

Annual Report
July 1, 2000 - June 30, 2001

Executive Summary

The office provided assistance and support in 94 cases throughout July 2000 - June 2001. On average, there has been a 15% increase in cases each year for the last four years.

Criminal harassment and threatening behaviours/comments represented over 40% of all cases. Students (45%) and faculty members (33%) were the main users of the office.

The cases continued to be of varying degrees of complexity, some cases required the involvement of several offices on campus and remained active from one academic year to another. Five cases were dealt with through the Code of Student Conduct while several others became criminal investigations.

Training and public education initiatives continued to be a priority for the office. This year there were presentations to student groups, staff and faculty administrators on personal safety issues, conflict resolution and early identification and referral.

Several incidents on campus highlighted the benefit of a comprehensive, co-ordinated crisis response plan in the event of crises on campus. During 2000-2001 the Community Safety Co-ordinator in co-operation with the Co-ordinator of Student Crisis Response developed a model for support to students in the aftermath of a crisis on campus. This model (now in place) will complement the existing services available to staff and faculty through the Employee Assistance Programme.

In co-operation with several university offices, colleges, student groups and chaplains, planning began for an emergency housing alternative for students with families. Due to open in October, 2001, this emergency housing is targeted at students with children who are escaping violence in their homes.

Myra Lefkowitz
Community Safety Co-ordinator

November 2001

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COMMUNITY SAFETY CO-ORDINATOR

Role and Responsibility

The Community Safety Co-ordinator is responsible for co-ordinating ongoing education and outreach initiatives, directed at improving safety on campus, and for the co-ordination of the university's personal safety programmes. The Community Safety Co-ordinator works closely with other University offices including, the University Police; the University's other Equity Officers, Counselling and Learning Skills Service, Human Resources Department, and the Office of Student Affairs.

The principal objectives of the Community Safety Co-ordinator's office are:

- to maintain an awareness of personal safety and ensure it is given a priority in the University community
- to co-ordinate the University's safety network to ensure an integrated and timely response to crisis situations
- to provide a confidential consultative service to all university community members who have personal safety concerns.
- to work in co-operation with the University Police, Equity Issues Advisory Group, community groups and individuals, in the development and delivery of proactive programs, services and materials to reduce the threat to personal safety on campus.

To achieve these objectives, the office provides:

- assistance to individuals and groups in cases involving threat, harassment, violence and other personal safety related incidents by offering: victim advocacy, counselling, support, follow-up and referral for victims of violence, trauma or other serious incidents.
- educational seminars for university community members on personal safety strategies.
- training sessions for community members on Non-violent Crisis Intervention and how to effectively and safely respond to verbal and physical aggression.
- establishment of ad hoc crisis management teams to deal with incidents or threats of harassment or violence.
- briefing of potential counsellors/mediators dealing with abusive or violent persons.
- co-ordination of protective skills and self-defence workshops.
- participation as a key member in the university's crisis management team in responding and co-ordinating activities in response to a crisis situation.
- staff/student perception surveys as they relate to personal safety issues and programs.

Activities July 2000 - June 2001

In May, 2001, Kathleen Allen joined the office as the Assistant to the Community Safety Co-ordinator. Kathleen will provide administrative support and assist in the delivery of public education seminars and training.

Assistance, Support and Referral

This year the Community Safety Co-ordinator dealt with approximately 94 cases, (compared with 84 last year and 73 the previous year). The office has increased in referrals by approximately 15% each year for the last four years. Referrals were initiated by individuals experiencing a threat to their personal safety; by supervisors concerned about the safety of an employee or concerned about the behaviour of an employee that posed a potential or actual threat to others; and by people who, although not in a supervisory role, were concerned about the safety of others.

Although there were many more requests for assistance, the 94 cases reported represent only cases where action was taken by the Community Safety Co-ordinator beyond referral.

Typically, a case encompasses meetings and co-ordination of response with a wide range of individuals and groups within and outside of the university:

- University of Toronto Police
- Other Equity Officers
- Human Resources
- Office of Student Affairs (including the Coordinator of Student Crisis Response)
- Housing Services
- Counselling and Learning Skills Centre
- Psychiatric Services
- Academic Department and Division Heads
- External Agencies (Queen St. Mental Health Centre, Toronto Police, Toronto Rape Crisis Centre, other Universities)

A case may be as straightforward as meeting with an individual, coordinating with one or more of the above groups and following up with that individual. On the other hand, and more typically, a case will include meeting with the individual or group on several occasions, coordinating with several of the offices and services outlined above, and monitoring progress and intervening over an extended period of time. Some cases that began early in the academic year continue to require ongoing monitoring, consultation and intervention. Some cases extend from one academic year to the next.

Interventions often began by speaking with an individual; researching the complaint and possible options; and then assisting in the development of new safety protocols/procedures. In cases where a personal safety concern was raised in the context of an office or department setting, the concern was frequently known and

often shared by other members of that unit. Consequently, a significant number of individual requests for assistance resulted in corollary actions involving individuals other than the complainant, (e.g. leading a personal safety seminar for staff, students, and faculty affected by the incident(s)). Following these seminars, it was not uncommon for individuals to request private meetings to further discuss personal safety concerns. The coordinator worked closely with the above university offices to ensure that issues of personal safety were addressed in conjunction with other related issues.

The outstanding challenge of these cases stems from the fact that they occur within the university community. Rather than dealing with any situation as a one-time issue, the office, in cooperation with other offices/departments, must try to resolve a situation. It is recognized that in most cases, both the complainant(s) and respondent will continue to be members of the university community. University policies and procedures are rarely initiated to remove an individual from employment or study. Therefore, resolutions must address the right of the respondent, the complainant and all community members to a safe and secure environment.

The majority of cases brought to the attention of the Co-ordinator involved various forms of disruptive behaviour, harassment, and fear of or actual violence. In many cases, the mental health issues of the disruptive or violent individual played a significant part in the behaviour and in the development of a response.

Statistical Overview

Following are the statistics for this year as well as selected case descriptions to illustrate the scope and variety of cases. (Cases have been altered to protect the privacy of those involved.) It is interesting to note the similarity in distribution of cases over the last two years.

Classification of Cases

Type	1998-99	1999-2000	2000-2001
Assault	05	03	05
Disruptive Behaviour	13	04	07
Harassing Telephone calls, e-mail, letters	11	11	13
Threatening behaviour/comments	12	19	20
Sexual Harassment	06	03	04
Sexual Assault	02	06	03 ¹
Criminal Harassment	19	25	20
Suicide/suicide attempt/threats	01	02	06 ²
Murder			01 ³
Miscellaneous	04	11	15 ⁴
Total	73	84	94

Note: The above statistics reflect cases where the Community Safety Co-ordinator was directly involved in providing assistance, support or intervention. The statistics do not reflect all of the cases handled by the University Police or reported in their annual report (January - December). Some of the cases may also be included in other Equity Officers reports such as cases dealing with sexual harassment or other forms of harassment.

The principal users of the office in the 94 cases managed were:

Students	42
Staff	17
Faculty	31
Others	4 (includes former staff, faculty, students or visitors)

A significant number of cases began off campus but flowed onto campus and continued to impact on a student, staff or faculty member while on campus. For example, a parent who objected to his daughter's choice of partner, began to stalk her on campus following an off-campus incident.

1 one sexual assault occurred on St. George campus, one on Scarborough campus and 1 off campus that created safety concerns for the survivor on campus

2 two student suicides occurred off-campus

3 the murder of David Buller, a professor in the Dept. of Fine Art occurred in January, 2001

Complainant/Respondent

Complainant	Respondent					
	Staff	Faculty	Student	Off-Campus	Other	Total
Individual Staff	0	1	2	1	2	6
Individual Faculty	1	0	13	3	5	22
Individual Student	1	1	20	15	5	42
Staff department.	5	0	5	0	1	11
Faculty department	1	1	3	3	1	9
Not Specified	0	0	2	0	2	4
TOTAL	8	3	45	22	16	94

- Off-campus includes ex-students, ex-boy/girlfriends of current students, parents of current students.
- Other includes suicide threats, general safety concerns, concerns about the physical environment, anonymous or non-community members respondents.

Sample Cases

- A professor contacted the office concerned about the increasingly unpredictable and disruptive behaviour of a student. The professor had attempted to speak to the student during a break but was unsuccessful in influencing the student's behaviour. Following an abbreviated class, several students approached the professor with safety concerns about the student after working with her on a group project.
- A 3rd year student in a professional faculty is being sexually harassed and stalked by another student from the same faculty. The student is considering withdrawing from the faculty because of concern that any formal action will result in some retaliatory action by the other student.
- A faculty member is being inundated with harassing e-mails from an ex-boyfriend that have left the faculty member feeling unsafe and confused. Administrative staff have begun receiving harassing and abusive voice mail from the same individual attempting to gain phone access to the professor.
- A student who reported a sexual assault to Toronto Police comes to the Community Safety Co-ordinator's office to seek assistance with safety concerns she has on campus as well as referral for court support and information.
- A U of T student living in one of the residences commits suicide off campus. The Dean of Students called for assistance and advice. An ad hoc crisis team is organized and attends the residence to provide information and support to students.
- Three U of T students are receiving threatening e-mails from a former boyfriend of one of the students. The death threats have resulted in the students no longer feeling safe in their off-

4 miscellaneous cases include general safety concerns.

campus apartment. They are also concerned that the former boyfriend will approach them on campus.

- A professor is being criminally harassed by a former student. The student is approaching other members of the faculty attempting to gain personal information about the professor, has joined the professor's fitness club and has been seen near his home.
- A former staff member who was recently released from employment is leaving threatening voice mails on several staff members' lines. Although a police investigation is occurring, staff members have concerns for their immediate safety on and off campus.

Education and Outreach Initiatives

The Co-ordinator facilitated seminars, information sessions and workshops on topics such as Personal Safety Strategies, Criminal Harassment (Stalking), Crisis Intervention, Conflict Resolution, Workplace Harassment and Violence and University Safety Resources and Policy.

For example the Co-ordinator:

- in partnership with the Sexual Harassment Officer, led a training seminar for Athletics Centre staff on conflict resolution and resources on campus;
- co-facilitated an educational session on equity-based programming and presented to the U of T Camp staff on personal safety issues, related policies and resources;
- presented on personal safety and conflict resolution to Transitional Year Programme work-study students;
- guest lectured with other Equity officers in the Transitional Year Programme;
- guest lectured in the Department of Occupational Therapy; and,
- co-presented with other Equity Officers to new faculty administrators.

Crisis Response

In cooperation with the Coordinator for Student Crisis Response and supported by the Vice- Provost, Students, the Community Safety Coordinator has created a team of emergency responders charged with the role of providing immediate support and information to students and ensuring appropriate referral to campus services following a crisis. In conjunction with the Employee Assistance Programme who provide this service for staff and faculty, the team will be available at any time to provide necessary service.

A co-ordinating body composed of numerous offices and departments on campus (Human Resources, Student Services, Student Affairs, Chaplains, College Residences) and Family Service Association (employee assistance provider) oversee the crisis team and review the procedures and practices following a crisis with the view of enhancing crisis response on campus. The Community Safety Coordinator and the Student Crisis Coordinator alternate responsibility for convening this team.

Protective Skills and Self Defence Workshops

The provision of subsidized courses on self-defence and protective skills is offered to members of the campus community each academic year. During the 1999-2000 academic year, this office co-ordinated 12 courses provided to 210 persons. The Mother/Daughter course continues to be enormously successful and comments from participants continue to be positive for all courses. In addition, self defense courses were organized for the International Student Centre and several college residences.

Administration of MET Women's Safety on Campus Grant

The 1999-2000 grant from the Ministry of Education and Training supported the following programmes:

- funding recommendations resulting from personal safety audits;
- development and delivery of personal safety seminars, programs, self-defence and protective skills courses for members of the campus community;
- installation of emergency telephones in various campus locations including emergency phone installations at Victoria College and UTS;
- start up funding for the Family Interim Room.

Interim Room and Family Interim Room

The Interim Room provides emergency accommodation for women fleeing abusive, harassing or violent situations. The office continued to assist in the funding of the Interim room, training of residence staff and development of protocols for the safe operation of the room.

A new co-operative initiative between several University offices, colleges, student groups and the chaplain's association has resulted in the establishment of emergency accommodation for students with children or dependants. This accommodation is available to students with children or dependants who are escaping abusive or threatening situations in the place of residence. While living in the interim accommodation, a case manager will connect students to appropriate resources on and off campus.

Liaison, Assistance and Support to University Police Initiatives

The Co-ordinator assisted the University Police on personal safety and crime prevention programs, case management and office inquiries regarding community and personal safety. The Co-ordinator also participated in the safety audit of 1 Spadina Ave. following the homicide of a Dept. of Fine Art professor. As member of the senior management team, the Co-ordinator attended regular meetings with the University Police management and supervisors to plan responses and initiatives concerning community and personal safety.

Committees

The Community Safety Co-ordinator is an active member of several committees on campus. In addition, as

a member of the Equity Issues Advisory Group, the Co-ordinator has participated in selected cases, policy review and training. The Co-ordinator also attends regular safety and security committee meetings on Mississauga and Scarborough campuses.

2001-2002 Priorities and Objectives

An on-going objective of the office is to ensure that there is an appropriate balance between casework and the development and review of programmes and policy related to personal safety on campus. The increasing caseload continues to present a difficult challenge to addressing other equally important objectives.

The Community Safety Co-ordinator has as her objectives for the year 2001-2002 the completion of projects and ongoing support of programs in the following areas:

- assistance, support and referral for members of the University community who have concerns about personal safety, threats, harassment or violence;
- continuation and expansion of awareness and educational programmes for community members in dealing with disruptive, aggressive or assaultive behaviour;
- Non-violent Crisis Intervention training to front-line staff through the staff development centre and in selected departments and services as requested;
- continued development and refinement of an integrated strategy to address criminal harassment;
- review and implementation of crisis response procedures originally developed in 1999;
- continued recruitment and training of the Critical Incident Response Team for Students;
- expansion of enrolment, promotion and community awareness of self-protection resources and self-defence programmes; and,
- administration of the Ministry of Education and Training grant for programs supporting women's safety on campus.