



This summer was my 19th work anniversary at Huronia. Time. Flies. In between my police foundations college course and starting university, for criminology and psychology, I took a year off to give my brain a bit of a rest. I ended up working on a cruise ship called the Kawartha Voyager that summer, but I knew I'd need a job come the end of the summer tourist season. Huronia had posted a part-time position in their Midland monitoring station. It sounded interesting, so I submitted my resume. When Dee called from Huronia to set up an interview, I was standing on the top deck of the cruise ship as we were pulling away from the dock. I was going to be gone for 10 days. Thankfully, Dee held the interview spot for me, and the rest they say, is history.

I moved from a part-time position, to full-time. Then I became the Assistant Supervisor of the monitoring station and then the Supervisor. Many years later (and two kids later!), while I was finishing up my maternity leave, I was offered the opportunity to take on the responsibilities of supervising the Customer Service team as well. I jumped at the chance because I love a good challenge.

The addition of the customer service role was a nice fit too because so much of what we do at the monitoring station IS customer service. We are always on the phones working with community partners like the police and emergency response teams, our security guards, and of course, our customers. Because we all live in the community, we know the area, we know the people ... and our teams know that when the phone rings, it could be a friend's grandma whose medical alert has gone off that needs our help. So, it's personal. I think that's what makes Huronia different. Our products and services are in our communities, and we're part of those places. I like going home each night knowing that I've done something good today.

In our family, tradition and community involvement is important. My husband has been a volunteer firefighter for 18 years; he is the 4th generation to be from the same fire hall. My father-in-law is celebrating 45 years of service this year, most of them as a district chief. It runs in their blood, and in our kid's blood too. My daughter can't wait to join "*daddy's fire hall*" and is excited that she's older than her little brother, because she'll get to join before him. Seems like we all want to be part of an emergency services support team ... even if some members of the team are currently being deployed from a toy fire truck.

~ Paula Desjardins, Supervisor, Customer Service and Monitoring Station



TOP THREE TIPS FROM THE MONITORING STATION TEAM

1. Is the trouble light on your security panel on? Please check your manual to see if there is a simple explanation. ([Click here to access online user manuals for more information about your specific security panel.](#)) If you're unable to determine the cause of the trouble light, don't try and fix the problem yourself by pushing buttons. You may make the problem worse. We are here 24/7 to assist you. So please call 888-363-9311.

2. When something in your house starts beeping – take a moment to investigate the cause. We get a lot of calls for “*beeping noises*,” which turn out to be a local smoke detector that has reached end of life (10 years) or a smoke alarm whose battery needs to be changed.

3. Contact lists. We would encourage you to check your contact list yearly to ensure that we have proper phone numbers, proper contacts, and your most recent email address. This proactive approach to your monitored security system will ensure that we are able to contact you, or your most reliable contact quickly in the event of an emergency. Not sure who is on your contact list? [Get in touch and we can send you your list via email.](#)

RENEWAL OF PRESTIGIOUS TMA FIVE DIAMOND MONITORING CENTER DESIGNATION

We are pleased to announce that [The Monitoring Association \(TMA\)](#) has renewed our stations prestigious “[TMA Five Diamond Monitoring Center designation](#)”. This designation is granted annually to monitoring centres that meet or exceed the TMA “five points of excellence”. This designation also means that our monitoring stations 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.” [Click here to read the press release.](#)

If you are considering an alarm system or other monitoring system for your home or business please be aware that of the central monitoring stations across Canada, which communicate and interact with law enforcement, fire and emergency services agencies, [fewer than 20 monitoring centers](#) have achieved the Five Diamond designation, setting these companies apart. We are pleased to be among those 20 high performing monitoring centres.

This designation means that our company has made it our best-practice to meet the highest levels of professionalism, training, and expertise in the industry. We are staffed by trained, knowledgeable professionals and we utilize technology and standardized procedures that meet the highest industry standards.

For more information about our monitoring station, or monitored security, fire and life safety products and services, [please contact us.](#)

The Monitoring Association
Five Diamond Monitoring Center Designation



is awarded to

Huronia Alarm & Fire Security, Inc. – Midland, ON

In recognition of its achievement in satisfying the program's five points of excellence.

Certification Expires: April 30, 2024


Celia Besore, Chief Executive Officer



REMINDER: TIME CHANGE MEANS IT'S TIME TO CHANGE THE BATTERIES IN YOUR SMOKE DETECTOR

****This information is for those whose smoke detectors are NOT tied to an alarm system.****

As a reminder to our customers and colleagues on Sunday, November 5th when the clocks go back an hour, please remember to change the batteries in your smoke detectors. We recommend that you test smoke detectors monthly and change the batteries routinely in the spring and fall when clocks are changed. Replacing smoke detectors over 10 years old should also be done as they have reached their useful lives.

For more information about fire safety products and services that Huronia provides, and for additional fire safety tips, [please click here](#).

COTTAGE CHECKS. YES, WE OFFER THIS SERVICE IN MUSKOKA

Is your cottage or second residence vacant for long periods of time? Many of our Customers are snowbirds and shut down their cottages at Thanksgiving, not returning until the Spring. Some families can't be at the cottage every weekend in the summer, leaving the cottage unoccupied. Many underwriters require that unoccupied premises (cottages) be checked every 72 hours, once per week or once every two weeks. For our residential Customers in the Muskoka region, we perform exterior and interior inspections of cottages to help ensure compliance. Our Security Guards are fully trained, licensed, insured, and uniformed. Our team provides detailed activity reports, which gives our customers additional peace of mind knowing that their property is under the watchful eye of our trained professionals. If this is a service that you are interested in learning more about, [please get in touch](#).

HURONIA WAS PROUD TO SPONSOR THE 3rd ANNUAL KENNETH'S WALK

Blue-sky, picture-perfect weather was only one of the items on the menu at the 3rd annual [Kenneth's Walk](#) at Duntroon Highlands, in support of [Team Give'r](#). *"Every dollar donated to the Team GIVE'R Foundation is used to directly support youth and young adults in the Collingwood, Ontario and Rossland, BC communities. We provide opportunities for people to get into the sport of skiing or young adults who aspire to advance their athletic careers. We also provide financial bursaries to students pursuing an education in culinary arts."*

We were thrilled to sponsor the after party for the crowd that turned out for the nature walk, music, food prepared by some of the best local chefs and craft beverage sampling stations. **#giver4kenneth**



WE ARE HIRING IN MIDLAND! HELP US FIND THE NEXT GREAT ADDITION TO OUR TEAM!

To support our commitment to exceptional customer service, we are always looking to have talented people join our team. Some of our best leads have come from our customers, and so we are reaching out to you again! We are actively recruiting for the following positions:

- Monitoring Station Operator (Midland)
- Alarm Technician (Midland)

[Click here to submit your resume or to receive additional information about these career opportunities.](#)

We offer a competitive hourly rate (based on related work experience), extended health and dental benefits, RRSP contribution, company vehicle, continuous training and development, uniforms, safety equipment/tools, on-call/overtime pay and the opportunity to work with a great group of people!

Sound like you or someone you know? Send an email to hr@huronialarms.com or contact Human Resources at 705-445-4444 ext. 1113.

We offer an incentive for leads that create viable employment opportunities for our company: three months of free monitoring for the lead; 12 months of free monitoring if we employ the lead through their probationary period; an additional 24 months of free monitoring should the lead remain employed after one year of continuous service.



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