

**FOR INFORMATION**

**PUBLIC**

**OPEN SESSION**

**TO:** University Affairs Board

**SPONSOR:** Professor Sandy Welsh, Vice-Provost, Students  
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**PRESENTER:** See Sponsor  
**CONTACT INFO:**

**DATE:** May25, 2022 for June 1, 2022

**AGENDA ITEM:** 10c

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**ITEM IDENTIFICATION:**

Annual Report: Campus Safety Special Constable Service, University of Toronto, St. George

**JURISDICTIONAL INFORMATION:**

Section 5.6 of the University Affairs Board Terms of Reference states:

*The Board receives annually, from the appropriate administrators, reports on services within its areas of responsibility, including but not limited to multi-campus services and offices, Campus Police, Human Resources and Equity, crisis response, and campus organizations.*

**GOVERNANCE PATH:**

**1. University Affairs Board [for information] (June 1, 2022)**

**PREVIOUS ACTION TAKEN:**

The report is presented annually to the Board.

**HIGHLIGHTS:**

The University of Toronto - St. George Campus Safety Special Constable Service is dedicated to creating a safe, secure, and equitable environment for students, faculty, staff, and visitors.

We continually work on enhancing our services to remain responsive to the ever-changing needs of the University community - one that finds itself uniquely situated in Canada's largest urban setting amidst one of the most diverse demographics. Whether it is through the development and implementation of robust physical security practices across the campus, leveraging new technology to adapt to emerging security needs, or providing focused intelligence-based crime prevention initiatives, we are proud of the many ways that we work in partnership with our community and beyond to support the University's academic mission.

The Special Constable Agreement between the Governing Council and the Toronto Police Services Board defines much of the activity of the St. George Campus Safety Special Constable Service. A report is submitted to the Toronto Police Services Board and the University Affairs Board on an annual basis.

Since our establishment in 1904, the Special Constable Service has continued to evolve and refine its response and service delivery models. Following the recommendation of an external study commissioned by the University in 1991, our Service adopted a community-policing model that placed greater emphasis on community focused proactive initiatives as a means to prevent and reduce crime. We continue to build on this service delivery model to this day to ensure that the needs of the University community are met.

**New Name. New Look. Renewed Commitment to Service.**

The University of Toronto Campus Police has evolved and adapted to remain responsive to the ever-changing needs of the University community throughout its 117-year history.

In 2021, the Service underwent one of its most significant changes with its tri-campus re-branding as the University of Toronto Campus Safety Special Constable Service.

Our Service's re-branding to the Campus Safety Special Constable Service better reflects the robust range of public safety services that we provide to the University community.

Community members will see our Service's new branding and visual identity reflected in our crest, vehicle and uniform markings, print material, and in our online presence (social media and website).

**FINANCIAL AND/OR PLANNING IMPLICATIONS:**

There are no financial implications for the University's operating budget.

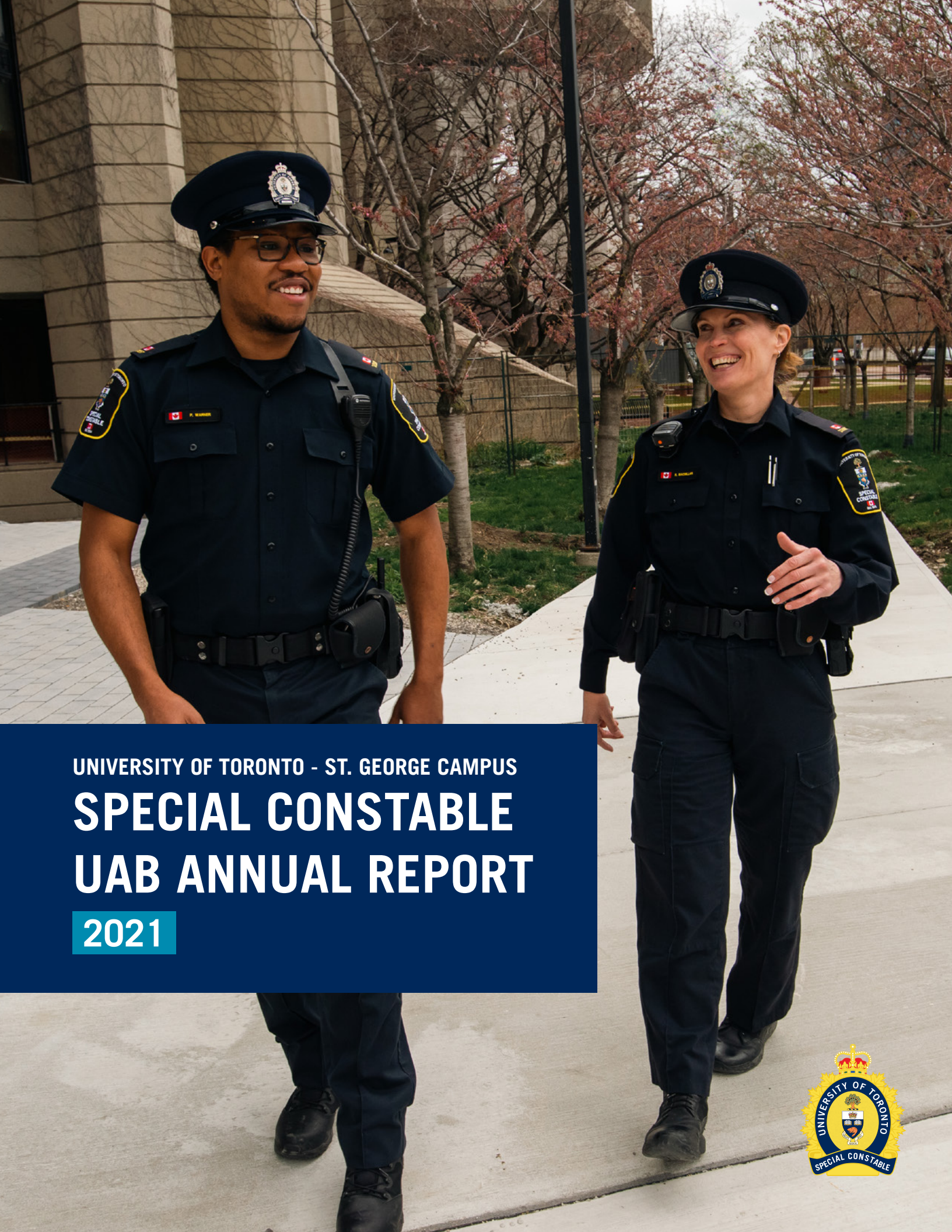
**RECOMMENDATION:**

The report is presented for information only.

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**DOCUMENTATION PROVIDED:**

- Annual Report - St. George Campus Safety Special Constable Service - 2021



UNIVERSITY OF TORONTO - ST. GEORGE CAMPUS  
**SPECIAL CONSTABLE**  
**UAB ANNUAL REPORT**

**2021**





## EXECUTIVE SUMMARY

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# NEW NAME. NEW LOOK. RENEWED COMMITMENT TO SERVICE.

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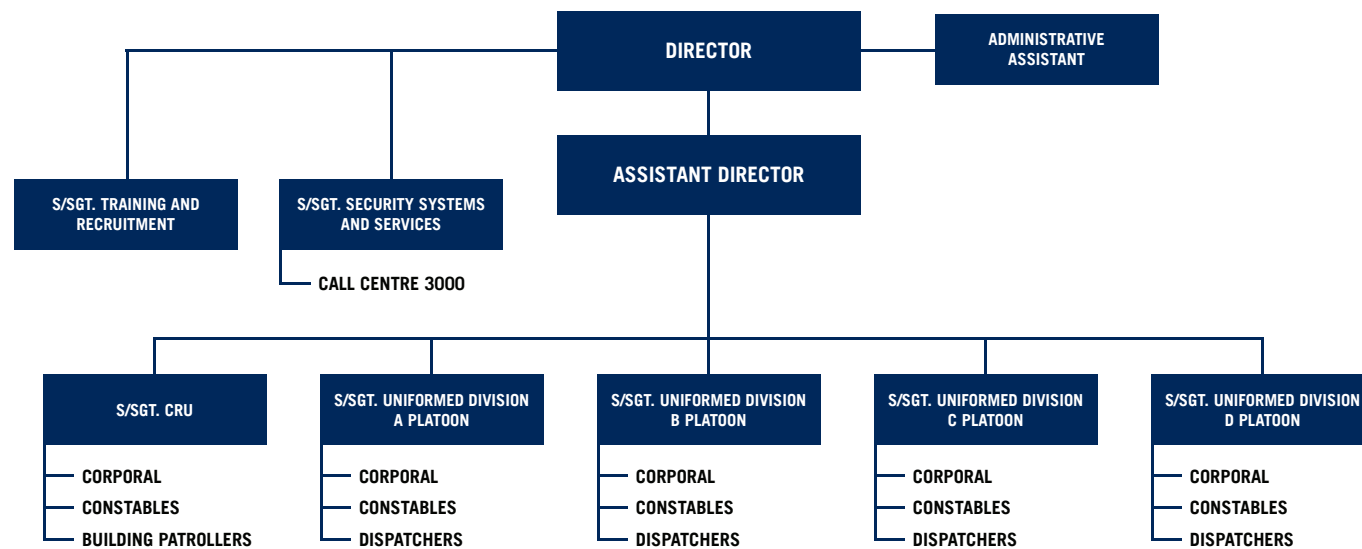
## DIRECTION, MANAGEMENT AND SUPERVISION

The St. George Campus Safety Special Constable Service operates 24/7 utilizing teams of uniform personnel led by a Staff Sergeant, assisted by a Corporal and dispatcher to support and guide the Special Constables in their work.

The Director, Campus Safety Services manages a portfolio that includes the Special Constable Service, led by the Assistant Director, Campus Safety Operations. Non-Sworn services include Building Patrol (Security Guard services), Call Centre and Security Systems and Access. They are not part of the special constable operation and no report is made for their activity.

## ORGANIZATIONAL CHART

UNIVERSITY OF TORONTO - ST. GEORGE CAMPUS SAFETY  
ORGANIZATIONAL STRUCTURE



**CHART LEGEND**

S/SGT - STAFF SERGEANT (MANAGER)  
CRU - COMMUNITY RESOURCE UNIT

## ORGANIZATIONAL UNITS

### UNIFORMED DIVISION

The Uniformed Division is a 24/7/365 service. Uniformed officers provide proactive patrols, respond to criminal, non-criminal, and medical calls for service as certified first aid responders. They are the frontline officers that conduct initial investigations and submit quality occurrence reports. Throughout 2021, officers at the St. George campus attended more than 14,000 reportable calls for service.

### COMMUNITY RESOURCE UNIT

The Community Resource Unit supports the St. George Campus with more complex criminal and non-criminal investigations, security planning for VIP/special events and crime prevention initiatives. The unit works very closely with internal and external partners to ensure that robust and timely investigations are completed.

### BUILDING PATROL

Campus Safety manage the Building Patrol service for various faculties and departments at the St. George Campus on a fee for service basis. Building Patrollers are uniformed licensed security guards under the Private Security and Investigative Services Act. Their primary function is to patrol University buildings, to provide TravelSafer escorts to our community, and to report suspicious activity to Campus Safety. Building Patrollers are equipped with radios for direct and immediate access whenever assistance is needed.

### SECURITY SYSTEMS

The Security Systems group is continuing to make progress in bringing all campus buildings under the Facilities and Services Security and Access Control system. New electronic locking systems are continuing to be installed in conjunction with the access control system which will replace exterior mechanical door locks on all buildings over the life of the project.

### COMMUNICATIONS

The Campus Safety Communications Centre provides central Facilities and Services call taking and radio dispatching services to all three of the University's campuses. In 2021, the Communications Centre handled approximately 52,230 calls for service which were dispatched to Special Constables and/or Facilities and Services responders. Calls range from malfunctioning equipment, floods, and thefts to more serious situations requiring immediate response from Special Constables or a trade expertise.

## COMMUNITY ENGAGEMENT HIGHLIGHTS



### SOCK DRIVE

Toronto issued 9 extreme cold weather alerts this past year. These alerts compounded the increasing demands on city shelters and Campus Safety members saw firsthand the impact it had on the city's vulnerable homeless population.

Recognizing the demand for cold weather supplies, Special Constables Maria Cunha and Matthew Kerr organized a Sock Drive. With the support of campus and community partners, 1200 pairs of socks were collected in this initiative and donated to the City's Streets to Homes Assessment and Referral Centre!

### INTERNATIONAL DAY OF PINK

Campus Safety members joined the University community in showing their support for the 2SLGBTQIA+ community and standing in solidarity on the International Day of Pink.

This was one of many initiatives lead by Campus Safety members to demonstrate our Service's ongoing commitment to fostering a safe and inclusive campus for all.

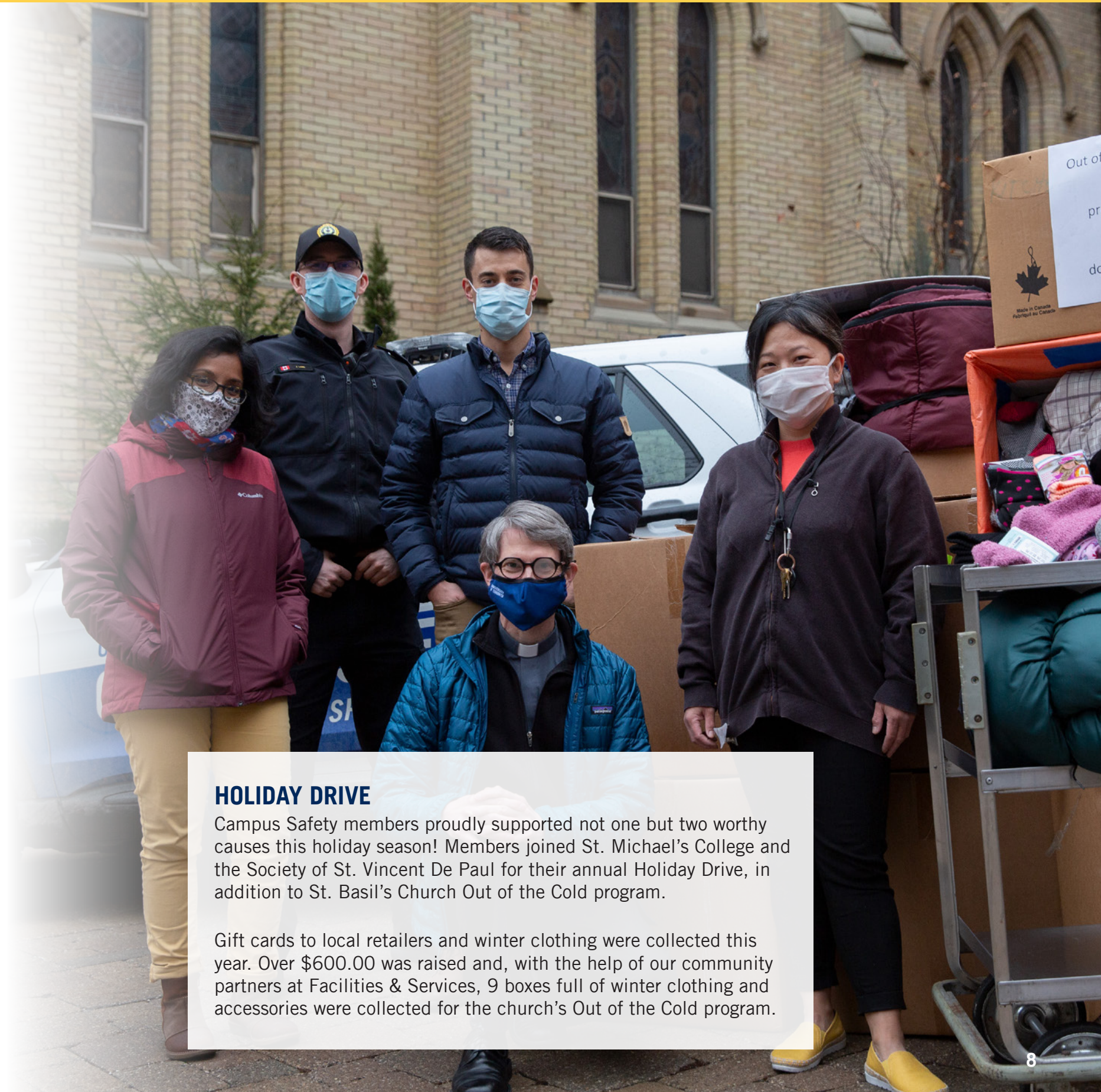


### A "RUFF" DAY MADE BETTER

It was a hot summer day when the Campus Safety Communications Centre received a call for an unattended vehicle with a dog in distress.

Special Constable Veronica Martins attended the scene with fellow officers and assisted in a coordinated response with Toronto Fire Services to free the distressed animal.

The four-legged patient had nothing but paws-itive things to say about S/Cst. Martins and other responders, following their rescue.



### HOLIDAY DRIVE

Campus Safety members proudly supported not one but two worthy causes this holiday season! Members joined St. Michael's College and the Society of St. Vincent De Paul for their annual Holiday Drive, in addition to St. Basil's Church Out of the Cold program.

Gift cards to local retailers and winter clothing were collected this year. Over \$600.00 was raised and, with the help of our community partners at Facilities & Services, 9 boxes full of winter clothing and accessories were collected for the church's Out of the Cold program.



# REFLECTING OUR COMMUNITY

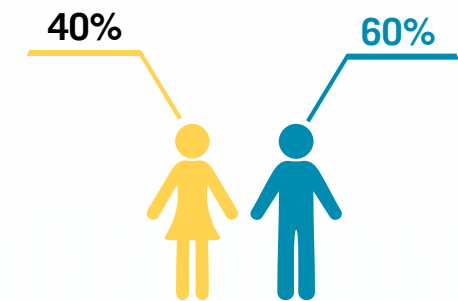
We believe that our Service's success is only made possible through the strength of the relationships and the trust that we foster with the communities we serve.

"Reflecting our community" isn't just a motto to us - it's the standard that we continuously strive for through our practices, policies and programs. Our commitment to equity, diversity and inclusion includes working towards greater representation in all aspects of our operations.

Our Service remains committed in its work to ensuring that our membership reflects the vibrant diverse community that we serve at the St. George Campus.

Take a look at what we've been doing over the past year.

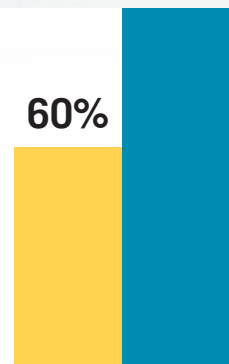
In 2021, women represented **40%**<sup>1</sup> of our frontline Special Constable complement.



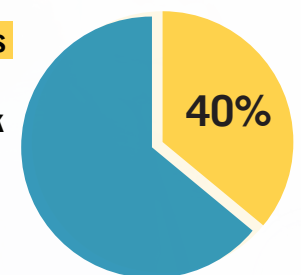
## Campus Safety Team by the Numbers:



In 2021, 60% of new employees hired by Campus Safety identified as women.



40% of employees hired in 2021 identified as Black or as a Person of Colour.



More than **15 languages** are spoken by Campus Safety members!

French, Ukrainian, Russian, Hebrew, Kazakh, Portugese, Punjabi, Mandarin, Cantonese and Korean are just some of the languages spoken by our team.

<sup>1</sup> This figure includes women in the Uniformed Division and Community Resource Unit holding the rank of Constable.

<sup>2</sup> Civilian members include Communications Operators, Building Patrollers, Security and Access staff, and non-sworn administrative staff. Sworn members are Campus Safety members holding Special Constable status.

## TRAINING

Our training mandate is designed to meet the needs of the University. Changes in law, court decisions, and Federal and Provincial standards are included into a comprehensive learning model.

The Service strives to keep current with community policing and public safety trends while recognizing trends in social development and learning from professionals within and outside the University. The training program is developed through consultation with the community, other institutions and case debriefing of situations.

The recent passing of Bill 68, the Community Safety Policing Act, impacts Special Constables with specific topics that are legislated to be included into the training programs of special constables in the province of Ontario. Those topics include Ethics and Leadership, Racial Profiling, Anti-Oppression-Micro Aggression and Diversity, Crime Scene Management and Community Based Policing - (CPTED). We include this learning in our Orientation and Refresher training that all of our Special Constables receive.

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.

The nature of the University community requires its Special Constables to have a high level of understanding of the cultures, beliefs and experiences of people from all over the world. Understanding people and developing empathy for their situations is essential to providing community policing services.

There are core learning requirements that lead to understanding diversity in many parts of the training, not just in courses titled as such. The following table details the training provided during 2021 to Special Constables at the University of Toronto - St. George Campus.

## MANDATORY TRAINING

Course / Topic	Delivered By	Duration	Number who received training
Annual Use of Force	Campus Safety Instructors	8.0 hrs	34*
Standard First Aid	Canadian Red Cross	16.0 hrs	--

\*Six members could not attend for medical reasons.

\*\*All members have current Standard First Aid certificates. No renewals were required during this period.

## ADDITIONAL TRAINING

Course / Topic	Delivered By	Duration	Number who received training
Autism Spectrum Disorder	Canadian Police Knowledge Network	1.5 hrs	29
Indigenous Initiatives Speaking Our Truths Part 2	Office of Indigenous Initiatives University of Toronto	2.0 hrs	36
Recognition of Emotionally Disturbed Persons	Canadian Police Knowledge Network	2.0 hrs	6
Response Alternatives for Crisis Intervention	TNT Justice Consultants	32.0 hrs	16



## ADDITIONAL TRAINING (continued)

Course / Topic	Delivered By	Duration	Number who received training
Scenario Based Mental Health and De-escalation Training	Canadian Police Knowledge Network	1.5 hrs	17
Special Constable Refresher Course	TNT Justice Consultants	60.0 hrs	6
Stop the Bleed Tourniquet Training	Stop the Bleed Instructor	2.0 hrs	6
Supervisor Coach Officer Course	TNT Justice Consultants	32.0 hrs	9

## 2021 STATISTICAL OVERVIEW CALLS FOR SERVICE

### TOTAL EVENTS

(INCLUDES NON-CAMPUS SAFETY CALLS ROUTED THROUGH THE CAMPUS SAFETY COMMS CENTRE)

Campus	2021
St. George	44,433
<b>Tri-Campus Total *</b>	<b>52,230</b>

\*This figure includes the total number of calls for service across all three campuses that were routed through the Campus Safety Communications Centre.

### TOTAL CAMPUS SAFETY EVENTS

(INCLUDES NON-EMERGENCY AND EMERGENCY CAMPUS SAFETY CALLS FOR SERVICE)

Campus	2021
St. George	14,282
<b>Tri-Campus Total *</b>	<b>20,361</b>

\*This figure includes the total number of Campus Safety calls for service across all three campuses that were routed through the Campus Safety Communications Centre. For greater clarity, Campus Safety Events represent non-emergency and emergency calls for service requiring a response from Special Constables or Building Patrollers.



**1597 HOURS**

The total number of training hours that University of Toronto Campus Safety Special Constables received in 2021.

## 2021 STATISTICAL OVERVIEW REPORTABLE INCIDENTS

Description	2021	2020	Change
Break and Enter	6	5	+1
Robbery	3	3	0
Theft Over \$5000	0	0	0
Theft Under \$5000	97	120	-23
Theft Bicycles	44	29	+15
Fraud	31	13	+18
Possess Stolen Property	2	0	+2
Disturb Peace	0	1	-1
Indecent Acts	2	6	-4
Mischief/Damage	191	241	-50
Sexual Assaults	4	2	+2
Assault	14	12	+2
Domestic Incident	8	7	+1
Impaired Driving	1	0	+1
Criminal Harassment	10	15	-5
Threats	6	8	-2
Hate Crime/Incident	4	1	0
Other Offences	8	22	-14

## 2021 STATISTICAL OVERVIEW OTHER ACTIVITY

Description	2021	2020	Change
Arrest Warrants	2	4	-2
Alarms (non-reportable)	1463	1550	-87
Fire Alarms	26	3	+23
Police Assistance <sup>1</sup>	43	33	+10
Police Information <sup>2</sup>	170	146	+24
Suspicious Persons	33	40	-7
Trespasser Charged	14	17	-3
Trespasser Cautioned	30	28	+2
Insecure Premises	72	10	+62
Motor Vehicle Incident	9	10	-1
Mental Health Act	45	41	+4
Suicide/Attempt Suicide	5	1	+4
Sudden Death	1	1	0
Fires	5	5	0

<sup>1</sup> **Police Assistance** - Reportable calls for service including but not limited to medicals, access calls, and disputes.

<sup>2</sup> **Police Information** - Reportable calls for service including but not limited to non-criminal reports, protest/demonstrations and suspicious circumstances.

## 2021 STATISTICAL OVERVIEW CRIME, TRAFFIC AND ORDER MANAGEMENT

Authority	Arrested	Charged (Form 9/10, P.O.T.)	Released No Charges (Unconditionally)	Turned over to Toronto Police Service
Criminal Code	21	18	3	13
Controlled Drug and Substance Act	0	0	0	0
Trespass to Property Act	7	6	1	0
Liquor License Act	0	0	0	0
By-law	0	0	0	0

## WE ARE ACCOUNTABLE TO OUR COMMUNITY AND GUIDED BY THE FOLLOWING PRINCIPLES AND VALUES:

### RESPECT

for the dignity, privacy, worth and diversity of all persons;

### FAIR AND IMPARTIAL

treatment of all individuals;

a departmental philosophy that promotes

### SAFETY AND SECURITY

as a responsibility of all members of the community;

### RELIABILITY, competence,

**ACCOUNTABILITY**, teamwork and open communication, and;

an approach to campus policing that welcomes and encourages

### COMMUNITY INVOLVEMENT

and promotes **EQUITY**.





UNIVERSITY OF  
TORONTO

University of Toronto Campus Safety  
Special Constable Service  
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"Reflecting our community since 1904"