



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 (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 6, 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:

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 Service Board and the University of Toronto Governing Council and are provided their authority and responsibilities by the Ministry of Community Safety and Correctional Services under provisions of the *Police Services Act*.

Calls for Service

In 2023, UTSC Campus Safety responded to or proactively conducted 2,907 calls for service within our community, which generated 723 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 a greater understanding of the issues specific to this environment. This understanding, in turn, provides 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*.

Over the past year, the Student Crisis Response Coordinator position has continued to evolve. The name changed over to Community Crisis Response Coordinator (CCRC) to reflect the work that is being done. The CCRC provided experiential learning opportunities to several UTSC students in 2023.

The CCRC continues to enable Campus Safety to respond to all members of the community who are experiencing mental health concerns. In addition to helping our Special Constables respond to mental health calls, the position 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 has indicated as a priority.

FINANCIAL IMPLICATIONS:

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

RECOMMENDATION:

This report is provided for information.

DOCUMENTATION PROVIDED:

- UTSC Campus Safety Annual Report 2023



UNIVERSITY OF
TORONTO
SCARBOROUGH



2023 CAMPUS SAFETY

ANNUAL REPORT



University of Toronto Scarborough - Campus Safety
1265 Military Trail, Suite SW304
Toronto, Ontario M1C 1A4

Land Acknowledgement

We wish to acknowledge this land on which the University of Toronto operates. For thousands of years it has been the traditional land of the Huron-Wendat, the Seneca, and the Mississaugas of the Credit. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land.



As a department, we recognize the significance of acknowledging the land we operate on, paying tribute to Indigenous and Non-Indigenous collaborators who preceded us. This reflection prompts us to cultivate inclusive partnerships and pursue a path of equity and equality for all involved.

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 the Community Safety and Policing Act and are subject to approval of the Toronto Police Service Board. 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 and Control Act.

In 2023, UTSC experienced many achievements. In January a new Staff Sergeant was promoted through a promotional process that took place in late 2022. The summer was busy with events and activities on the campus. The Fall term was marked by the opening of the Harmony Commons residence, a nine-story student residence containing 746 beds and an all-you-care-to-eat dining hall. In November, Campus Safety moved into their new office within Harmony Commons. Management and Administrative staff now operate out of Harmony Commons and all the Special Constables, Building Patrollers and Community Crisis Response Coordinator operate out of the office in the Science Wing.

Orientation was a huge success and Campus Safety took part in the events and festivities. UTSC hosted their second Homecoming which was another huge success.

The Student Crisis Response Coordinator position evolved to the new title of Community Crisis Response Coordinator to better reflect the work being done. Through the course of 2023 Campus Safety continued to pave the way as a leader within the University and College sector in how we respond to those experiencing mental health concerns. The CCRC was embedded within Special Constable hiring processes and departmental policies were updated and amended to reflect the CCRC as the leader on Mental Health calls for service. This was done to minimize the presence of uniformed officers needed to attend in times of personal crises. This has remained a priority to our community.



Campus Safety has continued to engage with the UTSC community through a variety of community-based initiatives. Campus Safety requires that their Special Constables each implement one initiative in each of the Fall and Winter semesters in addition to the many other events that Campus Safety is invited to participate in. In 2023 we saw an increased demand in safety planning and individualized services in response to the incident that took place at the University of Waterloo. Campus Safety managed these requests on a case-by-case basis to support the community. Criminal statistics and general reports have remained within a reasonable threshold. Calls for service to assist our community members increased, particularly concerning access to various areas of campus.

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, to strengthen public confidence and cooperation within the community.

Criminal statistics and general reports have remained within reasonable levels in 2023. The number of calls for service, however, decreased from 4,521 to 2,907 during 2023, and the number of reports has increased from 563 to 723. 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.



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 its 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 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 chances 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 Senior Director, Assistant Director, and Community Crisis Response Coordinator participates in this initiative as a mentor and is paired with a mentee throughout the program, which ran from September 2023 to May 2024. 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 which focuses on business continuity in response to events that take place on campus to ensure operations are not impacted.
- 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

Community initiatives and engagement is the essence of what Campus Safety does and continues to remain a key priority to our team. Campus Safety participated in a wide variety of community safety initiatives in 2023, including:

- Ball Hockey
- Badminton
- Bubble Tea with Campus Safety
- Christmas Toy Drive
- Children's Holiday Party (for Staff & Faculty)
- City of Toronto Mayoral Debate
- De-escalation Training for various departments
- Donation Drive in collaboration with Blankets for T.O.
- EHS Workplace Violence Audits
- Get Started - Orientation & Training
- Grand Iftar in collaboration with the Muslim Student Association
- Green Path Orientation
- Homecoming
- International Students Orientation
- International Student Centre SIN clinic
- Prep Yourself - Safety Orientation for first year students
- Remembrance Day
- Residence Life Team Training
- Safety in Residence Seminar
- Treats on the Beat
- Urban Self-Defense
- UTSC Camp Safety Talks
- UTSC Orientation
- 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 & 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, two Special Constables left the University to pursue a career with local Police Services or Special Constable agencies. Five new Special Constables were hired in 2023 with two set to start employment in January 2024. These changes resulted in UTSC Campus Safety operating one 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. In 2023, two new Building Patrollers were hired and one Building Patroller was hired to the position of Special Constable. Currently, Campus Safety is in the recruitment process to fill the vacant position.

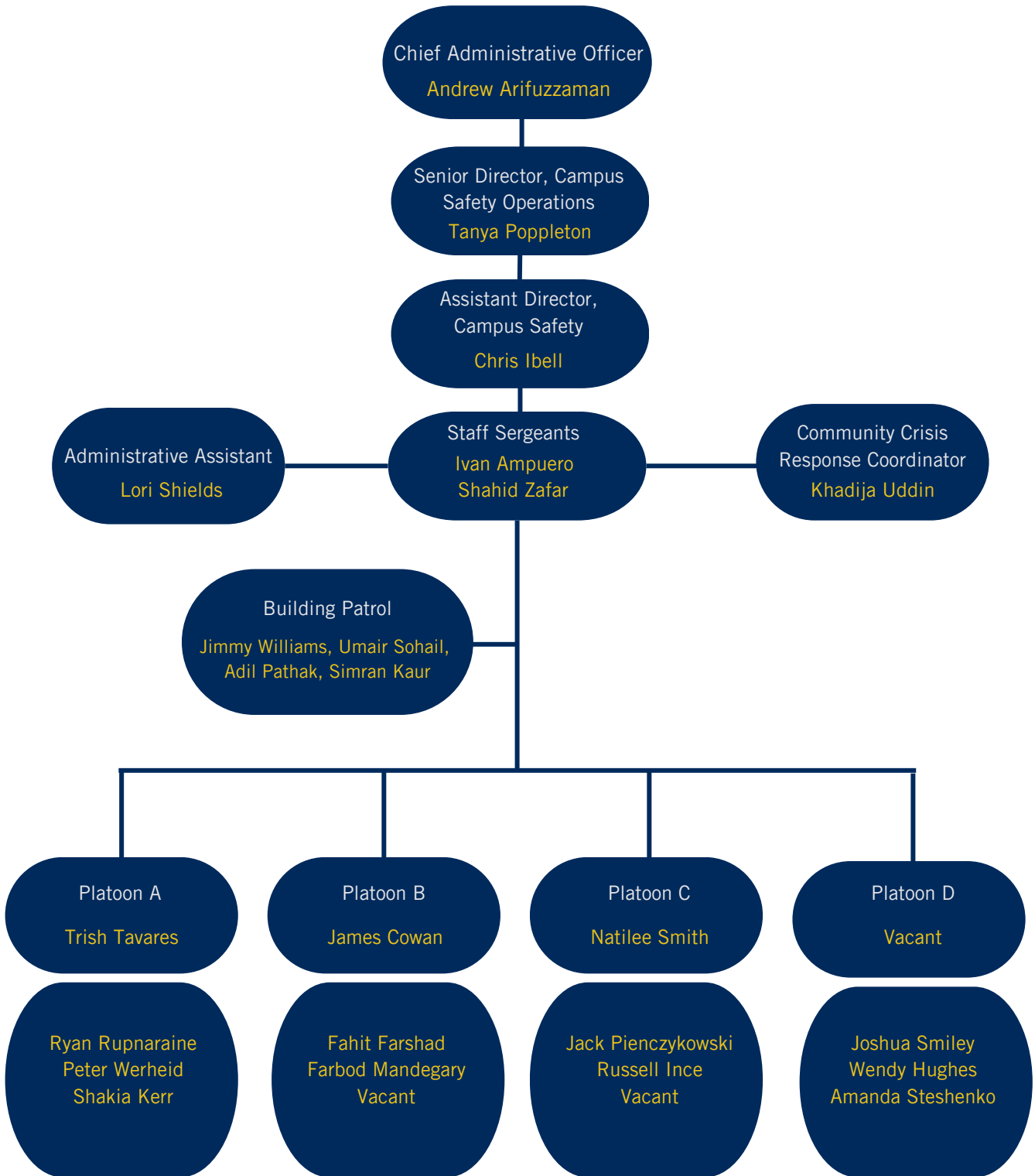
Campus Safety continues to employ a Community Crisis Response Coordinator. Campus Safety has continued to develop additional ways to provide support to the community related to providing mental health support to those in crisis. Campus Safety has enlisted the help of the Experiential Learning office and several students worked with the CCRC during the Fall semester to develop a peer crisis support program as part of an experiential learning academic course. In December, two students started the Peer Support program, the result of all the hard work and planning.

Campus Safety continues to look at ways to be part of the academic learning that takes place at UTSC by providing opportunities to students.





Organization, Statistics & Mandatory Reporting



Statistical Overview

Incident Type	2021	2022	2023	+/-
Total Student Population (pt/ft)	14054	13957	13829	
Break & Enter	1	1	3	2
Robbery	0	1	1	0
Theft Over \$5,000	0	0	5	5
Theft Under \$5,000	9	24	34	10
Theft Bicycles	0	2	3	1
Possess Stolen Property	0	1	0	-1
Disturb Peace	0	0	0	0
Indecent Acts	1	2	0	-2
Mischief/ Damage	3	9	25	16
Other Offences	7	12	18	6
Sexual Assaults	1	2	3	1
Assaults	2	0	2	2
Impaired Driving	0	0	1	1
Criminal Harrassment	1	0	0	0
Threatening	3	4	5	1
Homophobic/ Hate Crimes	0	4	1	-3
Homicide	0	0	0	0
Total Crime Occurrences	28	62	101	39

Summary of Crime Statistics

In regards to crime statistics, Campus Safety has seen an overall increase in reportable occurrences. This has resulted in criminal occurrences increasing.

Thefts Over \$5000 have increased by five. Currently, the City of Toronto is seeing a spike in vehicle thefts and Toronto Police has reported that one vehicle is being stolen in the City every 40 minutes. All five of these occurrences involve vehicles being stolen within the parking lots. Campus Safety has enhanced patrols in response to this and a number of CCTV images have been provided to Toronto Police. At least two of these vehicles were recovered.

Thefts under \$5000 have increased by ten, which can be explained by the return to campus of more community members 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 Offences and have increased by 6 occurrences. Fraud-related crime continues to impact our students, including but not limited to e-mail scams. 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 & Mandatory Reporting

Statistical Overview

Incident Type	2021	2022	2023	+/-
Arrest Warrants	2	0	0	0
Alarms	846	374	612	238
Fire Alarms	82	198	164	-34
Assist Other Police	3	6	7	1
Assist Community Member	500	1514	1574	60
Disturbances	0	0	14	14
Demonstrations/ Protests	0	1	0	-1
Inv. Suspicious Persons	27	10	62	52
Inv. Suspicious Circumstances	1	23	4	-19
Trespasser Charged	0	1	5	4
Trespasser Cautioned	24	16	21	5
Medical Assistance	37	146	156	10
Insecure Premises	2	5	11	6
Motor Vehicle Collision	7	16	19	3
Mental Health Act	5	14	37	23
Suicide/ Attempt Suicide	1	2	1	-1
Sudden Death	0	0	2	2
Fires	7	1	3	2

Summary of Other Activity

One item to highlight within this section is an increase in the number of alarms. These alarms include security alarms around the campus. Various ongoing projects and developments on campus, are a contributing factor in this increase. Campus Safety management has also been working on reducing the number of false alarms through various methods including education and system updates. The decrease in fire alarms on campus was accomplished through education and collaboration with Residence staff.

The start of the 2023 academic year saw the opening of the Harmony Commons residence and an increased number of students living on campus. With that, we have seen a substantial increase in the number of Suspicious Person investigations. With the campus being open, an increase was seen in the number of Suspicious Person investigations and a significant decrease in Suspicious Circumstances incidents.

Medical Assistance calls reported to Campus Safety increased by ten. A large number of these were related to events at TPASC involving UTSC community members.

2023 saw an increase in Mental Health Act incidents. While this was an increase, it is still below the pre-pandemic levels seen by Campus Safety.

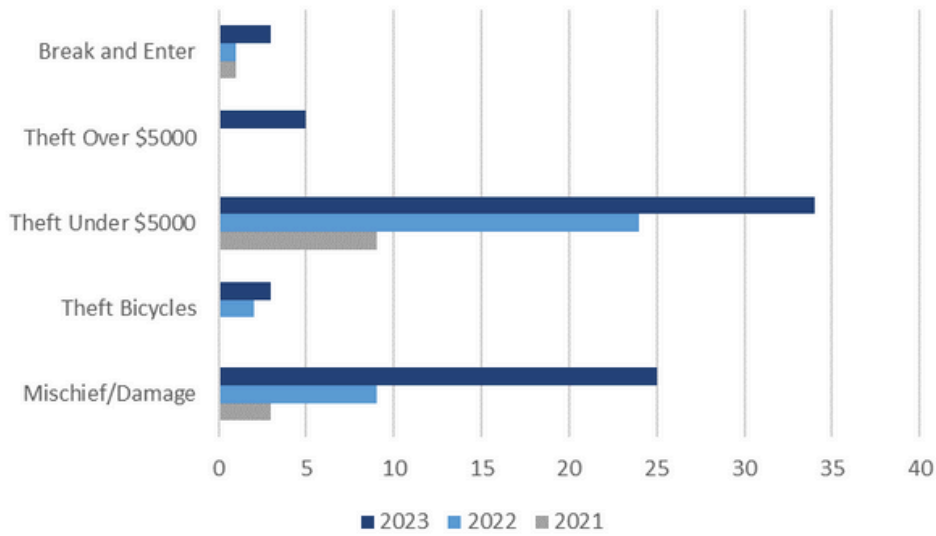
Special Constable Complaints

In 2023, there was one complaint regarding the actions of one member of Campus Safety. The complaint was from a member of the UTSC community and was investigated by an appointed third-party investigations firm and dealt with appropriately in early 2024.

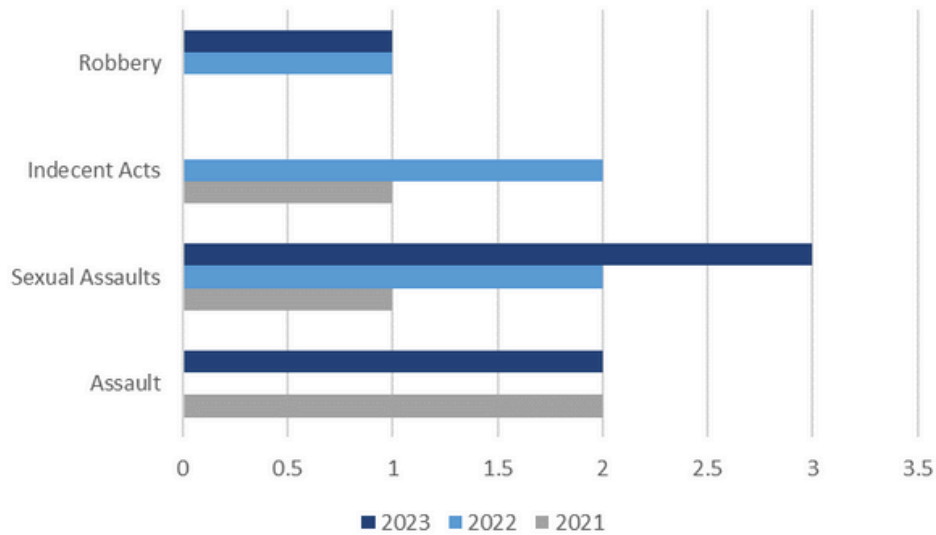


Organization, Statistics & Mandatory Reporting

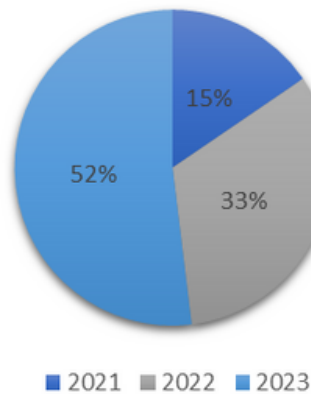
Property Offences



Offences Against the Person



Crime Occurrences



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 Service 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 discussions is framed about 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. Campus Safety Management continues to evaluate their training providers on an ongoing basis to ensure that training is up to University standards, and that training is delivered to members with an embedded EDIO lens.

**** In instances where one person has completed training, it is either due to the course being optional or other staff have already taken them.**

Mandatory Training

Subject Matter	Delivered By	Duration	Amount Receiving Training	Total Hours
Annual Use of Force Recertification	UofT	8 Hours	13	104 Hours
First Aid & CPR	St. John Ambulance	16 Hours	4	64 Hours

***All officers have current First Aid/CPR certification.**

Additional Training

Subject Matter	Delivered By	Duration	Amount Receiving Training	Total Hours
Mental Health First Aid	UofT	8 Hours	6	48 Hours
Accident Investigation for Supervisor	UofT	3 Hours	1	3 Hours
De-escalating Potentially Violent Situations	UofT	8 Hours	7	56 Hours
De-escalating Potentially Violent Situations (Refresher)	UofT	4 Hours	12	48 Hours
Police Services Act	UofT	40 Hours	1	40 Hours
Digital Document Accountability	UofT	2 Hours	1	2 Hours

Continued >

Additional Training (continued)

Subject Matter	Delivered By	Duration	Amount Receiving Training	Total Hours
First Aid for Opioid Poison Emergencies	Cdn Red Cross	2 Hours	21	42 Hours
Naloxone Administration	UofT/ Red Cross	1 Hour	5	5 Hours
Ontario Police Fitness Appraiser Certification	Police Fitness ON	40 Hours	2	80 Hours
Controlled Ride	UofT	1 Hour	2	2 Hours
Learn Emotional Intelligence	LinkedIn	30 Minutes	1	0.5 Hours
The Value of Building & Growing Community	LinkedIn	30 Minutes	1	0.5 Hours
Crisis Communication	LinkedIn	2 Hours	1	2 Hours
Managing Burnout	LinkedIn	2 Hours	1	2 Hours
Colour & Cultural Connections	LinkedIn	30 Minutes	1	0.5 Hours
Municipal Law Enforcement Officer	TPS Parking	8 Hours	6	48 Hours
Equity, Diversity and Inclusion Modules	UofT	3 Hours	7	21 Hours
Diversity, Inclusion & Belonging	LinkedIn	30 Minutes	2	1 Hour
Special Constable Orientation	TNT	160 hours	3	480 Hours
Unconscious Bias Awareness Training	LinkedIn	2 Hours	1	2 Hours
Train the Trainer safeTALK Instructor	Living Works	2 hours	1	2 Hours
safeTALK	Living Works	16 Hours	1	16 Hours
More Feet on the Ground (Three Courses)	MFOTG	3 Hours	7	21 Hours

Continued >

Additional Training (continued)

Subject Matter	Delivered By	Duration	Amount Receiving Training	Total Hours
Introduction to Incident Management System	EMO	4 Hours	5	20 Hours
Introduction to Ontarians with Disabilities Act	OHRC	2 Hour	8	16 Hours
EM131 Accessible Customer Service for Emerg Responders	EMO	2 Hours	6	12 Hours
Cyber Day: Present & Future Conference	Toronto Police	8 Hours	2	16 Hours
Required EHS Course	UofT	2 Hours	6	12 Hours
Ontario Human Rights Code 101	OHRC	2 Hours	7	14 Hours
Unconscious Bias	UofT	1 Hour	1	1 Hour
Seizure Recognition & First Aid	Epilepsy Found.	2 Hours	1	2 Hours
ASIST	Living Works	16 Hours	1	16 Hours
Anti-Asian Racism	May Liu Consulting	8 Hours	6	48 Hours
Cybersecurity Fundamentals Training	UofT	3 Hours	17	51 Hours
New & Inspiring Campus Chiefs & Public Safety	IACLEA	24 Hours	1	24 Hours
Special Constable Recertification Course	TNT	16 hours	3	48 Hours
Indigenous Canada	Coursera	20 Hours	1	20 Hours
Indigenous Learning Series	UofT	3 hours	3	9 Hours
Critical Thinking for More Effective Communication	LinkedIn	2 Hours	1	2 Hours
Becoming a Male Ally at Work	LinkedIn	2 Hours	1	2 Hours

Summary

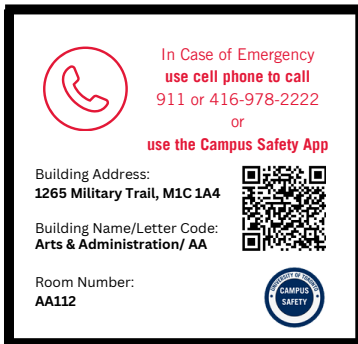
The statistics included in these tables do not reflect the total workload of the Campus Safety Special Constables. Proactive patrolling still accounts for most of the time spent by officers during their tour of duty. Officers therefore account for many self-generated Calls-For-Service, many of which involve checking and patrolling specific locations on campus to ensure safety. In 2023, Campus Safety Special Constables generated or responded to 2,907 calls for service which resulted in the submission of 723 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.

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



Campus Safety App

Campus Safety, in partnership with the Community Safety Office, developed the U of T Campus Safety App. It was created to help students, staff and faculty move around on and off campus safely. It is also designed to assist in providing support for mental health and academic needs, all tailored to the campus of choice. It is available for free download on Google Play and the Apple Store. It provides a variety of options for how to interact with Campus Safety.



Emergency Location Poster

Emergency Locations Posters were both designed and implemented throughout campus spaces, including classrooms and study areas. These posters were created to help students, staff and faculty address their specific location on campus. In addition these posters contain the contact information for Campus Safety in the chance of an emergency.



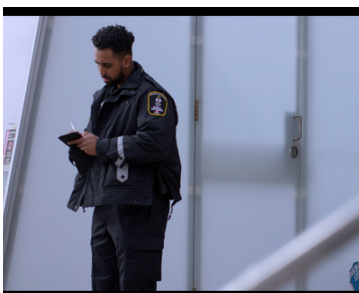
General Patrol & Building Patrol

UTSC Campus Safety maintains 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. Building Patrol also conducts uniformed patrols and reports hazardous conditions on campus.



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.



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.

Campus Safety Programs & Services



Emergency Telephone Monitoring and Response

U of T Campus Safety monitors and responds to all calls placed from emergency telephones on campus. These phones display the caller's location to the dispatcher so officers can be dispatched in case the person is not able to speak or disclose their location. There are over 125 emergency telephones located in multiple areas around campus, both inside and outside the buildings on campus.



Emergency Medical Response Group (EMRG)

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. To request the battery booster, attend our office in the Science Wing, SW304 or within Harmony Commons, RE140.

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.



Overview

The Community Crisis Response Coordinator (CCRC) oversees three main areas of responsibility: mobile crisis response services, follow-up with students engaged by Special Constable colleagues after regular hours and on weekends, and education and training initiatives.

Student Crisis Response Coordinator to Community Crisis Response Coordinator

The crisis response role has transitioned from serving solely students to now supporting the broader community, including staff and faculty as well as non-UTSC community members who may find themselves in crisis on campus. This shift was realized to bolster co-response efforts for all and reflects our commitment to ensuring a safer campus community where everyone is supported from a trauma-informed lens during challenging times.

Statistical Overview of Community Response

Community Members	Responses
Student	127
Faculty	5
Staff	1
Total	133

Special Constable & Building Patrol Training

The CCRC continues to organize mental health and EDI focused training and opportunities for Special Constables and Building Patrol Officers to build connections with UTSC campus colleagues.

April 2023

“Conversation about Anti-Black Racism and Bias with Campus Campus Safety Leaders” led by Cheryl Scobie-Edwards, Director of the Equity, Diversity, and Inclusion Office

“De-escalating Potentially Violent Situations” focusing on communication skills and assertiveness, conducted by trainers Khadija Uddin, Shahid Zafar, and Chris Ibell.

October 2023

Overview of relevant policies, including the Code of Student Conduct, Supportive Leaves Policy, and Workplace Violence Policy

Presentation on services and supports provided by the Community Safety Office, delivered by Deborah Warner, Assistant Director.

Discussion on Human & Labour Trafficking led by Nima Lari, Occupational Health and Safety Inspector, Divisional Intelligence Unit, Ministry of Labour, Immigration, Training, and Skills Development.

CCRC and Special Constable Hiring

The CCRC reviewed interview questions to ensure that they included ways to assess how an incumbent would respond to mental health crises based on previous experience. The CCRC was included on the hiring committee to bring a different perspective to the selection process.

safeTALK

The CCRC gained certification to deliver safeTALK, a globally recognized suicide alertness training program designed for all. The CCRC trained Retail and Conference Services staff and EMRG student responders.



Job Shadowing Program: Academic Advising & Career Centre

The CCRC facilitated a job shadowing initiative organized by the AACC, with the participation of four upper-year students. During the program, students actively interacted with the CCRC to gain insights into education and career pathways. Additionally, they undertook a mini-project centered on peer crisis support.



Crisis Intervention Response Team

The CCRC was selected to be part of an innovative tri-campus crisis intervention team led by the Director & Special Advisor, High Risk & Divisional Support, Office of Safety and High Risk. Services were utilized after a critical incident on campus.

Canadian Association of Colleges and University Student Services (CACUSS) Presentation

In June, the CCRC along with the Senior Director of Campus Safety Operations, Tanya Poppleton copresented on the community crisis response service model at UTSC to showcase the evolution of crisis response services on campus. Conference delegates attended the booth to learn about the service and ways to implement similar services at their institutions.

CTLB03 Student Placement

The selected student demonstrated exceptional dedication in their role, focusing on program design for Peer Crisis Support Services. The student conducted a comprehensive environmental scan and sought consultation from campus partners to gather insights and perspectives. The student then developed the program with weekly supervision provided by the CCRC. At term end, the student delivered a presentation to Campus Safety management, effectively showcasing their work. This program was implemented in the Winter 2024 term.

De-Stressor Event - Emotional Support Animal Visit

March 2023

The CCRC organized a de-stressing event for students at a critical juncture in the term. Partnering with St. John Ambulance Therapy Dog Program, 3 volunteer handlers attended with their dogs. Over 100 students, staff and faculty attended the event.

CCRC and Green Path Program

Summer 2023

The CCRC actively supported colleagues in the Green Path program by participating in lunchtime wellness talks with the Student Crisis Response and Academic Progress Case Coordinator. The CCRC also initiated weekly Qigong sessions (July to August: 6 sessions) to help promote health and wellbeing through a culturally sensitive approach. This partnership exemplifies the dedication to fostering a campus culture prioritizing inclusive mental health with a concerted focus on crisis prevention.

Faculty Consultations on Student Conduct Matters

The CCRC provided several consultations and support to faculty experiencing student conduct issues. Often times, the CCRC would provide support to identified students as often conduct issues stemmed from underlying reasons such as academic failure; poor mental health; financial duress etc.



2023 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 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. There-design of 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 touch points 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.



Responding to Students in Mental Health Crises

- 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. In turn, 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. 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.



Responding to Students in Mental Health Crises

- 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.



Contact Campus Safety at:

Emergency: 416-978-2222

Non-Emergency: 416-287-7398

or



Use The App



How to Get Help

Your safety is important to us. If you need to report an incident or if you are in a situation where you feel unsafe please contact Campus Safety at 416-978-2222 or 9-1-1 immediately. Other resources available to the UTSC community include:

- The Travel Safer service, which is available 24/7, when travelling on campus. If you would like someone to accompany you, please call The Travel Safer line at 416-287-7022. More information is available at the Campus Safety non-emergency line (416-287-7398) or at utsc.utoronto.ca/safety.
- The Lone Worker service can be reached at 416-287-7398.
- The [U of T Campus Safety App](#) is a critical resource for supporting the safety and well-being of our community. It is available for free download at Google Play and the Apple App Store. It integrates with U of T's safety and security systems to help students, faculty, staff, and librarians move more safely on and off-campus.
- The [Community Safety Office](#) is a tri-campus service that offers short-term support and assistance to students, staff, faculty members, librarians, departments and organizational units with personal and/or workplace safety concerns.

Additional support is available to the community through the [Healthy Campus Initiative site](#).



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