



University of Toronto

Annual Report of
St. George Campus Community Police

2007

Presented to the University Affairs Board

April 29, 2008

Introduction

St. George Campus Community Police are part of the Facilities and Services portfolio of the Vice President, Business Affairs. The activities of the service are established both in policy and in practice. Much of their activity is defined by the agreement between the Governing Council and the Toronto Police Services Board. An annual

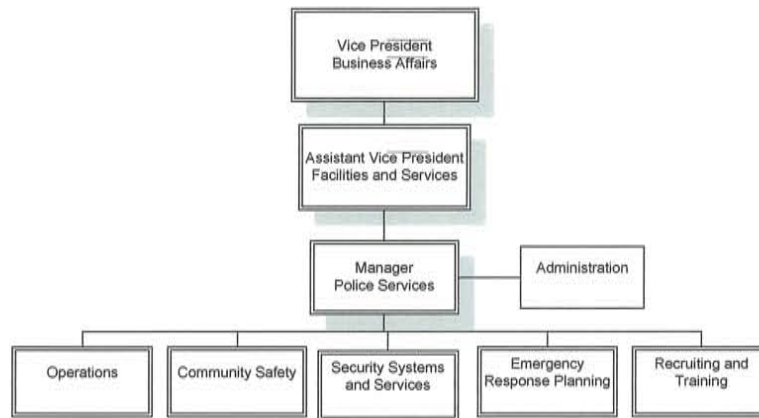
factual report is made to the Toronto Police Services Board and is available at

<http://www.campuspolice.utoronto.ca/community/about.htm#Annual%20Reports>

This report is presented to highlight programs and offer detail and statistics relating to the operation of the service in calendar year 2007.

Organizational Overview

St. George Campus Police are organized and deployed as follows:



St. George campus police has refined and evolved its response and customer service model to meet the changing needs of the University. There are five departments reporting to the manager.

Operations

The largest group is the Operations function. Working 24/7/365 they are the face of Campus Policing. Included are the call centre, uniform services, security (building patrol) personnel and the community resource unit.

Recruiting and Training

Special Constable policing has the same standards as public policing because both are appointed through the Police Services Act. Hiring and training are dynamic functions in part because of turn-over but primarily because of changing training needs.

Security Systems and Services

St. George Campus has a sophisticated, dedicated security network, an intranet, separate from the business network, terminating in a central station capable of monitoring alarms, CCTV and access control for all campuses. The manager is responsible for the call centre and all technical services including maintenance and repair.

Community Safety

The community safety office provides resources and referral services for students, faculty and staff at St. George, Scarborough and Mississauga Campuses.

Emergency Response Planning

Campus Police have developed the role of an emergency response planner to assist the university in developing and managing building and departmental emergency

plans, required in the Policing on Crisis Response.

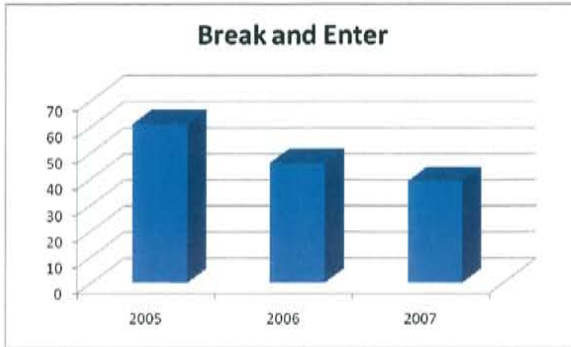
Operations

Incident Types	2005	2006	2007
Break and enter	61	46	39
Robbery	4	1	10
Theft Over \$5000	15	12	11
Theft Under \$5000	409	429	341
Theft Bicycles	97	82	92
Possess stolen property	1	2	1
Disturb Peace	6	5	2
Indecent Acts	11	5	2
Mischief/Damage	93	148	162
Other Offences	40	38	57
Arrest Warrants	5	14	12
Sexual Assaults	4	5	0
Assault	28	25	33
Impaired Driving	0	0	0
Criminal Harassment	11	9	15
Threatening	7	25	21
Homophobic/Hate Crimes	5	7	1
Homicide	0	0	0
Crime Occurrences	797	853	799

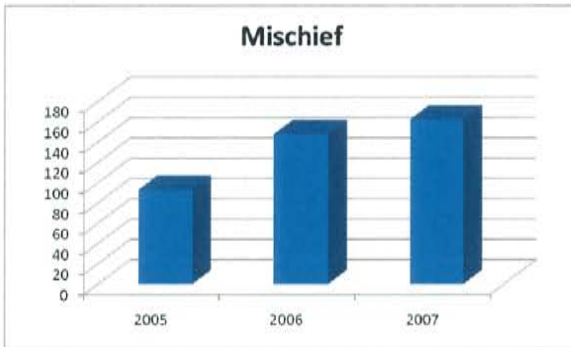
Other Activity	2005	2006	2007
Alarms	1644	1116	965
Fire Alarms	406	382	423
Assist other police	66	70	42
Assist Community Member	923	989	1094
Disturbances	92	60	76
Demonstrations/Protests	33	32	8
Inv. Suspicious Persons	830	423	379
Inv. Suspicious Circumstances	510	520	367
Trespasser Charged	65	70	84
Trespasser Cautioned	81	123	109
Medical Assistance	141	187	184
Insecure Premises	86	84	125
Motor Vehicle Collision	32	26	37
Mental Health Act	12	9	23
Suicide/Attempt Suicide	4	4	1
Sudden Death	0	2	2
Fires	15	3	6

In Summary

Continuing reductions have been seen in the number of break and enter occurrences on campus in 2007. Additional physical security and increased building patrols have been implemented in a number of larger buildings.



Significant increase is noted in the number of acts of willful (not accidental) damage being reported.



The number of instances reported has increased and the value of the damage is not insignificant. Of equal concern is the value of goods stolen from both the University and its community members.

Thefts	2006	2007	
U of T Property	\$ 236,208	\$ 199,911	-18%
Personal Property	\$ 342,492	\$ 412,417	17%

Mischief 2006	2006	2007	
U of T Property	\$ 28,073	\$ 30,018	6%
Personal Property	\$ 43,925	\$ 14,160	-210%

During 2006, campus police became involved in the STOP Theft program. At the end 2007, more than 4,000 electronic devices (laptops, monitors, CPU's) had been registered, and may account for some of

the reduction in theft of University property. Laptops and electronic devices continue to be the objects of theft from persons on campus and account for the large increase in dollar value.

During 2006, skateboarding and damage to property by skateboarders was identified as a significant problem through community complaints. Campus police embarked on a program of increased patrols and strategically charging repeat offenders. A significant decrease in skateboarders was noted during 2007.

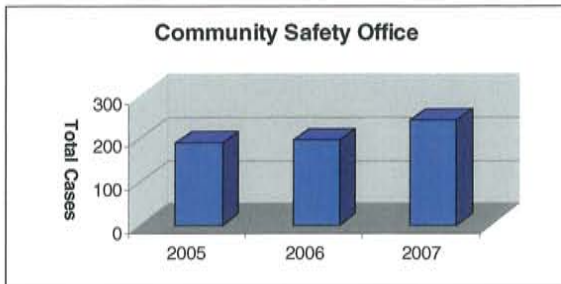
A practice known as "buildering" (climbing manufactured structures in the manner one would climb a mountain) was discovered to be occurring on campus in 2006. In 2007, at the beginning of the academic year, campus police instituted random foot patrols of the external campus, partially funded by Property Management and Facilities and Services. Two instances were discovered and stopped before anyone could be hurt.

The community continues to call when persons are engaged in activity or in circumstances that they consider to be suspicious. A tool commonly used to manage use of property is the Trespass to Property Act. It enables the University to fulfill its responsibilities under the Occupiers Liability Act, providing a safe and secure environment for the community and its visitors. Initial action is a caution which escalates to charges if the caution is ignored. An increase in the number of persons charged under the act is noted.

Of particular note is the increase in the number of cases of criminal harassment investigated. The crimes are usually associated with relationships, some of which are domestic in nature. The largest portion of the increase occurred in the first two months of the 2007/2008 academic year. These matters are always investigated with Toronto Police when the victim chooses to report. This topic is also discussed in the Community Safety Section.

The Community Safety Office continues to increase in requests for services. A rise in

total cases is noted and the majority of this increase is attributed to disruptive behaviour in classrooms and workplaces.



During the early part of the 2007/2008 academic year, a number of robberies occurred on the campus, committed by the same individual. Campus police were instrumental in apprehending the offender and stopping the occurrences from continuing.

Results of Undergraduate Student Survey Globe and Mail University Report Card 2006 (Conducted by The Strategic Counsel, 2007)

Sense of personal safety/security A-
As part of the student experience at the University, campus police on all campuses strive to create a safe place for students to achieve their academic goals. (http://www.president.utoronto.ca/aboutthepresident/speeches/universityreportcards/table1_resultsundergraduatesurveyglobeandmail2006.htm). This is the highest rating in the survey for non-academic core functions.

In this year's report, we are highlighting emergency response programs at the University and in particular, Campus Police.

Community Resource Unit (CRU)

Crime Prevention Initiatives

GPS Bait Bike Program

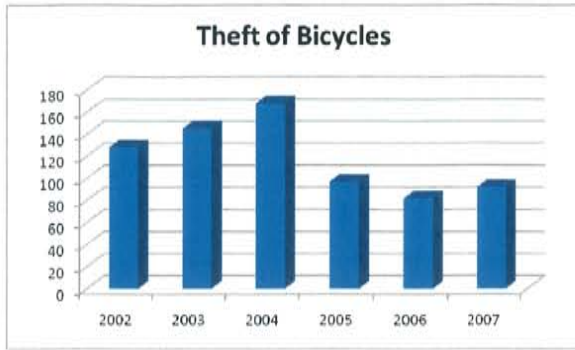


It only takes a few seconds to steal a bicycle, even when it is locked.

Preventing a crime does not build statistics but the community notices the absence of Crime.

To deter and apprehend offenders, Campus Police launched a bait bike program in October 2006. Modeled after the Victoria Police program, Campus Police conceal a Global Positioning Beacon (GPS) on a bicycle and then leave the bike in a place where bikes have been previously stolen. When the bike is stolen or removed from its "geozone" campus police, working in conjunction with Toronto Police off-campus apprehend the suspect by following them to their eventual stopping place. Arrests have been made in 2007 but a slight increase has been noted.

Facilities and Services installed cameras and increased lighting at the Athletic Centre in late December 2007 to deter theft. This pilot project will be evaluated for effectiveness and possible replication as funds become available.



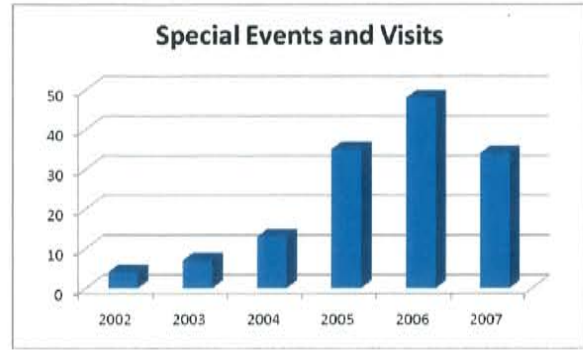
STOP Tracking System

Beginning July 2006 Campus Police joined with Security Tracking of Office Property (STOP) to address a growing laptop and electronic device theft problem. STOP anti-theft system is a unique patented protection that solves the problem of equipment theft by eliminating the reason for most theft: resale value. St. George Campus Police have approximately 4,000 registered electronic devices including laptops, CPU, flat screen monitors and televisions.

STOP anti-theft plates are available for sale at the Campus Police office, U of T student union and the bookstore. The STOP theft program has attracted the attention of the local media including; campus newspapers, Metro news, Globe and Mail, CP24 news and more. The U of T is the first University in Canada to use the STOP program since its inception at Mississauga Campus Police.

V.I.P and Special Events

The Community Resource Unit works closely with outside Police agencies and other stake holders in coordinating plans of action to ensure visitors to the campus are kept from harm. Since 2002 the number of events requiring involvement by campus police has grown significantly but dropped slightly in 2007.



In 2007 the University of Toronto hosted numerous events on campus. The University of Toronto Police Community Resource Unit was involved in the security planning and coordination of thirty four events. These included visiting dignitaries, royalty, activist groups, international conferences, student protests, cultural festivals, and labour disputes.

Case Management

St. George Campus Police has six OPC (Ontario Police College) certified SOCO (Scenes of Crime Officers) who work under the direction of a Senior Forensic Identification officer.

The University of Toronto Police, S.O.C.O. unit will attend any crime scene on campus that Toronto Police cannot or will not attend. In 2006 the University of Toronto Police attended a total of 24 scenes. From the twenty four scenes evidence was discovered at nine. This included both fingerprints and D.N.A. evidence.

In 2006 one suspect was identified by fingerprints to a stolen vehicle.

Although these numbers are minor when compared to Toronto Police statistics, the figures translate to a 37% success rate for evidence found, and an 11% success rate for identifications.

Cases	Crime scenes	Type of release
Property Seized	25	SOCO jobs 23
Persons Investigated	361	Fingerprints found 3
Persons Arrested	86	Fingerprints identified 1
Vehicle	4	Photo jobs 17
		Release at scene 14
		Release to TPS 46
		Caution 35
		Provincial Offences 109

Other investigations	286	Other evidence DNA identified	25 0
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As the figures indicate, the SOCO program has seen a marked increase in productivity since its inception in 2003.

A function of the CRU is the day to day management of cases generated through routine activity. This includes preparation of court documents and liaison services with police and courts.

Emergency Response Planning

Campus Police have had responsibility for responding to emergency situations since their inception in 1904. As the world has become a different place, so has the need for more sophisticated training and tools to respond to serious situations. A second training session for Incident Command and responder training was held in conjunction with the Ontario College of Art and Design in 2007. Further training opportunities are planned for 2008.

With growing numbers of high profile and challenging incidents, both man-made and natural, affecting the safety of university communities and campus operations around the world, universities are increasingly turning their attention to emergency management best practices.

Emergency management is the managerial function charged with creating the framework within which communities reduce vulnerability to hazards and cope with disasters.

There are five phases of Emergency Management:



At the University of Toronto, Campus Police has focused efforts this year in the areas of preparedness and response, where its primary responsibilities lie.

Emergency Response Planning Portal

Building Emergency Plans

As the University of Toronto moves toward a principled emergency management framework Campus Police is addressing its responsibility to have information available for emergency responders when required and to work with departments to develop appropriate emergency plans.

Campus Police have developed a secure web-based Emergency Response Planning tool to efficiently gather and manage pertinent information about all University occupied buildings. This information will be readily available to answer questions of first responders in order to improve response to any type of incident. The more first responders can be informed about the special nature of the university's assets, the more effective their response can be and the sooner and better the University can recover and move forward. (The type of information collected includes everything from the location of utilities shut-offs, building construction materials and floor plans, to the location of special collections such as rare books, art and specimens.)

Departmental/Divisional Emergency Plans

Going forward in Emergency Response planning, a second phase of will gather information and assist in generating

emergency plans at the departmental/divisional unit level. Again, giving first responders better knowledge about the occupants of a building, their numbers and their needs improves specific response.

In the long run, analysis of the data gathered will assist the University in identifying and prioritizing mitigation and prevention activities and will contribute to management of the complete emergency cycle.

Preparedness and Resilience through Technology

Improving on our UPS (Uninterrupted Power Supply) battery back-up systems, Campus Police now have an operational natural gas fueled generator that will power the building, essentially indefinitely provided there is a supply of natural gas and engine oil.

This measure has gained and will continue to gain in importance as our operations become more sophisticated and more reliant on technology.

We have also made arrangements for our emergency response IT systems and data to be backed-up off site and accessible from mobile computing and dispatch stations in the event that the Campus Police office cannot be occupied, plans for which will be finalized in Q2, 2008.

Campus Police have begun testing the use of GIS (Geographical Interface System) as a tool for emergency management, crime analysis and operationally as an integrator of various dispatch and communications technologies. This is a long term project, the goal of which is to simplify the interface of information systems with dispatchers. By easing their access to various information systems training times will be shortened; speed and accuracy will also be increased.

Outreach to External Organizations

Emergency Response Partners

Effective Emergency response requires cooperation between many players within the University community and also with

organizations external to the University. With this in mind Campus Police has begun further integration of its response capabilities, sharing information, shaping debate and raising awareness of the University's special place within our communities from the city to the international level. We are collaborating with important support organizations through meetings, presentations, conferences, workshops and joint training exercises. New organizations Campus Police have reached out to include Emergency Management Ontario, City of Toronto Office of Emergency Management, The Canadian Red Cross, Toronto Shelter Support and Housing, the Centre for Security Science and Public Safety Canada.

A natural outcome of these relationships will be future memoranda of understanding and mutual aid agreements.

Associations and Councils

Campus Police has been actively involved in the formation of the new Universities and Colleges Committee of the International Association of Emergency Managers (IAEM) and also the new Council on Emergency Management at the Conference Board of Canada.

University of Toronto now has representation in the following associations and councils: Disaster Recovery Information Exchange (DRIE), Ontario Association of Emergency Managers (OAEM), Disaster Resistant Universities (DRU), and Post-Secondary Emergency Management Canada (PSEM) and International Association of Campus Law Enforcement Administrators (IACLEA).

Our relationships with these organizations have already resulted in positive outcomes. Some of these include joint training exercises, contribution to the development of benchmark protocols, and input into city planning.

Principles, Standards and Accreditation of Emergency Management

This year has been a watershed year for the standardization and formalization of

emergency management models internationally.

Calendar year 2007 saw the agreement upon and adoption of a set of fundamental principles of Emergency Management by the IAEM and the national standards organizations and other government stakeholders. As a model, Campus Police also use these principles.

Through our involvement with the University and Colleges Committee of the IAEM, Campus Police have given input into and support in principle to the newly created Canadian Standard for Emergency Management, (CSA Z1600). This standard, alongside the parallel NFPA 1600 in the United States is expected to be adopted as the standard for Emergency Management at Universities and Colleges by the IAEM. (The IAEM, while acting as an industry association is also the certifying body for professional Emergency Managers).

Closing the loop, there is currently a working group of the IAEM University and Colleges Committee struck to consider an accreditation program specifically for Universities and Colleges emergency management based on the municipality focused Emergency Management Accreditation Program (EMAP).

Fundamentally, Campus Police supports these efforts and will work towards these standards and accreditation within the emergency response mandate as the standards are finalized and the University of Toronto matures its Emergency Management program.

Training and Recruitment

Campus Police is dedicated to creating a safe, secure and equitable environment for students, staff, faculty and visitors. Our mandate is to support the academic mission of the University by working in partnership with our community.

We are accountable to our community and guided by the principles and values of respect for the dignity, privacy, worth and diversity of all persons. The service follows a pro-active community based policing

approach, working in close partnership with the community in the development and implementation of its programs.

Our training mandate is designed to meet the needs of the University. Training combines directives from the Toronto Police Service, changes in law, court decisions, Federal, and Provincial standards into a comprehensive learning model.

The Service welcomes constructive comment from its clients. Recommendations from all levels of policing contribute to the process of designing and delivering the courses to meet the specific needs of the service and its community. The training curriculum is designed to ensure a balanced mix of mandatory skills training, sensitivity to the University environment and practical field experience. This is accomplished through a combination of on-line and in-class lectures, seminars and participative, in-group discussions to approximate campus policing situations. Campus resources are used whenever possible, but due to the unique style of policing that is required on campus; outside resources are occasionally used.

The table at Appendix A details the training provided during 2007 to members of the campus police at the University of Toronto.

Recruitment

The St. George campus police maintain the highest standards in hiring new recruits. The objective of our recruitment process is to select competent persons who understand and reflect of the University's unique and highly diverse culture. Throughout this very competitive process, successful candidates must demonstrate that they have the skills and professional attributes to provide the University community with the level of competent service it has come to expect.

The process to have a Special Constable appointed by the Toronto Police Services Board and the Ministry of Community Safety and Corrections takes six to eight months from application to date of hire. The process complies with the Province's special constable hiring criteria, avoids negligent hiring and consequent liability risk to the

University. It identifies those who are interested in pursuing a career dedicated to community policing in a university environment. A successful candidate will have had direct contact with university representatives from Campus Police, Equity offices, Human Resources and Occupational Health during the recruiting process.

During In October, 2007 Campus Police welcomed recruits since 2004 to the service at a reception at the Faculty Club attended by President David Naylor, Chancellor David Peterson, and Vice President Catherine Riggall. They were joined by the family and spouses of the recruits and staff at campus police.



Community Safety Office

The Community Safety Office responds to students, staff, and faculty members of the University of Toronto community who have personal safety concerns. Service is provided to the University community, working from the St. George Campus police office and on-site facilities at Scarborough with plans to open a similar facility at Mississauga.

The Community Safety Office was expanded to include an additional Community Safety Worker to address its increased demand for service and to better respond to the tri-campus mandate. However, with a change in management and a leave of absence, the office

operated with only one person from July to December.

Additionally, the Office provides consultation and training to those managing difficult behavior, self defense courses and workshops on a variety of topics.

Program	2005	2006	2007
Wendo (Women only) 3 Hr	7	17	6
Wendo (women only) 2 Day/3 Day	3	5	5
Urban Defense Men and Women		2	2
Urban Defense Women only		2	2
Total Self Defense	10	26	15

The Community Safety Office offers support and assistance to members of the university community on a short term basis. Staff assesses personal and community safety risks providing a continuum of intervention options; presenting factual information about the particular issue experienced; co-creating a safety plan; and referring to and working in partnership with various internal and external offices and agencies.

Type	2005	2006	2007
Critical Incidents	12	10	7
Assault	10	29	30
Criminal Harassment	64	67	67
Disruptive Behavior	4	2	45
Environmental Safety	7	3	0
Interim Room (see note)	4	11	10
Sexual Assault	14	12	8
Sexual Harassment	5	4	3
Suicide (inc. threaten/attempt)	5	4	3
Threaten (behavior/comment)	39	24	32
Miscellaneous	25	30	36
Total Cases	189	196	241
Presentations	44	62	45
Booths and fairs	12	9	6

Note: Interim Room Use: 2 male & 8 female; 3 UTM interim room; 1 UTSC interim room; 6 St. George interim room

Security Systems and Services

St. George campus police are also providers of security services to the University. The services provided have two complementary forms: Technology and Humans.

The modern approach to security problems is to first assess the situation to determine whether there is a cost effective solution

that is acceptable to the community. The second assessment is whether the situation is best managed through deployment of personnel or a combination of both.

The campus security system continues to grow with the addition of buildings to the access control system and alarm systems. Cameras are used sparingly on the campus and in compliance with the guidelines of the Privacy Commissioner.

WalkSmart replaces WALKsafer Service

WalkSmart service began operation in the 2007/2008 academic year. The name and focus of the service changed from a safety and security focus to peer assisting peer when walking around the campus at night. The students no longer patrol buildings and check the campus as they did in the past. Their primary focus is engagement with peers whether walking from point to point on campus, driving the accessibility van for students who need mobility assistance or meeting and chatting with other students to ensure they are aware of the service, campus community safety and campus police. Initial reaction has been very positive.

The WalkSmart program employs approximately fifteen University of Toronto students, working in pairs (at least one of whom is a female). The Service operates from September to the last day of regular classes, five days a week, from 7:00 p.m. to 12:00 a.m. but service is adjusted to meet demand. At other times, University Police will provide escorts as time and availability permit.

During 2007, WalkSmart and its predecessor accompanied 215 students on campus or provided assistance to mobility impaired persons.

Community Policing Events

Torch Run for Special Olympics

In June 2007, University of Toronto Campus Police Services participated in the 21st Annual Torch Run for Special Olympics. Participation in the Torch Run is a long

standing tradition and on this occasion we had ten participants. Through T-shirt sales, 50/50 draw and donations through pledge sheets, \$1,700 was raised.

Safety Week

Safety Awareness Week is a University of Toronto Campus Police initiative aimed at promoting safety, security and services to the University community. The project consists of a full week of safety booths at selected University locations. The two major highlights of the week are the annual pancake breakfast and barbeque. This year is it estimated that approximately 750 people attended the pancake breakfast while an additional 1000 people attended the barbeque. All of those attending were provided the opportunity to learn about services offered through the campus police office. This year's barbeque also saw the Toronto Police Ride program, Mothers against Drunk Driving, and Crime Stoppers in attendance to provide information to students and staff.

Bike Stops

During the annual Safety Week program University of Toronto Campus Police Special Constables, with assistance from Toronto Police Officers, stopped over 250 bicyclists who failed to stop at a stop sign on St. George Street as part of our annual Bicycle Safety Spot Checks. These cyclists were provided with information on the Highway Traffic Act and how it pertains to bicycles. Toronto Police introduced an enforcement phase after the safety checks. During the one hour enforcement, 24 cyclists were stopped. Eighteen of them were cautioned. This program will be continued throughout the year to improve bicycle safety on campus.

Food Bank

The annual Campus Police Food Drive had another successful year. This year the donations went to LOFT (Leap of Faith Together). LOFT offers supportive housing, outreach and community support services to homeless persons with mental health, addiction and physical health challenges. This year the food drive raised

approximately three hundred pounds of food.

First Nations House (FNH)

Campus Community Police attend and participate in events hosted by The University of Toronto's First Nations House. The community is headquarters for the University's Aboriginal students, staff and visitors. FNH is a place where lectures, classes and social meetings take place with all of Canada's first people. Although in history, partnerships with police and the aboriginal communities haven't always been productive, campus police and the administration from First Nations House make sure lines of communication and respect for all people is paramount. Campus police have had an excellent working relationship with members of this community for more than ten years. With respect and honesty this relationship continues to grow in many ways. Campus Police and First Nations House take part in teachings surrounding Aboriginal customs and traditions to better enable communication between these groups where historically, it did not exist before.

Community Police Liaison Committee (CPLC)

The University of Toronto Campus Police sits on the 52 Division Community Police Liaison Committee and is active at most events organized by this group. This year the University of Toronto Campus Police was honoured to host the CPLC at the University on two occasions. The first occasion was for a regular monthly meeting and the second was for the annual CPLC holiday party. Both of these events were very successful.

University of Toronto LGBTQ Liaison

Campus Police and the LGBTQ liaison office have had a long standing commitment to diversity and equity on Campus. Through the Campus Police Liaison officer the two arrange training and events that support both services on campus. In the past police and the LGBTQ community have had a less than trustworthy relationship, Campus Police have made significant effort to ensure that respect and understanding of different

cultures is not overshadowed by "big brother" while still maintaining the law and rules of the campus for all to enjoy. Campus Police take part in the campus wide "Positive Space" program which supports safety equality and understanding for members of the community who occasionally feel marginalized by the general population.

Toronto Pride

Every year the City of Toronto and its gay, lesbian, bisexual, transgender and queer community get together for a week of sexual liberation and celebration promoting not only the gay community but, rights and freedom for all Canadians. University Campus Police have been involved with this international event for the past 7 years. With support from the University's LGBTQ group, Campus Police have entered the Toronto Pride parade alongside the Toronto Police and others in the law enforcement and policing communities. Members volunteer their time to ride, walk and drive in uniform to support Toronto's diversity and the University's place in it. In the 2005 Pride parade the UTPS had 9 members volunteering their time to march in support. In 2006 we had 12 members and in 2007 we had 15 members. Participation is at all ranks and includes support staff and friends of the unit. Campus police are well received and have a great day.



Ceremonial Events

In May 2007 six members of the University of Toronto Campus Police participated in the annual Ontario Police Memorial service held

at Queen's Park. This event honors police officers who have died in the line of duty.

In July 2007 five officers attended the funeral for York Regional Police Officer Plunkett who was killed in the line of duty while attempting to arrest a suspect.

In November 2007 four members participated as the honour guard in the annual University of Toronto Remembrance Day ceremony held at Soldiers Tower.

Officers also attended when available for the reception ceremony at Grenville Street adjacent to Coroner's Office for fallen Canadian soldiers returning from the war overseas.

Environmental Responsibility



In October 2007 the University of Toronto Campus Police officially welcomed into service a 2007 Toyota Highlander hybrid, complete with emergency equipment, a prisoner transport cage and a custom aluminum equipment and file storage box.

The new age Hybrid Synergy Drive is an improvement over past years. At 7.9L/100km (combined city and highway) it operates with the fuel economy of a 4-cylinder sedan. It is also one of the cleanest burning vehicles on the road. It has the ability to operate on battery power alone for speeds up to 60km/hr, a 20km/hr improvement over most other Hybrid vehicles. This can also be accomplished with the air conditioning or heat settings on high, unheard of in other vehicles.

Utilizing foot patrols, bicycles, and patrol vehicles, the entire University of Toronto Campus Police patrol fleet is now "green", solidifying the department's commitment to environmental sustainability.

The retired patrol vehicle was given to students in the Faculty of Engineering to be symbolically destroyed during Godiva Week. A charity will benefit.



2007 Service Awards

In 2006, campus police instituted awards for members whose service deserves to be recognized. Annually, an awards event is held and the recipients presented with plaques. A permanent plaque is on the wall at the Campus Police office. In 2007 the following awards were presented.

Community Policing Excellence Award

Tony Goncalves

Beyond Tony's day to day contributions to the department and platoon, he often goes above and beyond in order to help the University community.

In August 2007 the Campus Police received a last minute request to give a community policing talk to 3 and 4 year old children from one of the campus day care centres. Tony volunteered to give the talk to the children. During the course of the talk, Tony helped teach the children about strangers and what to do if approached by strangers.

Tony frequently volunteers his own time to participate in events for the community. This year, Tony volunteered to assist the Safety Week coordinators to conduct bicycle safety checks on St. George Street. Tony not only participated in the event, but he took it upon himself to arrange to have Toronto Police participate in the event. Tony established a rapport with the Toronto Police bike officers and arranged to have them return to campus two weeks later to help enforce and promote bicycle safety on campus.

In October the Campus Police celebrated the arrival of new members to the department with a special ceremony held at the Faculty Club. Tony was the only off-duty constable to attend the event. Dressed in his number one uniform, Tony came to this event, on his own time, in an effort to support both his platoon (which saw three of five members recognized) and the entire department.

Tony once again showed his dedication to the department and the University of Toronto in November for the Remembrance Day ceremony held at Soldier's Tower. Tony attended the event after working a 12 hour nightshift and then was back to work 6 hours after the ceremony ended for his second night shift. Very few people are dedicated enough to participate in such an event between their nightshifts, but Tony will be the first person to say that he did it because it was the right thing to do. In Tony's words "The veterans sacrificed their lives for our freedom, the least I can do is sacrifice a few hours of sleep to honour them".

Customer Service Excellence Award

Karen Bojti

Karen is a member of the Campus Police Call Centre and her primary job is a call taker, answering Campus Police, Trades and Scarborough Campus Police calls. Regardless of whether it's a call for the police or a call for trades, she routinely has to deal with people who are calling because something isn't right and needs attention.

Picking one particular incident to describe why Karen has been nominated wouldn't be fair. Karen has shown a consistent commitment to providing the caller with an unparalleled level of customer service, one that always puts the caller at ease, giving confidence that no matter what, their problem will be addressed. In addition to making sure the caller is initially satisfied, she goes above and beyond to ensure that the particular issue has been dealt with well beyond the satisfaction of the caller.

She recognizes problems before they become problems and seeks solutions that always seem to satisfy everyone involved. Anyone who has ever called a customer service department and explained a problem only to be transferred to another person and have to explain the same problem over again would appreciate dealing with Karen. She ensures that everyone is aware of the issue and what has been done to solve it including co-workers, supervisors, the people called to fix whatever is broken and last but not least the customer who originally called.

This level of customer service has been recognized by all, and is an example for all to follow. Karen is the epitome of campus police Customer Service Excellence!

Diana Johnson

Diana is one of the Campus Police Dispatch staff and takes her job to the level of excellence. Management and supervisory staff have received several compliments from the University Community, Campus Police Staff and her peers detailing her Customer Service skills while working in the communication centre.

Diana goes above and beyond when dealing with customers, she is dedicated, enthusiastic, willing to assist, flexible, friendly and always demonstrates a positive attitude.

This kind of behavior is recognized and greatly appreciated by the University Community.

Administrative Excellence Award

Dorotea Flores

The University of Toronto Campus Police has taken great strides in the last two years in providing enhanced customer service to the campus community. With these advances has come the need to focus administrative work to provide efficient and effective service. Dorothy Flores exemplifies the highest standards of integrity, service and loyalty. Her individual actions have resulted in high levels of customer satisfaction and consistent levels of service. She is the positive first impression that makes the Police Services proud of what we offer to the University of Toronto community.

Dorothy is very conscientious about doing the job properly. She takes pride in a job well done, and her high level of standards makes the system run close to error-free. She has not only trained the staff on Trades call taking procedures, but has also created an operation manual, that she is consistently updating to reflect ongoing changes. Dorothy is an excellent trainer who focuses on the details. She holds herself and those around her accountable.

Dorothy has been the anchor for our customer service excellence, but what sets her above is her attitude towards her job. She is open to taking on new tasks, and does so with an open mind. She is modest about her role, always referring to the efforts that others contribute as equal to her own. When thanked or complimented for her work she usually shrugs it off and humbly states that the job needed to be done and that it wasn't a problem.

Manager's Recognition Award

Gary Borges and Peter Franchi

Nuit Blanche is a twelve hour art festival and exhibition, started in Paris and held for the first time in Toronto in 2006. The campus was one of the sites and hosted approximately 40,000 people. Significant problems were experienced A report was written and the advice given by Campus Police was accepted – plan ahead.

In July 2007, Gary and Peter began a series of meetings with City of Toronto officials and various stakeholders within the university community regarding the planning of the Nuit Blanche festival that would be held on September 29th.

During the planning, the Mayor of Toronto was quoted as stating the art exhibit planned for the front campus would be the signature event of the festival. What this meant was there was to be an anticipated crowd of between 200, 000 – 400,000 people attending the university events.

With this information, planning for the biggest-ever campus event was put in place. Countless meetings resulted in the development of a draft operational plan.

Gary and Peter put together a comprehensive operational plan consisting of roles and responsibilities for not just Special Constables, but also for the forty security officers who were needed. Included in the plan was an assessment of the festival, a detailed floor plan of each event, vendor agreements, command structure, lunches and break schedules, arrest procedures and many other initiatives. A command post was established that would house the dispatchers assigned to the event and the Incident Commander.

When completed, the operational plan consisted of a fifty eight (58) page document, the format of which will be used for future policing and security events on campus.

The overall event was a success for the university and the City of Toronto. There were no major incidents reported during the event and the overall consensus from the Provost office was that it was a well planned and safe event.

VP Business Affairs Cathy Riggall, Provost Vivek Goel and AVP Ron Swail were especially complimentary to Campus Police, much of the praise being deserved by those behind the scenes.

Jamie Dicks

Jamie showed exemplary skill and confidence while dealing with a student

who was experiencing first episode psychosis.

It came to the attention of the Community Safety Office and Campus Police that a student was in distress and both responded. Upon arriving at the student's residence a young male was found who were clearly psychotic, hearing voices, active in his delusions, and anxiety filled. Calming the student seemed impossible, but Dicks was able to develop a trusting rapport with the student and encouraged the student to attend the hospital. He monitored a chaotic environment and through his skill set brought a sense of calm to all the individuals working on the case that morning.

As it was described by the attending physician in emergency at the Clarke Institute, "we very nearly had a serious situation". Our work was commended by the physicians and other staff who were left with the clear impression that the University of Toronto responds with professionalism and care.

The work and skill that Jamie showed during this call was respectful, professional, and without a doubt, helped to lead to a successful outcome for the university community and the client.

Tony Goncalves

On Tuesday April 17, 2007 at approximately 2:12 a.m., while relieving the dispatcher, Special Constable GONCALVES received a telephone call from a male who identified himself as a 3rd year University of Toronto student in obvious distress, requesting to speak with a counselor. Goncalves advised

him that there were no counselors working until the morning. Goncalves then asked if he wanted Emergency Medical Services called. He then stated that he has gone to the hospital on several occasions with negative results.

Upon speaking to male Goncalves noted that his voice sounded weak and he seemed to be losing focus. At that time Goncalves was able to find his home address and phone number. Goncalves then asked the male if he wanted to hurt himself or if he had taken any medication. He stated he did not. A few minutes later Goncalves lost contact with the male. At that time a campus police dispatcher was on the line with York Regional Police dispatch.

York Regional dispatched a car to the location. Goncalves remained on the line however, there was no response coming from the other end of the line.

A few minutes later Goncalves, while still on the line, heard that the door bell was ringing and advised the dispatcher that York Regional Police were at the right house. The front door was opened by the parents and voices could be heard in the back ground. York Regional Police could be heard in the background attempting to revive the student. At that time the connection was terminated.

At approximately 03:25 hours York Regional Police contacted U of T Campus Police and advised that the male was transported to the hospital and would be okay.

Appendix A: Detailed Training List

Course/Topic	Delivered by	Duration	No. Trained
ACD Phone Training	Maria Diberardino / Bell Canada	4 hours	13
Advanced Patrol Training On-Line	Canadian Police Knowledge Network	8 hours	2
Advanced University Special Constable Course	Ed Judd and Associates	80 hours	2
Campus Policy Information Portal training	Barry Dean of D-Tech Consulting	2 hours	7
Central Ontario Crime Prevention Association	Hosted by York Regional Police	2.5 hours	2
Communicate with Impact	Suzanne Park / U of T Staff Development	6 hours	2
Unit Complaints Co-coordinator Training Session	Toronto Police Service Professional Standards	8 hours	1
CPIC Query - Narrative	Ontario Police College	24 hours	1
CPIC Query - Narrative Review	Ontario Police College/ on-site U of T	4 hours	18
CPIC Query - Narrative On-Line	Canadian Police Knowledge Network	8 hours	13
Defensive Driver Training	Graham Austin/CARS	16 hours	7
Defensive Tactics Instructor Course	Robert Proulx / PPCT Management Systems	32 hours	2
ENTERPOL Lotus Notes	Brian Henry/Team Huber	32 hours	4
ERMS Crisis Management	ERMS Corporation	3 hours	6
Facilitation Skills	OISE Certificate in Adult Training and Design	24 hours	2
FIPPA Basic Introduction	Rafael Eskenazi / Ilone Harrison	2 hours	15
Fire Alarm Central Monitoring Procedures	U of T Fire Prevention	5 hours	9
First Response to Terrorist Activity Seminar	Paul Fennewald (FBI ret.)	8 hours	2
Forensic Identification Service Educational Conference	Toronto Police Forensic Identification Service	40 hours	2
*Forensic Issues in Mental Health	Dr Jose MEJIA / Seneca College	24 hours	2
First Aid CPR	Campus Police Instructor	16 hours	28
General Investigation Course	Durham Regional Police / OPC	80 hours	2
*Group Dynamics and Team Enablement	Anti-Racism and Cultural Diversity Office	4 hours	5
Guns and Gangs Seminar	Toronto Police Service	1 hour	5
Honeywell EBI System Training Disk	Honeywell	3 hours	14
Incident Management Systems Executive Overview	BowMac Education Services	16 hours	7
Instructional Design	OISE Certificate in Adult Training and Design	24 hours	2
Incident Management System	BowMac Education Services	24 hours	9
*International Conference of Lesbian and Gay Criminal Justice Professionals	Cultural Diversity and Human Relations Symposium	40 hours	2
Joint Health and Safety Committee Basic Certification	Ana Derksen BSc	24 hours	1
Maritime Security Symposium	Toronto Police Marine Unit	24 hours	2
Needs Assessment and Evaluation	OISE Certificate in Adult Training and Design	24 hours	2
+OACUSA Protective Services Course On - Line	Ed Judd and Associates	240 hours	8

OACUSA Protective Services Course On - Site	Ed Judd and Associates	80 hours	8
Photo Imaging Network Session	Toronto Police Forensic Identification Unit	8 hours	2
Presentation Design and Delivery	OISE Certificate in Adult Training and Design	24 hours	2
Professional Excellence in Protective Services	Wendy Hay	7 hours	15
Random Actor Violence Prevention	Dan Korem / hosted by University of Windsor	16 hours	8
Students Working Abroad Program Overview	Holly Luffman / International Student Exchange Office	.50 hours	8
*Suicide and Crisis Cases	Andrea Carter / Community Safety Office	3 hours	34
Supervisory Leadership Course	Toronto Police Service	120 hours	5
Terrorism/Hazardous Materials Awareness for First Responders in Ontario	Ontario Fire Marshal	4 hours	21
Understanding the Adult Learner	OISE Certificate in Adult Training and Design	24 hours	2
University of Toronto Hiring Process	U of T Staff Development	3 hours	1
University of Toronto Emergency Management System	Implementation Manager, UT- Emergency Response Management System	.50 hours	10
Use of Force	Campus Police Instructor(s)	8 hours	29

Annual Use of Force * 2 could not attend for medical reasons * 4 resignations from Service

First Aid and CPR + New protocol changes to CPR and First Aid program required an Instructor recertification and have necessitated the training to be carried over to 2007.
