



FOR INFORMATION

PUBLIC

OPEN SESSION

TO:	UTSC Campus Affairs Committee
SPONSOR: CONTACT INFO:	Andrew Arifuzzaman, Chief Administrative Officer 416- 287-7108; andrew.arifuzzaman@utoronto.ca
PRESENTER: CONTACT INFO:	Tanya Poppleton, Director, Campus Safety 416-287-7539, tanya.poppleton@utoronto.ca Tom McIlhone, Assistant Director, Campus Safety 416- 208-4799, tom.mcilhone@utoronto.ca
DATE:	May 2, 2022 for May 9, 2022
AGENDA ITEM:	3

ITEM IDENTIFICATION:

Annual Report: Campus Safety, UTSC

JURISDICTIONAL INFORMATION:

Section 5.9 of the UTSC Campus Affairs Committee *Terms of Reference* states that the Committee receives annual reports on services from the appropriate administrators within its areas of responsibility, including Campus Safety.

GOVERNANCE PATH:

1. UTSC Campus Affairs Committee [For information] (May 9, 2022)
2. University Affairs Board [For information] (June 1, 2022)

PREVIOUS ACTION TAKEN:

No previous action in governance has been taken on this item.

HIGHLIGHTS:

At the University of Toronto Scarborough, we believe that developing a safe and secure environment is a shared responsibility, and along with the strong partnerships we have developed with various departments and our community, community-based safety initiatives play an important role in our continued success.

Department Name – Re-branding to Campus Safety

The Special Constables within Campus Safety are governed by a Memorandum of Understanding between the Toronto Police Services Board and the University of Toronto Governing Council and are provided their authorities and responsibilities by the Ministry of Community Safety and Correctional Services under provisions of the Police Services Act. In 2019, the new Comprehensive Ontario Police Services (COPS) Act was enacted. The COPS act restricted the use of the word “Police” to Municipal, Provincial, Federal and Indigenous Police Services. As a result, the University of Toronto Campus Police officially changed its name to Campus Safety. This required a substantial change to uniforms and branding to remove the word “Police” and replace it with “Safety”. Our re-branding efforts continue in our documents, websites, electronic communication and signage, and we kindly ask our campus partners update their information as well when referring to Campus Safety.

Calls for Service

In 2021, UTSC Campus Safety responded to or proactively conducted 6,203 calls for service (increase of 2,970 from 2020) within our community, which generated 341 reports. As mentioned, many of these calls were to provide access for various sectors of our community, however, these requests were dramatically increased in the second year of the pandemic.

Community Partnership Focus

Strategic- and intelligence-driven techniques, as well as problem-solving approaches, are dominant aspects of community safety within an academic setting. Initiatives include providing educational material on campus safety during orientation to all first-year students, training seminars, theft prevention programs, strategic patrol initiatives, and participation in various committees. Committee participation allows for greater understanding of the issues specific to this environment. This understanding, in turn, provides a greater support for our students, faculty and staff, often leading to more successful outcomes.

Specialized Crisis Response

In 2021, UofT launched a review of campus safety services to assess the role it plays in supporting student mental health crises on its campuses. The review was a response to the recommendations outlined in the Presidential and Provostial Task Force on Student Mental Health¹ released in December 2019, specifically recommendation #6 which reads “Enhance

¹ <https://www.provost.utoronto.ca/wp-content/uploads/sites/155/2020/01/Presidential-and-Provostial-Task-Force-Final-Report-and-Recommendations-Dec-2019.pdf>

coordination and expand direct crisis response support and resources and establish a tri-campus mobile team for after-hours support.”

In Fall 2021, in response to the recommendation noted above and the review, Campus Safety at UTSC was successful in obtaining funding for a new role, namely the Student Crisis Response Coordinator. One of the main objectives in the implementation of this role was to ensure that students received immediate support from a responder with specialized skills, while also reducing the demand on Campus Safety to handle these situations independently. The position was posted in February 2022 and filled with the successful incumbent, a trained mental health professional with over 20 years of experience within post-secondary settings. Since joining the team in early April, the Student Crisis Response Coordinator and Special Constables have had the experience of responding to 3 mental health calls together. By all measures, the integration of this new role alongside pre-existing services provided by special constable services has proven to be overwhelmingly positive.

FINANCIAL IMPLICATIONS:

Not applicable.

RECOMMENDATION:

Presented for information.

DOCUMENTATION PROVIDED:

Annual Report: Campus Safety, UTSC - 2021



UNIVERSITY OF
TORONTO
SCARBOROUGH



2021

CAMPUS SAFETY

ANNUAL REPORT



Executive Summary

At the University of Toronto Scarborough, we believe that developing a safe and secure environment is a shared responsibility, and along with the strong partnerships we have developed with various departments and our community, community-based safety initiatives play a particularly key role in our continued success.

Special Constables are staff members employed by the University of Toronto who are appointed (under Section 53 (2) of the Comprehensive Police Services Act of Ontario (COPS Act)) and are subject to approval of the Minister of Community Safety and Correctional Services. The Special Constables are governed by a Memorandum of Understanding between the Governing Council and the Toronto Police Services Board and currently hold authorities and responsibilities under various federal, provincial and municipal statutes, including the Criminal Code, Trespass to Property Act, Mental Health Act and Liquor License Act.

As a result of changes to the regulations under the COPS Act, use of the word “police” is only permitted by a restricted group of policing organizations. As a result, UTSC Campus Police changed its name to UTSC Campus Safety.

In 2021, Campus Safety purchased two new Trek Bikes to increase their fleet to six. One of the Staff Sergeants completed his bike instructor certification allowing Campus Safety to be able to conduct their own bike training for new officers and refresher courses. This initiative reaffirms Campus Safety's commitment to the Healthy Campus Initiative. The Bike Patrol unit allows Special Constables to get into areas of campus that are not normally accessible by car, and allows enhanced patrols and engagement with the community as Bike Officers are typically seen as more approachable.



In 2021, UTSC continued to be severely impacted by the COVID-19 Pandemic which resulted in taking steps to close its doors to in-person instruction, switching to virtual learning platforms. This also impacted the staff and faculty's ability to attend campus as only those who were deemed essential were authorized to attend.

Campus Safety continued to work closely with the University's Environmental Health and Safety Department and the institution's leadership team to ensure proper health and safety protocols were implemented for staff and faculty who were authorized to attend campus, including signage, physical distancing, and access control. As the pandemic's impact fluctuated throughout the year, restrictions imposed by various levels of government also changed and policies were adapted at UTSC.

To assist the UTSC student community who had limited opportunity for appropriate technology, including access to Wi-Fi, limited study space was made available in the library and computer labs with proper physical distancing, contact tracing and hygiene protocols established.

As a result of continued in-person restrictions placed on post-secondary institutions, Campus Safety was not able to implement community safety initiatives that are normally conducted throughout the year.

Criminal statistics and general reports were significantly decreased in 2021, reflecting the reduced number of community members attending in person. The number of calls for service, however, increased from 3,233 to 6,203 during 2021, largely due to calls to assist members of the community and access control requests.

UTSC Committee Participation



Although activities and in-person instruction on campus were significantly reduced, there was still a need to participate in committees and groups to assist in the fulfilment of the academic mission as well as managing the safety of our community and securing its assets. Members of Campus Safety participated in the following committees:

- Study Space Committee – The Assistant Director participated in this committee to collaborate with other community partners in assessing current and potential study space available to students, to assist in their academic endeavours. New spaces and types of space continue to be explored as the student population increases and new buildings are constructed.
- Leadership, Education and Development (LEAD) program – the Assistant Director participated in this initiative as a mentor, and was paired with a mentee throughout the program, which ran from September 2021 to May 2022. This program provides mentees the opportunity to meet with their mentors to focus on topics of interest and to learn from their mentor’s experience and wisdom.
- Student Welfare Committee – Campus Safety took part in the Student Welfare Committee, comprised of Managers and Directors who collaborate to case manage situations of students at risk. The committee’s role is to ensure students receive the support necessary to increase their chance of success in their educational endeavors, while also ensuring community safety.
- Risk Assessment Committee – Campus Safety participated in this committee, comprised of management and student representatives who assess events to identify and mitigate associated personal and physical risks of campus events. This assessment assists in ensuring the success and safety of participants during the event.
- Operational Response Team – Campus Safety participated in a campus-wide committee struck to ensure that legislation regarding permitted activities and safety protocols were in place in order to protect staff and faculty who were required and authorized to attend campus.

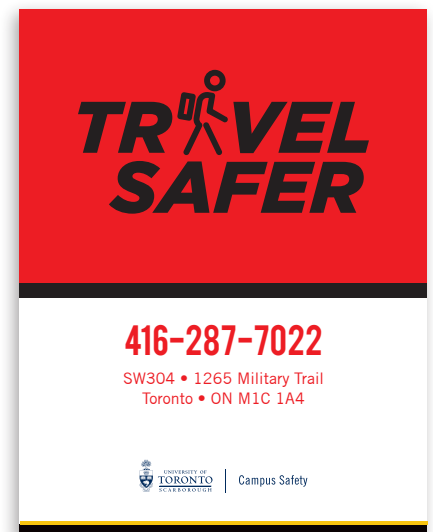
Community & Safety Initiatives

UTSC Campus Safety understands the importance and positive impact community safety initiatives have on a community, providing an opportunity to build relationships and trust proven to enhance a feeling of safety and security.

Under normal circumstances, Campus Safety participates in a wide variety of community policing initiatives, however in 2021, due to the pandemic, this number of initiatives was reduced with the majority being implemented virtually and only a few in-person events held.

Events held in 2021 included:

- Residence Life Team Training
- Christmas Toy Drive
- Tennis with the Campus Safety Team
- Virtual Career fair at UOIT/DC
- Wellness Fair
- FLU clinic
- De-Escalation training with EMRG
- CPTED Audit of the Valley
- Durham College Co-op event
- Get Started orientation and training
- Positive Treats with Residence and Positive Space
- Mental Health working group
- Campus Safety Rebranding
- Orientation (Virtual)
- International Students Orientation (Virtual)
- Student Safety and Wellbeing (Virtual Seminar)
- Safety in Residence seminar
- EHS workplace violence audits
- Funeral Honour Guard
- Remembrance Day



Moving Forward

University of Toronto Scarborough Campus Safety will continue with reactive and proactive strategies to both identify safety concerns and implement strategies that help us to better serve our community and continue our relationship with 43 Division. We are extremely invested in community-based safety by partnering with our community and look forward to renewing the initiatives once the impact of the Covid-19 pandemic is under control.

Organization, Statistics and Mandatory Reporting

Supervision

The Assistant Director of UTSC Campus Safety reports to the Director of Campus Safety Operations, who in turn reports to the UTSC Chief Administrative Officer. The Assistant Director and the Staff Sergeants are responsible for the management, training and general supervision of all Corporals and Special Constables, while the Corporals are responsible for the supervision of the Special Constables on duty. Managers are on duty from 7:00 A.M. – 7:00 P.M. Monday to Friday and are on call at other times. There is a Corporal or Acting Corporal on duty 24/7/365 who is designated as the shift supervisor and is responsible for supervising between one and four officers, as well as the Building Patrol members. During 2021, the Campus Safety management team worked a combination of on-campus and remotely, mostly providing supervision and support on campus.

Staffing

In 2021, one Special Constable left the University to pursue a career with a local Police Service, and one member was removed from our compliment because of long-term disability policies. Six new recruits were on-boarded in November 2020 and became fully operational in January 2021. As a result of the two separations, one SPC (Special Constable) transferred to UTSC from the St. George campus and one of the six recruits who was on a contract was made permanent, resulting in the department operating at full strength.

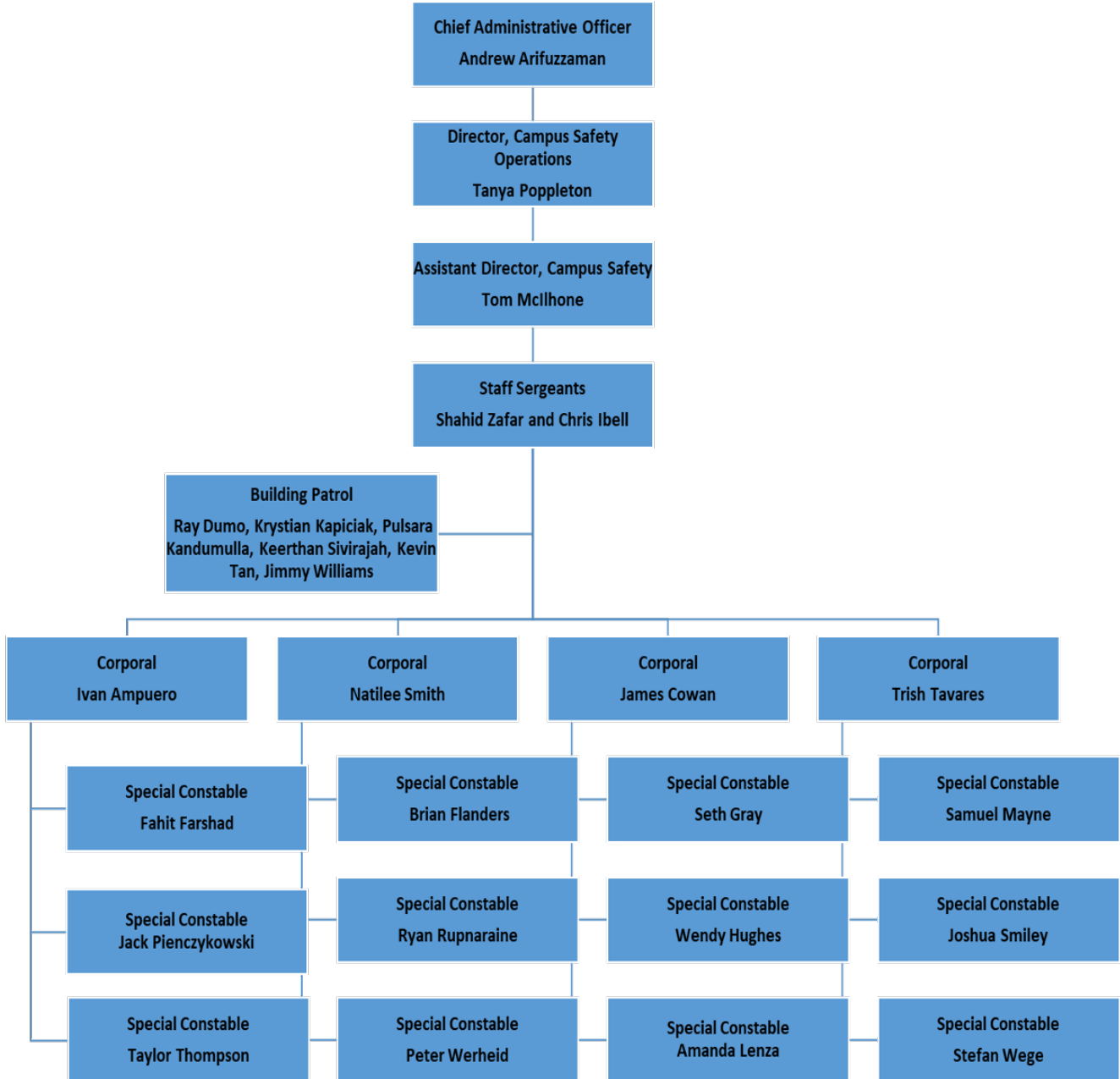
The Campus Safety service employs six Building Patrol Officers (licensed security guards) who complement the Special Constables in providing safety and security in our community. The Building Patrol Officers play a key role in ensuring a safe environment, assisting with access calls, alarm response, general campus patrols and personal safety escorts on campus for those who feel vulnerable.

In an effort to increase the diversity of the Campus Safety team, management met with the Director of the Equity, Diversity and Inclusion Office as well as the Assistant Director, Indigenous Initiatives to enhance the opportunity to increase future recruiting within the BIPOC communities.

Over the past few years, there has been a call to reduce the amount of Special Constable involvement in situations where students were experiencing a mental health crisis and were subject to a Mental Health Act (MHA) Form 1 or apprehension under Section 17 of the MHA. Several models were evaluated, including that of the Mobile Crisis Intervention Team (MCIT) and approval was provided to create a civilian position to assist with these types of calls to minimize Special Constable involvement. This resulted in a job posting for a Student Crisis Response Coordinator to ensure that students received immediate support from a responder with specialized skills. The successful candidate began in April 2022.

Organization, Statistics and Mandatory Reporting

Operations



Organization, Statistics and Mandatory Reporting

Statistical Overview

Incident Type	2019	2020	2021	+/-
Total Student population (pt/ft)	14050	14099	14054	
Break and Enter	3	3	1	-2
Robbery	1	0	0	0
Theft Over \$5,000	1	0	0	0
Theft Under \$5,000	46	29	9	-20
Theft Bicycles	5	3	0	-3
Possess stolen property	1	1	0	-1
Disturb Peace	1	0	0	0
Indecent Acts	1	2	1	-1
Mischief/Damage	33	12	3	-9
Other Offences	8	0	7	+7
Sexual Assaults	1	1	1	0
Assault	4	2	2	0
Impaired Driving	0	0	0	0
Criminal Harassment	5	3	1	-2
Threatening	0	2	3	+1
Homophobic/Hate Crimes	0	0	0	0
Homicide	0	0	0	0
Total Crime Occurrences	110	58	28	-30

Organization, Statistics and Mandatory Reporting

Statistical Overview

Other Activity	2019	2020	2021	+/-
Arrest Warrants	1	0	2	-2
Alarms	550	664	846	+182
Fire Alarms	139	63	82	+19
Assist Other Police	8	11	3	-8
Assist Community Member	609	152	500	+348
Disturbances	4	0	0	0
Demonstrations/Protests	0	0	0	0
Inv. Suspicious Persons	42	44	27	-17
*Inv. Suspicious Circumstances	-	4	1	-3
Trespasser Charged	6	5	0	-5
Trespasser Cautioned	80	60	24	-36
Medical Assistance	114	50	37	-13
Insecure Premises	11	9	2	-7
Motor Vehicle Collision	26	9	7	-2
Mental Health Act	28	1	5	+4
Suicide/Attempt Suicide	3	1	1	0
Sudden Death	0	0	0	0
Fires	4	2	7	+5

* **Inv. Suspicious Circumstances** - the incidents normally captured in this category have been appropriately broken down and recorded and counted in more specific categories.

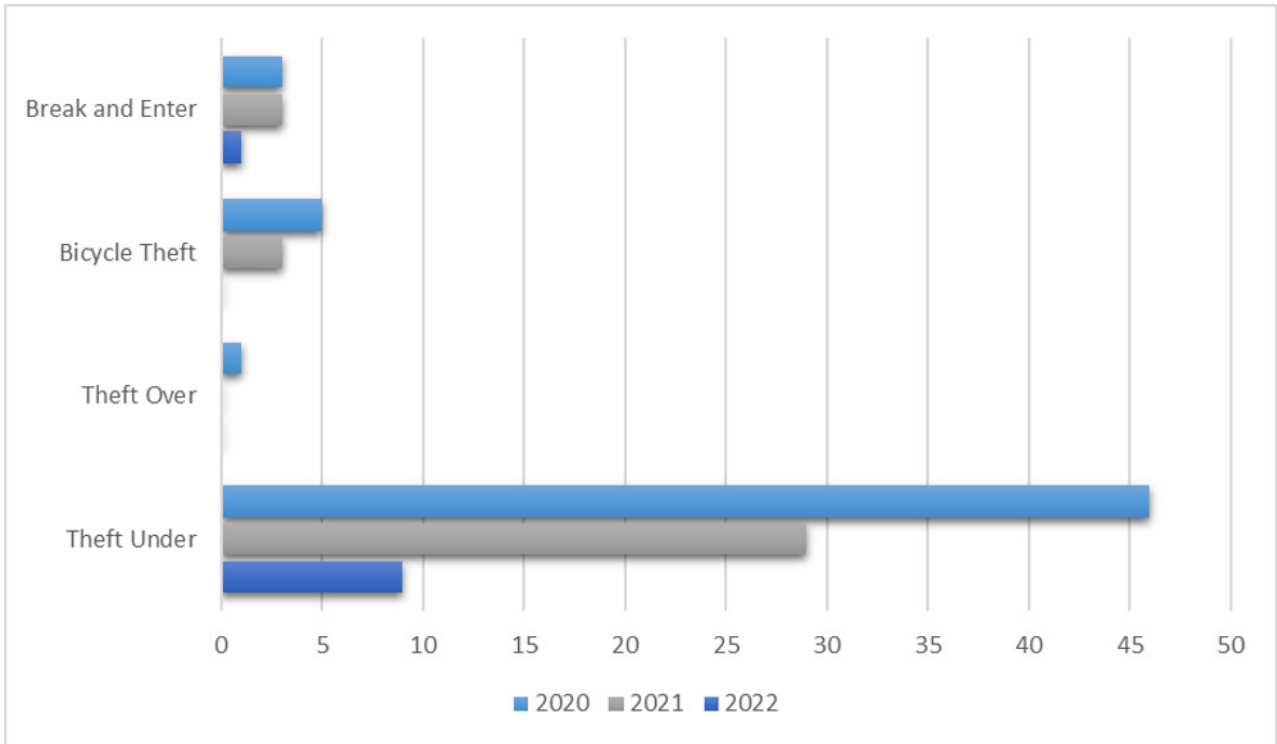
Special Constable Complaints

In 2021, there were two complaints regarding the actions of two members of Campus Safety. One complaint was received from a University Community member and investigated by Campus Safety management and Human Resources and dealt with appropriately. After many attempts to connect with the complainant, with consultation with the Toronto Police Service Professional Standards Unit and the Special Constable Liaison Office, the matter was dealt with as a training issue.

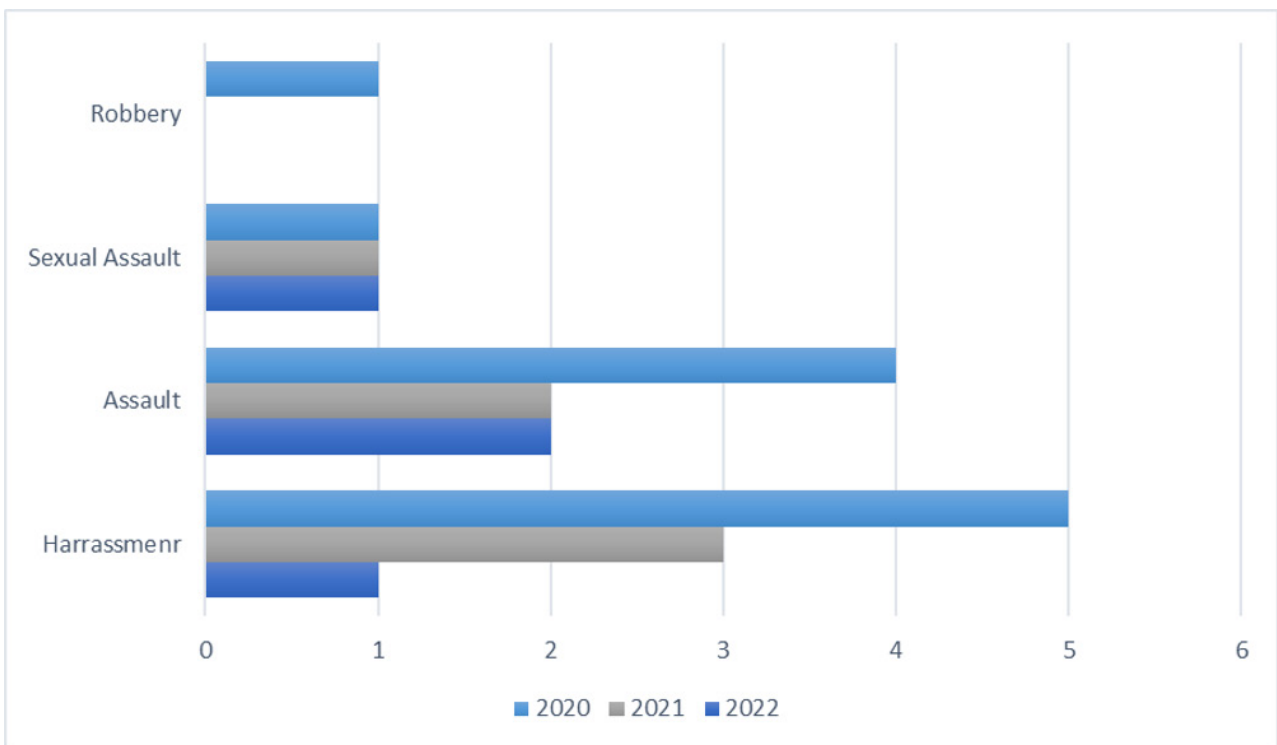
The second complaint was the result of an internal investigation regarding the conduct of one of the Corporals. The matter is still being investigated and a report will be forwarded to the Toronto Police Service when it is concluded.

Organization, Statistics and Mandatory Reporting

Property Offenses



Offenses Against the Person



Training

The University of Toronto Scarborough Campus Safety Service is committed to continuous improvement through implementation of front-line training for officers that is reflective of the diverse needs and expectations of the university community. Our training is designed to meet the needs of the UTSC community in combination with directives from the Toronto Police Services Board. The training program is developed through consultation with the community, other institutions and debriefing of situations, with a strong emphasis on diversity and unconscious bias components.

Training resources are drawn from several areas, including the University’s Centre for Learning, Leadership and Culture (LLC), internal mentorship and supervision, the Canadian Police Knowledge Network, the Toronto Police Service and external trainers TNT Justice Consultants and Ed Judd and Associates.

Recommendations from all levels of police personnel contribute to the process of designing courses to meet the specific needs of Campus Safety and the community. The training curriculum is designed to ensure a balanced mix of mandatory skills training, sensitivity to a University environment, and practical field experience. The use of classroom lectures, seminars and participation in group discussions approximates campus policing situations. Campus resources are used where possible, but due to the unique challenges of a campus setting, outside resources are occasionally used as well.

Mandatory Training

Subject Matter	Delivered By	Duration	# Receiving Training	Total Hours
Annual Use of Force Recertification	UTSC Campus Police	8 hours	19	152
First Aid, CPR	St. John Ambulance	16 hours	8	128

*All officers have current first aid/CPR certification.

Additional Training

Subject Matter	Delivered By	Duration	# Receiving Training	Total Hours
Harassment at Work	U of T	2 hours	12	24
Conflict Management	U of T	2 hours	7	14
Preventing Discrimination at Work	U of T	2 hours	10	20
Addressing Racial Microaggressions	U of T	2 hours	8	16
Responding to Disclosures of Sexual Violence	U of T	2 hours	4	8
De-Constructing Institutional Racism	U of T	2 hours	2	4

continued >

Additional Training (continued)

Subject Matter	Delivered By	Duration	# Receiving Training	Total Hours
Understanding Anti-Black Racism, Mod 1	U of T LLC	2 hours	6	12
Understanding Anti-Black Racism, Mod 2	U of T	2 hours	6	12
Understanding Anti-Black Racism, Mod 3	U of T	16 hours	6	96
Speaking Truths: Journey toward Reconciliation	U of T	2 hours	10	20
How to Assess & Manage Threats in Hate Crimes	Protect International	2 hours	7	14
Violence Risk, Triage Workshop	Protect International	7 hours	6	42
Arrest	TNT	8 hours	3	24
Federal/Provincial Offences	TNT	16 hours	3	48
Note Taking	TNT	2 hours	19	38
Threats Cyber/Stalking Workshop	Protect International	7 hours	5	35
Stop the Bleed	U of T	4 hours	16	64
Remote Assessment of Violence Risk Workshop	Protect International	7 hours	6	42
Divisional Crisis Support Officer/Mental Health	TPS	8 hours	3	24
Accessibility for Ontarians with Disabilities Act (AODA)	U of T	2 hours	3	6
Addressing Islamophobia	U of T	2 hours	2	4
Bike Training	U of T	12 hours	9	108
Bike Training Instructor	Hugh Smith	48 hours	1	48

Summary

The statistics included in these tables do not reflect the total workload of the Campus Safety Special Constables. Proactive patrols still account for most of the time spent by the officers during their tour of duty. The officers therefore account for many self-generated calls-for-service, many of which involve checking and patrolling specific locations on campus to ensure safety. In 2021, Campus Safety Special Constables generated or responded to 6203 calls for service, which resulted in the submission of 341 reports. These statistics do not reflect the informal and impromptu contacts the officers have with members of the University community, which contribute to an enhanced sense of personal safety.

Campus Safety Programs & Services

The following programs are operated, organized, financially supported, and/or participated in by UTSC Campus Safety.



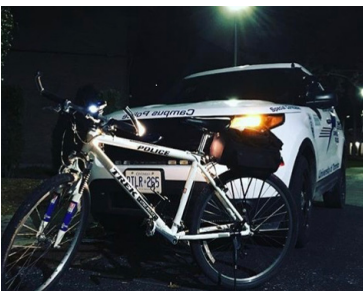
Travel Safer

Operated year-round, this service utilizes uniformed Building Patrollers to escort community members to or from any campus location or nearby public transit stop, in order to enhance their sense of safety and security.



Building Patrol

Building Patrollers are responsible for checking identification and ensuring that campus users are part of the U of T community. They also report hazardous conditions such as lighting defects or icy walkways found on campus to the Facilities Management Division for repair.



General Patrol

UTSC Campus Safety maintains high visibility status on campus with officers deployed on uniformed mobile, foot and bicycle patrols. Officers routinely respond to calls for service for issues providing a sense of safety, direction and if necessary, referral to internal and external resources. The officers are also responsible for enforcing Provincial, Federal and Municipal By-laws. Officers are also often called upon to assist in investigations related to Student Code of Conduct Offences.



Lone Worker Program

Initiated during the 1998 academic year, this program allows staff and faculty on campus to “check in” with the Campus Safety team while working after hours or in isolated areas, or who may be vulnerable on campus.



Emergency Telephone Monitoring and Response

U of T Campus Safety monitors and responds to all calls placed from emergency telephones on campus.

Campus Safety Programs & Services



Emergency Medical Response Group

Campus Safety oversees the Emergency Medical Response Group. This is a highly dedicated group of UTSC students, who volunteer numerous hours each day to act as first responders for any medical emergency on campus.



Battery Booster

Campus Safety maintains a number of battery packs for sign-out to assist persons with dead car batteries.

Assessing Risk of Workplace Violence

As per the University of Toronto Workplace Violence Program, the University uses a variety of measures and procedures for assessing the potential risks of workplace violence that may arise from the nature of the workplace, the type of work or the conditions of work. The purpose of risk assessments is to identify risks that may expose a worker to physical injury. This is a joint initiative between members of the Environmental Health and Safety Office and Campus Safety, who use Crime Prevention Through Environmental Design (CPTED) principles.

