

## Huronia



### NOW EASIER TO CONTACT HURONIA!

As part of our ongoing commitment to improving our customer's experience, we have installed a new automated telephone system. The new system will handle incoming calls more efficiently, routing directly to the department or to the person with whom you wish to speak. Rest assured that your phone call will be answered by a live friendly person (as long as that person is in the office).

When you call our [Collingwood office](#), [Midland office](#), or our [monitoring station](#) numbers, your call will first be answered by our auto attendant. At that time, you are able to dial individual extensions directly if you know the extension. If you don't know the extension number of the person you're calling, no problem! You can search by first or last name. It's as easy as following the prompts.

These are the steps to take if you do not know the extension of the person you are calling:

- Dial the [Collingwood office](#) (705-445-4444), [Midland office](#) (705-526-9311), or [monitoring station](#) (1-888-363-9311)
- Once you start to hear the automated welcome message, **PRESS #**
- Then, **PRESS 1** for a list of **first names** of employees and then key in the first couple of letters of the first name of the individual you wish to speak with. A voice will say the employee's name and their extension. You will then press 1 to be connected to that person.
- Or, **PRESS 2** for a list of the **last names** of employees and then key in the first couple of letters of the last name you want. A voice will say the employee's name and their extension. You will then press 1 to be connected to that person.

### GROWING OUR TEAM TO SERVE YOU BETTER

The Huronia Team continues to grow! Please join me in welcoming ...



Joe Kennedy  
Fire Safety Shop Technician



Taylor Lalonde  
Fire Safety Technician



Jennifer Deschamps  
Monitoring Station



Janet Metcalf  
Administrative Assistant



Sean Robillard  
Co-op Student

**Joe Kennedy**, Fire Safety Shop Technician. Joe will be responsible for [testing and recharging low-pressure fire extinguishers](#) and recharging CO2 cylinders. He will also liaise with our other technicians and sales team regarding the results of testing our customer's fire safety equipment.

**Taylor Lalonde**, Fire Safety Technician. A recent graduate of Seneca College's Fire Protection Engineering Program, Taylor will be responsible for the installation of fire alarm systems and equipment, inspections and maintenance.

**Jennifer Deschamps**, Telecom/Monitoring Station Operator. Jennifer will assist the current Monitoring Station Team Members to ensure customer calls are answered in a timely manner.

**Janet Metcalf**, Administrative Assistant in our Midland office. Janet will be the friendly face you see at the counter in Midland and she's also the voice you hear on our new telephone system. She'll also assist with managing client accounts so should you require copies of invoices or you wish to make a payment, then Janet can assist you with that.

And rounding out the newest additions to our team is **Sean Robillard**. Sean is working towards his degree in Electrical Engineering Technology and is a co-op student at Georgian College. He is working as a Technician, alongside our professional technicians in our Fire Safety and Alarm Security departments. At Huronia, we believe it is important to participate in these types of training and mentoring programs, to help encourage and promote the trades.

I am thrilled to have these new folks on board and I'm certain that our customers, will benefit from increased Customer Service experiences as a result.

~ Kevin Leonard, A.Sc.T, President & CEO

## FIRE EXTINGUISHERS - WHEN TO HAVE THEM SERVICED AND RECHARGED ...



Joe Kennedy, Fire Safety Shop Technician at the pressure tank.

Part of the reason we brought Joe on board to our [Fire Safety Team](#), is to help service the growing number of residential and commercial fire extinguishers that need to be inspected or maintained.

This equipment can often mean the difference between life and death, so it's important to make sure yours is in proper working order.

So what's the difference between an inspection and regular maintenance?

What an inspection encompasses is a visual examination of the extinguisher to ensure that it is fully charged and that the functional parts are in good working order and fully operational. This should be done monthly.

Maintenance is recommended yearly or when specifically indicated by the inspection tag on the extinguisher. This involves a more thorough check, and should be conducted by a professional to ensure that the unit is fully operational. This examination will seek to identify if repairs, recharging or replacement of the unit is required. Huronia will also be able to determine if

hydrostatic testing is required.

Remember to always recharge a fire extinguisher immediately after it has been used - any time after it has been discharged it must be recharged.

We have two full-time Fire Safety Technicians on the road visiting commercial customer sites. We are able to provide loaner fire extinguishers should we need to take the customers fire extinguisher back to our shop for maintenance or service.

Please [give us a call](#) if you have any questions about fire extinguisher maintenance or wish to schedule an on-site appointment.

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