UNIVERSITY OF CALGARY | Campus Security

ANNUAL REPORT: 2016-17

UNIVERSITY OF
CALGARY

For more information, contact:

Campus Security
University of Calgary
2500 University Drive NW
Calgary, AB   T2N 1N4
403.220-5333
www.ucalgary.ca/security

UNIVERSITY OF CALGARY | Campus Security | Annual Report

MESSAGE FROM THE CHIEF OF CAMPUS SECURITY

As Campus Security works toward implementing our priorities for the 2017-18 academic school year, we recognize that our past challenges helped strengthen our resiliency and our determination to ensure that the University of Calgary's Campus Security remains among the top security services in Canada.

Campus Security continues to engage the community to determine the important issues to and to ensure that we have the systems and processes in place to address these issues. We listened to our students, faculty and staff about the public safety issues affecting their lives, their work, and our communities. We have used this information to address a number of these concerns with appropriate Campus Security services and we continue to hold ourselves accountable for making improvements in our customer service.

Further, we are making sure that Campus Security and its leadership take all the correct steps to put the best procedures, policies, proper equipment, and training in place to keep all of our campuses safe. Our approach is one of continuous improvement and we are committed to this.

In this report, we have outlined some of our priorities, which I am pleased to share with you. As we move into a new year, I am excited about the changes and improvements underway within our organization. Of note, thanks to the investment in our security infrastructure from our university executive over the past two years, we are now recognized as a leader amongst educational intuitions in Canada for security technology, putting us in a much better position to deal with both daily security needs and challenges that may lie ahead.

In addition to technology, we continue with our quest of "excellence" in customer service and therefore will continue to seek opportunities to engage with our community. In our effort to certify our service's excellence, we are also currently seeking an accreditation under the International Association of Campus Law Enforcement Administrators (I.A.C.L.E.A.), which will ensure that our standards and practices meet the highest level of competency for a university-security agency.

I invite you to either attend our office or take advantage of any number of our public engagement opportunities, as we reach out to our community through a variety of methods to seek your feedback.

This year, to improve customer service and convenience, we have introduced an on-line incident report system on our website and will also be posting a short survey to hear your thoughts.

Once again, as a part of the University of Calgary, we are thankful and honored to serve our great institution and the people who attend here, and look forward to another successful year working with our community.

Sincerely,

Brian Sembo
Chief of Campus Security

CAMPUS SECURITY ANNUAL REPORT

YEAR IN REVIEW

University of Calgary Campus Security works closely with the university community, Calgary Police Service and other agencies to maintain the University of Calgary as a safe place to live, work and study. This year's focus has centered on building and enhancing current programs while continually striving to implement new initiatives that are effective in mitigating safety concerns of students, faculty, staff and visitors to campus.

In 2017, the Members in Residence program turned three. The program brings Campus Security's presence right into the heart of campus; in 2018 it can be expected that security integration will be visibly evident with the opening of an onsite residence office.

The re-design of the Security Operations Centre was completed in 2016. The new centre includes 24/7 monitoring of 800+ closed circuit television cameras strategically placed throughout campus which assists in keeping everyone on campus safer. The CCTV system has been instrumental in deterring criminal activity and providing police with enhanced evidentiary information used to solve crimes. In addition, Campus Security continues to work with a number of partners throughout the university to provide enhanced security to a number of university spaces and buildings by adding electronic access control to doors and other access points.

The Student Medical Response (SMR) team: started in 2014, the University of Calgary's Student Medical Response (SMR) is comprised of motivated, professional, and skilled students with backgrounds as first responders, paramedics, firefighters, lifeguards, nursing students, and medical students. SMR is a 100 per cent student volunteer run and organized team with the goal of providing qualified, and skilled pre-hospital emergency medical care to eligible University of Calgary community events. SMR serves as a unique collaboration between the SU Wellness Centre, and Campus Security to enhance the safety and wellbeing of the campus community. Services offered by SMR include;

- Professional, qualified, and confidential medical event standby services at eligible University of Calgary events.
- Provision of initial medical first response to injured or ill event patrons, prior to EMS arrival
- Coordination of appropriate and timely EMS response in conjunction with Campus Security

The active assailant exercise – an initiative in 2017, brought together Emergency Management, Campus Security, Calgary Police Service, Calgary Fire Department, Alberta Health Services - Emergency Medical Services, Calgary 9-1-1 and Calgary Emergency Management Agency – provided an opportunity for the University of Calgary to increase familiarization and understanding of the campus and our capabilities for response, and identified areas for improvement in preparation for an actual event.

The introduction of a stand-alone *Sexual Violence Policy* was a highly important step for the university. The policy identifies how the university, including Campus Security, responds to incidents of sexual violence on campus.

The UC Emergency Mobile App has undergone many improvements and safety modules since its launch in 2015. The app has been downloaded by approximately 11,000 users on campus and is the primary method to get critical emergency messages on campus.

As part of our continued dedication to community engagement, Campus Security hosted the Campus Security Administrators Workshop (CSAW) conference in May 2017. The CSAW group is an association of western Canadian post-secondary institution (PSI) security departments who collaborate and share information on security issues, procedures and best practices. Each year, one of the member institutions hosts the CSAW three day conference on their campus, which includes a hospitality night on the first day, two days of information sessions, guest speakers, and a group dinner. The event is an opportunity for members to network and gain valuable insight in the PSI security field.

This year's annual dinner and social event featured a western hospitality event for conference attendees held at the Cochrane Ranche, featuring Alberta cuisine and performances by a local aboriginal dance troupe. In addition, this year's conference also saw the participation of I.A.C.L.E.A. (International Association of Campus Law Enforcement Administrators) for Canada and the United States.

This report provides a snapshot of the priorities outlined above and touches on the services that Campus Security provides to the community and reviews some of the 2016 and 2017 statistics.

PRIORITY HIGHLIGHTS

PHOTO: SECURITY TEAM MEMBER WITH RESIDENCE STUDENTS

Members in Residence

The Members in Residence program is heading into its third year of operation. This program integrates Campus Security teams into residence by having two identified security members per team assigned to the program.

This community liaison program provides safety awareness, crime prevention, onsite incident reporting capability and links to other valuable university support resources.

The security members attend Community Assistant (CA) meetings in residence to aid in building a stronger relationship with the residence student community.

Each security member is assigned a specific residence building as their primary focus. Next year, the program will expand by opening a satellite office in one of the residence buildings that Campus Security members will staff during variable hours of the week; likely the late afternoons or early evenings when the students are "home".

Enhanced security monitoring on campus

Campus Security recently completed the re-designed Security Operations Centre (SOC). This has replaced the previous outdated dispatch facility and consists of 24/7 monitoring to keep students, faculty, staff and visitors safe. The SOC will enhance security detection and response capabilities, deter criminal activity and improve investigative effectiveness.

There are approximately 800+ Closed Circuit Television (CCTV) cameras on campus, located on building rooftops, in parking lots, and mounted inside buildings. Twenty-four hours a day, Campus Security personnel use the CCTV system to monitor the university grounds as well as high traffic and sensitive areas inside buildings.

PHOTO: SECURITY OPERATIONS COMMAND CENTRE

Student Medical Response Team success story

The Student Medical Response (SMR) Team program was launched in 2014, and is comprised of motivated, professional, and skilled students with backgrounds as first responders, paramedics, firefighters, lifeguards, nursing students, and medical students.

The team is 100 percent student-volunteer organized and run, with the goal of providing qualified and skilled pre-hospital emergency medical care to eligible University of Calgary community events. SMR is an accredited medical first response agency with Alberta Health Services EMS and is the first student team of its type in Western Canada.

The SMR team serves as a unique collaboration between the SU Wellness Centre and Campus Security

PHOTO: STUDENT MEDICAL RESPONSE TEAM

to enhance the safety and wellbeing of the campus community. The collaboration between Campus Security and the SU Wellness Centre is crucial to providing oversight, a communications link and access to security and health expertise for the SMR team.

The leadership of the Student Medical Response team is outstanding. Their training and mentorship of team members and their links to Alberta Health Services combined with their passion, insight and innovation, have made this a highly valued service.

Active assailant exercise

In 2016, the Emergency Management Team at the University of Calgary engaged the Calgary Police Service (CPS) for support in assessing the institution's emergency preparedness plan. The purpose of the active assailant readiness exercise on June 26, 2017 was to provide an opportunity to increase familiarization and understanding, and identify areas for improvement for response to an actual event. This exercise was designed to enhance the University of Calgary's preparedness and safety through interaction with CPS, Alberta Health Services Emergency Medical Services (AHS EMS), and Calgary Fire Department (CFD), while responding to and recovering from an active assailant scenario.

PHOTO: MEMBERS OF CPS, AHS & EMS, CFD, CAMPUS SECURITY AND UNIVERSITY VOLUNTEERS

The exercise took place in the Olympic Oval and Kinesiology B, with 150 emergency responders and the support of more than 150 campus community volunteers.

The University of Calgary's Emergency Management Department in collaboration with Campus Security participated alongside representatives from Calgary Police Services, Calgary Fire Department, Alberta Health Services Emergency Medical Services, Calgary 9-1-1 and Calgary Emergency Management Agency.

The exercise was an important opportunity for the University of Calgary to partner with Calgary's first responder agencies to ensure they are aligned and assess readiness and response to emergency situations. The university is committed to having established and tested emergency plans in place to ensure the safety of all students, faculty, staff and visitors on campus. This was an important learning exercise to assess and refine the university's emergency management plan.

PHOTO: CAMPUS SECURITY WITH CAMPUS COMMUNITY

Sexual Violence Policy

The standalone Sexual Violence Policy identifies how the university responds to incidents of sexual violence, including supports available to those who have experienced or witnessed sexual violence, or those who are alleged to have committed sexual violence.

It provides clear reporting options, and defines complex concepts, such as consent and sexual violence, to help educate all members of our campus about the importance of this issue.

An important component of the policy is the Sexual Violence Support Advocate (SVSA), a centralized resource for one-on-one support, guidance on reporting processes and timelines, and educational outreach. The SVSA will also identify gaps in process and changes required. Campus Security participated in the policy development process, both at the committee and sub-committee levels.

Campus Security front line members participated in sexual violence disclosure training, including providing options and resources for victim support. The Campus Security Lead Investigator is designated as the investigator for the University of Calgary and will collaborate with law enforcement when required.

Working Alone via UC Emergency App

Launched in spring 2015, UC Emergency Mobile App sends emergency alerts and updates to smartphones, and was used as the primary means of communication during the 2016 ransomware malware incident. The app has also been used to send notifications on severe weather conditions and suspicious activity on campus. To date, more than 11,000 students, faculty and staff have downloaded the UC Emergency Mobile app.

The University of Calgary, in collaboration with Innovate Calgary, has formalized a partnership with RallyEngine, the developer of the UC Emergency Mobile app. Rally Engine, the app developer has been working with the university's Emergency Management team to develop new features for the emergency app. Mobile is now an essential part of any modern campus' safety and security mix. This initiative will enable a full range of exciting and accessible new features.

Through the partnership with RallyEngine, and Quality Money funding from the Students' Union (SU), several new safety modules for the app are in development and at least two will be available to students, faculty and staff in late fall 2017.

PHOTO: UC EMERGENCY APP

These safety modules are:

- **SoloSafe** — Development of a new desktop tool and the ability to check-in/check-out with Campus Security when studying or working alone.
- **Help Call Button / Tip Line** — Immediate connection to 911 and Campus Security for assistance as well as fast and easy reporting of safety concerns and incidents. Subscribers will also have the ability to upload pictures and video with submitted tips.
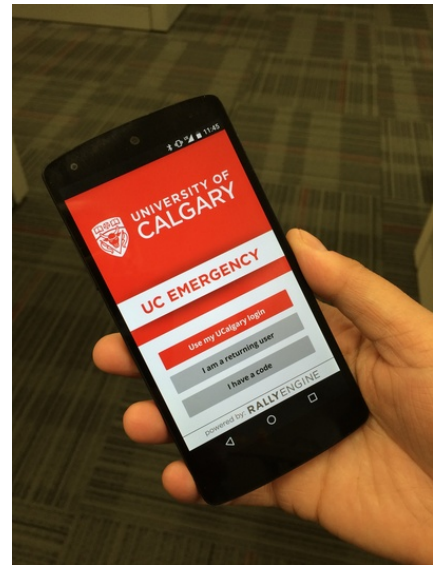
SERVICES PROVIDED

SAFEWALK

Available 24/7, Safewalk volunteers walk people safely to their destination on campus. This service is free and available to students, faculty, staff and campus visitors, thanks to a collaboration between Campus Security and the Students' Union.

BIKE PATROL

Bike Unit Officers undergo a comprehensive 16-hour training course with the Calgary Police Service and receive, upon successful completion of a written and practical examination, a Class C certificate through the Law Enforcement Bicycle Association (LEBA). Officers are required to recertify every year. There are several advantages to bike patrols over foot or vehicle patrols, including increased mobility, access, enhanced visibility and enhanced stealth.

SAFE AND SOUND PROGRAM

Campus Security and Safe & Sound Safety Training and Consulting Ltd., offer members of the campus community personal self-defense instruction.

HELP PHONES

Help Phones are located around Campus in most buildings, parking lots and elevators. The phones come in three different forms but are identified by the same illuminated yellow and blue help phone signage.

Intercom Help Phone: Push the button on the intercom help phone to be connected to the Campus Security Operations Centre dispatcher. Once the button is pressed, the dispatcher can determine your exact location.

Telus smartphones: pay phones with a direct link to the Campus Security Operations Centre dispatcher. There are 16 smart phones in buildings on campus. The phones are identical to other pay phones except they have five extra buttons near the middle of the phone. To contact the Campus Security Operations Centre dispatcher, pick up the receiver and press any one of the five buttons and you will be directly connected to a Campus Security dispatcher. Smart phones are distinguishable by a yellow sign above the phone with a location number on it. There is no charge to contact Campus Security with the smart phone.

COMMUNITY ENGAGEMENT

Campus Security strives to build constructive relationships within the campus community in order to highlight our goals, objectives and successes, as well as receive community feedback. We subscribe to the Community Policing model, as a core belief in our service to the community. Any input from the university community will be forwarded to both internal and external partners in order to maintain a safe and secure learning and living environment at the University of Calgary. Those looking to contact Campus Security are encouraged to contact security.operations@ucalgary.ca.

WORKING ALONE

The Work Alone System was implemented to meet the Occupational Health and Safety Code regulatory requirement and to enhance the personal safety of faculty, staff and students when they are working alone on campus, particularly in the evening or outside normal working hours. It is a web-based check-in, check-out system with Campus Security. Campus Security can check on anyone who has registered as working alone, based on the information the person enters into the system. The system allows users to register as Working Alone and indicate when they are no longer on campus.
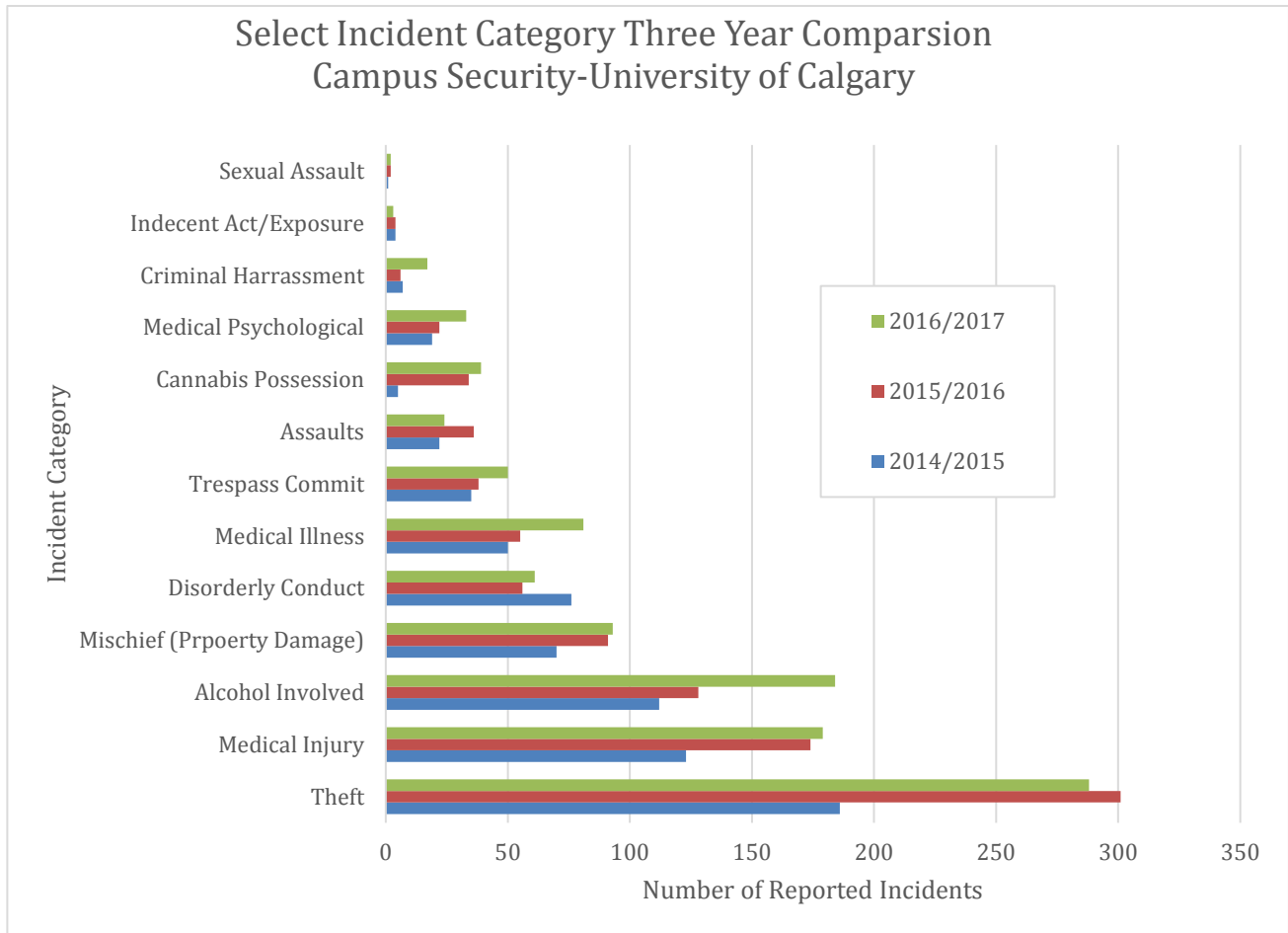
STAY SAFE ON CAMPUS

Is an initiative that was launched to provide the campus community with one place where they can find some simple tips on how to stay safe on campus. Information is provided on who to call for different emergency situations, information on downloading the UC Emergency Mobile App, details on where to find the information to familiarize themselves with the closest emergency exits and assembly point, and direction on what to do in the event of an active assailant on campus and information on using Safewalk.
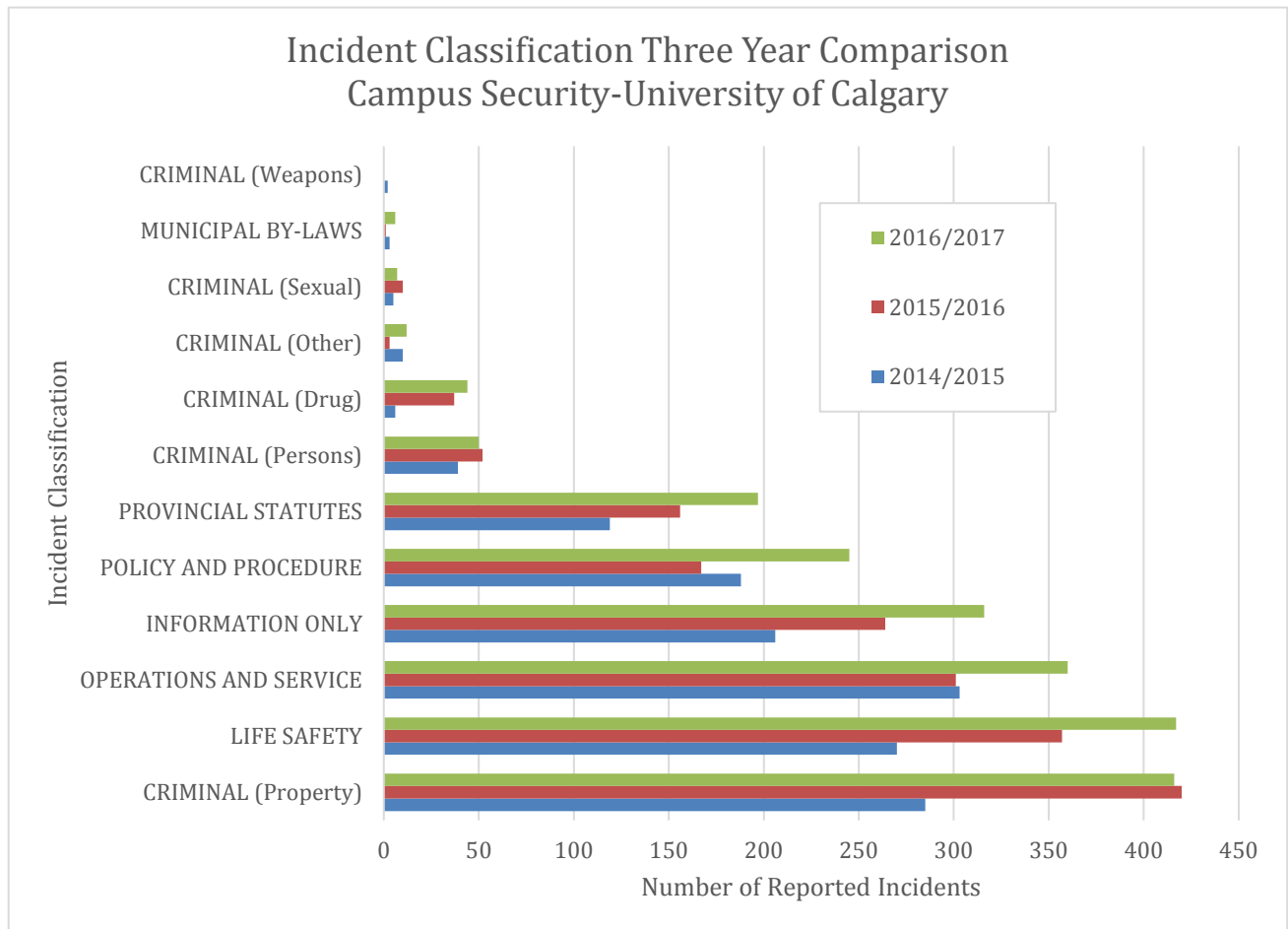
ONGOING TRAINING

Campus Security Members complete annual in-service training on techniques and systems that add to their skill set, enabling them to provide enhanced and professional services to the community. These include: verbal judo, legislative authorities, sexual violence disclosure, arrest control techniques, first aid/CPR/AED, cultural sensitivity and customer service. The Solicitor General of Alberta under the provisions of Security Services and Investigators Act licenses all Campus Security Members.

CAMPUS SECURITY STATISTICS AND OCCURRENCES

Select Incident Category Three Year Comparsion
Campus Security-University of Calgary

Incident Classification Three Year Comparison
Campus Security-University of Calgary

Horizontal bar chart comparing number of reported incidents by incident classification for 2016/2017 (green), 2015/2016 (red), and 2014/2015 (blue). Y-axis: Incident Classification; X-axis: Number of Reported Incidents (0 to 450).

DEFINITIONS:

Alcohol Involved: Any incident in which alcohol played a role or was the cause of the incident.

Assaults: This covers all assaults including, common assault, assault causing bodily harm, assault with a weapon, assault of a police officer, administering a drug, administering a noxious substance, choking, and uttering threats.

Cannabis Possession: Simple possession of a small amount; as per directive from CPS, disposed of by the subject while witnessed by CS.

Criminal Harassment: Persistent and unwanted attention via electronic or direct/indirect contact, also commonly referred to as stalking.

Disorderly Conduct: In the Criminal Code, the section is titled "Causing a Disturbance". Related to physical altercations that are consensual, even with minor injuries. Also covers yelling, screaming, and any behaviour that disturbs the peace.

Indecent Acts/Exposure: Mostly related to intentional exposure and/or masturbation by subject in view of a victim. Would also cover public nudity.

Medical Illness: Covers all medical incidents that are related to a medical condition or illness that occur on U of C property, or off property, if university related, serious or minor.

Medical Injury: Any medical incidents related to physical injuries that occur on U of C property, or off property, if university related, serious or minor.

Medical Psych: Any incident where mental health is the primary issue, which occur on U of C property, or off property, if university related. Could involve Calgary Police attendance for transport to a medical facility or handled in house by the Wellness Centre.

Mischief (property damage): Any incident involving damage to personal, public or U of C property, whether over or under $5000.

Sexual Assault: Covers 3 sexual assault sections:

- Sexual assault
- Aggravated sexual assault: in committing a sexual assault, wounds, maims, disfigures or endangers the life of the complainant
- Sexual assault with a weapon:
  - carries, uses or threatens to use a weapon or an imitation of a weapon
  - threatens to cause bodily harm to a person other than the complainant
  - causes bodily harm to the complainant
  - is a party to the offence with any other person

Thefts: Any incident involving theft of personal, public or U of C property, whether over or under $5000.

Trespass Commit: Any incident involving a subject who has been previously issued a trespass notice by Campus Security and returns to U of C property in contravention of the trespass notice. Does not necessarily include the arrest of the subject, only the act of defying the trespass notice, as we may or may not have apprehended the subject.