



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 (c)

ITEM IDENTIFICATION:

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

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”.

GOVERNANCE PATH:

1. 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, we share the responsibility of ensuring a safe and secure environment. By employing various media to impart crucial safety information and establishing strong partnerships across several divisions and departments, we have collectively developed and implemented initiatives that connect the community, maximize safety, and improve overall campus wellbeing.

On-Going Service Delivery

In addition to the service of our **well-trained uniformed officers** who are on duty 24/7/365 and received more than 35,000 calls for service in 2023, we manage the Building Patrol service (uniformed licensed security guards providing **proactive building patrols**), we continue to **update security systems** with an aim to bring all campus buildings under the Facilities and Services Security and Access Control system,

and we provide **essential communications services** that includes call taking and dispatching services for all three campuses and a verified presence on social media, providing a timely and trusted resource for safety tips and community engagement.

Continued Innovation

In 2023, Campus Safety appointed its first **Community Crisis Response Coordinator** who, in addition to providing individual-centred, trauma-informed mental health and crisis response to the campus community, will foster collaboration between Campus Safety and various University and community partners, explore research-driven best practices for crisis response programs, and enhance Campus Safety training for special constables and communication operators through simulation-based learning.

The **U of T Safety App** was also launched in 2023. The app is a personal safety platform with several key features, including Live Chat with Campus Safety staff in real-time; TravelSafer, which allows Campus Safety to monitor a user's route while travelling in and around campus; and Mobile BlueLight, which sends the user's on-campus location to Campus Safety in a crisis.

Responding to Students in Mental Health Crises

Campus Safety continues to work towards the commitments it made in response to the Final Report and Recommendations of the Review Committee on the Role of Campus Safety (Special Constable Services) in Responding to Students in Mental Health Crises and the Administrative Response to the Final Report, both of which can be found on the Division of People Strategy, Equity & Culture website. The attached annual report includes progress summaries for each of the five commitments.

FINANCIAL IMPLICATIONS:

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

RECOMMENDATION:

This report is provided for information.

DOCUMENTATION PROVIDED:

- 2023 Special Constable UAB Annual Report



UNIVERSITY OF TORONTO - ST. GEORGE CAMPUS

SPECIAL CONSTABLE UAB ANNUAL REPORT

2023



CONTENTS

3	LAND ACKNOWLEDGEMENT
4	OVERVIEW
5	DIRECTION, MANAGEMENT AND SUPERVISION
6	ORGANIZATIONAL UNITS
7	ANNOUNCEMENTS
8	COMMUNITY SAFETY HIGHLIGHTS
10	SOCIAL MEDIA
11	COMMUNITY ENGAGEMENT AND OUTREACH
12	U OF T SAFETY APP
13	REFLECTING OUR COMMUNITY
15	TRAINING
18	TRI-CAMPUS CALLS FOR SERVICE
19	REPORTABLE INCIDENTS
20	OTHER ACTIVITY
21	CRIME, TRAFFIC AND ORDER MANAGEMENT
22	RESPONDING TO STUDENTS IN MENTAL HEALTH CRISES
	LOOKING TO THE FUTURE

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 River. Today, this meeting place is still the home to many Indigenous peoples from across Turtle Island and we are grateful to have the opportunity to work on this land.

OVERVIEW

The University of Toronto was established in 1827 by Royal Charter. In 1904, the University established the Campus Police Service. Because the University was not originally part of the city service plan, it was responsible for its own policing. Constables were appointed by the Province. Later, city police service was provided through mutual aid agreements.

The University of Toronto Governing Council and the Toronto Police Services Board entered into an agreement in 1995. Today, we provide Special Constable services to support the University community and the Toronto Police Service by responding to calls for service and incidents on University property in a timely and community-oriented manner. Currently providing service to a community of approximately 97,000 students and more than 25,000 faculty and staff. In 2022, the University of Toronto Campus Police changed its name to the University of Toronto Campus Safety Service. The service has three functional groups – St. George (Downtown), Scarborough and Mississauga Campuses. Each is functionally separate but work under a common policy.

There are two separate Special Constable agreements – one with the Peel Regional Police Services Board and the other with the Toronto Police Services Board. More than 10,000 students live in residence on the St. George campus and the balance use transit and other means of transportation to attend as day students.

The University of Toronto is the largest and most diverse university in Canada and the United States (by enrolment). The University has international students from 170 countries and regions with almost every racial, language, ethnic, national, political and religious group being represented. Approximately 20,000 new students are admitted to the University every year and a similar number are granted degrees. During the non-academic year, the University is host to students from around the world looking for a Canadian experience. The University is a peaceful place where issues are explored, debated and at times argued. The freedom to speak, believe and learn is fundamental to the institution.

Despite, or because of its differences, the University thrives in the world of research and culture. By all of the standards used to assess the safety of a community in Canada, the University of Toronto remains a safe environment. Our campuses are open to the community. They are the source of much of the academic culture available in the cities of Toronto and Mississauga.

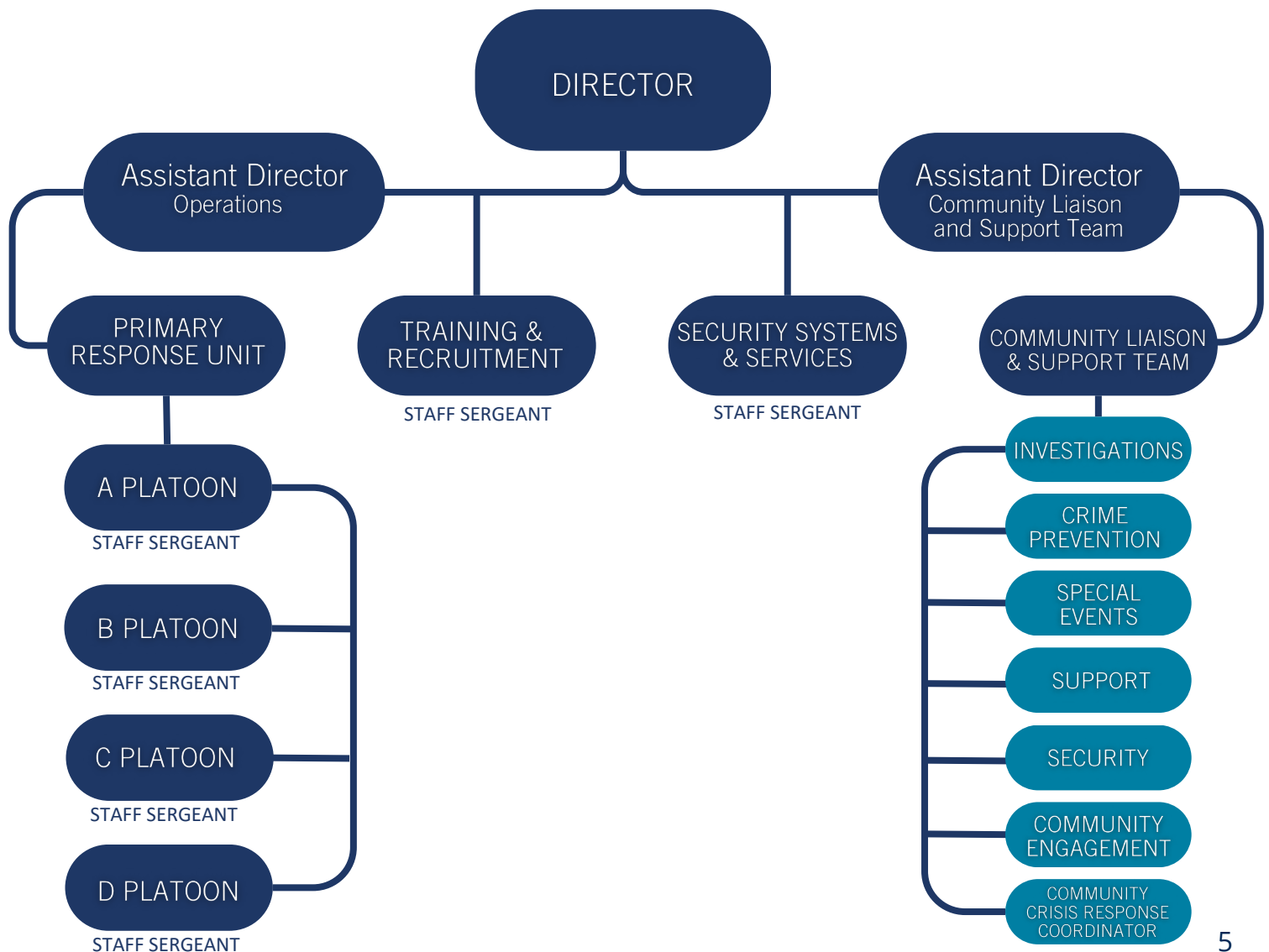
It is the role of the Special Constable Service to recognize and anticipate issues and take corrective action. For this reason, each campus service has responsibilities beyond community policing and law enforcement. We provide safety and security plans, systems and services. Our methodology relies heavily on Crime Prevention through Environmental Design (CPTED) principles for physical security and through partnerships with various university offices for social and community development, safety planning and coordination of crisis services. The result is a level of service sought by many academic and community organizations. It serves our community well.

DIRECTION, MANAGEMENT AND SUPERVISION

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

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

ORGANIZATIONAL STRUCTURE



ORGANIZATIONAL UNITS

UNIFORMED DIVISION

The Uniformed Division is a 24/7/365 service. Uniformed officers provide proactive patrols, respond to criminal, non-criminal, and medical calls for service as certified first aid responders. They are the frontline officers that conduct initial investigations and submit quality occurrence reports. Throughout 2023, Campus Safety at the St. George campus received more than 35,000 calls for service.

COMMUNITY LIAISON & SUPPORT TEAM

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

BUILDING PATROL

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

SECURITY SYSTEMS

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

COMMUNICATIONS

The Campus Safety Communications Centre provides central Facilities and Services call taking and radio dispatching services to all three of the University's campuses. In 2023, the Communications Centre handled approximately 41,000 calls for service which were dispatched to Special Constables and/or Facilities and Services responders. Calls range from malfunctioning equipment, floods, and thefts to more serious situations requiring immediate response from Special Constables or a trade expertise.

ANNOUNCEMENTS

CAMPUS SAFETY APPOINTS A COMMUNITY CRISIS RESPONSE COORDINATOR LAUREN WEIDMARK, MSW, RSW, COMMUNITY LIAISON & SUPPORT TEAM

The St. George Campus Community Crisis Response Coordinator (CCRC) position was filled in June 2023. There are a few key areas that have been in focus as the crisis response program develops:

Fostering collaboration with various University and community partners:

As part of the continued effort to re-examine the synergies between Campus Safety and other University Services in responding to students in mental health crises, the CCRC actively seeks opportunities to learn about other services and build the relationships required for effective service navigation. The knowledge gained from case consultations has been setting the groundwork for established pathways from Campus Safety to follow-up care.

Learning best practices through literature review and through other crisis response programs:

The CCRC has met with other crisis response services, including the Canadian Mental Health Association IMPACT team and the University of Illinois COAST/REACH team, and gained valuable insights into how to structure our program. From this work, and from reviewing other literature, there has been implementation of and training on a suicide-risk severity screener. These types of tools serve as an aid to officers to enhance their consistency and confidence in determining whether a person needs immediate assessment at a hospital, or whether they can safely access care in the community. The use of these tools will continue to be evaluated.

Enhancement of Campus Safety training through simulation-based learning:

Early work has started on developing simulation-based learning modules for special constables and communication operators. This type of learning has been long-established in many fields, including at U of T's Faculty of Social Work, and is utilized to practice identified competencies. Tri-campus Campus Safety discussions in developing the competencies for these modules will contribute towards the goal of tri-campus consistency.



Photo by Donglin Que, 2023

COMMUNITY SAFETY HIGHLIGHTS



STUDENT ORIENTATION RESOURCE FAIR

Our Campus Safety booth, jointly organized with the Community Safety Office, was a hub of engagement during various resource fairs. As we welcome new students, we emphasized the importance of safety and awareness to University of Toronto's Campus Safety service.



RESIDENCE STAFF PRESENTATIONS

Members of our Special Constable service engage in thorough training sessions with residence dons during Welcome Week. These sessions serve to familiarize residence staff with our service, our role on campus, and when and why they might call upon us. By fostering understanding and collaboration, we ensure a safer and more secure environment for all members of our campus community.



INTERNATIONAL OUTREACH

Campus Safety welcomed four members of Ewha Women's University from Seoul, South Korea. As part of the university's Global Frontiers program, these students, selected our campus as one of their destinations to delve into campus safety and crime prevention strategies. Through their visit they gained insights into our operational procedures and utilization of our safety app.

WELCOME WEEK



"A huge thanks to @uoftsafety for ensuring the safety of the U of T Community!"

8 ~ Repost from @sz_sharknado

PRIDE MONTH



Our vehicles symbolizing our commitment to inclusivity and support for 2SLGBTQ+ communities

COMMUNITY POLICING



Our officers engaging with community members at U of T's Science Rendezvous event

EDUCATION & OUTREACH



Campus Safety and Fire Prevention officers team up to educate and engage students during Fire Prevention Week

COMMUNITY SAFETY HIGHLIGHTS



LAW ENFORCEMENT TORCH RUN FOR SPECIAL OLYMPICS

Campus Safety has a longstanding tradition of championing the Law Enforcement Torch Run and fundraising for Special Olympics Ontario. The 2023 event continued this legacy with resounding success, marked by enthusiastic participation from our Campus Safety team.



HOLIDAY CHARITY DRIVE

For the 17th consecutive year, we concluded 2023 by continuing our tradition of supporting our community with donations of toys to support the St. Basil's Church Out-of-the-Cold program, the Society of St. Vincent de Paul, and Ronald McDonald House.



REMEMBRANCE DAY CEREMONY

Our members stood in solidarity with the University community to commemorate and pay tribute to the sacrifices made by our country's service members, both past and present. During the solemn ceremony at the Soldier's Tower on the St. George campus, a wreath was reverently laid in their honor, symbolizing our gratitude and remembrance.



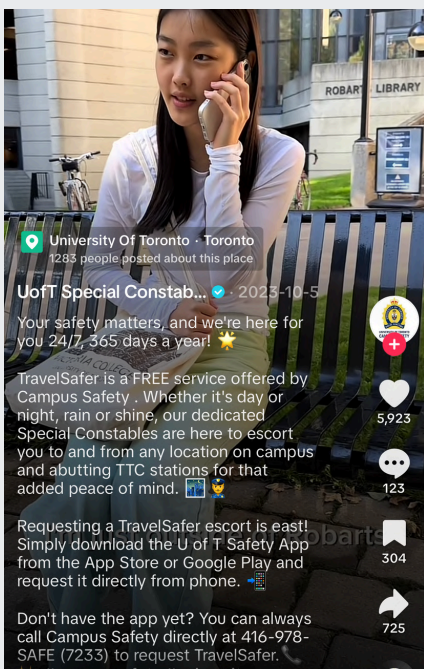
MEN'S HEALTH CAMPAIGN

Our officers, Special Constable Chris Kennelly and Corporal Ajitpaul Gill take the lead in Campus Safety's Movember campaign in efforts to raise funds and awareness for men's health initiatives.

SOCIAL MEDIA



In August 2023, a significant milestone was achieved by becoming verified on TikTok, solidifying Campus Safety's presence as a trusted source for safety tips and community engagement.



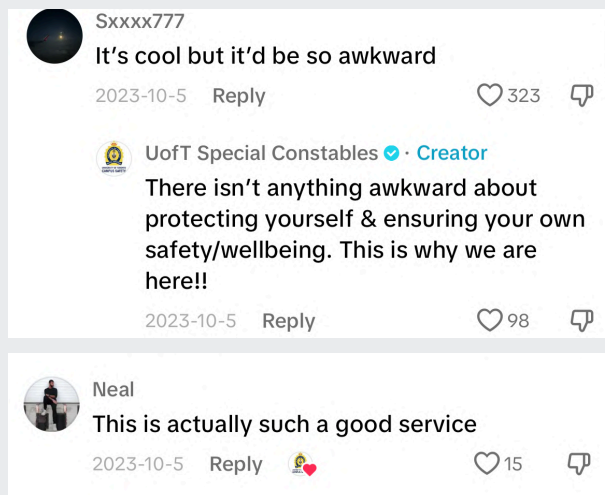
EDUCATIONAL VIDEO PROMOTING OUR TRAVELSAFER SERVICE



EDUCATION THROUGH ENGAGEMENT

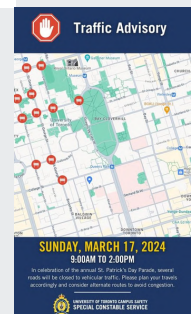
Campus Safety continues to employ impactful initiatives aimed at fostering a safer and more connected campus community. Through our strategic use of social media platforms, Campus Safety has endeavored to engage with students in innovative and meaningful ways.

From collaborative educational posts with various University of Toronto offices, to educational videos, Campus Safety has utilized various mediums to impart crucial safety information and promote campus well-being.



NEWS & UPDATES

Campus Safety recognizes the importance of timely information for our community's safety and convenience, and have begun regularly sharing traffic advisories to keep the community informed about any disruptions or changes in campus access.



BUILDING BRIDGES, FOSTERING COMMUNITY

INTRODUCING SPECIAL CONSTABLE VERONICA MARTINS: COMMUNITY ENGAGEMENT LIAISON OFFICER

In August 2023, Special Constable Veronica Martins was established as the Community Engagement Liaison Officer within Campus Safety's Community Liaison and Support Team. This strategic addition underscores our ongoing commitment to building bridges, offering support, and fostering a strong sense of community within our campus.

Photo by Charlie Sun, 2023



COMMUNITY ENGAGEMENT AND OUTREACH



CAREER FAIRS & SAFETY BOOTHS



SAFETY APP



21 SUSSEX OPEN HOUSE



TORONTO POLICE 52 DIVISION COMMUNITY EVENT

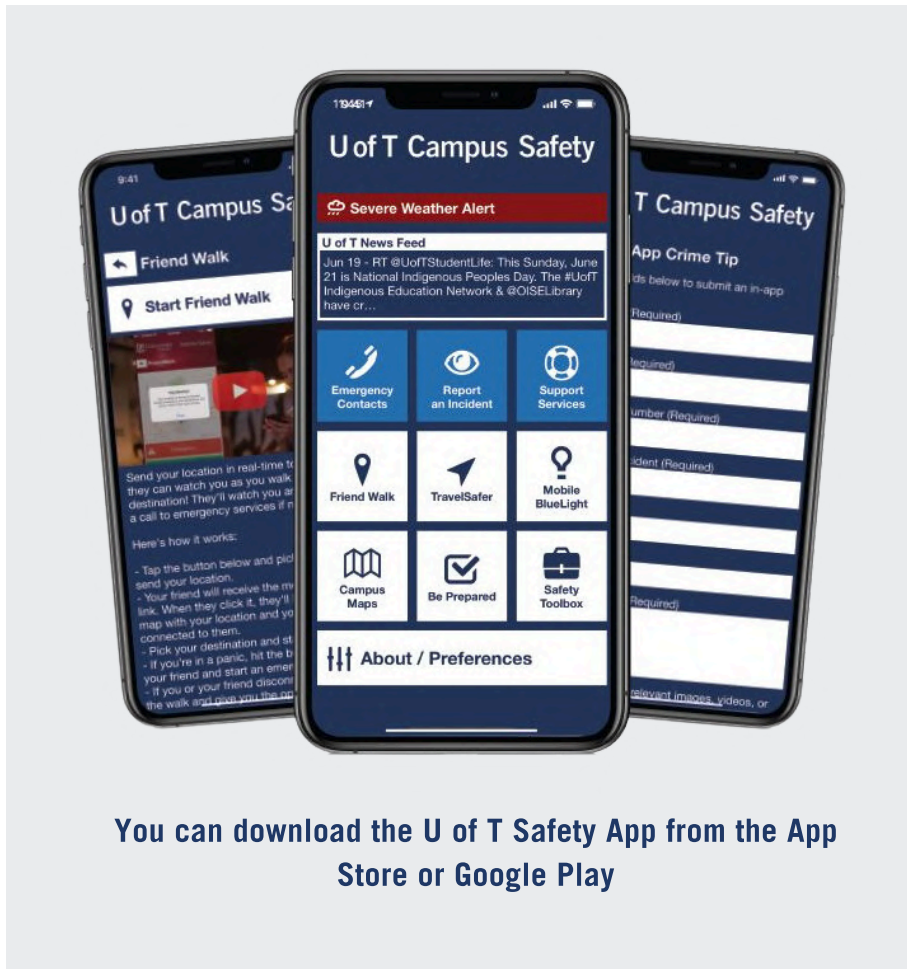


President of Portugal, Marcelo Rebelo De Sousa, visits the University of Toronto, 2023

U OF T SAFETY APP - 2023

The U of T Safety App is a personal safety app that was developed in partnership with the [Community Safety Office](#).

The U of T Campus Safety App is available for free download at Google Play and the Apple Store. Key features include Live chat with Campus Safety, connecting with U of T safety staff in real-time; TravelSafer, allowing Campus Safety to monitor a user's route while travelling in and around campus; and mobile Bluelight, which sends the user's on-campus location to Campus Safety in a case of crisis. Additional features - such as Friend Walk and Support Services - assist users anywhere in the world.



11,000+ Downloads



201 Virtual Walks



69 Virtual Incident Reports



REFLECTING OUR COMMUNITY

We recognize that our success hinges on the strength of relationships and trust that we cultivate within the communities we serve. “Reflecting Our Community” isn’t just a motto - it’s a guiding principle that informs every aspect of our practices, policies, and programs.

Our commitment to equity, diversity, and inclusion is evident in our ongoing efforts to increase representation at every level of our operations. From recruitment to hiring practices to leadership development and training initiatives, we are dedicated to fostering a workplace that mirrors the diversity of our community. By prioritizing diversity in our membership, we not only strengthen our service but also better reflect and understand the needs and perspectives of those we serve.

As we reflect on the past year, we are proud of the progress we have made in our journey toward greater equity, diversity, and inclusion. However, we recognize that our work is far from finished. Moving forward, we remain committed to deepening our engagement with the community, amplifying diverse voices, and implementing meaningful changes that reflect the values and priorities of our campus community.

In 2023, **women represented 46%** of our frontline Campus Safety Team.

This figure includes women in the Uniformed Division, Community Liaison & Support Team and our Communications Centre



Languages Spoken

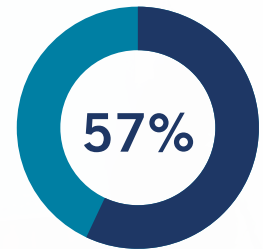
Some of the languages spoken by the members of the University of Toronto - St. George Campus Safety!

French, Ukrainian, Russian, Hebrew, Portuguese, Punjabi, Mandarin, Cantonese and Korean are just some of the languages spoken by our Special Constables.



100% of recruits from the 2023 Special Constable recruit class have a university degree and/or a college diploma.

57% of recruits from the 2023 recruit class identified as a Person of Colour.



TRAINING

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

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

The Community Safety Policing Act (CSPA) impacts Special Constables with specific topics that are legislated and must be included into Orientation and Refresher training courses. Topics include De-Escalation, Human Rights, Systemic Racism and Rights and Culture of First Nation, Inuit and Metis People.

The Service welcomes constructive comment from its community members towards the process of designing and delivering the courses to meet the specific needs of the service and its community. The training curriculum is designed to ensure a balanced mix of mandatory skills training, sensitivity to the University environment and practical field experience. This is accomplished through a combination of on-line and in-class lectures, seminars and participative, in-group discussions to approximate campus policing situations.

MANDATORY TRAINING

Course / Topic	Delivered By	Duration	Number who received training
Annual Use of Force	Campus Safety Instructors	8	*26
Standard First Aid	Canadian Red Cross	16	15
Special Constable Orientation Course	TNT Justice Consultants	200	5
Special Constable Refresher Course	TNT Justice Consultants	20	9



*3 could not attend for medical reasons.

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

There are core learning requirements that lead to understanding diversity in many parts of the training, not just in courses titled as such. The following table details the training provided during 2023 to Special Constables at the University of Toronto - St. George Campus.

ADDITIONAL SPECIAL CONSTABLE TRAINING

Course / Topic	Delivered By	Duration	Number who received training
Applied Suicide Intervention Skills Training (ASIST)	Living Works	16	12
APCO Public Safety Telecommunicator	Association of Public Safety Communications Officials	40	2
Autism Spectrum Disorder	Canadian Police Knowledge Network	1	9
Certified Campus Crime Prevention Specialist	American Crime Prevention institute	12	6
Certified CPTED Specialist	American Crime Prevention institute	12	1
Crime Prevention Through Environmental Design (CPTED)	Canadian Police Knowledge Network	2	2
Critical Thinking: Essentials	School of Continuing Studies Leadership Certificate	15	1
Customer Service in a Policing Environment	Canadian Police Knowledge Network	1	18
Developing your Emotional Intelligence	LinkedIn Learning: University of Toronto	1	41

SPECIAL CONSTABLE TRAINING (continued)

Course / Topic	Delivered By	Duration	Number who received training
First Aid for Opioid Poisoning Emergencies	Red Cross Facilitated Online and Practical Skills	2.5	29
Leadership Foundations Leadership Styles and Models	LinkedIn Learning: University of Toronto	1	6
Mental Health First Aid Standard	Canadian Mental Health Commission	10	5
Mental Health First Aid Assisting Youth	Canadian Mental Health Commission	10	24
Preparedness and Protest Management Training	TNT Justice Consultants	4	2
Radiation Safety Awareness	University of Toronto Environmental Health & Safety	1	35
Recognition of Emotionally Disturbed Persons	Canadian Police Knowledge Network	1.5	5
Scenario Based Mental Health and De-Escalation Training	Canadian Police Knowledge Network	1.5	5
TIDE Unconscious Bias Education Modules 1-3	Toronto Initiative for Diversity and Excellence	1.5	1
Uniform Complaints Coordinator Training	Toronto Police College	40	1
University of Toronto Mass Notification System	University of Toronto Office of High Risk	1	20
Using a Trauma Informed Approach	Canadian Police Knowledge Network	2	40

2700+ HOURS

The total number of training hours that University of Toronto Campus Safety Special Constables received in 2023.

UNIVERSITY OF TORONTO
CAMPUS SAFETY SPECIAL CONSTABLE

2023 STATISTICAL OVERVIEW TRI-CAMPUS CALLS FOR SERVICE

TOTAL EVENTS

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

Campus	2023
St. George	35,367
Scarborough	2,742
Mississauga	3,389
Tri-Campus Total	41,174

TOTAL CAMPUS SAFETY EVENTS

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

Campus	2023
St. George	9,157
Scarborough	2,742
Mississauga	1,828
Tri-Campus Total	13,727

2023 STATISTICAL OVERVIEW REPORTABLE INCIDENTS

Description	2023	2022	Change
Break and Enter	13	10	+3
Robbery	3	1	+2
Theft Over \$5000	16	9	+7
Theft Under \$5000	190	171	+19
Theft Bicycles	45	73	--28
Fraud	50	34	+16
Possess Stolen Property	0	0	0
Disturb Peace	0	0	0
Indecent Acts	4	4	0
Mischief/Damage	190	180	+10
Sexual Assaults	9	5	+4
Assault	30	16	+14
Domestic Incident	11	5	+6
Impaired Driving	2	3	-1
Criminal Harassment	15	11	+4
Threats	21	5	+16
Hate Crime/Incident	15	3	+12
Other Offences	15	17	-2

2023 STATISTICAL OVERVIEW OTHER ACTIVITY

Description	2023	2022	Change
Arrest Warrants	5	11	-6
Alarms (non-reportable)	1,509	1913	-404
Fire Alarms	22	31	-9
Community Assistance	11	52	-41
Community Information	88	218	130
Suspicious Person	61	30	+31
Trespasser Charged	16	13	+3
Trespasser Cautioned	56	26	+30
Insecure Premises	87	66	+11
Motor Vehicle Incident	19	11	+8
Mental Health Act	56	49	+7
Suicide/Attempt Suicide	6	5	+1
Sudden Death	3	1	+2
Fires	8	4	+4

Community Assistance - Reportable calls for service including but not limited to medicals, access calls, and disputes.

Community Information - Reportable calls for service including but not limited to non-criminal reports, protest/demonstrations and suspicious circumstances.

2023 STATISTICAL OVERVIEW CRIME, TRAFFIC AND ORDER MANAGEMENT

Authority	Arrested	Charged (Form 9/10, POT)	Released No Charges (Unconditionally)	Turned over to Toronto Police Service
Criminal Code	31	8	8	15
Controlled Drug and Substance Act	0	0	0	0
Trespass to Property Act	10	10	0	0
Liquor License Act	0	0	0	0
By-law	0	0	0	0

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. 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.
- 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.

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

- **respect** for the dignity, privacy, worth and diversity of all persons
- **fair** and **impartial** treatment of all individuals
- a departmental philosophy that promotes **safety and security** as a responsibility of all members of the community;
- **reliability, competence, accountability, teamwork** and **open communication**, and
- an approach to campus safety that welcomes and encourages **community involvement** and promotes **equity**.



UNIVERSITY OF TORONTO
CAMPUS SAFETY



UNIVERSITY OF
TORONTO

University of Toronto Campus Safety
21 Sussex Avenue, Toronto, ON M5S 1J6
416-978-2323 | CampusSafety.utoronto.ca | @UofTSafety



“Reflecting our community since 1904”