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Community Safety Coordinator Annual Report July 2001-June 2002

Executive Summary

Introduction

The Community Safety Co-ordinator is responsible for co-ordinating ongoing education and outreach initiatives directed at improving safety on campus, and for the co-ordination of the university's personal safety programmes. The Community Safety Co-ordinator works closely with other University offices including, the University Police; the University's other Equity Officers, Counselling and Learning Skills Service, Human Resources Department, and the Office of Student Affairs. The Community Safety Co-ordinator reports to the Manager of Police Services. The Office as a component of the University of Toronto Police is guided by the University of Toronto Police Policy adopted by Governing Council in April, 2002.

Activities 2001-2002

This year the Community Safety Co-ordinator dealt with approximately 114 cases, (compared with 94 last year and 84 the previous year). Referrals were initiated by individuals experiencing a threat to their personal safety; by supervisors concerned about the safety of an employee or concerned about the behaviour of an employee that posed a potential or actual threat to others; and by people who, although not in a supervisory role, were concerned about the safety of others.

Office members facilitated seminars, information sessions and workshops on a variety of topics such as Personal Safety Strategies, Criminal Harassment (Stalking), Crisis Intervention, Conflict Resolution, Workplace Harassment and Violence and University Safety Resources and Policy. Courses and seminars were provided to university members such as residents of University College, Athletic Centre staff and students, administrative staff in the President's office, Dean's office OISE/UT and Faculty of Engineering, students in several faculties and to attendees at selected conferences in Ontario.

Protective Skills and Self Defence Workshops continued to be funded and organized by the Community Safety Office. Courses were offered through the Athletic Centre and on a request basis to several groups on campus.

Although there were very few actual incidents on campus associated with the September 11th attacks, the Community Safety Coordinator worked with others to proactively address concerns and to monitor the impact of the attacks on campus.

The Community Safety Coordinator worked in cooperation with the Coordinator of Student Crisis Response to respond to several critical incidents on campus during the 2001/02 academic year. The newly formed Critical Incident Response Team was mobilized to provide on-site support and counselling to students following two critical incidents. Although still in its early stages of development, the model has been well received on all three campuses. The coordinators worked closely with other offices and

with the Employee Assistance Programme to provide a cohesive immediate response to crises on campus.

The Community Safety Office was fortunate to receive the Ministry of Education and Training Women's Safety on Campus Grant for another year. The funds were directed at a number of initiatives aimed at improving women's safety on campus including the Family Interim/Interim Room and self defense courses.

The Coordinator served on several committees this year including the planning committee for the March 2003 equity conference sponsored by University of Toronto.

All of the Coordinator's objectives were met in 2001-02 except for the completion of a criminal harassment educational campaign, and the review and implementation of revised Crisis Management Policy and Procedures. High volume of cases, critical incidents on campus and the September 11 World Trade Centre attacks resulted in the delay of the educational campaign. A task force continues to develop the crisis management plan for the university.

Key Issues

The key issue for the Coordinator and the office as a whole continues to be the balancing of objectives given the increased number of requests for direct assistance, support and information. Public education, research and policy development on a variety of safety related issues is essential to assist in the prevention of violence and harassment yet is often sidelined by situations requiring immediate and prolonged attention.

Next year

The Community Safety Coordinator plans to revise the web site for the office and use it as an effective vehicle of information dissemination and educational materials.

Another key objective for next year is to examine the challenges in providing effective service to three campuses and develop specific strategies to address these challenges. With increased enrolment, it is reasonable to anticipate increased demand for office services, training and participation. Proposed models will clearly need to consider the limits of existing resources and explore several options to address the need on suburban campuses.

Prepared by Myra Lefkowitz

Community Safety Coordinator

September, 2002

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Annual Report 2001 – 2002

Community Safety Co-ordinator

Myra Lefkowitz
Community Safety Co-ordinator
Sept 2002

COMMUNITY SAFETY CO-ORDINATOR

Role and Responsibility

The Community Safety Co-ordinator is responsible for co-ordinating ongoing education and outreach initiatives directed at improving safety on campus, and for the co-ordination of the university's personal safety programmes. The Community Safety Co-ordinator works closely with other University offices including, the University Police, the University's other Equity Officers, Counselling and Learning Skills Service, Human Resources Department, and the Office of Student Affairs.

The principal objectives of the Community Safety Co-ordinator's office are:

- to maintain an awareness of personal safety and ensure it is given a priority in the University community;
- to co-ordinate the University's safety network to ensure an integrated and timely response to crisis situations;
- to provide a confidential consultative service to all university community members who have personal safety concerns; and,
- to work in co-operation with the University Police, Equity Issues Advisory Group, community groups and individuals, in the development and delivery of proactive programs, services and materials to reduce the threat to personal safety on campus.

To achieve these objectives, the office provides:

- assistance to individuals and groups in cases involving threat, harassment, violence and other personal safety related incidents by offering: victim advocacy, counselling, support, follow-up and referral for victims of violence, trauma or other serious incidents;
- educational seminars for university community members on personal safety strategies;
- training sessions for community members on crisis intervention and how to effectively and safely respond to verbal and physical aggression;
- establishment of ad hoc crisis management teams to deal with incidents or threats of harassment or violence;
- co-ordination of protective skills and self-defence workshops; and,
- participation as a key member in the university's crisis management team in responding and co-ordinating activities in response to a crisis situation.

ACTIVITIES July 2001 - June 2002

Assistance, Support and Referral

This year the Community Safety Co-ordinator dealt with approximately 114 cases, (compared with 94 last year and 84 the previous year). Referrals were initiated by individuals experiencing a threat to their personal safety; by supervisors concerned about the safety of an employee or concerned about the behaviour of an employee that posed a potential or actual threat to others; and by people who, although not in a supervisory role, were concerned about the safety of others.

Although there were many more requests for assistance, the 114 cases reported represent only cases where action was taken by the Community Safety Co-ordinator beyond referral.

Typically, a case encompasses meetings and co-ordination of response with a wide range of individuals and groups within and outside of the university:

- University of Toronto Police
- Other Equity Officers
- Human Resources
- Office of Student Affairs (including the Coordinator of Student Crisis Response)
- Housing Services
- Counselling and Learning Skills Centre
- Psychiatric Services
- Academic Department and Division Heads
- External Agencies (Queen St. Mental Health Centre, Toronto Police, Toronto Rape Crisis Centre, other Universities)

A case may be as straightforward as meeting with an individual, coordinating with one or more of the above groups and following up with that individual. On the other hand, and more typically, a case will include meeting with the individual or group on several occasions, coordinating with several of the offices and services outlined above, and monitoring progress and intervening over an extended period of time. Some cases that began early in the academic year continue to require ongoing monitoring, consultation and intervention. Some cases have extended from one academic year to the next.

Interventions often began by speaking with an individual; researching the complaint and possible options; and then assisting in the development of new safety protocols/procedures. In cases where a personal safety concern was raised in the context of an office or departmental setting, the concern was frequently known and shared by other members of that unit. Consequently, a significant number of individual requests for assistance resulted in corollary actions involving individuals other than the complainant, (e.g. leading a personal safety seminar for staff, students, and faculty affected by the

incident(s). Following these seminars, it was not uncommon for individuals to request private meetings to further discuss personal safety concerns. The coordinator worked closely with the above university offices to ensure that issues of personal safety were addressed in conjunction with other related issues.

The outstanding challenge of these cases stems from the fact that they occur within the university community. Rather than dealing with any situation as a one-time issue, the office, in cooperation with other offices/departments, must try to resolve an on-going situation. It is recognized that in most cases, both the complainant(s) and respondent will continue to be members of the university community. University policies and procedures are rarely initiated to remove an individual from employment or study. Therefore, resolutions must address the right of the respondent, the complainant and all community members to a safe and secure environment.

The majority of cases brought to the attention of the Co-ordinator involved various forms of disruptive behaviour, harassment, and fear of or actual violence. In many cases, the mental health issues of the disruptive or violent individual played a significant part in the behaviour and in the development of a response.

Seventy one percent of all incidents involved complaints against men. Of those, 80% of alleged offences were committed against women. In addition, a significant number of referrals (25 of 114 or 22%) involved threats or actual violence by a boyfriend, husband or former boyfriend or husband. In fact the entire increase in assaults this year reflects incidents occurring with intimate or estranged partners (see Classification of Cases chart). This information highlights the importance and benefit of developing specific educational and training initiatives that address relationship violence prevention and on-campus resources available to individuals who find themselves in these situations.

Another common theme in the reports (17 or 15%) is of aggressive, threatening or assaultive behaviour by students directed at faculty, administrative and residence staff.

Statistical Overview

Following are the statistics for this year July 2001 – June 2002. The two previous year statistics are

provided for comparison.

Classification of Cases

Type	1999-2000	2000-2001	2001-2002
Assault	03	05	14
Disruptive Behaviour	04	07	09
Harassing Telephone calls, e-mail, letters	11	13	10
Threatening behaviour/comments	19	20	26
Sexual Harassment	03	04	05
Sexual Assault	06	03	06 ¹
Criminal Harassment	25	20	22
Suicide/suicide attempt/threats	02	06	04 ²
Murder		01	
Miscellaneous	11	15	18 ³
Total	84	94	114

Note: The above statistics reflect cases where the Community Safety Co-ordinator was directly involved in providing assistance, support or intervention. The statistics do not reflect all of the cases handled by the University Police or reported in their annual report (January - December). Some of the cases may also be included in other Equity Officers reports such as cases dealing with sexual harassment or other forms of harassment.

The principal users of the office in the 114 cases managed were:

Students	55
Staff	30
Faculty	27
Others	2(includes former staff, faculty, students or visitors)

A significant number of cases began off campus and continued to have an impact on a student, staff or faculty member while on campus. For example, a boyfriend began to stalk his girlfriend (a student) on campus following an off-campus incident.

¹ 2 sexual assaults occurred on campus, 4 off campus raising safety concerns on campus

² 1 suicide occurred off-campus, 5 suicide threats on/off campus

³ misc. includes sudden death of student on campus, general safety concerns, safety concerns following Sept 11, cases where mental illness was main issue.

Complainant/Respondent

Complainant	Respondent					Total
	Staff	Faculty	Student	Off-Campus	Other	
Individual Staff	4	1	10	2	7	24
Individual Faculty	1	2	11	1	4	19
Individual Student	1	1	23	20	10	55
Staff department.	2	0	4	0	0	6
Faculty department	1	0	4	0	3	8
Not Specified	0	0	0	0	2	2
TOTAL	9	4	52	23	26	114

- Off-campus includes ex-students, ex-boy/girlfriends of current students, parents of current students.
- Other includes suicide threats, general safety concerns, concerns about the physical environment, or incidents on campus involving unknown or non-community member respondents.

Education and Outreach Initiatives

The Office facilitated seminars, information sessions and workshops on topics such as Personal Safety Strategies, Criminal Harassment (Stalking), Crisis Intervention, Conflict Resolution, Workplace Harassment and Violence and University Safety Resources and Policy.

For example the Office staff:

- presented to residents of University College following the break and enter and sexual assault in fall 2001
- in partnership with the Sexual Harassment Officer, led a training seminar for Athletics Centre staff on conflict resolution and resources on campus;
- presented a session on safety and conflict resolution to staff in U of T camp, Faculty of Engineering, President's Office, Dept of Curriculum, Teaching and Learning, Dean's Office OISE/UT ;
- presented a session on personal safety and conflict resolution to Transitional Year Programme work-study students and guest lectured with other Equity officers in the Transitional Year Programme;
- guest lectured in the Department of Occupational Therapy;
- led two workshops on crisis intervention in the Faculty of Social Work;
- presented a workshop on Workplace Violence at the Education and Safety Association of Ontario annual conference and Woman Abuse Council of Toronto annual conference; and,
- presented two workshops on Workplace Harassment and Violence for in-house OHS training programme; and,
- led Non-Violent Crisis Intervention courses at Trinity College and Parking Services.

Crisis Response

Last year, in cooperation with the Coordinator for Student Crisis Response and supported by the Vice- Provost, Students, the Community Safety Coordinator created a team of emergency responders charged with the role of providing immediate support and information to students and ensuring appropriate referral to campus services following a crisis. In conjunction with the Employee Assistance Programme counsellors (who provide this service for staff and faculty), the team assisted in two critical incidents; one on St. George campus and one on Scarborough campus. Members of the Critical Incident Response Team for students met twice last year for additional training and debriefing.

A co-ordinating body from numerous offices and departments on campus (Human Resources, Student Services, Student Affairs, Chaplains, and College Residences) and Family Service Employee Assistance Programme oversees the crisis team and reviews the procedures and practices following a crisis. After one year of operation, the co-ordinating team has commented on the benefit of the team updates. In addition to providing a comprehensive approach to crisis, this 'communication tree' also assists student services in preparing for requests for service from students involved in the specific crisis.

Last summer, reviews of two critical incidents took place. Those reviews identified several areas for improvement to the existing crisis management procedures. These reviews, in combination with discussions following the September 11th terrorist attack, have led to the establishment of an Emergency Preparedness Task Force. The Co-ordinator, as a member of this Task Force, will participate in the development of recommendations and revisions to the existing Crisis Response Management Guidelines.

Sept 11th Aftermath

Within hours of the World Trade Centre attacks, the University of Toronto struck an ad hoc committee to monitor issues and events on and off campus and to proactively address issues arising out of the September 11th terrorist attacks. In addition to participating on this committee, the Community Safety Coordinator: provided assistance in several specific cases where personal safety was identified as an issue; worked with the Muslim Students Association to provide safety strategies to students who felt vulnerable to hate-motivated attacks; and, provided self defense workshops for students through the International Student Centre. In addition, in cooperation with the Coordinator of Student Crisis Response, a support protocol for the Critical Incident Response Team was developed in the event that future Anthrax scares or similar incidents occurred.

Protective Skills and Self Defence Workshops

The Office provided subsidized courses on self-defence and protective skills to members of the campus community again this academic year. During the 2001-2002 academic year, the office continued to offer self defense courses through the Athletic Centre. In addition, customized self

defense courses were organized for the International Student Centre and several college residences.

Administration of MET Women's Safety on Campus Grant

The 2001-2002 grant from the Ministry of Education and Training supported the following programmes:

- funding recommendations resulting from personal safety audits;
- development and delivery of personal safety seminars, programs, self-defence and protective skills courses for members of the campus community;
- installation of emergency telephones in various campus locations including emergency phone installations at St. Michaels College, Trinity College, Transitional Year Programme and 1 Spadina;
- funding for the Family Interim Room and Interim Room.

Interim Room and Family Interim Room

The Interim Room provides emergency accommodation for women fleeing abusive, harassing or violent situations. The office continued to assist in the funding of the Interim room, training of residence staff and development of protocols for the safe operation of the room.

A new co-operative initiative between several University offices, colleges, student groups and the Chaplain's Association resulted in the establishment of emergency accommodation for students with children or dependants. This accommodation is available to students with children or dependants who are escaping abusive or threatening situations in the place of residence. A case manager links the student staying in the interim room to appropriate resources on and off campus, including housing services, financial aid officers and counselling services.

Liaison, Assistance and Support to University Police Initiatives

The Co-ordinator assisted the University Police on personal safety and crime prevention programs, case management and office inquiries regarding community and personal safety. The Co-ordinator also participated in the planning stages of the safety audit of 30-35 Charles St. As member of the senior management team, the Co-ordinator attended regular meetings with the University Police management and supervisors to plan responses and initiatives concerning community and personal safety.

Committees

The Community Safety Co-ordinator is an active member of several committees on campus including the Equity Issues Advisory Group. The Co-ordinator also attends regular safety and security committee meetings on Mississauga and Scarborough campuses. This year the Co-ordinator participated as a member on the selection committee for the Status of Women Officer. The Co-ordinator also continues as a member of the Equity Conference (March 2003) planning committee,

chaired by the Vice-President of Human Resources and the Orientation Task Force, chaired by members of the Office of Student Affairs. The Community Safety Co-ordinator has also struck a committee to examine residence safety strategies. Deans of Residence from several colleges participate as members.

2002-2003 Priorities and Objectives

An on-going objective of the office is to ensure that there is an appropriate balance between casework and the development and review of programmes and policy related to personal safety on campus. The increasing caseload, as in previous years, continues to present a difficult challenge to addressing other equally important objectives.

The Community Safety Co-ordinator has as her objectives for the year 2002-2003:

- assistance, support and referral for members of the University community who have concerns about personal safety, threats, harassment or violence;
- continuation and expansion of awareness and educational programmes for community members in dealing with disruptive, aggressive or assaultive behaviour;
- continued development and refinement of an integrated strategy to address criminal harassment (postponed from last year);
- review of Crisis Management Procedures and Policy ('the Red Book'), 1999 (as a member of the Emergency Preparedness Task Force);
- continued recruitment and training of the Critical Incident Response Team for Students;
- evaluation of self-protection resources and self-defence programmes;
- revision of web site and expansion of web based resource material
- planning for March 2003 equity conference 'Excellence through Equity - Confronting the Tensions in Universities';
- development of strategies to address office demands as a result of increased enrolment on the three campuses;
- administration of the Ministry of Education and Training grant for programs supporting women's safety on campus.