

# T.S. NEWS

ISSUE 33 - NOVEMBER 2007



**DEALER OF THE YEAR  
2 TIME WINNER 2003 & 2004**

*Security Is A Family Matter™*

## **True Steel Security Wins Success Story Award**



*Service Supervisor, Kevin Dagenais (left) and Installations Supervisor, Bill Blumson proudly display the Chamber of Commerce Success Story Award*

True Steel Security was presented with the Business Success Story Award by the North Bay Chamber of Commerce at their Evening of Excellence Award Ceremony on October 16th. The purpose of the event was to recognize area businesses and individuals who excel in their field. The criteria for the Business Success Story award was based on financial performance, market development, product or technology development, job creation and retention, employee relations, environmental performance, and community development.

"North Bay is a thriving community with hundreds of very successful businesses." Said Rick Delorme, Branch Manager. "It is truly an honour to be chosen from among these businesses as one that has achieved a particularly high level of success. We are blessed with employees who care and go above and beyond in performing their duties. This is what has allowed us to achieve the outstanding level of success that we have enjoyed."

We are very proud of this award. We have won numerous international and local awards over the last several years. The international awards have garnered us much attention and praise by fellow security companies all over North America. However, local awards such as this one are what give us the reassurance that we are delivering quality services and that those services are appreciated. We wish to thank you, our clients, for allowing us to help protect your homes, businesses, assets and most importantly, your families.

## **Is Your User & Keyholder List Up To Date?**

Updating your keyholder and system user list is an ongoing process for all clients. It is important that you keep a copy of who is on your call list (keyholders) and who is on your authorized system user list. Please call to update us when any of the following changes occur for you or your keyholders and users:

- New cell phone number
- New home number
- New work number

- Change in marital status/ name change
- Keyholder relocates and should be removed from list or call order should be changed
- You need to add a new person to the list or remove one who is currently on it
- Changes occur that affect your list of system users house guests, nanny, cleaning staff...

Call our monitoring station at any time with updates at (705) 673-8181 or (800) 465-4166.

**SUDBURY 674-0116 • NORTH BAY 476-7612 • TIMMINS 268-0053  
TOLL FREE (800) 667-5919 www.truesteel.com**

# NOW HIRING

Our Emergency Dispatch Centre in Sudbury is currently hiring. Both part-time and full-time positions are available. We are seeking candidates who are computer literate, possess keyboard skills, are bilingual, willing to work shift work and have some post-secondary education. Starting wage is \$11.50 per hour and we offer excellent benefit and pension plans. For more information, visit our employment page at [www.northerncom.com/employment.htm](http://www.northerncom.com/employment.htm) If you are interested in exploring the possibility of employment with Northern Communications, please send or drop off your resume, attention Cindy Schroeder, to: 230 Alder St. Sudbury, ON P3C 4J2 Fax: (705) 669-2773 or (877) 962-7329 E-mail: [hr@northern911.com](mailto:hr@northern911.com)

## Care Link

### *The Gift Of Peace of Mind*



Are you worried about your elderly parents? Are they alone and at risk of falling or having a medical emergency? Do you worry about them because you can't be there 24 hours per day?

Let us help. If you get a Care Link - 24 Hour Medical Alarm Response system for your parents as a Christmas gift, we will install it for free (travel charge may apply). Everybody wins, you get peace of mind knowing that we are watching out for your parents. Your

parents will have highly trained emergency dispatchers available 24 hours a day should they press their portable panic button and need assistance.

## Open & Close Logging - A Value Added Service

Open & close logging refers to the recording of all times that your alarm system is armed and disarmed. For some this is very important, for others not so much. Our concern is that it is of importance to many clients who do not realize it. What is open & close logging? Alarms are often set up to communicate only alarms and system problems to us. Open & close logging causes your alarm to send us a signal every time it is armed or disarmed.

How can open & close logging help you?

- Allows you to check when your system is armed and disarmed. If your store is being closed 15 minutes early 3 days a week, this could be costing you a significant amount of money. We can send you a weekly or monthly report by e-mail.
- Allows you to verify that the alarm is, in fact, being armed at night. On occasion a break in occurs and the client is upset that the alarm never went off. More often than not, it was not armed. With many older systems, logging is the only way to know this as the system has no "event buffer" (memory of most recent arming and disarming)
- With supervision of open & close logging we can notify you if your alarm is not armed or disarmed by specified times. This can prevent your premise from spending the night without protection when someone forgets to arm the system.

If you would like to know the costs of open & close logging, reports and supervision please call your local office today.

### Get Your Next Newsletter by E-mail

Please help us to do our part to limit the environmental impact of our newsletter. All you have to do is send an e-mail to [kevback@northerncom.com](mailto:kevback@northerncom.com) and ask that your future newsletters be sent by e-mail.

### Job Well Done

Has a True Steel Security employee gone above and beyond for you lately? We believe that it is important to recognize exceptional service provided by our staff. If there is someone that you feel deserves recognition for the services that they have provided you, please let us know by sending an e-mail to [hr@northern911.com](mailto:hr@northern911.com)