

ADDENDUM TO PRESIDENT'S REPORT TO McMASTER UNIVERSITY'S BOARD OF GOVERNORS: OVERVIEW OF SECURITY SERVICES

Overall Mission

The mission of McMaster University Security Services is to create a safe and secure place to live, work, study and conduct research, and to protect lives and property. The Department is committed to a community-based approach, which promotes shared responsibility for preserving peace, preventing crime and enhancing community safety.

As Board Members know, the University is a large campus, with roughly 300 acres of property and over 60 buildings, including over 4,200 residence spaces for students living on campus. On a typical day in a regular academic year there are upwards of 30,000 people on our main campus. Security Services patrols campus and campus facilities and offers education, training and support to all students, faculty and staff, in addition to visitors.

Security Services is the first response system for campus, providing help when first aid is needed, supporting students who are at risk, creating safety plans for anyone on campus whose personal safety is at risk, acting as the first responder for any fire alarms, and protecting the security of campus facilities and property.

McMaster's Security Services call centre also acts as a 9-1-1 system for campus.

Priorities

The Department articulates three key priorities:

1. Preventing Violence, Sexual Violence and Violence Against Women on Campus – in undertaking this work, Security Services works closely with the Sexual Violence Prevention and Response Office, the Student Wellness Centre and Human Resources Services;
2. Providing Mental Health and Wellness Support to Students, Faculty and Staff – Security Services provides a 24/7 service as first responder, which involves responding to calls and providing support, education, referral to services, and other actions as needed. All officers are trained in mental health, de-escalation and intervention and work closely with the Student Wellness Centre and other campus units; and
3. Addressing Drug and Alcohol Use and Abuse – including connecting community members with appropriate on and off-campus supports and resources.

The Role of Security Services at McMaster

Security Services responded to more than 4,000 campus incidents in 2019. These included more than 700 first aid calls, in addition to a wide range of incidents on campus ranging from people requiring assistance, service malfunctions, incidents involving safety and liability, motor vehicle incidents and alarms, reports of theft, property damage, complaints of harassment,

physical/sexual assaults, liquor-related issues, bomb threats, missing persons reports and mental health related issues. A breakdown of incident statistics is included in the Security Services Annual Report: https://security.mcmaster.ca/app/uploads/2020/03/2019_Annual_Report.pdf (see pages 14-15).

As a brief overview, Security Services undertakes the following work on campus on an ongoing basis:

- Conducts safety/security reviews
- Enforces Federal and Provincial Laws, Municipal by-laws
- Enforces traffic violations on campus with the aid of laser radar
- Investigates, makes arrests and lays charges if necessary
- Liaises with Hamilton Police and other Policing Agencies
- Maintains communications with local police, fire and ambulance services
- Monitors campus CCTV cameras
- Operates campus lost and found services
- Patrols the campus 24 hours a day, 365 days a year
- Provides escorts outside of Student Walk Home Attendant Team (SWHAT) hours
- Provides medical assistance and transportation
- Provides crime prevention programs
- Responds to and investigate all offences and emergencies on the campus

Security Services does not request or track demographic data, and does not have information regarding the race of individuals with whom they interact.

During the COVID-19 pandemic, Security Services staff have been instrumental in ensuring both the security and safety of campus as we accommodate essential services and support the limited return to campus for faculty, staff and students who need access to campus for their research, work or studies.

Staffing and Funding

McMaster Security Services has around 30 staff including a Director, Security Manager, an Administrator, four Sergeants, one Investigator, ten full-time Special Constables, eight part-time Special Constables, two technology specialists, one part-time Customer Service Clerk, and three Dispatchers. The Security Services office is located in the E.T. Clarke Centre and is staffed 24/7.

The total security budget in 2020/21 is \$3.69 million, or a little less than 0.5% of the operating budget of the University. This pays for all of the services provided by the Department, including salaries and benefits; equipment; all security information technology on campus such as the swipe card entry system for buildings, labs and teaching spaces, emergency phones and elevator emergency phone systems, radio systems; education programs run for the campus and training. The Department has also developed and operates the University's Safety App and Emergency Text and emergency alarm systems. In order to provide a balanced budget in fiscal 2021/22, Security Services has made deferred several purchases and will keep a number of Special Constable positions vacant during 2020/21.

In addition, the budget covers the cost of contracted security at off-campus McMaster locations (One James North, David Braley Health Sciences Centre and the Ron Joyce Centre in Burlington). These locations contract services from private security firms that employ security guards. Hamilton Police Service or Burlington Police Service are more involved in the day-to-day incidents in these locations.

Special Constable Status

McMaster security staff are Special Constables, also known as sworn peace officers. They are employees of McMaster and receive Special Constable status under the Police Services Act. This status helps support the safety of the McMaster campus and community as it allows security staff to enforce the Criminal Code of Canada, Federal and Provincial statutes, as well as municipal by-laws on the University campus.

All Special Constables are accountable to the policies and codes of conduct at McMaster and they are also accountable to the province's Office of the Independent Review Director. Complaints can be filed with this office. This is a higher level of accountability than that imposed on a traditional security guard.

This model is used on some, but not all, University campuses. With the exception of Newfoundland, New Brunswick and British Columbia, every province in Canada has sworn Special Constables working on university campuses. Ontario has the highest concentration of universities in Canada and the largest number of campuses with Special Constables with approximately 200 Special Constables in Ontario employed at nine universities and one college: Brock University, Carleton University, Guelph University, McMaster University, University of Toronto (Mississauga, St George, and Scarborough campuses), University of Waterloo, University of Windsor, Western University, Wilfrid Laurier University and Fanshawe College.

Within the U15 group of universities, Alberta, Montreal, Saskatchewan, Toronto, Waterloo and Western, along with McMaster, utilize the Special Constable model.

Training

Security Staff and Special Constables undergo extensive training every year. This training is done in partnership with internal offices, including the Equity and Inclusion Office, as well as external organizations.

Mandatory training includes a wide range of safety and security topics:

- Ethics and accountability
- Victim's rights
- Recognizing and using trauma-informed sexual assault approaches to reduce the impact of trauma and enhance recovery
- Crisis intervention and de-escalation
- Mental health awareness
- Hate crime awareness
- Partnering with the Indigenous community

- Discrimination and harassment
- Violence and harassment in the workplace
- Domestic violence
- Management of public demonstrations
- Respect in the workplace

Crisis intervention training is a 40-hour course focused on support and service to persons in crisis and responding to mental health issues. This course is taught by mental health professionals, psychiatrists and mental health workers. Special Constables are required to take annual recertification training which includes a variety of topics including trauma-informed sexual assault approaches and domestic violence-criminal harassment.

Training for supervisors is supplemented with courses in addressing critical incidents, supervision, leadership, self-managing supervisors, and suicide awareness.

Working Together

Security Services addresses issues of safety, including those that intersect with harassment, discrimination and sexual violence, in consultation and collaboration with the Equity and Inclusion Office (EIO). Security Services partners with the EIO, as well as Student Affairs, and Human Resources Services, when there is imminent risk to the safety and security of campus community members. The partnership with these units is essential and Security Services has committed to a robust ongoing training program to ensure their staff team is trauma-informed and culturally-responsive.

McMaster Special Constables have partnered with Interval House in relation to protecting women from sexual violence. Thirteen current members have been trained in its Be More Than a Bystander program focused on men talking to men about issues of consent, responsibility for behaviour, protecting vulnerable women and support. In addition, Security Services led the initiative for Athletics and Recreation staff to receive this training as well.