



FOR INFORMATION

PUBLIC

OPEN SESSION

TO: University Affairs Board

SPONSOR: Professor Sandy Welsh, Vice-Provost, Students
CONTACT INFO: 416-978-3870, vp.students@utoronto.ca

PRESENTER: See Sponsor

DATE: May 21, 2024, for May 29, 2024

AGENDA ITEM: 9 (a)

ITEM IDENTIFICATION:

Annual Report: Campus Safety, University of Toronto Mississauga

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 UTM 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. UTM Campus Affairs Committee [For Information] (May 7, 2024)
2. **University Affairs Board [For Information] (May 29, 2024)**

PREVIOUS ACTION TAKEN:

This annual report was last presented to the University Affairs Board on May 31, 2023.

HIGHLIGHTS:

The UTM Campus Safety team continued to provide a safe and secure environment for the campus community. To that end, we have taken measures to adapt to the changing circumstances and address potential challenges that included:

- Increasing our visibility to the community through engagement, patrols, safety presentations, and awareness campaigns
- Collaborating with local authorities to enhance our ability to respond effectively to incidents on campus
- Installing new security cameras and standardizing enterprise infrastructure
- Hiring an Assistant Director of Campus Safety and a new Manager of Physical Security

FINANCIAL IMPLICATIONS:

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

RECOMMENDATION:

This report is provided for information.

DOCUMENTATION PROVIDED:

- Forward Together – UTM Campus Safety Report: 2023



UNIVERSITY OF
TORONTO
MISSISSAUGA

Forward Together

UTM Campus Safety Report: 2023

UTM Campus Affairs Committee
April 15 2024



Message from the Director

On behalf of UTM's Campus Safety team, I am pleased to present our 2023 Campus Safety Report.

It reflects our team's central goal: to maintain a safe and secure campus for all students, staff, librarians, and faculty. The report shares safety statistics from the previous four years, alongside information about our team's continued training and community initiatives. It also highlights collaborations with partners across campus and beyond, including teams in Equity, Diversity, and Inclusion, Student Affairs and Services, and Safety and High Risk.

This work makes a difference. Over the past year we have strengthened campus safety, including by

- creating and adding an Assistant Director of Campus Safety
- hiring a new Physical Security Manager for Campus Safety
- increasing our visibility to the community through engagement and patrols
- installing new security cameras and standardizing enterprise infrastructure; and
- continuing to recruit, train and mentor excellent Campus Safety professionals

We have also deepened our collaboration with both internal and external community partners. This collaboration has helped to build trust and awareness as well as ensure the efficient and most effective delivery of Campus Safety services.

Let me assure you that the safety of this community is my top priority, which includes a commitment to developing a collaborative supportive framework when responding to students experience a mental health crisis.

Our team believes that all members of UTM's campus community deserve a safe and welcoming environment at any time. Special Constables provide service and protection 24/7.

Sincerely,

Deborah Fritz
Director, Campus Safety
University of Toronto Mississauga

UTM Campus Safety: Mission Statement

Purpose

Campus Safety at the University of Toronto, Mississauga is dedicated to creating a safe, secure, and equitable environment for students, staff, faculty, librarians, and visitors.

Mandate

To support the university's mission, UTM Campus Safety works in partnership with our community to

- protect people and property and promote safety and security;
- deliver non-discriminatory, inclusive programs to our diverse community;
- prevent crime, maintain the peace, resolve conflicts, and promote good order;
- remain accountable to our community;
- provide referral to community services;
- respond to emergencies and provide assistance to faculty, students, librarians, staff, and visitors;
- ensure university policies and regulations are followed;
- enforce the criminal code and select provincial and municipal statutes as necessary.

Values

UTM Campus Safety Service is guided by the following principles and values

- respect for the dignity, privacy, worth, and diversity of all persons;
- a commitment to fair and impartial treatment;
- safety and security as a responsibility of all members of the community;
- reliability, competence, accountability, teamwork, and open communication; and
- equity and community collaboration.

Campus Safety: People and Community

Our department brings together a Director, an Assistant Director, a Manager of Campus Safety, a Manager of Physical Security, a Staff Sergeant, and an Administrative Assistant, alongside Corporals, Special Constables, and Building Patrollers. In 2023, UTM Campus Safety added 2 new Special Constables to the team.

All Special Constables are approved by the Peel Regional Police Services Board. When on duty, they have the powers of a peace officer to enforce the Criminal Code and select provincial and municipal statutes. Our Building Patrollers are all licensed and uniformed security guards who play an integral part in complementing the Special Constables' mandate.

Special Constables and Building Patrollers, plus our Corporals, comprise front-line staff. They respond to calls for service, investigate safety-related incidents, and participate in community safety and crime prevention programs. They also prepare reports, maintain general patrols, run dispatch, support traffic management, and more.

Corporals have the added responsibility of directing Special Constables and Building Patrollers. That means allocating work assignments, supporting and reviewing written reports, and assisting in training. UTM Campus Safety is committed to the ongoing training of all our officers, as the charts below demonstrate. It continues to make a difference.

Over the past years, UTM campus safety has helped to modernize UTM's physical security. We have now installed more than 600 CCTV cameras on campus; and we continue to work on a perimeter security project to equip major buildings with electronic access controls. They allow authorized community members easier after-hour access while enhancing building security.

Our team makes an impact in other ways, too. In 2023, UTM

Campus Safety completed the install of 60 Automated External Defibrillators (AEDs) across campus, including anywhere with doors for an elevator. The completion of this projection makes us a leader in the Greater Toronto Area in AED deployment.

We also hope to extend our leadership in collaborative practice. Our team works diligently with U of T's Office of Safety and High Risk to update our Emergency Management Plans. They help to mitigate harm and damage, and maintain business continuity in the unlikely case of a major event impacting the campus.

Here, and everywhere, UTM Campus Safety believes that public safety is a shared commitment. So, we continue to form robust community partnerships, both at U of T and beyond.

Community Safety Partnerships

UTM Campus Safety strengthens partnerships with the

Health and Counselling Centre (HCC)

HCC delivers professional mental and physical health services to a diverse student body. University students have social, personal and academic demands that can negatively impact their mental wellbeing. The Centre addresses the mental and physical health of students with a full staff of nurses and doctors. Programs also include nutritional and personal counselling as well as mindfulness meditation.

Access Ability

Access Ability Services ensures that all students with disabilities can freely and actively participate in all facets of university life. They also provide and coordinate services and programs that enable students with disabilities to maximize their educational potential and increase awareness of inclusive values among all members of the University community.

Sexual Violence Prevention and Support Centre: The Tri-Campus Sexual Violence Prevention &

Support Centre is a key part of the University's Policy on Sexual Violence and Sexual Harassment, which covers all members of the U of T community. Centre staff receive disclosures, take and provide options for formal reports to the University, and offer services and supports related to incidents of sexual violence. The Centre also offers training and education, and is the first point of contact for those who need accommodation.

Equity, Diversity, and Inclusion Office (EDIO)

EDIO provides programs and services to faculty, staff, and students at UTM. In cooperation with its campus partners, the EDIO promotes an equitable and inclusive community, free from discrimination or harassment based on age, disability, race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, gender expression, gender identity, sexual orientation, family status, marital status, or record of offences.

Erindale College Special Response Team (ECSpeRT)

ECSpeRT is a division of St. John Ambulance located at UTM. They are a team of volunteer Medical First Responders who provide first aid coverage to all students, staff and visitors of the UTM campus. ECSpeRT members also regularly assist with first aid duties of the Mississauga Division of St. John Ambulance. Most of ECSpeRT's current members are undergraduate students at UTM.

All active responders hold valid certifications in the First Aid

CPR Level C/AED course as well as the Medical First Responder course from St. John Ambulance. All of their members participate in on-going first aid training every other week. Campus Safety provides ECSpeRT with resources such as AEDs, radios, and cell phones. Campus Safety also sponsors ECSpeRT volunteers in obtaining Co-Curricular Record credit for their contribution to our community.

Positive Space Committee

UTM's Positive Space Campaign is a program that seeks to create and identify safer and more inclusive spaces for lesbian, gay, bisexual, transgender, transsexual, intersex, queer, questioning and two-spirit

(LGBTTIQQ2S) students, staff, faculty, alumni, and allies at the University of Toronto.

Positive Space challenges the patterns of silence that continue to marginalize LGBTQ+ students, staff, and faculty—even in environments with anti-discriminatory and inclusive policies. The most visible symbol of this campaign is the inverted rainbow triangle sticker that you will see in many spaces around campus, including Campus Safety.

Student Housing and Residence Life (SHRL)

SHRL at UTM creates a holistic student experience that promotes academic and personal success. It provides facilities that are safe and secure and a supportive community that values diversity, equity, and inclusion. It offers programs and services that enhance student learning and development.

Office of the Dean of Student Affairs

Knowledgeable, caring, and highly skilled staff in Student Affairs actively promote holistic student learning and development. They work with individual students and student organizations and help leaders, campus departments, and community organizations explore and develop opportunities to engage students, staff, and faculty in active collaboration.

Campus Safety Training

Our team's training is designed to meet the needs of UTM's global community. So, in implementing directives from the Peel Regional Police Service and the Ministry of Community Safety, we work to promote a comprehensive understanding of people, cultures, and ways of being from around the world. We also remain attuned to changes in law, court decisions, and federal and provincial standards, such as the recent passing of Bill 68, the New Police Services Act.

It impacts the training of all Special Constables in Ontario, prescribing a focus on a series of topics, including Ethics and Leadership, Racial Profiling, Anti-Oppression-Micro Aggression and Diversity, Crime Scene Management, Community Based Policing, and Drug Investigations and Effects. All UTM Special Constables receive this training in our Orientation and Refresher course. UTM runs much of our safety training internally, drawing on outside supports as needed.

Mandatory Training

Course/Topic	Delivered By	Duration	Number Trained
Annual Use of Force	Campus Safety Instructors	8 hours	14
Standard First Aid	Canadian Red Cross	16 hours	4

Additional Training

Course / Topic	Delivered by	Duration	Number Trained
Supporting Student Development	Student Affairs and Services	8 hours	4
Creating a Psychologically Safe Inclusive Workplace	Bernardi Law Firm	8 hours	14
TPS Fraud Training	Toronto Police Service	8 hours	2
Mental Health First Aid Standard	Canadian Mental Health Commission	8 hours	4
Items of Religious Significance - Islam	Canadian Police Knowledge Network	1.5 hours	14
Recognition of Emotionally Disturbed Persons	Canadian Police Knowledge Network	1.5 hours	14
Items of Religious Significance - Sikhism	Canadian Police Knowledge Network	1.5 hours	14
Special Constable Orientation	TNT Justice Consultants	200 hours	1
Hate Crime Investigation	TNT Justice Consultants	8 hours	2

Overview: UTM Safety Statistics, Part 1

Incident Types	2019	2020	2021	2022	2023
Break and enter	0	0	0	2	0
Robbery	0	0	0	0	0
Theft Over \$5000	0	0	0	0	0
Theft Under \$5000	41	34	1	21	24
Theft Bicycles	6	0	1	1	0
Possess stolen property	0	0	0	0	0
Disturb Peace	2	2	2	1	0
Indecent Acts	0	0	0	0	0
Mischief/Damage	10	5	13	7	22
Other Offences	16	6	7	6	5
Sexual Assaults	2	0	0	2	5
Assault	2	1	0	4	2
Impaired Driving	0	0	0	0	1
Criminal Harassment	12	4	0	13	17
Threatening	1	6	2	6	7
Homophobic	1	0	1	1	0
Homicide	0	0	0	0	0
Total	93	58	27	64	83

Overview: UTM Safety Statistics, Part 2

Other Activity	2019	2020	2021	2022	2023
Arrest Warrants	0	0	0	0	1
Alarms	324	132	119	136	168
Fire Alarms	22	2	16	17	11
Assist other police	3	0	16	12	8
Demonstrations	0	0	0	1	5
Suspicious Persons/ Circumstances	31	22	16	34	60
Trespasser Charged	8	1	6	7	13
Trespasser Cautioned	23	16	0	3	32
Medical Assistance	115	3	43	62	132
Insecure Premises	2	0	5	2	27
Motor Vehicle Collision	21	5	2	20	21
Mental Health Act	30	7	0	13	42
Suicide / Attempt Suicide	1	4	0	7	3
Sudden Death	0	0	0	0	0
Fires	2	0	0	0	4
Total	582	192	223	314	527

Overview: UTM Safety Statistics, Part 3

Other Activity	2023
Student Code of Conduct	0
Noise Complaints	10
Wellbeing checks	33
Police Assistance	157
Police Information	197
Animals Injured	13
Bomb Threats	0
Missing Persons	0
Elevator Entrapment	12
Total	422

Staff Appointments: 1 January - 31 December 2023

Total Applications	New Appointments	Re-Appointments	Total Special Constables
4	2	0	14

Staff Transitions: 1 January - 31 December 2023

Terminations	Suspensions	Resignations	Retirements
0	1	1	0

Community & Safety Initiatives

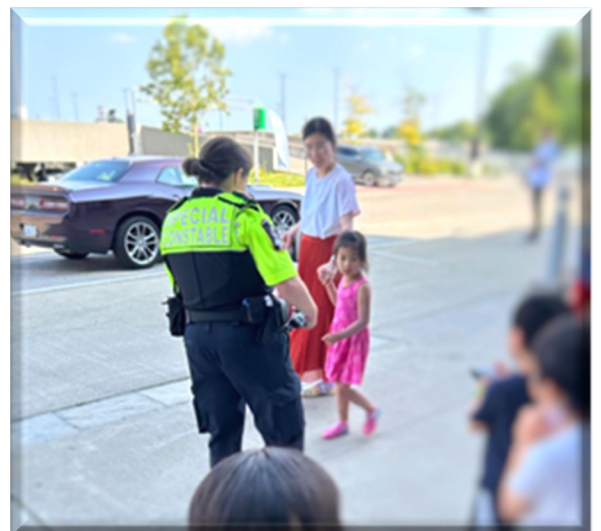


Cram the Cruiser – An initiative where Campus Safety officers will collect community donations of non-perishable food items to place into the campus safety patrol car. All donation are delivered to the Mississauga Food Bank.



Pride Month – Each June, for Pride, Campus Safety will display the Pride colors to show our support for the 2SLGBTQ+ community on campus.

UTM Kids Camp – During the summer, Campus Safety collaborates with Kids Camp Co-Ordinator's to speak with kids and help increase their safety awareness through friendly engagement.



Role of Campus Safety in Responding to Students in Mental Health Crises: 2023 Annual Progress Report on Commitments

Introduction

In October 2022, the Vice-President, People Strategy, Equity & Culture and Vice-Provost, Students released an initial [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

The tri-campus safety leadership table (chaired by the Vice-President, People Strategy, Equity & Culture and Acting Vice-President, People Strategy, Equity & Culture during the reporting period) continued to meet regularly to share information and collaborate on standard processes encompassing institutional responses to students in mental health crises. The Executive Director, Equity, Diversity & Inclusion joined this table upon returning from leave in early 2024 and will apply an EDI and intersectional lens to the table's ongoing discussions. Other content experts, such as the Senior Executive Director, Student Mental Health Systems, Policy and Strategy, attended meetings to help problem-solve and enrich discussions with a mental health perspective.

Outside these meetings, the Senior Executive Director, Student Mental Health Systems, Policy and Strategy provided campus-specific consultations on how to standardize current practices, from protocols around interviewing students in mental health crisis to staff models of debriefing that enable meaningful learnings following a significant event. The design of mental health-related data collection was identified as a future opportunity.

Additional monthly meetings of the tri-campus Campus Safety leaders provided a productive forum to continue conversations from the tri-campus safety leadership table. These regular touchpoints maintained mutual awareness of practices and protocols across campuses and highlighted opportunities for collaboration.

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

- To ensure consistency across Campus Safety teams, newly hired Special Constables across our three campuses continued to receive identical orientation training (endorsed by the Ontario Association of Police Chiefs) which exceeds the standards outlined by the Solicitor General. New provincial training regulations introduced April 1, 2024 will be incorporated into Special Constable training institution-wide, most of which is already standard in U of T training. Campus Safety teams maintained the practice of inviting Special

Constables on other campuses to attend additional, focused training sessions as opportunities arose.

- Tri-campus Campus Safety teams deepened relationships with local mental health providers on- and off-campus to share information and build expertise. At UTSC, connections fostered between the Community Crisis Response Coordinator and local health and wellness teams led to joint training initiatives. Additionally, the Coordinator maintained relationships with the Scarborough Health Network and other local health providers. At UTSG, the new Community Crisis Response Coordinator consulted with Health and Wellness, Student Crisis Response teams, and the Mobile Crisis Intervention Teams within the Toronto Police Service as they laid the foundation for future joint training initiatives with local health and wellness services. UTSG continued building the collaborative partnership with the Centre for Addiction and Mental Health to ensure a continuity of care for students experiencing mental health crises. At UTM, Campus Safety and the Health & Counselling Centre collaborated on training events with a mental health focus.
- Campus Safety teams advanced work on their respective campuses to improve mental health-related training for Special Constables. UTSC and UTM invited reviews of their mental health-related training. At UTSC, a review committee of students and other community members submitted their findings in March 2024. At UTM, the Senior Executive Director, Student Mental Health Systems, Policy, and Strategy provided input on how to optimize the joint training model between Campus Safety and the Health & Counselling Centre. Meanwhile, UTSG piloted training for Special Constables on the use of the *Columbia Suicide Severity Rating Scale*, an evidence-based tool. Learnings from these local efforts will be shared institution-wide, with an aim to create a standard tri-campus framework for mandatory Special Constable training post-Orientation.

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

- Tri-campus Campus Safety teams actively expanded their recruitment efforts to attract candidates with a broad range of backgrounds, including social work, nursing, education, and psychology. At both UTSC and UTSG, their respective Community Crisis Response Coordinators conducted information sessions for students in these programs. UTM encouraged individuals with backgrounds in social work and mental health to apply for four Special Constable positions.
- Supporting tri-campus mobility in Campus Safety teams advanced retention efforts across the institution and will facilitate the sharing of expertise and practices across campuses. This past year, UTM hired an Assistant Director who was formerly a Staff Sergeant at UTSC.

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

- The role of the Community Crisis Response Coordinator—newly introduced at UTSG and in place for some time at UTSC—has proven essential in providing a liaison between Campus Safety teams and their communities. In addition to building relationships with student wellness services on their respective campus, they performed vital outreach functions:

participating in student orientation events, training residence dons, and, at UTSC, creating a peer support group to assist institutional efforts to responding to students experiencing mental health challenges.

- UTSC completed its process mapping exercise to identify and assess points of contact between Campus Safety and students. UTM began work to conduct a similar exercise, with the aim of completing this map by late 2024.
- Tri-campus Campus Safety teams identified opportunities to strengthen their relationships with local communities. At UTSC, a plainclothes Special Constable with expertise in mental health now assists the Community Crisis Response Coordinator as needed on mental health-related incident responses. At UTSG, Campus Safety expanded their presence at student orientations by participating in orientation programming hosted by the School of Graduate Studies. UTM will draw on the expertise of its new Assistant Director to build relationships with residence staff to strengthen support networks and response frameworks for students in mental health crises.

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

- Tri-campus Campus Safety teams leveraged opportunities on social media platforms to emphasize the “human face” behind the uniform of Special Constables and other staff. All teams expanded and enriched their social media presence to communicate consistently and effectively with their student communities. Designated staff on all campuses are responsible for coordinating messaging and monitoring activity.
- Tri-campus Campus Safety teams actively promoted the Campus Safety app (11,004 downloads in 2023) to ensure knowledge of safety-related resources across and beyond U of T. UTSC additionally developed a QR code to facilitate downloads during outreach events. Building community knowledge of safety tools and resources remained a key pillar of crisis preparedness and response across the University.