



FOR INFORMATION

PUBLIC

OPEN SESSION

TO: University Affairs Board

SPONSOR: Professor Sandy Welsh, Vice-Provost, Students

CONTACT INFO: Phone: 416-978-3870 / Email: vp.students@utoronto.ca

PRESENTER: See Sponsor

DATE: May 24, 2023 for May 31, 2023

AGENDA ITEM: 8 (b)

ITEM IDENTIFICATION:

Annual Report: Campus Safety, University of Toronto Scarborough

JURISDICTIONAL INFORMATION:

Section 5.6 of the University Affairs Board *Terms of Reference* states that “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”.

Section 5.9 of the UTSC Campus Affairs Committee *Terms of Reference* states that “The Committee receives annually, from the appropriate administrators, reports on services within its areas of responsibility, including but not limited to campus police and campus organizations. These reports are submitted to the University Affairs Board for information”.

GOVERNANCE PATH:

1. UTSC Campus Affairs Committee [For Information] (May 10, 2023)
2. **University Affairs Board [For Information] (May 31, 2023)**

PREVIOUS ACTION TAKEN:

The report is presented annually to the Board.

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.

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.

Calls for Service

In 2022, UTSC Campus Safety responded to or proactively conducted 4,521 calls for service within our community, which generated 563 reports.

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.

Community Crisis Response Coordinator

Over the past few years, there has been a call to reduce police involvement in situations where students were experiencing a mental health crisis or 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, and approval was provided to create a civilian position to assist with these types of calls and minimize Special Constable involvement. This position was filled, and the staff member commenced in the role in April 2022. The Community Crisis Response Coordinator reports directly to the Assistant Director, Campus Safety.

This new position has positioned UTSC as a leader within the university and college sector in how we respond to those experiencing mental health concerns. In addition to helping our Special Constables respond to mental health calls, it reduced the need and number of uniformed Constables attending these types of calls. Minimizing uniformed presence in times of personal crises is something our community indicated as a priority.

FINANCIAL IMPLICATIONS:

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

RECOMMENDATION:

The report is presented for information.

DOCUMENTATION PROVIDED:

UTSC Campus Safety Annual Report, 2022



UNIVERSITY OF
TORONTO
SCARBOROUGH



2022
**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.

In 2022, UTSC continued to be impacted by the COVID-19 pandemic for the duration of the Winter term. As the year progressed, we saw a reduction in government restrictions and a return to in-person, on-campus instruction and activities. The Fall term kicked off with its first fully in-person session since March of 2020. Orientation was a huge success and Campus Safety took part in the events and festivities. Despite the campus returning to normal operations, many staff and faculty remained on a modified work schedule, allowing-work-from-home elements where possible.

April saw the start of the newly-hired Student Crisis Response Coordinator which later evolved to the title of Community Crisis Response Coordinator. This new position has positioned UTSC as a leader within the University and College sector in how we respond to those experiencing mental health concerns. In addition to helping our Special Constables respond to mental health calls, it reduced the need and number of uniformed Constables attending these types of calls. Minimizing uniformed presence in times of personal crises is something our community indicated as a priority.



September saw UTSC host its first ever official Homecoming event which took place on campus. The event was a huge success; Campus Safety

worked closely with organizers to support both planning and safety on the day of the event. The event was attended by thousands of current staff, faculty, students and alumni. This event, aside from the new student Orientation, marked the first large-scale event put on by the University since COVID-19 restrictions were enacted.

The easing of restrictions placed on post-secondary institutions in 2022 allowed Campus Safety members to return to some of the community-based initiatives we had been able to implement in the past. The increased presence of our community on campus resulted in an increased demand for Campus Safety services, and this is reflected in our reports and calls for service. Criminal statistics and general reports have remained within a reasonable threshold. Calls for service to assist our community members increased, particularly in relation to access to various areas of campus.

The end of 2022 saw the retirement of Tom McIlhone, Assistant Director for almost 10 years. While UTSC was sad to see him go, internal promotional processes allowed for some movement and development opportunities within the department.

The University of Toronto Scarborough Campus Safety team provides effective support to our community, ensuring that prescribed service standards are met, while ensuring that the administration, promotion, and support of professionalism are upheld. These standards include the practices, conduct, appearance, ethics, and integrity of its members, with a goal of strengthening public confidence and co-operation within the community.

Criminal statistics and general reports returned to more normal levels in 2022, reflecting the return to campus of community members attending in person. The number of calls for service, however, decreased from 6,203 to 4,521 during 2022, largely due to the reduction in calls to assist members of the community and access control requests due to much of the campus being open again. These statistics also do not reflect the informal and impromptu contacts the officers have with members of the University community, which also contribute to an enhanced sense of personal safety.

UTSC Committee Participation



Members of Campus Safety management and front-line personnel participate in various committees on campus, many of which focus on providing a safe environment for our students, faculty and staff. Other committees are efforts to increase the level of engagement with members of marginalized communities.

- Campus Safety continues their partnership with the Office of Student Experience and Wellbeing (OSEW) and Scarborough Campus Student Union (SCSU) during Orientation activities, allowing the opportunity to remove barriers between students and Campus Safety members. Campus Safety management also works with OSEW and SCSU to provide financial support and provide strategic approaches to ensure safety during various Orientation events.
- Campus Safety participates in the Student Welfare Committee, comprised of Managers and Directors who collaborate to case manage situations of students at risk, to ensure that they receive the support necessary to increase their chance of success in their educational endeavors, while also ensuring community safety.
- Campus Safety co-chairs the Risk Assessment Committee: this is a committee comprised of management and student representatives that identify and mitigate personal and physical risks associated with events held on campus, thereby ensuring the success and safety of the participants during the event.
- Leadership, Education and Development (LEAD) program: The Assistant Director, Campus Safety and Community Crisis Response Coordinator participates in this initiative as a mentor and paired with a mentee throughout the program, which ran from September 2022 to May 2023. Mentees met with their mentors to focus on topics of interest and to learn from their mentor's experience and wisdom.
- Operational Response Team: Campus Safety participated in this committee struck to ensure that pandemic legislation regarding permitted activities and required safety protocols were in place in order to protect on-site staff and faculty. Note: this committee met through 2022 but has been discontinued.
- Study Space Committee: This committee is comprised of various stakeholders within the UTSC community such as Facilities, SCSU, Retail and Conference Services, Information and Instructional Technology Services and others. The committee is in place to ensure students at UTSC have safe and adequate space on campus in which to study effectively.

Community & Safety Initiatives

Campus Safety participated in a wide variety of community safety initiatives. Community initiatives and engagement is the essence of what we do and remains a key priority.

Events held in 2022 included:

- Ball Hockey
- Career Fair at Ontario Tech University/Durham College
- Christmas Toy Drive
- Children's Holiday Party for UTSC Faculty and Staff
- De-escalation various departments and faculties
- EHS workplace violence audits
- Funeral Honour Guard
- Get Started - orientation and training
- Green Path Orientation
- Grand Iftar with the Muslim Students Association
- Homecoming
- International Students Orientation
- Mental Health working group
- Orientation
- Paint Night with Black Student Engagements Office
- Positive Treats with Residence
- Prep Yourself – first year student safety orientation
- Remembrance Day
- Residence Life Team Training
- Road Safety Campaign with Centennial College
- Safety in Residence seminar
- Tennis with the Campus Safety Team
- Treats on the Beat
- Urban Self Defense
- Wellness Fair



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.

Organization, Statistics and Mandatory Reporting

Supervision

The Assistant Director, UTSC Campus Safety (Special Constables) reports to the Senior Director of Campus Safety Operations, who in turn reports to the Chief Administrative Officer. The Assistant Director and the Staff Sergeants of the UTSC Special Constable Service 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 generally 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 our Building Patrollers.

Staffing

In 2022, three Special Constables left the University to pursue a career with local Police Services, and one member was removed from our complement because of retirement. As a result of the retirement of the Assistant Director after almost 10 years of service to UTSC, one of the current Staff Sergeants was promoted to the Assistant Director position in September. One of the Corporals was then promoted to the Staff Sergeant role in January 2023. These changes resulted in UTSC Campus Safety operating four below full strength as of December 31st, 2022. Campus Safety is working on hiring to fill these vacant positions.

Campus Safety management continues to work with the Equity, Diversity and Inclusion Office and Human Resources to improve recruitment processes. We continue to strive to have our members reflect the UTSC community.

Campus Safety also employs six Building Patrollers (licensed security guards) who complement the Special Constables in providing safety and security in our community. The Building Patrollers also 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. Currently, Campus Safety are in the recruitment process to fill two vacant positions.

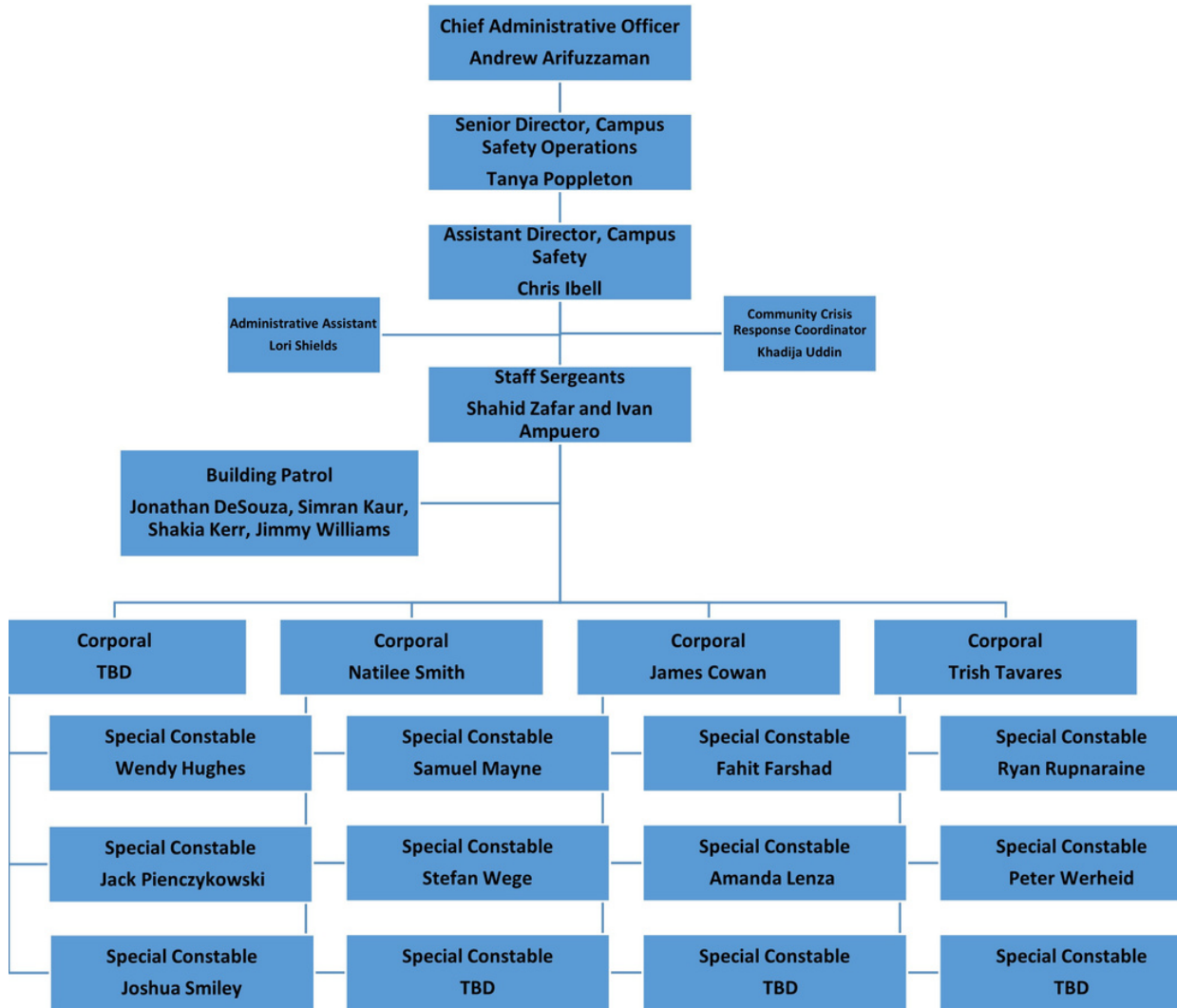
Over the past few years, there has been a call to reduce police involvement in situations where students were experiencing a mental health crisis or were subject to a Mental Health Act (MHA) Form 1 or apprehension under Section 17 of the MHA.

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 position was filled and the staff member commenced in the role in April 2022. The Community Crisis Response Coordinator reports directly to the Assistant Director, Campus Safety.



Organization, Statistics and Mandatory Reporting

Operations



Organization, Statistics and Mandatory Reporting

Statistical Overview

Incident Type	2020	2021	2022	+/-
Total Student population (pt/ft)	14099	14054	13957	
Break and Enter	3	1	1	0
Robbery	0	0	1	1
Theft Over \$5,000	0	0	0	0
Theft Under \$5,000	29	9	24	15
Theft Bicycles	3	0	2	2
Possess stolen property	1	0	1	1
Disturb Peace	0	0	0	0
Indecent Acts	2	1	2	1
Mischief/Damage	12	3	9	6
Other Offenses	0	7	12	5
Sexual Assaults	1	1	2	1
Assault	2	2	0	-2
Impaired Driving	0	0	0	0
Criminal Harassment	3	1	0	-1
Threatening	2	3	4	1
Homophobic/Hate Crimes	0	0	1	1
Homicide	0	0	0	0
Total Crime Occurrences	58	28	59	31

Summary of Crime Statistics

The return to campus has naturally resulted in an increase in criminal occurrences. The important thing to note is that the numbers have returned to levels seen at the start of the pandemic.

Theft Under \$5000.00 have increased by 15 which can be explained by the return to campus and more community members being on site and the campus being open again to the public. Of note is that Special Constables arrested one party who is believed to have been responsible for several of these occurrences. Mischiefs have increased by 6 occurrences. The one hate crime involved graffiti within a washroom on campus and was quickly removed once the investigation concluded.

Frauds are captured in the category, Other Offenses and have increased by 5 occurrences. Fraud-related crime continues to impact our students. The University has formed a tri-campus Fraud Working Group aimed at educating and creating awareness to reduce the likelihood of community members being victimized.

Organization, Statistics and Mandatory Reporting

Statistical Overview

Other Activity	2020	2021	2022	+/-
Arrest Warrants	0	2	0	-2
Alarms	664	846	374	-472
Fire Alarms	63	82	198	116
Assist Other Police	11	3	6	3
Assist Community Member	152	500	1514	1014
Disturbances	0	0	0	0
Demonstrations/Protests	0	0	1	1
Inv. Suspicious Persons	44	27	10	-17
Inv. Suspicious Circumstances	4	1	23	22
Trespasser Charged	5	0	1	1
Trespasser Cautioned	60	24	16	-8
Medical Assistance	50	37	146	109
Insecure Premises	9	2	5	3
Motor Vehicle Collision	9	7	16	9
Mental Health Act	1	5	14	9
Suicide/Attempt Suicide	1	1	2	1
Sudden Death	0	0	0	0
Fires	2	7	1	-6

Summary of Other Activity

Items to highlight within this section are a decrease in the number of alarms. These alarms include security alarms around the campus. With the return to campus and areas being open during the day, less alarms were generated and responded to by Special Constables. Campus Safety management have also been working on reducing the number of false alarms through various methods including education and system updates. The same holds true for fire alarms on campus with this number just over doubling, primarily related to the various residence townhouses. The start of 2022 saw residence operating at full capacity; levels which had not been since since 2019.

The most substantial increase was generated by Assist Community Member, and related to more detailed classification. With campus being open again, a decrease was seen in the number of Suspicious Person investigations and an increase in Suspicious Circumstances incidents. Campus being open also meant that there was a decrease in Trespass investigations and an increase in Motor Vehicle Collisions.

Medicals reported to Campus Safety increased substantially. A large number of these were related to events at TPASC.

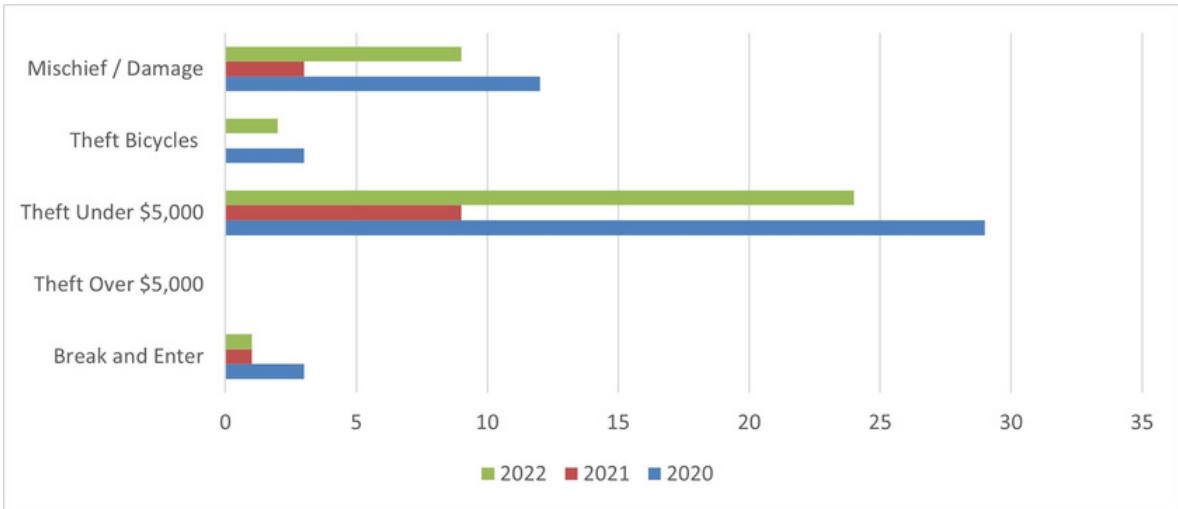
2022 saw an increase Mental Health Act incidents. While this was an increase, it is still below the pre-pandemic levels seen by Campus Safety.

Special Constable Complaints

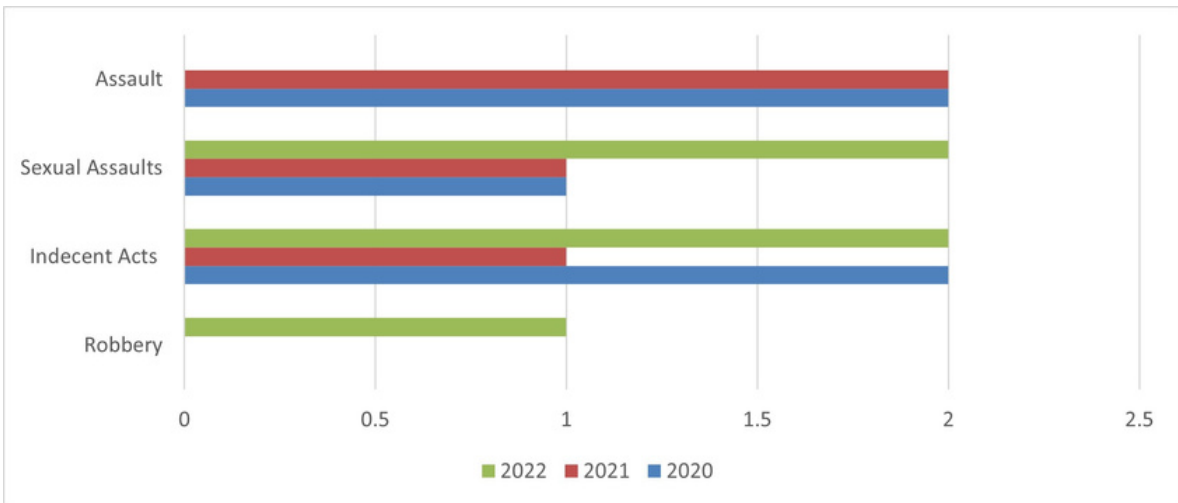
In 2022, there was one complaint regarding the actions of one member of the Campus Safety Service. The complaint was internal, received from another member of Campus Safety and was investigated by an appointed third-party investigations firm and dealt with appropriately in early 2023.

Organization, Statistics and Mandatory Reporting

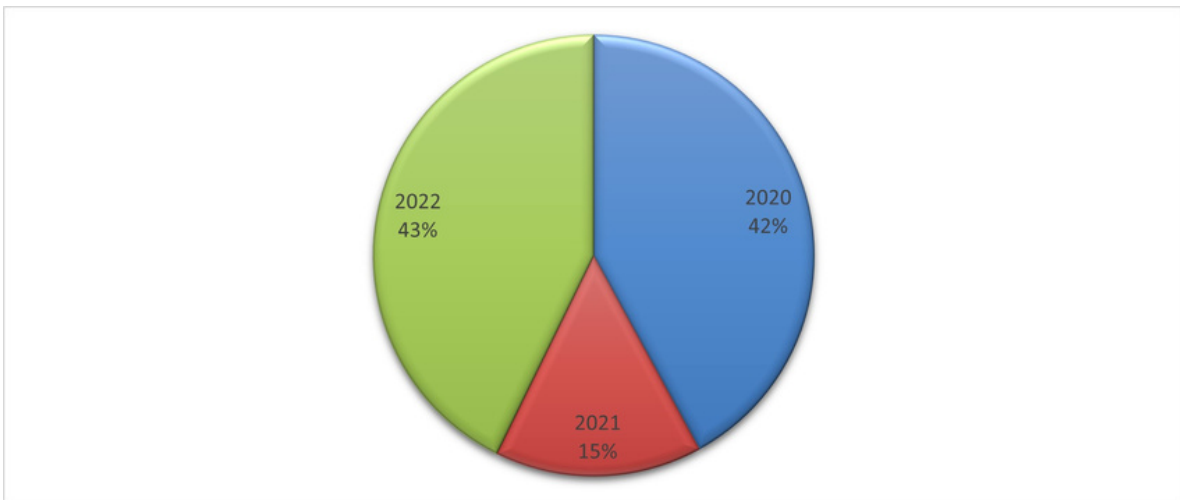
Property Offenses



Offenses Against the Person



Crime Occurrences



Training

University of Toronto Scarborough Campus Safety is committed to continuous professional development through front-line training for officers, reflective of the diverse needs and expectations of the University community. Our training is also designed to meet the needs of the UTSC community and 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, the Ontario Police College and our external trainers including TNT Justice Consultants.

Recommendations from all levels of police personnel contribute to the process of designing courses to meet the specific needs of Campus Safety and our 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 discussion is framed in relation to campus safety situations. Campus resources are used where possible, but due to the unique challenges of a campus setting, outside resources are occasionally used as well. In March 2022, the Campus Safety management team conducted a review of all of their training providers to ensure that training was up to University standards, and that training was delivered to members with an embedded EDIO lens. Campus Safety was very satisfied with the providers currently used by the University.

Mandatory Training

Subject Matter	Delivered By	Duration	# Receiving Training	Total Hours
Annual Use of Force Recertification	U of T	8 hours	17	136
First Aid, CPR	St. John Ambulance	16 hours	6	96

*All officers have current first aid/CPR certification.

Additional Training

Subject Matter	Delivered By	Duration	# Receiving Training	Total Hours
Mental Health First Aid	U of T	8 hours	3	24
Inclusive Management	Anima Leadership	16 hours	2	32
Autism Awareness	U of T	2 hours	14	28
Workplace Investigations Involving Mental Health	Protect Int.	8 hours	2	16
Bill C-75, Crime Scene, and Notetaking	TNT	8 hours	18	144
Workplace Civility Training	Bernardi HR	8 hours	18	144

continued >

Additional Training (continued)

Subject Matter	Delivered By	Duration	# Receiving Training	Total Hours
CPIC Training	CPKN	8 hours	18	144
Effective Leadership for Senior Managers	U of T iMIX	48 hours	2	96
Applied Suicide Intervention Training Skills	U of T	16 hours	5	80
Scenes of Crime Officer	OPC	80 hours	1	80
Train the Trainer De-Escalation	CTRI	40 hours	1	40
Trauma Training	TPS College	4 hours	4	16
Addressing Islamophobia	UTSC EDIO	2 hours	1	2
Federal/Provincial Offences	TNT	8 hours	1	8
Crisis Framework Training	U of T OSHR	2 hours	9	18
Municipal Law Enforcement Officer	TPS Parking	8 hours	2	16
Equity, Diversity and Inclusion for Staff	U of T	3 hours	1	3
Remote Assessment of Violence Risk Workshop	Protect Int.	7 hours	3	21
Managing Stresses of Police Work	Coursera	4 hours	1	4
Transfer of Care Training	UTSC HWC	4 hours	2	8
Search of Persons	CPKN	2 hours	17	34
Criminal Investigators	OPC	40 hours	1	40
Mental Health Violence	U of T	2 hours	17	34
Responding to Students with Disabilities	U of T	1 hour	17	17

Summary

The statistics included in these tables do not reflect the total workload of the Campus Safety Special Constables. Proactive patrolling still accounts for most of the time spent by officers during their tour of duty. 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 2022, Campus Safety Special Constables generated or responded to 4,521 calls for service which resulted in the submission of 563 reports. These statistics also do not reflect the informal and impromptu contacts the officers have with members of the University community, which also contribute to an enhanced sense of personal safety.

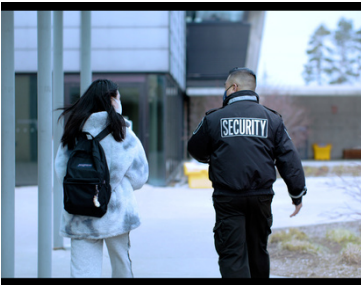
Campus Safety Programs & Services

UTSC Campus Safety operates, organizes, financially supports, and/or participates in the following programs:



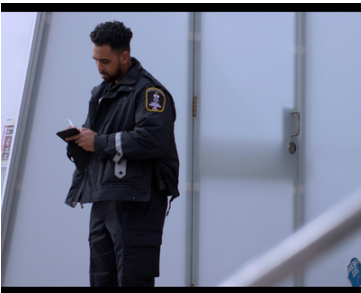
Travel Safer

Operated year-round, this service utilizes uniformed patrollers to escort community members to or from any campus location or nearby public transit stop, in order to enhance a 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 maintain a 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 monitor and respond 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.



Community Crisis Response Coordinator

Statistical Overview

Activity Type	April - December 2022
Mental Health Escorts	5
Suicidal	9
Transfers to Hospital - Form 1	1
Mood/Anxiety Disorders	12
Housing	5
Medical	2
Academic Troubles	7
Domestic/Family Concerns	7
Sexual Violence, Assaults, Harassment	2
Relational Challenges	6
Grief/Bereavement	1
Financial Hardship	3
Conduct Issues - Student Code	3
Academic Integrity	1
Fraud	1
Staff Consultations	3
Total	68

**YOU ARE NOT ALONE
YOU ARE IMPORTANT**

Campus Safety at UTSC provides mobile student crisis response services on campus. The Student Crisis Response Coordinator works collaboratively with Campus Safety Staff. The Student Crisis Response Coordinator provides student-centred, trauma-informed mental health and crisis response to students on campus.

WHAT IS A CRISIS?
Often times, a crisis involves a threat to one's safety (self or others). A crisis can also be experienced when a person is not able to cope or manage a stressful situation, examples include:

- Financial hardship
- Academic troubles
- Mental health concerns
- Relationship issues
- Housing concerns
- Food insecurity
- Drug and alcohol issues
- Sexual assault
- Stalking and bullying
- Bereavement
- Harassment
- Transitions

CRISIS RESPONSE SERVICES

STABILIZATION:
De-escalate crisis and support students in improving their wellbeing

NAVIGATION AND REFERRALS:
Individualized referrals to resources on campus and in the community

CRISIS PREVENTION:
Through groups, outreach with campus and community partners, presentations to departments, classrooms

CONSULTATION:
To student/staff/faculty concerned about the wellbeing of a student

CONTACT
E: Studentcrisis.atsc@utoronto.ca | P: 416-287-7398
Hours of Operation: Monday-Friday 10am-6pm (excluding holidays)
If you or someone you know is experiencing an emergency, please call 911 or Campus Safety at 416-979-2222

Summary

The Community Crisis Response Coordinator has 3 primary responsibilities: i) mobile crisis response services, ii) follow-up with students that Special Constable colleagues have interacted with after hours and on weekends and iii) education and training. In October 2022, a full day of training was organized by the CCRC for Building Patrol Officers and Special Constables. Topics included Mental Health and Violence; Best Practices in Responding to and Supporting People with Disabilities; Trauma-informed Response and a review of the policy on sexual violence. Another day of training is scheduled for the end of April 2023 with a focus on Anti-Black Racism and Implicit Bias and will be led by the Executive Director of Equity, Diversity and Inclusion at UTSC.

The CCRC role also serves as a consultative figure for the campus community on matters related to mental health, personal crises and distress; engages in preventative measures to support student wellbeing and has established relationships with community partners e.g. TAIBU – Toronto Community Crisis Services, 43 Division Community Liaison Officer for the purposes of the FOCUS table and with Social Workers from the adult and child and youth in-patient units at Centenary hospital.

Initiatives:

- In partnership with the Residence Counsellor, delivered a 6-week drop-in group for 1st year students living in residence dealing with issues such as loneliness/isolation and high school to university transition issues.
- Co-presented with the Senior Director of Campus Safety Operations, Tanya Poppleton at the annual Centre for Innovation in Campus Mental Health (CICMH) conference in November 2022: “Turning the Tides at UTSC: A Differentiated Model of Crisis Response on Campus” – over 200 people attended the virtual conference

Responding to Students in Mental Health Crises:

Annual Progress Report on Institutional Commitments

Introduction

In October 2022, the Vice-President, People Strategy, Equity & Culture and Vice-Provost, Students released an initial [Administrative Response](#) Administrative Response to the Final Report of the Review Committee on the Role of Campus Safety (Special Constable Services) in Responding to Students in Mental Health Crises. The Response identified five key areas to focus the University's efforts to address the recommendations, and affirmed the need for compassion, collaboration, and expertise in trauma-informed practices to develop solutions best suited to our diverse student population.

The following summary indicates commitments made collectively by Campus Safety teams under each key area. Going forward, progress will be shared in future Campus Safety Annual Reports and through the [People Strategy, Equity & Culture website](#).

i. Achieving tri-campus consistency

Established in tandem with the release of the Administrative Response, a tri-campus safety leadership table (chaired by the Vice-President, People Strategy, Equity & Culture and Acting Vice-President, People Strategy, Equity & Culture) has been meeting regularly to share information and collaborate on standard processes, including institutional responses to students in mental health crises. Meetings frequently include subject matter experts such as the inaugural Senior Executive Director, Student Mental Health Systems, Policy and Strategy to ensure that the perspectives of campus mental health experts are considered in the discussions.

This tri-campus approach moves toward a shared set of standards that will develop consistent, responsive, and accountable practices across the University while still enabling local, tailored approaches that respond to unique student needs at each campus. Initiatives designed and implemented on one campus may inform models for similar initiatives on other campuses.

ii. Continuing to improve the breadth and depth of mandatory training for Campus Safety staff

- Directors on all Campus Safety teams have committed to enriching tri-campus training initiatives and exploring, in consultation with mental health and student wellness partners, the development of a new framework that embeds more deeply both equity, diversity, and inclusion (EDI) and mental health considerations into this training.
- Each of the three Campus Safety teams now have a staff member dedicated to education and training initiatives.
- A Community Crisis Response Coordinator position, in place for some time at UTSC, is being integrated into the UTSG team, and UTM is working to similarly align its structure. As of June 2023, the UTSG Community Crisis Response Coordinator will begin providing biannual training.
- Equity offices are consulting with all Campus Safety teams on mandatory training.
- By December 2023, the UTSC Equity, Diversity & Inclusion Office will complete a review of Campus Safety training and share their findings with other Campus Safety Directors.
- Joint training sessions with student mental health teams—where not already in progress—will be initiated by late Spring 2023.

iii. Enhancing recruitment, hiring, onboarding, and retention strategies for Campus Safety staff

- University HR will work with tri-campus Campus Safety Directors to review Campus Safety job descriptions for scope and accuracy. This practice will support both recruitment and retention efforts, ensuring alignment between performance expectations and the delivery of high-quality, compassionate service to our community.
- The inaugural Director and Special Advisor, High Risk and Divisional Support (OSHR) is developing a Critical Incident Response Team to service the tri-campus community. Upon request, this team will provide support, such as critical incident debriefing, to Campus Safety team members.
- Currently, UTSC's Community Crisis Response Coordinator participates in hiring panels, ensures interview questions are designed with an EDI lens, and supports the creation of hiring panels that reflect the diversity of their local communities. UTSG and UTM are working to align their practices with this UTSC model.

■ Responding to Students in Mental Health Crises:

iv. Re-examining synergies between Campus Safety, student wellness services, and student groups in responding to students in mental health crises

- Early work is underway to develop a new collaborative model for Campus Safety, student wellness services, and other internal and external stakeholders to support information-sharing and role clarification and explore how to better define the range of responses needed to support students in mental health crises.
- Current areas of focus and discussion include the following: reviewing protocols and procedures around conducting wellness checks; the collection of student information; the use of appropriate community supports and agencies; and voluntary or involuntary student transfers to hospital emergency care, ensuring the integration of trauma-informed practices and a “least restraint” approach to transfers.
- The UTSC Director and Community Crisis Response Coordinator developed a comprehensive student crisis response process map by consulting with key stakeholders about how students engage safety-related resources. This initiative serves as a useful model for other Campus Safety teams.

v. Strengthening communications between Campus Safety and the U of T community

- The Division of People Strategy, Equity & Culture is collaborating with University of Toronto Communications and tri-campus Campus Safety staff on a communications plan that clarifies the roles and services of Campus Safety, how and when to access their assistance, and the functionality of the U of T Campus Safety App.

