S EASY! Simply show proof of employment or association with your organization at the time of purchase and you will receive this exclusive discount!

### WHAT CAN I USE AS VERIFICATION?

ANYTHING THAT SHOWS YOUR EMPLOYMENT OR ASSOCIATION WITH THE ORGANIZATION SUCH AS A BUSINESS CARD, EMPLOYEE BADGE, ETC.

TICKETS CANNOT BE PRE-PURCHASED ONLINE USING THIS DISCOUNT AND MUST BE PURCHASED AT THE PARK. QUESTIONS? SEND US AN EMAIL AT [GROUPSALES@SANTASVILLAGE.CA](mailto:GROUPSALES@SANTASVILLAGE.CA)

1624 GOLDEN BEACH ROAD, BRACEBRIDGE ON 705-645-2512



From left to right - Bill Tannock, Ashley Best, Mike Shantz

On May 3<sup>rd</sup> & 4<sup>th</sup>, 2019 Northern911 attended the 67<sup>th</sup> Annual OAFCA Fire Conference and Tradeshow at the International Centre in Toronto. We have been an exhibitor at the OAFCA Conference for the past several years and it is always a great experience, as it allows us to interact and engage with many of our clients face-to-face that we may otherwise never see. It also gives us a great networking opportunity and the chance to meet many new potential clients.

Have an idea for the newsletter - Please Share It with Me!

[amanda.legault@northern911.com](mailto:amanda.legault@northern911.com)