



Community Safety Coordinator Annual Report

July 2004 – June 2005

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Annual Report: July 2004 to June 2005

Community Safety Office Mandate:

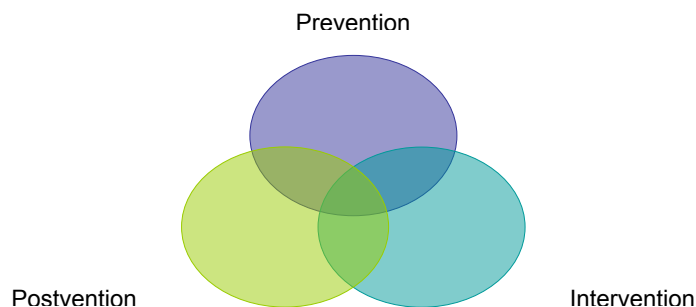
The Community Safety Office is responsible for offering assistance, support, referrals, and consultations to students, staff and faculty at the University of Toronto whom have had their personal safety compromised. The office is also responsible for ensuring educational initiatives directed at improving safety on all three campuses. The Community Safety Coordinator works closely with numerous University offices including the University Police, all the Equity offices, Student Services, Student Affairs, Student Crisis Response, Employee Assistance Program and Human Resources.

The principle objectives of the Community Safety Coordinator's office are:

- To provide assistance, support, and referrals to students, staff and faculty whom have had their personal safety compromised.
- To offer consultations to staff and faculty members regarding issues related to personal safety.
- To maintain an awareness of personal safety issues and ensure it is given a priority in the University community.
- To develop and implement outreach initiatives directed at improving personal and community safety.
- To promote and deliver self-defense courses on campus
- To participate in the development and delivery of crisis management.

The Community Safety Office Model:

In order to achieve these objectives, the Community Safety Office uses a multi-pronged approach. This comprehensive approach recognizes the importance of intervention, prevention/education and post-intervention in ensuring personal and community safety issues and initiatives are properly addressed.



Prevention

The Community Safety Office is involved in several educational initiatives and delivers a wide array of training/workshops to the university community. The Community Safety Office, in the past year, was involved in several different initiatives aimed at prevention and education, including: awareness booths; personal safety questionnaires; outreach initiatives; self defense courses; committees; training/workshops.

Awareness Booths

- The Community Safety Office participated and/or organized promotion and safety booths during various campus events on the St. George campus, UTM campus and UTSC campus. Over the past year, the Community Safety Office has been participated in numerous safety awareness booths on all three campuses.

Perception of Safety Questionnaire

- Perception of Safety Questionnaires were developed in order to gain insight on student's perception of safety on campus and to allow students a mechanism for them to provide the university with feedback regarding their safety needs and concerns.
- This year, the questionnaires were distributed on UTM and UTSC campuses. One hundred and eighty four (184) surveys were completed at UTSC and forty-five (45) were completed at the UTM campus. These surveys have been used as an opportunity to identify the perception of safety on campus in order to respond to the need of the community regarding campus safety. For example, the Community Safety Office is working in partnership with UTM campus police to deliver a safety week event that will promote personal safety on campus.
- Refer to Appendix A and Appendix B

Self Defense

The Community Safety Office offers three different styles of self defense on campus: Wen-do, RAD (Rape Aggression Defense) and UDT (urban defensive tactics). These courses were offered to students, staff and faculty. We have partnered with the Athletic Centre, the Family Care Office, several student groups and residences in order to increase outreach and accessibility of these programs. The Community Safety Office is responsible for promoting these programs on campus, as well as, responding to requests for self defense programming and coordinating the courses that are taught on campus.

From July 2004-June 2005, seventeen (17) self defense courses were taught on-campus. Last year, nineteen (19) self defense courses were taught on-campus. Given the popularity of these courses, it is expected that requests for self defense courses will continue to be in demand on campus.

Training and Workshops

An important component to education and prevention is offering the university community training, workshops and presentations. Topics included: 'criminal harassment', 'dealing with difficult behavior'; 'dealing with individuals in crisis'; 'safety for students going on field placements'; 'violence in the workplace'; 'introduction to the community safety office', to name a few.

The Community Safety Office offered either alone or in partnership forty-three (44) training, workshops and presentations throughout the past year. In comparison to last year, the number

of requests for presentations is similar, as in 2003-2004, the Community Safety Office offered forty-two (42) trainings to the community. It is evident that there continues to be a high demand for personal safety related training on campus for students, staff and faculty.

Committees

Committee membership is an important component to prevention. Several of the committees that the Community Safety Office has participated in have focused upon educational initiatives, development of outreach initiatives and addressing gaps in service delivery. The Community Safety Coordinator has actively participated on fifteen (15) committees. Some committees that the Community Safety Coordinator participated on included: equity issues advisory group (EIAG); the mental health network; chaired the ODA mental health sub-committee, the status of women advisory board; the women's safety network; and the UTSC advisory committee on safety and security, to name a few.

Committee involvement plays an important role in allowing the Coordinator to observe trends, share information and deliver programs that will enhance safety on-campus. However, committee work has been compromised as the demands of casework have assumed the majority of the time at the office.

Outreach Initiatives

- The Community Safety Office developed and launched the Criminal Harassment campaign on campus. This campaign involved: zoom media posters, posters and a postcard that have been distributed on all three campuses.
- The Community Safety Office has partnered with other service providers on campus in the delivery or promotion of their campaigns. i.e. e-nough campaign and the ask first campaign.
- The Community Safety Office participates in a wide range of committees addressing issues related to safety.
- The Community Safety Office has been involved in the Safety Awareness week at St. George campus and UTSC campus.
- In partnership with Standardized Patient Care submitted a proposal for training modules addressing ethics, safety and patient care.

Administration of the MET Grant

The 2004-2005 grant from the Ministry of Education and Training supported the following educational/prevention initiatives;

- Funding for the Ask First Campaign, 16 Days of Activism against Violence Against Women and the December 6th memorial
- Funding for the Criminal Harassment awareness campaign, including: posters and postcards.
- Development and delivery of personal safety seminars, programs, self defense and protective skills courses for members of the university community.
- Funding for the emergency wallet cards for students' staff and faculty for the St. George and UTM campus.
- Funded the numerous self defense trainings offered throughout the university.

Intervention

The Community Safety Office responds to all safety concerns, whether perceived or real. The primary role of the Community Safety Office is to provide an environment that is supportive and offers assistance to individuals/groups who are concerned about their personal safety. The Community Safety Office provides therapeutic interventions that are process-driven and client focused. We are committed to ensuring that those that seek assistance from the office are provided with Confidentiality, Choice and feel in Control of the process.

As well, the Community Safety Office offers a case management role to the University community. To provide a comprehensive service as a case manager, the Community Safety Office links the community member with appropriate resources/services to meet their needs. Often, a student/staff/faculty may require personal counselling; financial assistance; and, may want to pursue a complaint under the student code of conduct or other university policies following an incident. As a case manager, the Community Safety Office would bridge the student/staff/faculty to all of the appropriate resources on/off campus and would follow-up on the individual's progress following the initial crisis.

The number of cases where an individual's personal safety was compromised and brought forward to the Community Safety Office (CSO) from July 2004-June2005 totaled 188. In the last five years the numbers of personal safety cases addressed by the office have more than doubled. Cases include: assault, criminal harassment/stalking; disruptive behavior; sexual assaults; sexual harassment; suicide attempts/threats; threatening behavior and environmental safety concerns, to name a few.

Total Number of Community Safety Office Cases:

CSO Year	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Total Number of Cases	84	94	114	126	144	188

Over the past five years the number of cases at the Community Safety Office has more than doubled.

Classification of Cases

Type	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Critical Incident Response	n/a	n/a	n/a	04 ⁴	5 ⁸	12 ¹²
Assault	0 ³	0 ⁵	1 ⁴	16 ⁵	7 ⁹	10
Criminal Harassment	3 ⁶	3 ³	3 ²	3 ⁴	5 ³	6 ⁷
Disruptive Behavior	0 ⁴	0 ⁷	0 ⁹	1 ¹	0	4
Environmental Safety Concerns	n/a	n/a	n/a	n/a	4	7
Interim Room	n/a	n/a	n/a	n/a	6 ¹⁰	4
Sexual Assault	0 ⁶	0 ³	0 ⁶ ¹	0 ⁷	6	14
Sexual Harassment	0 ³	0 ⁴	0 ⁵	0 ⁵	7	5
Suicide/suicide attempt/threats	0 ²	0 ⁶	0 ⁴ ²	0 ⁴ ⁶	7	5
Threatening behavior/comments	1 ⁹	2 ⁰	2 ⁶	2 ²	2 ⁷	3 ⁹
Murder	0	0 ¹	0	0	0	0
Miscellaneous	1 ¹	1 ⁵	1 ⁸ ³	2 ³ ⁷	2 ² ¹¹	2 ⁵ ¹³
Total	84	94	114	126	144	188

n/a 2002-03 is the first year the Critical Incident Response is included in these statistics

1 2 Sexual Assaults occurred on campus, 4 off campus raising safety concerns on campus

2 1 suicide occurred off-campus, 5 suicide threats on/off campus

3 Misc. included sudden death of student on campus, general safety concerns, safety concerns following Sept. 11, cases where mental illness was the main issue

4 Responding to sudden death of employee on campus, sudden illness of faculty member, responding to bomb threats on campus

5 Of the 16 assault cases, 7 were domestic assaults cases.

6 4 suicide threats/attempts occurred on/off campus.

7 Misc. included general environmental safety concerns, indecent acts witnessed on campus, robberies and cases where mental illness was the main issue.

8 Responding to sudden death of a T.A. on campus, break & enter and assault of faculty member on campus, sexual assault in residence, a suicide on campus, domestic assault on campus.

9 Assault included assault by partner, family member, someone known to the victim or a stranger.

10 The Community Safety Office became the Administrative Home for the Interim Room Program. Of the six cases, three users were men. All users resided off campus prior to using the service and five of the six respondents were non-community members.

11 Misc. included missing students, safety concerns due to barriers in access to services, defamation of character, concerning behavior/comments, indecent acts witnessed on campus, and break and enters.

12 Critical Incident Response included a fire on campus, sexual assault committed by a stranger, suicide, sudden death

13 Misc. included mental health concerns, bullying,

Emergency and Crisis Response

The Community Safety Coordinator is a member of the Emergency Response Team and the Co-coordinator of the Crisis Support Team at the University. This role requires that the Community Safety Office be available 24/7, should her assistance be required following a crisis on campus.

Depending on the scope and nature of the crisis, there are three levels of response the Community Safety Office responds and assists with, critical incidents, emergencies and disasters. According to the University of Toronto's crisis response guide 'Coping with Crisis on Campus: A Guide to Responding to Critical Incidents, Emergencies and Disasters' (2005), critical incidents are generally a localized disruption affecting a relatively small number of people and requires a response available within the services and resources of the University. An emergency is a large-scale but localized disruption that requires the coordinated intervention of several University of Toronto response teams and may require direction from the Crisis Manager (senior VP or designate) as University staff respond to the emergency. A disaster is a very disruptive and widespread event that affects the University as a whole and may extend beyond the institution (i.e. SARS).

The number of emergency/crisis response cases that the Community Safety Office has been involved in from June 2004-July 2005 is twelve (12). Over the past three years, the number of these cases has more the doubled.

CSO Year	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Total No. of Critical Incident Response Cases	n/a	n/a	n/a	4	5	12

Interim Room

The Interim Room program provides short-term transitional housing to University of Toronto students facing violence or abuse within intimate relationships or in their family, where no other housing arrangements are immediately available or desirable. The Interim Room service is the most comprehensive and safe way to assist individuals who are leaving abusive situations. Along with the safe housing, students are assigned to a case manager to assist in addressing the complex needs these individuals require at this level of service.

The Interim Room program is coordinated and run by the community safety office and university employees who volunteer to provide the intake function. The intake worker signs up for shifts and is on-call 24/7 during the week they have signed up for. When an intake worker is on-shift, they are responsible for providing information and screening students for the program to ensure they are eligible for the Interim Room. Once a student resides in the Interim Room, a Case Manager is assigned who will provide the on-going support and assistance to the student while they are using the service. Case Managers are staff members from the university, including: Community Safety Coordinator, Student Crisis Response Coordinator and the Assault Counsellor & Educator on campus.

The Community Safety Office is the administrative home for the Interim Room program. CSO is responsible for managing the interim room program, including: recruiting new volunteers, training new Intake Workers; organizing and delivering regular training sessions for current intake workers; organizing the Intake Worker roster and ensuring coverage. As well, the Community Safety Office is responsible for providing support to Intake Workers 24 hours a day, should they have any questions or concerns regarding a student in need of the service.

This year, there were 4 students who used the Interim Room program (3 female students and 1 male student). In addition, the Interim Room program delivered on-going training to the volunteers; developed and delivered Interim Room Wallet cards to be distributed to university administrators and developed a training package that volunteers can use to train their colleagues about the Interim Room program.

Principal Users of the Community Safety Office

The principal users of the office in the 188 cases managed were:

Students	124
Staff	48
Faculty	16
Total	188

A significant number of these cases began off campus and had continued impact on the student, staff or faculty member while on campus. For instance, a boyfriend (non UofT community member) began to harass his girlfriend (a student) after they had broken up, following an incident off campus.

Complainant/Respondent

Complainant	Respondent					Total
	Staff	Faculty	Student	Non-Community Members	Other	
Individual Staff	9	1	12	9	15	46
Individual Faculty	0	1	9	3	6	19
Individual Student	1	5	50	55	6	117
Other	0	0	2	1	3	6
Total	10	7	73	68	30	188

Non-Community Members includes: ex-students, ex-employees, alumni, ex-boy/girlfriends of current students, parents of current students.

Other includes: missing students, suicide threats, general safety concerns, concerns about the physical environment, or incidents on campus involving unknown or non-community member respondents.

Postvention

The Community Safety Office also offers a Postvention role to the university community. In this role, the office provides assistance to community members following a critical incident. Often this role includes: debriefing and processing the impact of the incident with the members of the community that have been directly affected by the critical incident; bridging individuals to other resources on/off campus; and regular follow-up after the critical incident. In addition, the Community Safety Office offers specialized training or initiatives targeted to the community directly/indirectly affected by the critical incident on relevant topics.

Priorities and Objectives for 2005-2006

The Community Safety Coordinator has as her objectives for the year 2004-2005:

- Continued assistance, support and referral for members of the university community who have concerns regarding their personal safety, threats, harassment or violence;
- Continued training and educational workshops for community members in dealing with aggressive, disruptive, or violent behavior.
- Ongoing involvement in the implementation and training of crisis management for the university community.
- Ongoing promotion, delivery and evaluation of self-defense programs.
- Continued efforts to increase visibility of the Community Safety Office tri-campus
- Partner with UTM and UTSC to offer programming or events which promote the safety and the variety of educational workshops the community safety office provides
- Continued administration of the Ministry of Education and Training Grant for programs and initiatives that support women's safety on campus.
- Partner with student groups and associations to develop an educational initiatives addressing safety.
- Partner with the Women's Centre tri-campus to assist in the delivery of program initiatives targeting safety.
- Increase awareness of Interim Room Service amongst front line service providers on campus.

Appendix A



Community Safety Office



Campus Safety Survey

Please complete this survey at your leisure. We would like to have these surveys on file by Tuesday, March 1st, 2005. Please hand it in to SCSU in the Student Centre before that date. The sooner we can process your information, the sooner we can implement changes for the betterment of safety at UTSC. Your assistance is greatly appreciated. This survey is for staff, faculty, and students.

What is your perception of safety on campus?

CHECK IF APPLICABLE:

How long have you been at UTSC?

Less than 1 year 1 Year to 5 Years Over 5 Years

How often are you on campus?

Once/ twice a week Most days Every weekday Every day

Gender

Female Male Other

Age Group

16-24 25-34 35-44 45- 54 Other

Where do you live?

Phase 1 or 2 Phase 3 Foley Hall Off-campus apartment Other _____

By what means do you most often travel to and from campus?

TTC GO Carpool Single-Occupant-Vehicle Bicycle Walk

Do you know where the Safety Phones are located on campus?

Yes No

If so, do you know how many there are?

1-5 6-10 11-15 16-20 21-30

What does PERSONAL SAFETY mean to you?

Have you had any experiences on campus that have compromised your personal safety?

†Yes †No

If yes, please explain and share the impact that those experiences had on you.

Are you aware of any safety-compromising situations occurring recently at UTSC?

†Yes †No

If yes, please explain the situation.

Where did you reside before joining the UTSC community?

Did you change your habits for staying safe when you became a member of the UTSC community?

What steps do you take to address your personal safety on campus?

Do you know what programs or services are offered at UTSC that address personal safety?

(please list)

Have you ever used any of these services?

†Yes †No

Why or why not?

Do you know what the Community Safety Office is?

Yes

No

The Community Safety Office is responsible for the development, implementation and monitoring of personal safety initiatives at U of T and UTSC. Do you have any recommendations that could address/improve your personal safety at UTSC?

Thank you for taking the time to complete this survey. If you have any questions, comments, or concerns, please feel free to contact *Jon Agg* (Vice-President Students and Equity) at jonathan.agg@utoronto.ca, 416-287-7031, or in the Student Centre, Room 108, where this survey should be dropped off.

Perceptions of Safety On-Campus Questionnaire: Emerging Issues at UTSC

All of the students surveyed were **students from UTSC**. There were a total of **184** respondents: **125** female respondents and **59** male respondents (68% of total respondents were female; 32% of total respondents were male). The average age group of the respondents was between **16-24** years. Surveys were distributed during Safety Week and posted on the SCSU website to be completed and handed in to the SCSU office.

What is your perception of safety on-campus?

- **3%** of women felt unsafe on campus; **1%** of men felt unsafe on campus (125 female respondents and 59 male respondents)
- **42%** of female respondents felt fairly safe; **15%** of male respondents felt fairly safe
- **23%** of female respondents felt safe; **16%** of male respondents felt safe

- Overall: **5%** of the total respondents felt unsafe on campus; **56%** of the total respondents felt fairly safe on campus; **39%** felt safe on campus

Specific Recommendations:

Increase Patrols: increase patrols outdoors, near residences, at night; * 7 respondents mentioned their concerns about trespassers; centennial college students on campus. They wanted to see more enforcement; more trespassing; more banning of non-students using the campus

Improve Lighting: along pathways, near intersection of Military Trail & Ellesmere; near childcare centre; near forested area; in stairwells; near Foley Hall parking lot; outer parking lots; the valley; pathways along residences.

Promote Services: more safety initiatives; increase awareness of safety services; have more educational campaigns.

Improve Services: make UTSC patrol more approachable; increase ridesafer frequency of pick up and drop off; increase walksafer hours of service

Other recommendations:

- 9 Respondents felt safe during the day but unsafe at night
- 1 Respondent was concerned that the emergency phones were connected to downtown as it made them feel that there were no officers available on the UTSC campus
- 1 Respondent recommended that there be more self defense courses available
- 1 Campus police should be better armed
- 1 Respondent believed that vandalism on campus was an on-going problem
- 2 Respondents indicated that there is a high incident of thefts on campus
- 1 Respondent recommended that we increase campus police response time
- 2 Respondents stated that the sidewalks are dangerous
- 1 Respondent stated that the campus needs to improve traffic signage
- 2 Respondents believe that safety can be improved with more video surveillance
- 2 Respondents believed that the behavior of the construction workers (sexual harassment incident) and the construction site on campus contributed to feeling unsafe.

Appendix B



University of Toronto
Community Safety Office

UTM Personal Safety On-Campus Questionnaire

What is your perception of safety on-campus? Please explain your answer:

Check if applicable:

Faculty Staff Student Other _____

How long have you been attending the University of Toronto (UTM campus)?

Less than 1 Year 1 Year to 5 Years Over 5 Years

How often are you on campus?

once/twice a week most days every weekday every day

Gender

Male Female Other

Age Group

16-24 25-34 35-44 45-54 Other

Where do you live?

On Campus (residence) Off Campus other

If you reside on-campus, which residence? _____

How do you most often travel to and from campus?

Public Transport Car Bike/Blades Carpool Walk

Other _____

What does **PERSONAL SAFETY** mean to you?

Have you had any experiences on-campus that has compromised your personal safety?

Yes No

If yes, can you share what kind of impact that experience had on your perception of safety?

Where did you reside before you attended the University of Toronto (UTM campus)?

_____ (town/city; province; country)

Did you change your habits for staying safe when you became a member of the UTM community?

Do you know what programs or services are offered at UTM that address safety?
Please List:

Have you ever used any of these services? Yes No

Why or why not?

The Community Safety Office is responsible for the development, implementation and monitoring of personal safety initiatives at the University of Toronto. Do you have any recommendations that could address/improve your personal safety on campus?

Thank you for taking the time to complete this survey. If you have any questions, comments or concerns please feel free to contact the Community Safety Office at 416 978 0385.

Perceptions of Safety On-Campus Questionnaire: Emerging Issues at UTM

All of the students surveyed were **students from UTM**. There were a total of 45 respondents: 36 female respondents and 9 male respondents. The average age group of the respondents was between **16-24** years. Surveys were distributed during events on March 10th, 2005 during a Women's Centre event on campus. As well, additional surveys were completed and handed into the Women's Centre on campus to be picked up the Community Safety Office.

What is your perception of safety on-campus?

- 21 female and 3 male respondents reported that they felt unsafe on campus (53% of the total respondents)
- Of the 21 female respondents 4 stated that they felt safe on campus during the day but felt unsafe in the evening
- Of the 21 female respondents 5 stated that they felt 'pretty safe'
- 13 female and 5 male respondents reported that they felt safe on campus (40% of the total respondents). One male respondent reported that he felt safe but he expressed that he is concerned about others on campus.

The explanations for feeling safe included:

- Presence of campus police on campus
- Walksafer service

Specific Recommendations:

Increase Patrols: increase patrols in area; increase foot patrols on campus

Improve Lighting: lights out frequently on paths; improve lighting at bus stop

Promote Services: have more self defense sessions on campus; have more workshops and education campaigns on sexual harassment and campus safety

Improve Services: have walksafer provide escort off campus (Erindale Park); have a shuttle service to certain points after buses stop running; increase awareness about personal safety on campus; have more action in response to complaints; promote programs; release information to the students about incidents that have occurred on campus or the surrounding area of campus; have more counselling programs and crisis response programs on campus

Emergency Phones: increase emergency phones on campus; have emergency phones off campus when walking home

Security: keep South building door unlocked at night; have more

Security Cameras: request more security cameras on campus; more cameras in the south building; cameras in the basement of south building