



It's been a Planes, Trains & Automobiles kind of year for me. Both kids are away at school, which means lots of time spent *backing and forth'ing* on the 400 to see our son Kevin, who is in his first year of university in the city. It has also meant much waiting in airport lounges and train station platforms to see our daughter Emma, who is living it up in NYC at a performing arts school. My wife and I recently got to see her sing on stage for the first time a few weeks ago, and to say it was a 'proud parent moment' would be an understatement.

It's not just the kids that have kept us busy. I'm penning this message as I drive my mom's 2013 Ford Escape to Florida so she has it for the winter. Alone with my thoughts ... and Siri, who is taking notes, this drive has given me time to reflect on both personal and professional successes of 2023.

This has been a year of expansion and organization optimizations. We've been cross-training technicians to improve efficiency, integrating new procedures and documenting processes in many departments, and implementing action patterns in our monitoring station to improve productivity. We've started using new software for our technicians to improve inventory transfers when they are on-site. We have also hired new employees to help us meet increasing customer demands. One recent hire sticks out in my mind as a good-news story; a co-op student completed their term with us, but we were not hiring when they graduated, so they went somewhere else, but when they saw we were hiring, they were quick to put in an application and we were happy to bring them back as a full-time employee.

I want to acknowledge some members of our team who are celebrating milestone years of service. They have each been formally recognized at our team holiday dinners, but it's important for me to let our customers and colleagues know about them as their loyalty and enthusiasm for Huronia is something to be celebrated publicly. I'm taking this opportunity to ask that you join me (with a huge round of applause, hoots, and hollers) in acknowledging Rob Thorburn Jr and Chris Johnson for 25 years of service, Helen Marshall and Glen Michon for 15 years of service, husband and wife dynamic duo Roger & Kim Gagne for 10 years of service and Suzan Cadeau-Armstrong, Jon Casselman, Kris Lee, Nathan McMahon and Emily Parent who all reached their five-year anniversary.

I would also like to congratulate our monitoring station staff, who once again achieved 5-Diamond Certification from The Monitoring Association. This year-over-year accomplishment emphasizes our commitment to the security monitoring industry. Our team provides a critical link between our customers and emergency response teams 24/7, on holidays, and weekends.

Outside our company walls, we continue to work with and support like-minded, not-for-profit, and community groups who share our values and work tirelessly to help those experiencing tough times. It seems that in the last four or five years we have seen an increase in asks, and we do our best to help as many organizations as possible in each of the three communities where we are located. I'm proud of Huronia's commitment to giving back. It has been an important, ongoing legacy of the Thorburn family and one that I'm honoured to continue championing.

Special thanks to our employees who volunteer with local community service groups, participate in Huronia-sponsored community events, fundraise, and donate time to causes near and dear to their hearts. It continues to be tough for many people out there. Our employee's kindness and generosity of spirit are making a positive impact.

In addition to sponsoring local youth sports teams (and the occasional golf tournament with obligatory victory stops at the 19<sup>th</sup> hole!), this year, we were able to help some local community partners as well:

- Braestone Winter Classic Pond Hockey - <https://braestonewinterclassic.ca/>
- CLH Foundation - <https://www.clhmidland.on.ca/clh-foundation/>
- Collingwood and Midland Food Banks
- Community Living South Muskoka - <https://www.clsm.on.ca/>
- Elmvale Foundation - <https://www.elmvale.org/elmvalefoundation>
- Empower Simcoe - <https://www.empowersimcoe.ca/>
- Georgian Triangle Humane Society - <https://gths.ca/>
- Hospice Georgian Triangle - <https://hospicegeorgiantriangle.com/>
- Hospice Huronia - <https://hospicehuronia.ca/>
- My Friend's House - <https://myfriendshouse.ca/>
- Royal Canadian Legion - <https://www.poppystore.ca/about-us>
- Saint Marie Among the Hurons - <https://saintmarieamongthehurons.on.ca/>
- Team Give'r Foundation - <https://www.teamgiver.ca/>
- Theatre Collingwood - <https://theatrecollingwood.ca/>
- Wendat Community Programs - <https://www.wendatprograms.com/>
- Wye Marsh Wildlife Centre - <https://www.wyemarsh.com/>

From my family to yours, I wish you safe travels as you navigate roadways, airports, and train stations en route to celebrations with family and friends. I also wish you a very Merry Christmas and a Happy New Year; I hope that 2024 brings you and your family health, prosperity, and happiness.

~David P. Clark, President

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## HURONIA HOLIDAY HOURS OF OPERATION

Please take note of the following dates that Huronia will be CLOSED during the holidays. Our offices will be **closed Monday, December 25<sup>th</sup>, Tuesday, December 26th, and Monday, January 1st.**

A special thank you goes out to our on-call staff and monitoring station team. **Our 24/7 ULC-listed monitoring station WILL REMAIN OPEN** throughout the holiday season with no interruption in monitoring service. 24/7 emergency support is also available if required.

Thank you to these teams for helping us keep our 24/7 commitment to our customers.

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## SANTA CLAUS IS COMING TO TOWN! HERE'S HOW TO WATCH SANTA IN ACTION ON YOUR ALARM.COM SECURITY CAMERA!

Alarm.com is ready to help you give your kids more reasons to believe in the authenticity of Santa Claus ... their technology has become so advanced, that Alarm.com is now able to capture Santa's magic as a snapshot using smart home security cameras AND from your video feed!

If you have an Alarm.com video subscription and compatible cameras installed, simply log in to your Alarm.com account, and pull up the feed from one of your Alarm.com

cameras. You'll see a Santa icon appear. Click that icon and then make your Santa-image-selection to share with the little ones!



Don't have video subscription? Not a problem – if you use Alarm.com monitoring for your security system you'll still be able to see snapshots of Santa in action! [Click here to learn how to create a Santa Alert for your kids.](#)



Setting up Santa security alerts is easy - see the Alarm.com step-by-step guide by [clicking here.](#)



Don't forget to leave Santa milk and cookies (or whatever Mom & Dad says is Santa's favourite treat to help get him through the night) before you go to bed on December 24th!

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[huronialarms.com](http://huronialarms.com)



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