

## Huronia



### DOUG TATE RETIRES - HELP US WISH HIM WELL!



Huronia sadly announces the retirement of Doug Tate, who has been a valued employee of our company for thirteen years.

Doug was part of our Service Technician Team and his talents and enthusiasm for his work will be difficult to replace.

Doug has always enjoyed antique cars and car shows and is a member of the local train collectors group - we hope his upcoming retirement allows him more time to enjoy his hobbies and spending more time with his wife Suzie.

We would like to thank Doug for his years of service. His dedication to Huronia has been instrumental in helping us achieve our goals and successes.

Please join us in wishing Doug all the best and "Happy Retirement"!

### WE'VE RENEWED OUR MONITORING STATION'S FIVE DIAMOND CENTRAL STATION DESIGNATION!

Through our membership in good standing with [The Monitoring Association \(TMA\)](#), we are pleased to announce that [we have renewed](#) our prestigious "[TMA Five Diamond Monitoring Center Designation](#)".

This designation is granted annually to monitoring centres that satisfy all of the requirements of the "five points of excellence", which include an ongoing commitment to education and testing, random inspections, raising the industry standards, reducing false dispatches and achieving the highest levels of customer service.

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



This designation is important to us as it means we are among the best of the best in the industry. This designation is also important to you, our customers; because it ensures that the link we provide between our customers and the emergency services in our local area is of the highest quality. The result means an overall reduction in damage done to residences and businesses. It also means an increase in overall safety of families, friends and employees. Our [Monitoring Station](#) staff excel in the alarm confirmation process, which helps reduce false alarms, thereby saving time and money for our customers and emergency response personnel. Our staff's knowledge of the electronic communications equipment, codes and standards and various emergency preparedness scenarios means they are able to assist our customers with the highest level of competency in security, fire and life safety monitoring situations. Please join us in thanking our [Monitoring Station](#) staff for their continued pursuit of excellence.

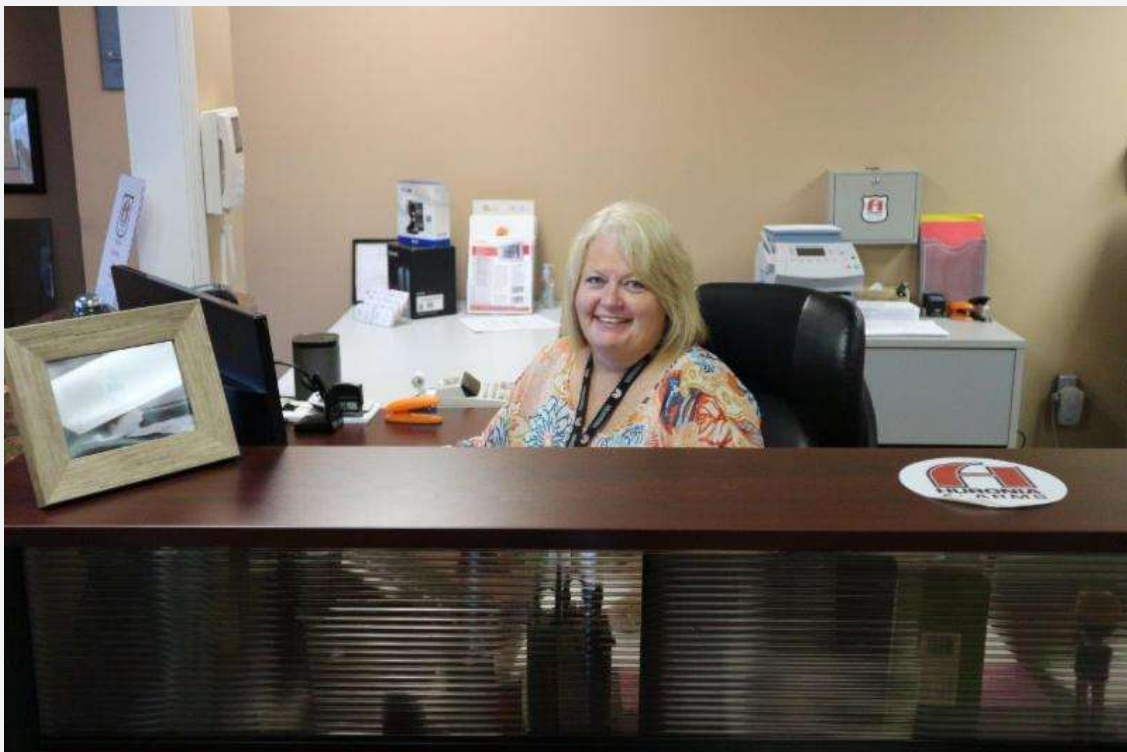
## **PROMOTING FROM WITHIN - MEET OUR MIDLAND OFFICE NEW ADMINISTRATIVE ASSISTANT!**

We are pleased to announce that Helen Marshall has accepted the position of Administrative Assistant in our Midland office location effective immediately.

Helen brings to this position a wide variety of knowledge of the company, our products and services, through the various positions she has held over the past nine years.

From Customer Service to Accounts Receivable, and everything in between we are thrilled that Helen has accepted this promotion. The [Collingwood office](#) will miss her cheery face, but our loss is certainly Midland's gain!

Helen's new telephone extension will now be 5505. Her email will remain the same. Please wish her well in this new role the next time you visit our [Midland office](#).



## NEW SECURITY MONITORING WINDOW DECALS

We know that burglars are less likely to target a property that has a monitored security system in place, along with security signage identifying the surveillance service. That is why we have "Huronia Alarms" road signs prominently displayed at the property line along with window decals for all of our Security Monitored customers.

These visual aids help to deter potential criminal activity and theft. Burglars typically look for an easy-target property; one with no security and with limited light-ups/lighting. If your house is visibly protected by a reputable Monitoring company, they'll likely move on to a property that is dark, and unprotected.

We have recently produced new window decals with our revised corporate branding. When out on a job, our Security Technicians and Installers will be replacing old decals with the new ones for existing Customers and placing these new decals for new customers as part of our ongoing best practices to maximize our customer's safety and security. Subject to homeowner approval, the decals will be placed near eye level or down near the bottom of the front/rear window; this ensures maximum visibility to any potential intruders.

If you wish to replace your current Huronia security monitoring window decal, please stop by our [Collingwood](#) or [Midland](#) office and pick-up a new one.



**Huronia**

Security & Monitoring  
Fire & Safety  
Audio Video  
Lock, Key & Safe

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