



UNIVERSITY OF TORONTO - ST. GEORGE CAMPUS
SPECIAL CONSTABLE
UAB ANNUAL REPORT

2022



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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.

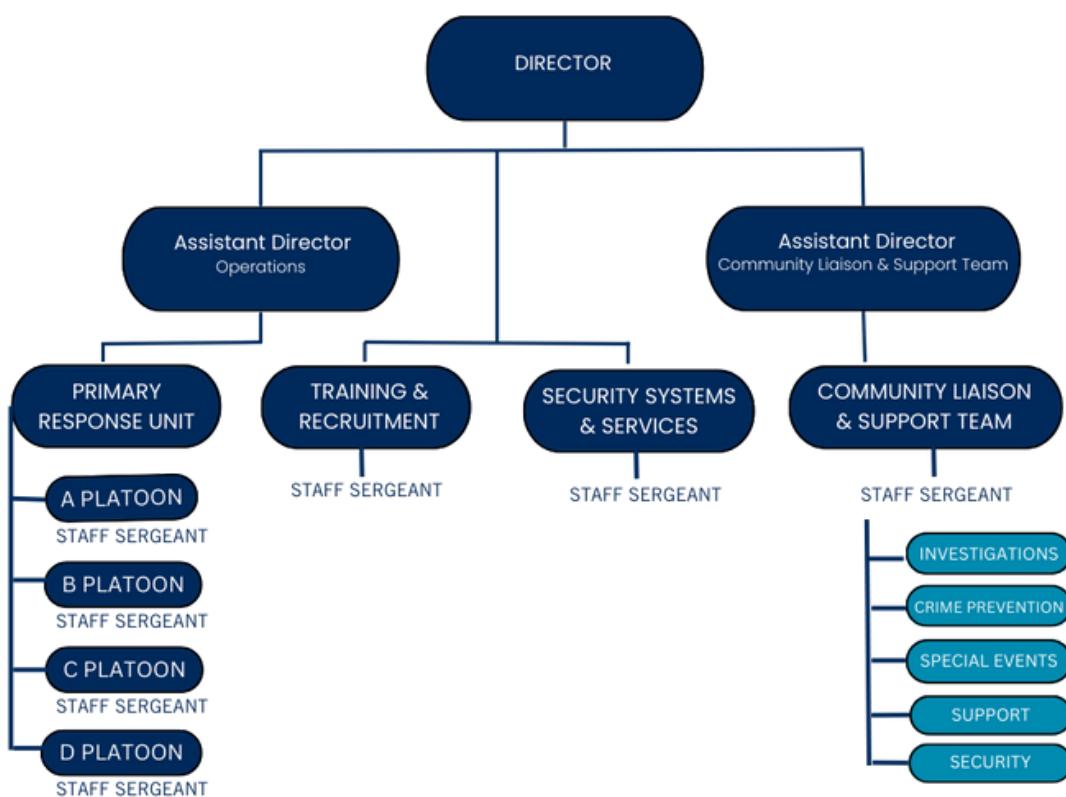
It is the role of the Special Constable Service to recognize and anticipate issues and take corrective action. For this reason, each campus service has responsibilities beyond community policing and law enforcement. We provide safety and security plans, systems and services. Our methodology relies heavily 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 Special Constable 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 2022, Campus Safety at the St. George campus received more than 21,000 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 2022, the Communications Centre handled approximately 48,603 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.

LEADERSHIP

CAMPUS SAFETY APPOINTS NEW ASSISTANT DIRECTORS

In 2021 the University of Toronto Campus Police rebranded to the University of Toronto Campus Safety Special Constable Service. The rebranding included building on the great tradition of service Campus Safety has been known for since 1904. Part of that rebranding in 2022 included a re-organizing and hiring of two Assistant Directors. One who would be responsible for Operations and second one would be responsible for Community Liaison and Support. Campus Safety hired two outstanding leaders including a highly regarded educator with law enforcement experience and an experienced knowledgeable internal candidate.

ASSISTANT DIRECTOR, OPERATIONS

Dr. Peter Shipley (U of T Alumnus, BPHE, 1987) was appointed to the position of Assistant Director, Operations, for Campus Safety in November 2022. As a career educator, he brings 32-years of experience with the Ontario Provincial Police (OPP) to this new role. Dr. Shipley previously served as the Senior Manager for the Strategic Research and Planning Unit and Chief Instructor for the Leadership & Design and General Patrol Training Units at the OPP Academy as well as his work in two Ontario correctional institutions. Dr. Shipley earned his Physical and Health Education degree from the University of Toronto and Master of Education degree from Brock University. He has also completed the Queens University, School of Business, Operations Leadership Executive leadership certification program, RCMP Senior Police Administration Certification as well as the Ministry of Solicitor General's Executive Certification program. Dr. Shipley received his doctoral degree from the American College of Education in Education Leadership with a focus on Community Organizations. Dr. Shipley served as the Chair of the Research on Mental Health Working Group in the OPP, Commissioners Advisory Board, Healthy Workplace Bureau and as an adjunct Professor at Georgian College. His experience also includes Chair of the Police Foundations Program Advisory Committee at Georgian; President of the Canadian Association of Police Educators; President of the Police Fitness Personnel of Ontario; and General Chair of State and Provincial Police Academy Directors (SPPADS) of the International Association of Chiefs of Police. Notably in 2013, Peter became only the second Canadian in SPPADS history to have been elected to the Chair position.

Dr. Shipley has also served on numerous police training and education advisory committees, provincially, nationally, and internationally. He currently serves on the International Law Enforcement Trainers Network Advisory Board (ILET) and worked internationally with the Ukrainian National Police, Patrol Police Department and Patrol Police Academy. In fact, his contributions have been recognized by the Governor General of Canada with the Order of Merit of the Police Forces for his contributions to police training in Canada. More recently in 2022 he was the recipient of the prestigious Alumni Achievement Award for leadership from the American College of Education for his contributions, innovations to police training and higher education.

CAMPUS SAFETY APPOINTS NEW ASSISTANT DIRECTORS

ASSISTANT DIRECTOR, COMMUNITY LIAISON & SUPPORT TEAM

Staff Sergeant Ryan Dow is a familiar face at Campus Safety and he was promoted to the rank of Assistant Director on November 1st, 2022. Previously he served as the Acting Assistant Director, Campus Safety for 14 months. He has been a member of the Campus Safety team (formerly Campus Community Police) since 2010 and has served in a number of different roles. Ryan's promotion ensures that he will continue to be actively engaged in a leadership role with Campus Safety.

Ryan currently serves the Assistant Director, Community Liaison & Support Team for the University of Toronto, Campus Safety, Special Constable Service. He leads a team of sworn plainclothes officers to manage ongoing investigations, crime prevention, special events and support initiatives on campus. Part of Assistant Director Dow's portfolio will be to implement a new Community Crisis Response process within the Campus Safety to ensure it is integrated with the University's approach to Student Mental Health. Campus Safety is in the process of hiring a Community Crisis Response Coordinator who will directly report to Ryan.

COMMUNITY SAFETY HIGHLIGHTS



HOLIDAY CHARITY DRIVE

For the 17th year running, we close out 2022 by giving back to our community with non-perishable food, winter clothing, and monetary donations to the St. Basil's Church out-of-the-cold program, the Society of St. Vincent de Paul, and Ronald McDonald House.

LAW ENFORCEMENT TORCH RUN FOR SPECIAL OLYMPICS

Campus Safety has a proud history of supporting the Law Enforcement Torch Run and raising funds for Special Olympics Ontario.

2022's event was a great success with a great Campus Safety turnout.

REMEMBRANCE DAY CEREMONY

Our members joined the University community in remembering and honouring the sacrifice of our country's service members both past and present.

A wreath was laid in their honour at the Soldier's Tower ceremony that was held at the St. George campus.

COMMUNITY ENGAGEMENT AND OUTREACH



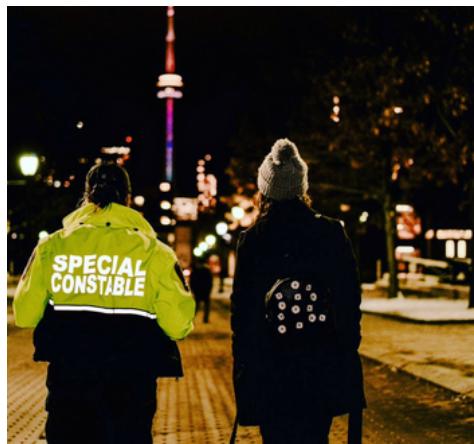
CAREER FAIRS & SAFETY BOOTHS



CAMPUS SAFETY APP



PRIDE MONTH



Special Constable Veronica Martins accompanies a student
(photo by Tianlei Wu)

CAMPUS SAFETY TRAVELSAFER SERVICE

The Campus Safety TravelSafer program was featured in the F&S Plugged In Newsletter.

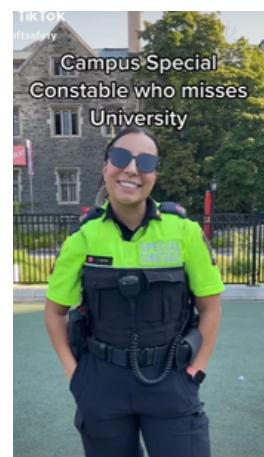
"For now, I request a physical walk. Within minutes, Special Constable Veronica Martins rushes up, greeting me warmly. Any embarrassment about requesting a TravelSafer walk disappears. As we walk, she tells me how one-on-one chats with TravelSafer walkers are her favourite part of the job and the importance of making the TravelSafer walk an experience for the student or staff" ~Nadia Elkadri

"Community policing is all about connecting with people. My conversations range from connecting to walkers by simply getting to know them, to being the support they may need in what could be a stressful experience for them," ~Special Constable, Veronica Martins

SOCIAL MEDIA

Campus Safety continues to remain active on Twitter, Instagram, Facebook and more recently TikTok, to engage the University and broader community in matters relating to campus safety.

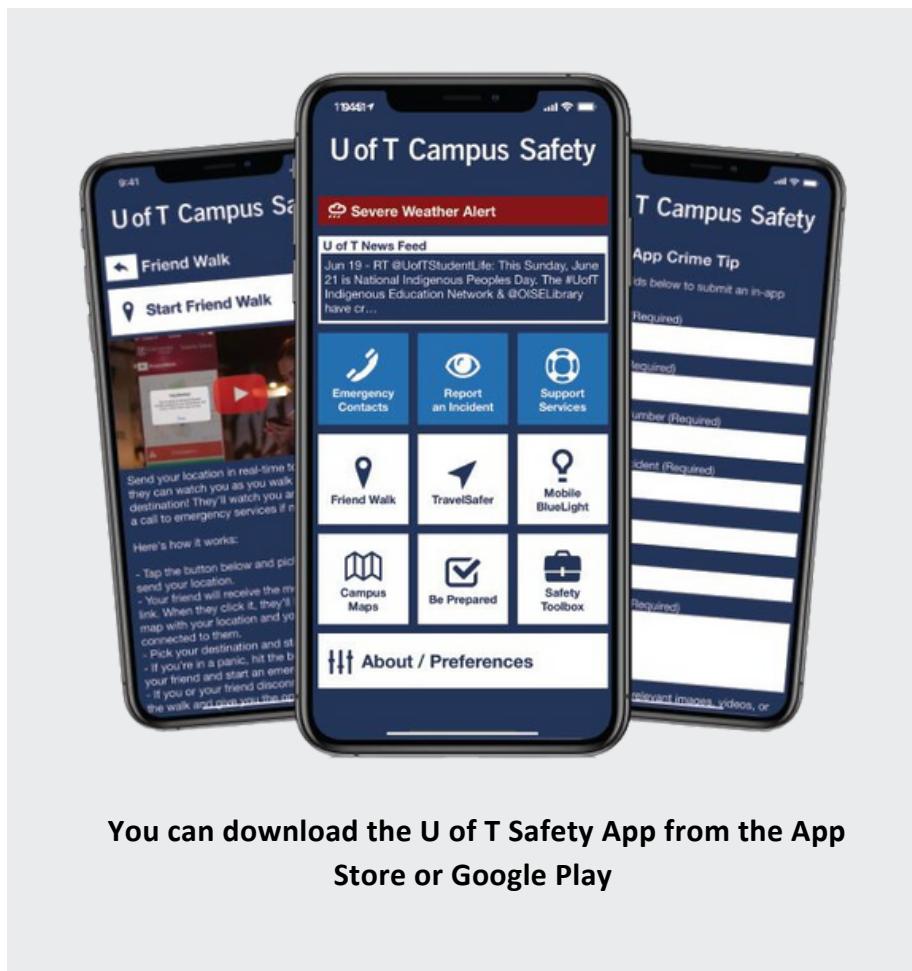
These platforms were used to educate new community members of the University Campus Safety's services, promote awareness of crimes targeting students and enhance public understanding of our services.



U OF T CAMPUS SAFETY APP - 2022

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.



REFLECTING OUR COMMUNITY

We believe that our Service's success is only made possible through the strength of the relationships and the trust that we foster with the communities we serve.

"Reflecting our community" isn't just a motto to us - it's the standard that we continuously strive for through our practices, policies and programs. Our commitment to equity, diversity and inclusion includes working towards greater representation in all aspects of our operations.

Our Service remains committed in its work to ensuring that our membership reflects the vibrant diverse community that we serve at the St. George Campus.

Take a look at what we've been doing over the past year.

In 2022, 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

54%



46%



"First and foremost, the officers that responded were very professional, kind, and responsive to the situation. We primarily interacted with the female officer who asked trauma-informed questions and offered several resources to us. This was an extremely positive experience. She was also very respectful and mindful of my service dog. If possible, please extend my gratitude to the officers for their support." ~ Liz Tettman, University of Toronto Master's Student



10+ Languages Spoken

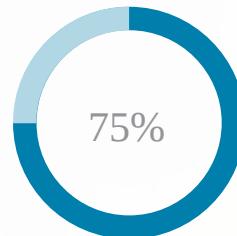
More than 10 languages are spoken by the members of the University of Toronto - St. George Campus Safety!

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 2022 Special Constable recruit class have a university degree and/or a college diploma.

75% of recruits from the 2022 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 recent passing of Bill 68, the Community Safety Policing Act, impacts Special Constables with specific topics that are legislated to be included into the training programs of special constables in the province of Ontario. Those topics include Ethics and Leadership, Racial Profiling, Anti-Oppression-Micro Aggression and Diversity, Crime Scene Management and Community Based Policing - (CPTED or Crime Prevention through Environmental Design). We include this learning in our Orientation and Refresher training that all of our Special Constables receive.

The Service welcomes constructive comment from its clients. Recommendations from all levels of policing contribute to 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.



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 2022 to Special Constables at the University of Toronto - St. George Campus.

SPECIAL CONSTABLE TRAINING

Course / Topic	Delivered By	Duration	Number who received training
Scenario Based Mental Health and De-escalation Training	Canadian Police Knowledge Network	1.5	4
Mental Health First Aid Assisting Youth	Canadian Mental Health Commission	9	4
Mental Health Supports for BIPOC Students Webinar	Centre for Innovation in Campus Mental Health	1	5
Peer Support Worker Program	Mood Disorder Society of Canada	16	2
Recognition of Emotionally Disturbed Persons	Canadian Police Knowledge Network	1.5	4
Special Constable Orientation Course	TNT Justice Consultants	200	2
Special Constable Refresher Course	TNT Justice Consultants	20	1
Annual Use of Force	Campus Safety Instructors	8	27
Standard First Aid	Canadian Red Cross	16	8

SPECIAL CONSTABLE TRAINING (continued)

Course / Topic	Delivered By	Duration	Number who received training
Autism Spectrum Disorder	Canadian Police Knowledge Network	1.5	4
Applied Suicide Intervention Skills Training Course	Living Works	16	4
Micro Aggression and Anti Oppression Training	TNT Justice Consultants	8	25
Mental Health First Aid	Canadian Mental Health Commission	10	4

1200+ HOURS
The total number of training hours
that University of Toronto Campus
Safety Special Constables received in
2022.



2022 STATISTICAL OVERVIEW TRI-CAMPUS CALLS FOR SERVICE

TOTAL EVENTS

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

Campus	2022
St. George	42,428
Scarborough	4,933
Mississauga	1,242
Tri-Campus Total	48,603

TOTAL CAMPUS SAFETY EVENTS

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

Campus	2022
St. George	21,402
Scarborough	4899
Mississauga	1221
Tri-Campus Total	27,522

2022 STATISTICAL OVERVIEW

REPORTABLE INCIDENTS

Description	2022	2021	Change
Break and Enter	10	6	+4
Robbery	1	3	-2
Theft Over \$5000	9	0	+9
Theft Under \$5000	171	97	+74
Theft Bicycles	73	44	+29
Fraud	34	31	+3
Possess Stolen Property	0	2	-2
Disturb Peace	0	0	0
Indecent Acts	4	2	+2
Mischief/Damage	180	191	-11
Sexual Assaults	5	4	+1
Assault	16	14	+2
Domestic Incident	5	8	-3
Impaired Driving	3	1	+2
Criminal Harassment	11	10	+1
Threats	5	6	-1
Hate Crime/Incident	3	1	+2
Other Offences	17	8	+9

2022 STATISTICAL OVERVIEW

OTHER ACTIVITY

Description	2022	2021	Change
Arrest Warrants	11	2	+9
Alarms (non-reportable)	1913	1463	+450
Fire Alarms	31	26	+5
Community Assistance	52	43	+9
Community Information	218	170	+48
Suspicious Person	30	33	-3
Trespasser Charged	13	14	-1
Trespasser Cautioned	26	30	-4
Insecure Premises	66	72	-6
Motor Vehicle Incident	11	9	+2
Mental Health Act	49	45	+4
Suicide/Attempt Suicide	5	5	0
Sudden Death	1	1	0
Fires	4	5	-1

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.

2022 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	28	15	5	8
Controlled Drug and Substance Act	0	0	0	0
Trespass to Property Act	3	2	1	0
Liquor License Act	1	1	0	1
By-law	0	0	0	0

RESPONDING TO STUDENTS IN MENTAL HEALTH CRISES: 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

Established in tandem with the release of the Administrative Response, a tri-campus safety leadership table (chaired by the Vice-President, People Strategy, Equity & Culture and Acting Vice-President, People Strategy, Equity & Culture) has been meeting regularly to share information and collaborate on standard processes, including institutional responses to students in mental health crises. Meetings frequently include subject matter experts such as the inaugural Senior Executive Director, Student Mental Health Systems, Policy and Strategy to ensure that the perspectives of campus mental health experts are considered in the discussions.

This tri-campus approach moves toward a shared set of standards that will develop consistent, responsive, and accountable practices across the University while still enabling local, tailored approaches that respond to unique student needs at each campus. Initiatives designed and implemented on one campus may inform models for similar initiatives on other campuses.

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

- Directors on all Campus Safety teams have committed to enriching tri-campus training initiatives and exploring, in consultation with mental health and student wellness partners, the development of a new framework that embeds more deeply both equity, diversity, and inclusion (EDI) and mental health considerations into this training.
- Each of the three Campus Safety teams now have a staff member dedicated to education and training initiatives.
- A Community Crisis Response Coordinator position, in place for some time at UTSC, is being integrated into the UTSG team, and UTM is working to similarly align its structure. As of June 2023, the UTSG Community Crisis Response Coordinator will begin providing biannual training.
- Equity offices are consulting with all Campus Safety teams on mandatory training.
- By December 2023, the UTSC Equity, Diversity & Inclusion Office will complete a review of Campus Safety training and share their findings with other Campus Safety Directors.
- Joint training sessions with student mental health teams—where not already in progress—will be initiated by late Spring 2023.

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

- University HR will work with tri-campus Campus Safety Directors to review Campus Safety job descriptions for scope and accuracy. This practice will support both recruitment and retention efforts, ensuring alignment between performance expectations and the delivery of high-quality, compassionate service to our community.
- The inaugural Director and Special Advisor, High Risk and Divisional Support (OSHR) is developing a Critical Incident Response Team to service the tri-campus community. Upon request, this team will provide support, such as critical incident debriefing, to Campus Safety team members.
- Currently, UTSC's Community Crisis Response Coordinator participates in hiring panels, ensures interview questions are designed with an EDI lens, and supports the creation of hiring panels that reflect the diversity of their local communities. UTSG and UTM are working to align their practices with this UTSC model.

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

- Early work is underway to develop a new collaborative model for Campus Safety, student wellness services, and other internal and external stakeholders to support information-sharing and role clarification and explore how to better define the range of responses needed to support students in mental health crises.
- Current areas of focus and discussion include the following: reviewing protocols and procedures around conducting wellness checks; the collection of student information; the use of appropriate community supports and agencies; and voluntary or involuntary student transfers to hospital emergency care, ensuring the integration of trauma-informed practices and a “least restraint” approach to transfers.
- The UTSC Director and Community Crisis Response Coordinator developed a comprehensive student crisis response process map by consulting with key stakeholders about how students engage safety-related resources. This initiative serves as a useful model for other Campus Safety teams.

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

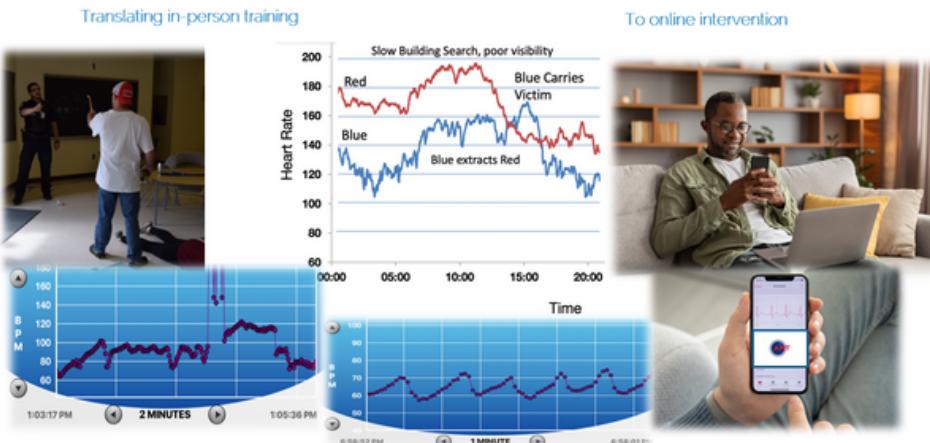
- The Division of People Strategy, Equity & Culture is collaborating with University of Toronto Communications and tri-campus Campus Safety staff on a communications plan that clarifies the roles and services of Campus Safety, how and when to access their assistance, and the functionality of the U of T Campus Safety App.

LOOKING TO THE FUTURE

CAMPUS SAFETY ENGAGED IN NATIONAL RESEARCH PROJECT

Campus Safety is involved in a national study in support of public safety mental health and resilience building. Campus Safety is committed to proactively improving Special Constable mental health training and research as recommended in the 'Review Committee on the Role of Campus Safety in Responding to Students in Mental Health Crises Final Report'. Our involvement is two-fold. Our new Assistant Director, Dr. Shipley is actively involved in the study as a collaborator in the Autonomic Modulation Training: A biological approach to building resilience and wellness capacity among police exposed to posttraumatic stress injuries (PTSI) study. This research project which is part of the Canadian Institute of Public Safety Research and Treatment study funded through a grant with the Canadian Institutes of Health Research. Secondly, members of Campus Safety (all tri-campus Special Constables) have been provided the opportunity to participate in this national study. This research, led by Primary Investigator Professor Judith Andersen (UTM) and Post-Doc Dr. Paula Di Nota (UTM) and their team, is a great example of how collaborative efforts will benefit not only all tri-campus members of Campus Safety but the broader law enforcement sector as well. The results of the research will provide all Campus Safety and law enforcement officers with tools to better manage their stressors and build up their personal resilience. This will ensure that our university community will be better served.

Autonomic Modulation Training: A Biological Approach to Building Wellness Capacity Among Police Exposed to Post-Traumatic Stress Injuries (PTSI)



LOOKING TO THE FUTURE

Community Crisis Response Coordinator - New Position

As a Campus Safety civilian member, the Community Crisis Response Coordinator will work with a team of both sworn and civilian professionals and will help build the University of Toronto St. George Campus capacity to identify and support students, staff, faculty and visitors that may be or are deemed to be in crisis or at risk.

As a key Campus Safety representative, the Coordinator will be responsible for responding to Mental Health related calls for service with Special Constables, Case Consultation, Educational Outreach and collaborating with internal and external partners.

Some key responsibilities in the new role will involve initial case coordination and management in situations of crisis, critical incidents and the participation in debriefing incidents with the Special Constables.



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 Campus Safety
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"Reflecting our community since 1904"