



University of Toronto

FACILITIES AND SERVICES

TO: University Affairs Board

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AGENDA ITEM: #2.1

ITEM IDENTIFICATION:

Report of Community Safety Coordinator for the year July 1, 2002 to June 30, 2003

JURISDICTIONAL INFORMATION:

University Affairs Board reviews this report on an annual basis.

PREVIOUS ACTION TAKEN:

None

HIGHLIGHTS:

The Community Safety Coordinator's office is charged with the responsibility to ensure that personal safety is given a priority within the community by providing assistance to individuals and groups, educational programs and training sessions.

The number of cases handled by the team continues to rise, although the incidence is still small in relation to the population of the campus. The number of requests for education and outreach initiatives continues to grow; these are well received by the participants.

FINANCIAL AND/OR PLANNING IMPLICATIONS:

None

RECOMMENDATION:

Report for information only.



**University of Toronto
Community Safety Office**

Annual Report 2002-2003

Executive Summary

In November 1995, the position of Community of Safety Coordinator was established within the University Police office. This position is a civilian one; it was created to ensure that members of the University of Toronto community did not have to go through police protocols to seek advice on issues of personal safety.

The Community Safety Office is currently responsible for the co-ordination of ongoing education and outreach initiatives directed at improving safety on campus, and for the co-ordination of the university's personal safety programs. The Community Safety Office works closely with other University Offices including, the University Police, the University's other Equity officers, Counselling and Learning Skills Service, Human Resource Department and the Office of Student Affairs.

The Community Safety Office addresses personal safety issues on St. George, UTM and UTSC campuses. Providing support and services to UTM and UTSC can be complicated by the distance between campuses, demographics, resources and differing challenges in regard to personal safety. In addition to responding to requests from the three campuses, expansion of Uof T police jurisdiction to the affiliated colleges has placed further demands on the office.

The Community Safety Office is often called on for consultations and assistance. The following statistics are not reflective of these consultations but only reflective of cases where action beyond referral was taken. Over the last four years the Community Safety Office has seen an increase of 50% in case loads. In 1999 the Office responded to 84 cases whereas in 2002 the office responded to 126 cases. Offences against women continue to represent the majority of cases dealt with by the office. The principle users of the Community Safety Office continue to be students, who represent 56%, staff represent 29%, and faculty represent 14%. Despite a 50% increase in cases, the statistical classification of cases has remained consistent. i.e. assaults, disruptive behaviour, sexual assault, criminal harassment.

The emerging trends, which have statistically been supported over the years, are threatening behaviour, harassment (harassing telephone calls, emails, and letters) disruptive behaviour and criminal harassment. Collectively they represent 67 out 126 cases or 53% of the total case load. Threatening behaviour, harassment and disruptive behaviour are often indicative of potentially escalating behaviour that can become classified as criminal harassment. Designing an educational campaign targeted at threatening behaviour, and harassment is imperative to the prevention of this behaviour from potentially escalating on the continuum towards criminal harassment.

The Community Safety Office's Priorities and Objectives for 2003-2004 include ensuring an appropriate balance between casework and the development and review of programmes and policy related to personal safety on the three campuses. The Office has for its objectives the following:

- continued 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 programs for community members in dealing with disruptive, aggressive or assault behaviour:
- education campaign directed at addressing criminal harassment on campus:
- continued recruitment and training of the critical incident response team for students
- promotion of self defence programs along with providing ongoing evaluations of self protection resources on campus
- increased visibility of the Community Safety Coordinators Office at UTM and UTSC in order to ensure ongoing accessibility and awareness of services offered by the offices
- 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.



Community Safety Coordinator Annual Report July 2002 - June 2003

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Former Community Safety Co-ordinator
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Assistant to the Community Safety Co-ordinator

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Community Safety Coordinator

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 2002 - June 2003

In November 2002, Allison Drew joined the office as the Assistant to the Community Safety Coordinator. Myra Lefkowitz continued to be the Community Safety Coordinator until February 2003 when she was appointed Manager, Health and Well-being Programs and Services. In June, 2003, Caroline Rabbat was appointed to the position of Community Safety Coordinator.

Assistance, Support and Referral

This year the Community Safety Office dealt with **126** cases, (compared with 114 last year and 94 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 **126** cases cited represent only the cases where action beyond referral was taken by the Community Safety Office.

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 (including the Assault Counsellor & Educator)
- ❖ Psychiatric Services
- ❖ Academic Department and Division Heads
- ❖ Sexual Harassment Office
- ❖ External Agencies (Gerstein Centre, Toronto Police, Toronto Rape Crisis Centre, Victim Witness Assistance Program, Barbara Schliffer Clinic and 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.

A review of the statistics from the last four years indicates that criminal harassment, threatening behaviour and harassing phone calls have been the most consistently reported problems. 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 two percent of all incidents involved complaints against men. Of those, 89 of 126 or 71% of alleged offences were committed against women, compared to 80% in the previous year. Over 77% (97 of 126 cases) of the cases were women requesting assistance from the Community Safety Coordinator. These requests included requests for environmental safety audits, requests for resources, along with request for service in order to address personal safety concerns as a result of an incident. In addition, a significant number of referrals (34 of 126 or 27%) involved harassment, threats or actual violence by a boyfriend, husband or former boyfriend or husband. This statistic has increased from 22 % the previous year. 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.

Though the number of alleged offences against women has decreased slightly from last year, offences against women continue to represent the majority of cases dealt with by this office. Acts of violence or threats of violence have consistently increased since 1999. This increase reflects the continued need for education relating to these issues as well.

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 led training seminars on dealing with aggressive/hostile individuals using a crisis prevention model for the School of Graduate Studies, Faculty of Dentistry, Student Service providers, Don Training, Teaching Assistant Training Program, Faculty of Medicine, the Visitor Centre and Staff Development.
- ❖ Guest lectured on safety related issues in the Department of Occupational Therapy and the Faculty of Dentistry, Qualifying Program .
- ❖ Led a criminal harassment workshop at the annual University Don Training organized by the Office of Student Affairs.
- ❖ Presented at ‘Excellence Through Equity’ conference, March, 2002.
- ❖ Led a seminar on Harassment and Violence in the Workplace, Health and Safety Training

Crisis Response

In 2001 the Vice-Provost, Students endorsed the creation of a campus wide Critical Incident Support Team. This team co-led by the Community Safety Coordinator and the Coordinator of Student Crisis Response continued to provide a valuable service to the university. Membership was expanded to include more members from UTSC and UTM. Training was provided by the Family Service Employee Assistance Program.

A number of bomb threats on St George and UTSC campuses required a series of interventions including information sessions and debriefing sessions.

The tragic death of a Robarts library staff member resulted in the Family Service Employee Assistance Program in cooperation with the two team leaders of CIRT organizing information and support sessions for staff members in Robarts library.

UTSC as part of the review of crisis management response has developed a phone tree that incorporates the CIRT as an integral part of the university response to critical incidents.

Finally, the Community Safety Coordinator continues to participate as a member of the Emergency Preparedness Task Force.

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 2002-2003 academic year,

the office continued to offer self defence courses through the Athletic Centre. In addition, customized self defence courses were organized for the International Student Centre, women's groups on campus and several college residences.

Administration of MET Women's Safety on Campus Grant

The 2002-2003 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 the Fitzgerald Building and Victoria College
- ❖ funding for the Ask First campaign, 16 Days of Activism Against Violence Against Women and the December 6th Memorial.
- ❖ funding for the Interim Room and the Family Interim Room.
- ❖ funding for the publication of 'Getting Through It – Coping with Sexual Violence'

Interim Room and Family Interim Room

The Interim Room provides emergency accommodation for female students fleeing abusive, harassing or violent situations. The family interim room continues to provide emergency accommodation for students with children and/or dependents who are escaping abusive or threatening situations in their 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. The Community Safety Coordinator's 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. In addition, the office provided support, information and safety planning for students who utilized the interim room/s.

Committees

The Community Safety Co-ordinator is an active member on 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. The Co-ordinator continued to be an active member of the planning committee for the Equity Conference held in March 2003, chaired by the Vice-President of Human Resources. In addition, the Co-ordinator was an active member of the Orientation Task Force, chaired by the Office of Student Affairs, and, the E-nough Campaign (addressing harassment by e-mail) chaired by the Sexual

Harassment Officer .

The Community Safety Co-ordinator chaired a committee to examine residence safety strategies, which resulted in a series of recommendations being forwarded to the Vice Provost, Students and the Principals of University College and Victoria University. The Community Safety Coordinator and Assistant to the Community Safety Coordinator continue to be active members in the Interim Room Steering Committee along with the Women's Safety Network.

Statistical Overview

Following are the statistics for this year July 2002 – June 2003. The three previous years' statistics are provided for comparison.

Classification of Cases

Type	1999-2000	2000-2001	2001-2002	2002-2003
Critical Incident Response	n/a	n/a	n/a	044
Assault	03	05	14	165
Criminal Harassment	25	20	22	20
Disruptive Behavior	04	07	09	11
Environmental Safety Concerns	n/a	n/a	n/a	13
Harassing Telephone calls, e-mail, letters	11	13	10	14
Indecent Acts	n/a	n/a	n/a	01
Mental Health	n/a	n/a	n/a	02
Miscellaneous	11	15	18 ¹	056
Murder	0	01	0	0
Robbery	n/a	n/a	n/a	01
Sexist/Racist/Homophobic Comments	n/a	n/a	n/a	01
Sexual Harassment	03	04	05	05
Sexual Assault	06	03	06 ²	07
Suicide/suicide attempt/threats	02	06	04 ³	04 ⁷
Threatening behavior/comments	19	20	26	22
Total	84	94	114	126

Note: The above statistics reflect cases where the Community Safety Co-ordinator or Assistant to the Community Safety Coordinator were 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 Office reports such as cases dealing with sexual harassment or other forms of harassment.

n/a 2002-03 is the first year recording these statistics: Critical Incidents; Environmental Safety Concerns; Indecent Acts; Robberies; Mental Health; Sexist/Racist/Homophobic Comments.

1 Misc. includes sudden death of student on campus, general safety concerns, safety concerns following Sept. 11th and cases where mental illness was the main issue.

2 2 Sexual Assaults occurred on campus, 4 off campus raising safety concerns on campus.

3 1 suicide occurred off-campus, 5 suicide threats on/off campus.

4 Responding to sudden death of employee on campus, sudden illness of faculty member, responding to bomb threats on campus.

5 Of the 16 assault cases, 7 were domestic assaults cases.

6 Misc. included suspicious circumstances reported, use of false identification, trespassing, defacing posters.

7 4 suicide threats/attempts occurred on/off campus.

The principal users of the office in the 126 cases managed were:

Students	70
Staff	36
Faculty	18
Others	2 (includes former staff, faculty, students, alumni or visitors)
Total	126

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 instance, a boyfriend (non UofT community member) began to harass his girlfriend (a student) after they had broken up following an incident off campus.

Complainant/Respondent

Complainant	Respondent					Total
	Staff	Faculty	Student	Off-Campus	Other	
Individual Staff	2	1	2	1	1	7
Individual Faculty	0	0	6	0	0	6
Individual Student	2	5	28	20	15	70
Staff Department/ Residence	4	0	11	0	14	29
Faculty Department	0	2	8	1	1	12
Other	0	0	1	0	1	2
Total	8	8	56	22	32	126

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.

2003-2004 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 2003-2004:

- ❖ 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;
- ❖ education campaign directed at addressing criminal harassment on campus;
- ❖ continued recruitment and training of the Critical Incident Response Team for Students;
- ❖ promotion of self-defence programmes along with providing on-going evaluations of self-protection resources on campus;
- ❖ increased visibility of the Community Safety Coordinator's office on the Mississauga and Scarborough campuses in order to ensure ongoing accessibility and awareness of the services offered by the office.
- ❖ 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.