



Community Safety Coordinator Annual Report

July 2003 – June 2004

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Annual Report: July 2003 to June 2004

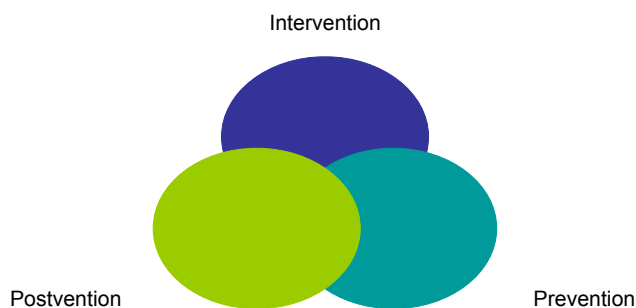
Mandate

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

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

- To provide a confidential and consultative service to all university community members who have had their personal safety compromised.
- To maintain an awareness of personal safety issues and ensure it is given a priority in the University community.
- To assist in the coordination of the University's crisis management and ensure an integrated and timely response to crisis situations.
- To develop and implement outreach initiatives directed at improving personal and community safety.

To achieve these objectives, the Community Safety Office uses a multi-pronged approach:



This comprehensive approach recognizes the importance of intervention, prevention/education and post-intervention in ensuring personal and community safety issues and initiatives are properly addressed.

Prevention/Education

The Community Safety Office, in the past year, was involved in 30 different initiatives aimed at prevention and education. Examples are as follows:

Awareness Booths

The Community Safety Office participated and/or organized promotion and safety booths during various campus events. The Community Safety Office was actively involved in orientation days at all three campuses, such as SAC Orientation Day, Hart House Wide Open Event, GSU Orientation day, UTSC and UTM orientation day, Student Affairs Orientation Event, Woodsworth College Orientation Day, Campus Police Safety Week, Women's Graduate Symposium, Health Fair, UTSC Women's Centre, to name a few.

16 Days of Activism Against Gender Violence

In partnership with other offices (Status of Women) and services on campus, the Community Safety Office participated in the delivery of '16 Days of Activism Against Gender Violence'. This initiative included organizing film viewings, guest speakers and workshops for students, staff and faculty, tri-campus during the month December.

Evening Safety Tour

The office partnered with the Status of Women's Office to offer students an "Evening Safety Tour of Campus".

Perception of Safety Questionnaire

The Community Safety Office developed a 'Perception of Safety' questionnaire and surveyed over 150 students at 89 Chestnut Residence throughout the month of October. The questionnaire was developed in order to gain insight on student's perception of safety on campus and allow students a mechanism for them to provide the university with feedback regarding their safety needs and concerns. Please refer to appendix A and B for copy of survey and results.

Self Defense

Self Defense training is an important educational program offered to community members. The Community Safety Office offers three different styles of self defense on campus: Wen-do, R.A.D. (rape aggression defense) and U.D.T. (urban defensive tactics). During 2003-2004 the Community Safety Office offered each residence on-campus an opportunity to have a fully funded self defense session taught to student's within the residence. In addition, the Community Safety Office opened accessibility to the self defense programming in response to requests by the community to offer self defense training to males. Thus, the Urban Defensive Tactics self defense course was offered to male and female community members. *From July 2003 to June 2004, nineteen (19) self defense courses were taught on-campus.* These courses were offered to students, staff and faculty. We have partnered with the Athletic Centre, the International Student Centre, several student groups and residences in order to increase outreach and accessibility.

Training and Workshops

An important component to education and prevention is offering students, staff and faculty development trainings, workshops and presentations. The Community Safety Office offered either alone or in partnership 42 training, workshops and/presentation session throughout the past year. Topics included: 'Criminal Harassment/Stalking'; 'Dealing with Individuals in Crisis'; 'Case Management Strategies'; 'Critical Incident Response Training'; 'Safety Tips and Strategies'; 'Don't Mess With Me'; 'Managing Difficult Behavior'; 'Introduction to the Community Safety Office'; 'Safety for Students Going on Field Placements'; to name a few.

The Community Safety Coordinator was asked to be a keynote speaker for Humber College's Safety Conference in November. In addition the Community Safety Coordinator was asked to present a workshop on Criminal Harassment for the Suicide and Violence Conference sponsored by Student Affairs and held at the University.

Administration of MET Women's Safety on Campus Grant

The 2003-2004 grant from the Ministry of Education and Training supported the following educational/prevention initiatives;

- Funding for the Ask First Campaign, 16 Days of Activism against Violence Against Women and the December 6th memorial
- Funding for the interim room
- Development and delivery of personal safety seminars, programs, self defense and protective skills courses for members of the university community
- Created and funded emergency wallet cards for students, staff and faculty.

Intervention

The Community Safety Office intervenes in cases where by personal safety has been compromised by offering safety planning, assistance, support, referrals, and training services directed towards issues of: domestic violence, criminal harassment, harassment, assault, sexual assault, sexual harassment, threatening behavior, suicide attempt/threats and critical incidents.

Involvement in these cases is often complex and requires performing threat assessments, risk assessments, as well as, an assessment of the individual and community's needs.

The number of cases where personal safety was compromised and brought forward to the Community Safety Office (CSO) for the 2003/2004 year is **144**. In the last four years the Community Safety Office has seen an increase of **53%** in personal safety cases.

Personal Safety Cases are defined as cases that directly involve an individual. In cases where an individual's personal safety has been compromised others may be indirectly impacted and require assistance however the primary victim is an individual.

Classification of Cases

Type	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
Critical Incident Response	n/a	n/a	n/a	044	58
Assault	03	05	14	165	79
Criminal Harassment	25	20	22	20	53
Disruptive Behavior	04	07	09	11	0
Environmental Safety Concerns	n/a	n/a	n/a	n/a	4
Harassing Telephone calls, e-mail, letters	11	13	10	14	0
Interim Room	n/a	n/a	n/a	n/a	610
Sexual Assault	06	03	061	07	6
Sexual Harassment	03	04	05	05	7
Suicide/suicide attempt/threats	02	06	042	046	7
Threatening behavior/comments	19	20	26	22	27
Murder	0	01	0	0	0
Miscellaneous	11	15	183	237	2211
Total	84	94	114	126	144

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- n/a* 2002-03 is the first year the Critical Incident Response is included in these statistics
- 1* 2 Sexual Assaults occurred on campus, 4 off campus raising safety concerns on campus
- 2* 1 suicide occurred off-campus, 5 suicide threats on/off campus
- 3* Misc. included sudden death of student on campus, general safety concerns, safety concerns following Sept. 11, cases where mental illness was the main issue
- 4* Responding to sudden death of employee on campus, sudden illness of faculty member, responding to bomb threats on campus
- 5* Of the 16 assault cases, 7 were domestic assaults cases.
- 6* 4 suicide threats/attempts occurred on/off campus.
- 7* Misc. included general environmental safety concerns, indecent acts witnessed on campus, robberies and cases where mental illness was the main issue.
- 8* Responding to sudden death of a T.A. on campus, break & enter and assault of faculty member on campus, sexual assault in residence, a suicide on campus, domestic assault on campus.
- 9* Assault included assault by partner, family member, someone known to the victim or a stranger.
- 10* The Community Safety Office became the Administrative Home for the Interim Room Program. Of the six cases, three users were men. All users resided off campus prior to using the service and five of the six respondents were non-community members.
- 11* Misc. included missing students, safety concerns due to barriers in access to services, defamation of character, concerning behavior/comments, indecent acts witnessed on campus, and break and enters.

Principal Users of the Community Safety Office

The principal users of the office in the 144 cases managed were:

Students	96
Staff	36
Faculty	12
Total	144

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

Complainant/Respondent

Complainant	Respondent					Total
	Staff	Faculty	Student	Non-Community Members	Other	
Individual Staff	5	0	3	9	4	21
Individual Faculty	0	1	3	6	1	11
Individual Student	1	7	38	36	14	96
Staff Department/Residence	1	0	4	3	7	15
Faculty Department	0	0	0	0	0	0
Other	0	0	0	1	0	1
Total	7	8	48	55	26	144

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

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

Criminal Harassment Cases

The Community Safety Office responded to **53 criminal harassment** cases in 2003-2004. Of these 53 cases:

- **83%** of the victims of criminal harassment resided off-campus.
- **49%** of the accused were non-community members; **36%** of the accused were students; **11%** of the accused were unknown; and **4%** of the accused were staff.
- **83%** of the victims of criminal harassment were female.
- **91%** of accused were male
- **49%** of the criminal harassment cases were obsessive/organized stalkers. Typically, the stalker had no relationship with the individual. For example, the stalker may have seen the individual in a class. The relationship between the stalker and the victim is one-way.
- **47%** of the criminal harassment cases were domestic stalkers. These stalkers have had a previous relationship with the individual, typically an intimate relationship. Often, the abuse begins during the relationship and after the dissolution of the relationship the stalking behavior escalates. Typically, the stalking behavior is used as a means to re-establish the relationship by using tactics to threaten, frighten and/or control the victim.
- **2%** of the criminal harassment cases the typology of the stalker was unknown.
- **36%** of the criminal harassment cases involved other criminal offenses (i.e. assault, uttering threats, sexual assault). All of these cases involved domestic stalkers.
- **64%** of the criminal harassment cases opted for police involvement.
- When police (either University of Toronto Police or another police service) warned the stalker, the stalker stopped their behavior in over **90%** of the cases.
- When police charged the stalker, the stalker stopped their behavior in **100%** of the cases.

The Role of Community Safety Office in Criminal Harassment Cases/ Intimate Partner Abuse

According to research, three events typically cause victims to seek assistance in regards to criminal harassment: escalation of the incidence or severity of stalking, inflicted injury, and problems with a relationship or a job. In other words, the victims coping mechanisms become exhausted and the individual experiences a crisis.

When the Community Safety Office works with an individual who has been experiencing criminal harassment, our approach is holistic, we consider the legal, the emotional impact of the experience, the academic or work related stressors and most importantly, the safety of the individual and the community. There is a continuum of interventions that are utilized by the Community Safety Office in order to respond to the criminally harassing behavior.

The continuum of intervention and supports offered to individuals experiencing criminal harassment provided by the office begins with strategies to inform the stalker that their contacts are unwanted and causing the individual to be concerned for their safety, proceeds with safety planning, addressing financial concerns, academic concerns, and possible police involvement, finally, potentially leading to the use of the Interim Room.

Intimate partner abuse usually involves a certain amount of secrecy for the victims and therefore victims are more likely to come forward only once they have left the abuse or the abuse experienced has forced the individual to seek medical, or police intervention. Victims of intimate partner abuse are most at risk of stalking the first three months after leaving a violent relationship. It is often only when the women leave that they feel freed up to seek assistance to ensure continued safety. Women who are considering leaving an abusive relationship will often identify stalking as the presenting problem and cause for seeking assistance.

Intimate partner abuses cases are generally brought to the attention of the Community Safety Office through referrals for the Interim Room service.

The Interim Room

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

There were 6 students who required the use of the interim room throughout the year. Half of the service users were males.

The Community Safety Office was selected by the Interim Room Steering Committee as the logical office to become the administrative home of the Interim Room. The Community Safety Office proposed and was awarded from the Vice-President Facilities and Services Office core funding for the Interim Room, we received \$8,000 for funding and promotion of the service.

In previous years the Interim Room Steering Committee also offered a Family Interim Room intended to offer emergency accommodations for students with children and/or dependents that were escaping abusive or threatening situations in their place of residence. After careful review and consultation, the steering committee agreed that the needs of a family fleeing an abusive situation outweighed the university's capacity to adequately meet their temporary housing needs. The Steering Committee did however agree to continue to provide case management services (linking to services and appropriate departments on campus) and to partner with shelters and other community resources. The Steering Committee is currently working of developing the protocols and procedures of assisting families who are leaving abusive situations in their residences.

Post- Intervention

After an incident occurred which has compromised safety on campus there is often a need to review and address what may be perceived and or real concerns for potential safety issues in the future. The office addresses these perceived or real concerns through various strategies. These strategies may involve an environmental safety audit, training, review of policies, procedures, and/or awareness of already existing safety programs on campus.

Community Safety Cases

This year, for the first time, we are recording the number of community safety cases brought forward to the Community Safety Coordinator. These numbers are over and above the **144** cases previously mentioned. The Community Safety Office has dealt with **32** cases where the community safety has been compromised. Community Safety cases are defined as resulting from random acts of crime or incidents, which had left a group of individuals feeling concerned for their safety. An example of community safety cases are break and enters in departments or incidents of difficult behavior such as angry outbursts, intimidation, anger, dissatisfaction of service or individuals with mental health problems presenting in crisis which left the department or group of individuals indirectly involved concerned for safety.

The office responds to community safety cases in a variety of ways, including offering training workshops and or safety audits. The workshops offered are tailored made to address the current safety concerns experienced by the department or group of individuals affected. The workshops provide strategies on de-escalating crisis, managing difficult behaviors and safety strategies and programs available on campus. The safety audits entail a review of the workplace policies/procedures to ensure safety precautions are incorporated or adhered to.

Critical Incident Response

The Community Safety Coordinator continues to participate as a member of the Emergency Preparedness Task Force for the University. The role of the emergency preparedness task force is to assist and participate with senior officials in the university in developing a response to critical incidents.

In 2003-2004 there were 5 critical incidents in which the Community Safety Coordinator participated in providing a response. A teacher's assistant suddenly collapsed and died at UTM, a faculty member who resides on campus was the victim of a break and enter and assault in her home, a sexual assault occurred in residence, a suicide on campus, and an intimate partner assault on campus.

The Community Safety Coordinator in partnership with the Student Crisis Program Coordinator continues to ensure that a group of volunteers are trained and supported in order to offer critical incident response support to students. The CIRT team is trained and called upon by the either the Community Safety Coordinator or the Student Crisis Response Coordinator. The Employee Assistance Program critical incident response services is utilized in situations where staff and faculty require de-briefing after a critical incident on campus.

Consultations

The office is often used for consultations by staff and faculty who are concerned about the safety, of a student/employee or concerned about the behavior of a student/employee that poses a potential or actual threat to others; and by people who, although not in a supervisory/faculty role, were concerned by the safety of others.

Committees

The Community Safety Office has participated in 22 committees on campus. These committees include the Women's Safety Network, Mental Health Network, Status of Women Advisory Counsel, EIAG, Interim Room Steering Committee, Criminal Harassment Committee, UTSC Advisory Committee on Safety and Security, to list a few.

2004– 2005 Priorities and Objectives

With an increase of 53% of personal cases, over the last four years, brought forward to the Community Safety Office, ensuring that there is an appropriate balance between casework and the development and review of programs and policies related to personal safety on campus has become increasingly challenging.

In order to better meet the objectives identified below, additional staffing would allow for a more balanced approach between casework and education/outreach.

The Community Safety Coordinator has as her objectives for the year 2003-2004:

- Continued assistance, support and referral for members of the university community who have concerns regarding their personal safety, threats, harassment or violence;
- Continued training and educational workshops for community members in dealing with aggressive, disruptive, or violent behavior.
- The launch in January 2005 of the Criminal Harassment Campaign that will incorporate education for students, staff and faculty and training for all front line service providers and supervisors.
- Ongoing promotion, delivery and evaluation of self-defense programs.
- Continued efforts to increase visibility of the Community Safety Office tri-campus
- Partner with UTSC in revision and further implementation of the Perception of Safety Questionnaire to identify safety needs and concerns on campus
- Continued administration of the Ministry of Education and Training Grant for programs and initiatives that support women's safety on campus.
- Partner with Muslim Student's Association to develop an educational initiative addressing safety.
- Partner with the Women's Centre tri-campus to assist in the delivery of program initiatives targeting safety.
- Increase awareness of Interim Room Service amongst front line service providers on campus
-

Appendix A



University of Toronto Community Safety Office

Personal Safety On-Campus Questionnaire

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

Check if applicable:

☐ Faculty ☐ Staff ☐ Student ☐ Other _____

If you are a student, how long have you been studying at the University of Toronto?

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

If you are a Staff member or Faculty member, how long have you worked on campus?

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

How often are you on campus?

☐ Full Time ☐ Part Time

Gender

☐ Male ☐ Female

Age Group

☐ 17-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ Other

Where do you live?

☐ On Campus ☐ Off Campus ☐ Off Campus Residence

If you reside on-campus, which residence? _____

How do you most often travel to and from campus?

☐ Public Transport ☐ Car ☐ Bike/Blades ☐ Foot
☐ Other _____

How do you most often travel on campus?

☐ Bike ☐ Foot ☐ Other _____

What does *PERSONAL SAFETY* mean to you?

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

☐ Yes ☐ No

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

Where did you reside before you attended the University of Toronto?

_____ (town/city; province; country)

What steps did you take to address your personal safety where you lived before moving to Toronto?

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

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

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

Appendix B

Personal Safety On-Campus Questionnaire: Emerging Issues

All of the students surveyed were **students** residing at **89 Chestnut**. The age group of the respondents was between **17-24 years**. Surveys were distributed on **Oct. 1st**, **Oct. 8th** and **Oct. 15th, 2004** between the hours of 6pm to 8pm. The respondents completed surveys in the cafeteria and in the lobby.

What is your perception of safety on-campus?

Respondents who feel unsafe on campus:

- **21 of 95 (22% of the total respondents)** surveys completed indicated that they did not feel safe on campus during the evening hours.
- **2** of the respondents indicated that the area they live in made them concerned (day or evening).
- **7** of the **95** respondents made specific reference to certain areas on or near campus that made them feel unsafe at night. These areas included: Queen's Park, City Hall, the Architecture Building and MSB due to a lack of lighting.
- **2** of the **95** respondents indicated that they had an experience on campus that compromised their personal safety. One incident involved an assault by a stranger on campus. This assault happened to the respondent's friend. The respondent believed her perception of safety on-campus was impacted by this event. The other incident involved an un-aggravated verbal altercation with an unknown man.
- **16** of the **21** respondents indicated that their personal safety is compromised on campus were **women**.
- **2** male respondents feared for his safety during the daytime and evening due to the location of 89 Chestnut.

Respondents who feel safe on-campus

- **60** of the **95 (63% of the total respondents)** surveys distributed indicated that they had no safety concerns on-campus.
- **29** of the **60** respondents who felt safe on campus were women.
- **3** of the **60** indicated that they felt safe but were frustrated by the high incidence of theft on campus.
- **9** of the **60** respondents integrated the visibility of campus police and availability of walksafers as important features to making them feel safe on-campus.

Miscellaneous

- **15** of the **95** respondents did not complete this section of the survey.

What does personal safety mean to you?

Some general responses...

- 'The absence of fear'
- 'Being able to walk to and from campus without feeling uneasy'
- 'The ability to go anywhere without being restricted by fear or uncertainty'
- 'To be able to walk on campus and not feel threatened by the environment e.g. people, cars, bikes etc.'
- 'I want to feel comfortable walking around campus. I have enough other stuff on my mind, I don't want to worry about my safety too!'
- 'The ability to conduct your lifestyle without concern from hazards or the influences of crime.' 'Feeling comfortable in your surroundings i.e. in residence. Feeling equivalent to living at your own home.'

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

- | | |
|-------------------------------------|--------------------------|
| Never walk alone | Advertise CSO |
| Keep people aware of schedule | Walk fast |
| Carry personal alarm | Nothing |
| Programmed Walksafer into cellphone | Walk on well lit streets |
| Carry cellphone in hand | Trust my instincts |
| Scan my environment | Walk in busy areas |
| Planning routes | |

Recommendations

Increase Visibility

- ✓ More street lights**
- ✓ More lights at Queen's Park
- ✓ Increase lighting

Walksafer

- ✓ Have booths set up in higher risk areas (MSB) that students can just walk up and request a Walksafer instead of having to call.
- ✓ Have Walksafer's outside of buildings who have night class
- ✓ Extend Walksafer hours**

Personal Safety

- ✓ Emergency Whistle distribution
- ✓ Mandatory Self Defense classes

Security

- ✓ Visible security at night
- ✓ Improve security outside of 89 Chestnut
- ✓ Increase policing on campus
- ✓ Increase emergency stations
- ✓ Have police patrol on foot
- ✓ Open buildings to have 24 hour staff

Emergency Phones

- ✓ Emergency phones along College and on University Ave.
- ✓ Post safety numbers by all phones on campus
- ✓ Public phones to be linked to campus police

Other

- ✓ Shuttle bus for 89 Chestnut**
- ✓ Increased vehicle/bicycle enforcement