



# **McMaster University Security Services**

*2011 Annual Report*

McMaster  
125

## *Mission Statement*

*Developing a safe and secure environment in this academic institution is the responsibility of the entire community. The primary responsibility for the protection of persons and property within the McMaster community is assigned to the Security Services Department. Methods and approaches to assist in achieving a safe and secure environment are developed through prevention programs and law enforcement, in concert with the community.*

*The department exists for one main purpose, and that is to support the values and goals of the higher education community. It exists to assist those who seek and those who impart knowledge, as well as those who provide support to the realization of the mission of this institution. The Security Services Department endeavours to preserve and maintain an environment where diverse social, cultural and academic values are allowed to develop and prosper.*

*All members of the Department are expected to actively participate in both the achievement of our goals and in maintaining the quality of the services at the University. It is only through the collective efforts of the community that this mission will be accomplished.*

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## *Introduction*

McMaster University has been referred to as a community within a larger community. The campus is located in west end of the City of Hamilton on 300 acres. Over the past 75 years it has expanded from six buildings to 56 buildings. In addition to satellite campuses such as Waterloo, the Downtown Centre and Ron Joyce Centre in Burlington. These buildings include teaching and research buildings as well as a nuclear reactor and 12 residences for 3,700 students. Our daily population averages approximately 30,000 people. The University prides itself in being one of the top 100 universities in the world, as our strength in research can be related to our intensity and commitment.

As with any community, boundaries and values need to be established and maintained for the safety and security of the entire population. Police departments are empowered to enforce these community standards usually in the form of laws, in order for a community to function to its fullest. At McMaster, we are no different from any other community. The University has established, essentially, an on campus security /law enforcement service to maintain the laws of the country as well as maintaining the values and goals of the university. Each year McMaster Security Services presents a report with an overview of the law enforcement and security issues and prevention initiatives.





## *Who We Are*

The McMaster Security Services department consisted of 25 staff, that includes, a Director, Security Manager, two Sergeants, an investigator, 12 full time special constables, 4 part-time special constables and 4 dispatchers. All staff, with the exception of the dispatchers, are sworn peace officers as approved by the Hamilton Police Services Board and appointed by the Province of Ontario. Our staff is highly trained and is responsible for the safety and security of the McMaster community 24 hours a day 7 days a week.

Our office which is located on the 2<sup>nd</sup> floor of the E.T. Clarke Centre is staffed 24/7 and our phones are always personally answered. Security Services can be reached by any of the following methods:

### ***Telephone***

- 905.525.9140 ext 24281
- 905.522.4135
- Dial 88 from any University phone
- Red Assistance Poles - located throughout the campus
- Pay phones - on campus they have a no charge “security” dial button
- All elevators - have a direction connection phone

### ***Website***

- <http://security.mcmaster.ca/>



## *Authority on Campus*



McMaster Special Constables are sworn Peace officers, appointed under the authority of the Police Services Act. Their appointments endow them with the responsibilities and duties of a Special Constable and enable them the authority as a Peace Officer to enforce the Criminal Code of Canada, Federal and Provincial statutes and Municipal By-Laws on the University Campus and Board of Governor's bylaws and regulations.



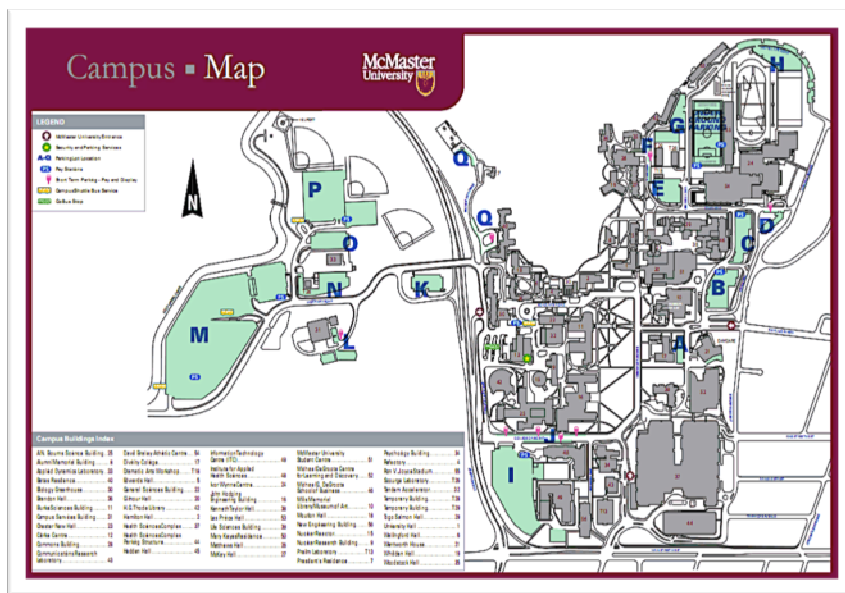
## *Hamilton Police Service*



The Hamilton Police Services Board has approval authority for Security Services procedures and the appointments for Special Constables. They work closely with our team and assist us in investigating serious criminal incidents. Hamilton Police also supports our department by providing a wide range of mandatory and voluntary operational training programs.

In our established protocol agreement we maintain regular contact with Division One staff, especially with their Command Officers and Beat Managers. This close connection provides us with a degree of accountability and adequacy as we work towards our common goals.

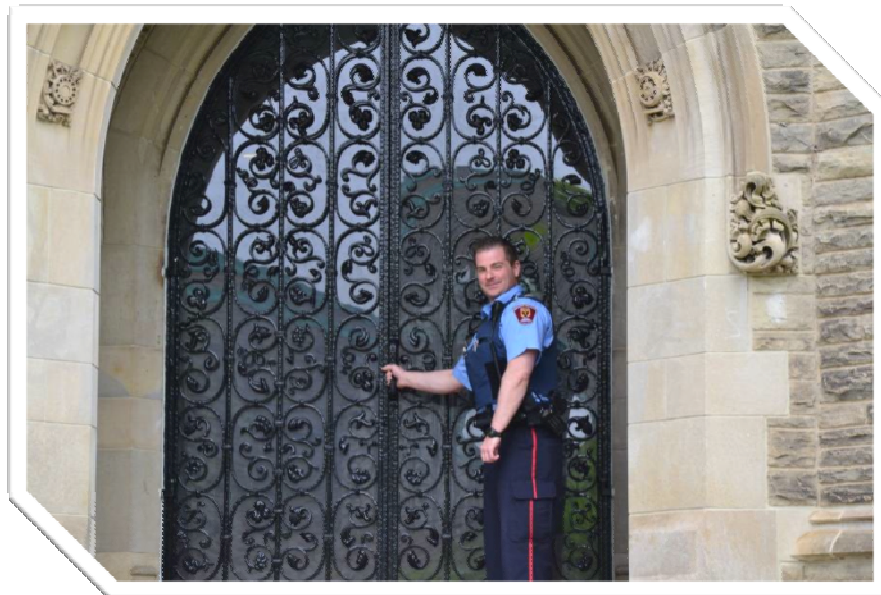
## Patrol Areas



Our Special Constables are responsible for providing security and policing services to a campus community comprised of approximately 7,000 faculty and staff and 24,000 undergraduate and graduate students.

The McMaster campus is composed of approximately 4,500,000 square feet of floor space on the

main campus . During the school year, roughly 3,700 people live on campus, in one of our twelve residence buildings. In the summer months, these facilities are regularly used to host large conferences. Our department also provides a full security service to off campus sites such as the Ron Joyce Business School in Burlington and the Downtown Centre.



## *Our Staff*

McMaster Security Services has a staff of 25, providing protection 24 hours a day, 7 days a week. There are three civilian dispatchers and twenty-two sworn Special Constables working in a variety of areas.

### ***Director Security and Parking:***

Terry Sullivan  
905-525-9140 ext 23372  
[sullivan@mcmaster.ca](mailto:sullivan@mcmaster.ca)

### ***Security Manager***

Cathy O'Donnell  
905-525-9140 ext. 26060  
[odonnel@mcmaster.ca](mailto:odonnel@mcmaster.ca)

### ***Sergeant***

Ed Kennedy  
905.525.9140 ext. 23367  
[ekenned@mcmaster.ca](mailto:ekenned@mcmaster.ca)

### ***Sergeant***

Cameron Smith  
905.525.9140 ext. 23367  
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### ***Special Constables:***

Tammy Angelis  
[angelit@mcmaster.ca](mailto:angelit@mcmaster.ca)

Chris Clement  
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Sean Connolly  
[sconnol@mcmaster.ca](mailto:sconnol@mcmaster.ca)

Greg Hamilton (part time)  
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[hayterm@mcmaster.ca](mailto:hayterm@mcmaster.ca)

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David Noble  
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Robert Nunn - investigator  
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Krista Paolini  
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Tyler Rogers  
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Jim Smith (part time)  
[smitjam@mcmaster.ca](mailto:smitjam@mcmaster.ca)

Mark Smith  
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### ***Dispatchers:***

Cheryl Button  
[Cbutton@mcmaster.ca](mailto:Cbutton@mcmaster.ca)

Tama Clarke  
[beardwd@mcmaster.ca](mailto:beardwd@mcmaster.ca)

Emily Heikoop  
[heikooe@mcmaster.ca](mailto:heikooe@mcmaster.ca)

Tonya Prime  
[primet@mcmaster.ca](mailto:primet@mcmaster.ca)



## *Recruitment*

McMaster University and Security Services are committed to employment equity and to having a diverse team. We encourage applications from all qualified candidates, regardless of gender, race, or sexual orientation.

If a vacancy arises within the Security Services division, the vacancy is published on the [working@mcmaster](mailto:working@mcmaster) website. Applicants are able to apply online, further application processes may need to be taken if applicable.

All resumes are revised by the hiring manager. Any candidate who meets the following qualifications is invited to enter our hiring process:

- 21 years of age, minimum
- Canadian citizen or a permanent resident of Canada
- Have no criminal record for which a pardon has not been granted and no criminal charges before the courts
- Law and Security Diploma or equivalent
- A current and valid Ontario Association of Chiefs of Police (OACP) Constable Selection System (CSS) Certificate of Results (COR) or Ontario Police College Recruit training certificate
- Pass written skills and psychological tests
- Be able to pass medical/health/fitness exams
- Valid Ontario driver's license with full driving privileges
- Current First Aid & CPR
- Strong keyboarding and computer skills
- Strong knowledge in security and security systems
- Of good moral character and is trustworthy, tactful, personable, congenial & exercises good judgment
- Be physically and mentally able to perform the duties of the position, having regard to your own safety and the safety of members of the public
- Eligibility for Special Constable Status

A successful application involves the applicant to complete numerous steps in our hiring process. It begins with attending an information session about our department and the recruitment process at McMaster University. At this session, attendees need to provide proof of their minimum qualifications and submit a brief essay on a variety of topics related to community based policing in a university environment. Moreover, applicants are expected to complete a wide range of written tests that demonstrate their skills in the areas of general composition, aptitude, general law enforcement, and security knowledge. A successful completion of these tests is necessary in order to be considered for the next phase of hiring. Following, all successful applicants are rated, and top candidates are



invited back for a panel interview. Subsequently, a full background check is performed prior to an offer of employment.

Once a candidate has accepted a job offer, they are provided with further training including formal training during their 12-month probation period and on-the-job experience. This rigorous hiring process allows us to ensure that we are selecting the best candidates for our university policing environment.





## Professional Development



In 2011, McMaster Security Services Department continued with its ongoing commitment to professional development. The following includes various training sessions members of the department took part in throughout the year:

Training Description	Number of Attendees
<b>8<sup>th</sup> Annual summit on emergency and disaster planning - Toronto</b> A conference focusing on discussion of the latest high-level, practical case studies of school emergencies from around North America.	1
<b>Accessible Customer Service for Emergency Responders</b> A self-directed e-learning course produced in partnership with the Accessibility Directorate of Ontario (ADO), providing emergency responders with information to better assist people with disabilities and special needs.	1
<b>Active Shooter exercise</b> A full scale exercise involving emergency services responding to an active shooter scenario followed by a full debriefing. Participants critiqued by third party observers.	8
<b>Active Shooter lockdown drill</b> A squad level exercise requiring participants recognize an active shooter scenario and initiate a lockdown. Participants critiqued and debriefed by supervisor responsible for emergency preparedness.	15
<b>Block Training – Hamilton Police Service</b> Annual review of concepts and standards conducted by Hamilton Police Service.	8
<b>Crown Package Education</b> An overview of court paperwork and the quality of work expected. Constables were given scenarios and asked to create a Crown package that was then dissected and critiqued.	19

<b>Domestic Violence Investigations</b> A review of the procedures required during investigations involving domestic violence with an emphasis on elements presented by a University environment.	19
<b>Emergency Preparedness</b> An overview of general emergency response protocols within the campus environment.	20
<b>Exceptional Service training</b> A workshop designed to increase customer service skills.	21
<b>First Aid and CPR</b> Standard First Aid and Cardio Pulmonary Resuscitation training to Canadian Red Cross standards annually	21
<b>Forensic Evidence Collection – CPKN</b> This introductory level course examines investigations in which DNA may be used as evidence.	1
<b>Occupational Health &amp; Safety: Front line officer – CPKN</b> A course designed to ensure that frontline officers understand how health and safety is integrated into emergency and non-emergency events.	1
<b>Occupational Health &amp; Safety: Supervisor – CPKN</b> A course designed for supervisors to ensure they understand how health and safety is integrated into emergency and non-emergency events, with the ultimate goal of protecting their workers.	1
<b>Personal Protection Strategy for Infection Prevention and Control – CPKN</b> A familiarization with the use of PPS as a means to reduce the risk of contracting an infectious disease.	1
<b>Crown Packages &amp; Gangs – Hamilton Police Service</b> Lectures examining recognition of and response to gang activity and the effective completion of court paperwork.	4
<b>Customer Service Training – Gordon Graham</b> Understanding Customer service and how to maximize the concept using "GRECS, Graham's Rules for Enhancing Customer Service."	3
<b>Organizational Risk Training – Gordon Graham</b> An examination of organizational risk management to show what can be done today to avoid/minimize incidents from going wrong focusing on the "5 Pillars" of a successful organization.	3
<b>Health and Safety Basic training</b> An introduction to health and safety concepts and applicable legislation.	1
<b>Incident Management Systems</b> Understanding and applying the Ontario Incident Management System (IMS).	1



<b>Lockdown Emergency Review</b> A review of lockdown policies and procedures.	2
<b>Hydrogen Fluoride</b> An overview of first aid and safety procedures for incidents involving hydrogen fluoride.	1
<b>Executive Development Institute - IACLEA</b> A program to train current and newly appointed executives on law enforcement leadership and management topics pertaining to a campus environment.	1
<b>Mental Health 101</b> An examination of common mental health issues and appropriate responses.	4
<b>Mock Trial</b> Scenario based training where constables followed a criminal case from initial discovery through to court. Scenario culminated in a trial setting with instructors serving as members of the court. Participants were critiqued on each phase of the scenario.	19
<b>Leadership Training – OACUSA</b> A seminar introducing concepts and applications associated with effective leadership.	5
<b>OACUSA – Annual Spring Conference</b> “Looking Back – Moving Forward” hosted by Trent University and Fleming College . A four day event focusing on leadership, social media, citizen’s arrest, sexual assault and bill 168.	4
<b>Police Communicator Conference</b> Lectures and workshops examining current issues and trends in police communications and dispatch.	1
<b>QPR – Suicide prevention</b> Recognizing and responding to situations involving suicidal behaviour with a focus on early intervention.	4
<b>Special Constable Authority and Criminal Review</b> Annually special constables need to demonstrate a clear understanding of their roles and the statutes and legislations that they are empowered to enforce	19
<b>University Special Constable Course – Waterloo Police (2 weeks)</b> A two week course presented by Waterloo Regional Police focusing on Special Constable authorities for university special constables. Included are courses in Use of Force, Ethics, Communicable Diseases, Criminal Code Offenses, Prisoner Transports and Courts	2
<b>Use of Force Training – Hamilton Police Service</b> Annual refresher training completed by Hamilton Police Use of Force Branch. All staff must demonstrate effective and proper uses of all use of force options, asp batons, OC Spray, open hands and tactical	19



communication during this full day training session	
<b>WHMIS – Health and Safety</b> The Workplace Hazardous Materials Information System (WHMIS) is a comprehensive national system for safe management of hazardous chemicals which is legislated by both the federal and provincial jurisdictions. This training program ensures that all employees understand the safety precautions.	2



## *The Prime Minister's visit*

On August 3<sup>rd</sup>, 2011 Prime Minister Stephen Harper visited McMaster University. McMaster Constables provided perimeter security around University Hall, as well as escorts for the RCMP security detail in the days prior to the visit and during the visit. Parking Services did a great job directing and controlling traffic and ensuring a clear route in and out of the campus was available for the Prime Minister's motorcade. An complex operational plan was created to prepare for such a dignitaries visit.



As can be expected with any dignitary visit, McMaster experienced some peaceful protesters at the event. The operational plan for the event anticipated this and no action was required as protesters were peaceful.



## *Incident Rapid Deployment Drill*

Several officers participated in an Active Shooter scenario training exercise on 3 May 2011 with the Hamilton Police and Hamilton Fire and Hamilton Emergency Services.

The training scenario at Thode Library was used as an opportunity to train the University Crisis Management Group, in handling a significant crisis.



During the exercise, McMaster Constables fully deployed University policy and procedures on handling an active shooter on the campus and coordinating such a complex response with emergency services. The Communications Room conducted tests of all of the University's Emergency notification systems to support the training.

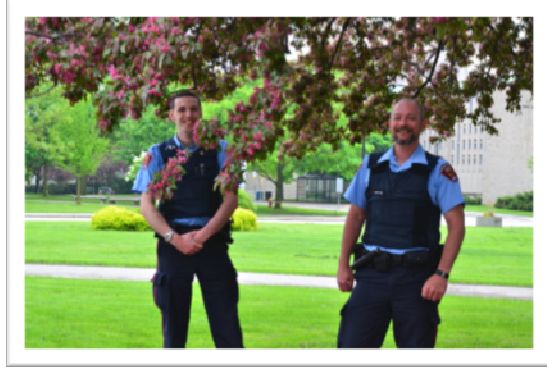


At the conclusion of the event, it was determined that the University procedures were sound. The communications centre was overloaded during the event and lessons learned from the exercise were the impetus for changes to the Text Message alert system and also for changes currently underway to the Communication Centre itself.



## *Uniforms and Equipment*

McMaster Security Services purchases uniforms and equipment from the Hamilton Police Service. This arrangement commenced in 2006 and has proven to be efficient for both services. Not only does this partnership reduce costs for McMaster University, it allows us to supply equipment to new recruits and replacement uniforms to existing officers without external procurement. This agreement offers consistency and quality service to our staff.



McMaster Special Constables are dressed in navy blue pants with red stripes and light blue shirts. Additionally, officers are supplied with both internal or external carriers for their body armour and two different styles of jackets for winter and summer months.

Personal equipment includes handcuffs, asp batons, and oleoresin capsicum spray (pepper spray). Our officers attend 'use of force' training provided by the Hamilton Police Service every year to maintain qualifications with the use of this equipment.

## *Bicycles*

All officers with McMaster Security Services are encouraged to join the bicycle patrol unit. Presently our bicycle unit consists of 8 Special Constables. All of our constables who patrol bicycles have undergone extensive bicycle training with the Hamilton Police Service. This training teaches the constables how to use their bicycles as weapons and use in crowd control among other things.



on

Our bicycle patrol unit operates 24 hours a day, 365 days a year; this is also based on weather conditions as heavy snow, ice, and extreme temperatures can lead to difficult riding conditions. Bicycles allow for decreased response times and increased visibility on campus. Bike officers are heavily relied on during the summer months, which allow us to better control our fuel mileage in an effort for reduce budgetary costs and support campus sustainability initiatives.

Our bicycle program is extremely beneficial for travelling around our 300 acre pedestrian friendly campus. Many areas of our campus cannot be patrolled or accessible to vehicle traffic. Our bicycle officers also find that patrolling the campus by bicycle allows them better contact with the community and more approachable.

## *Vehicles*

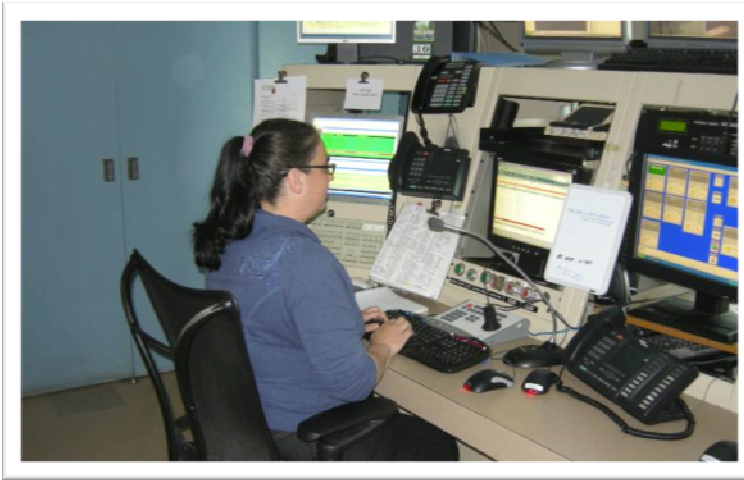
McMaster Security Services uses two vehicles for patrol duties. In 2008, a new Ford Hybrid was purchased as a security patrol vehicle. This proved to be a successful venture because there were significant savings seen in fuel consumption, as well, this initiative was widely accepted by the campus community. In 2009, a Chevrolet Malibu Hybrid was purchased to replace an aging Chevrolet Impala.



According to results from 2009, further savings through using only hybrid vehicles as patrol vehicles were found as expected. Using Hybrid vehicles contributes towards our goals of lowering costs and decreasing our carbon footprint which keeps us proactive in McMaster's sustainability vision.



## *Communication Centre*



The McMaster University Security Communications Centre is always a hub of activity. This area is an integral part of our department. With the expertise of four full-time dispatchers, a variety of systems are monitored for the campus ensuring that all are safe and secure. Some of these systems are:

- RBH Axiom V Enterprise Access Control – card access and security systems
- Siemens Insight – used to monitor all fire and building operating systems
- Emergency Phone Systems
- Pelco Camera systems - monitoring 400+ CCTV cameras at various times
- Zeag Parking Gate System – after hours use

During an average day, it is not unreasonable for a Dispatcher to have acknowledged at least 1000 radio, phone calls and alarm points. At the same time, they will be monitoring numerous cameras displayed on five different monitors around the dispatch area while triaging and assist a continual stream of people who visit the Security office to seek various kinds of assistance.

Currently we are upgrading our communication centre to increase our efficiencies through the use of integrated technologies. The communication centre project includes the redesign of the existing centre, installation of new ergonomic work stations, and complete integration of all security systems. Work is scheduled to be completed in 2012 after year of planning.





## *Radios*



In addition to working with these various computer systems our communication centre has the responsibility of monitoring a Radio Base set that has five different radio frequencies serving various areas and operations of the University.

All campus radios are equipped with an E911 button. When needed this button can be activated by the user, which will lock the radio's communication into our dispatch centre. The

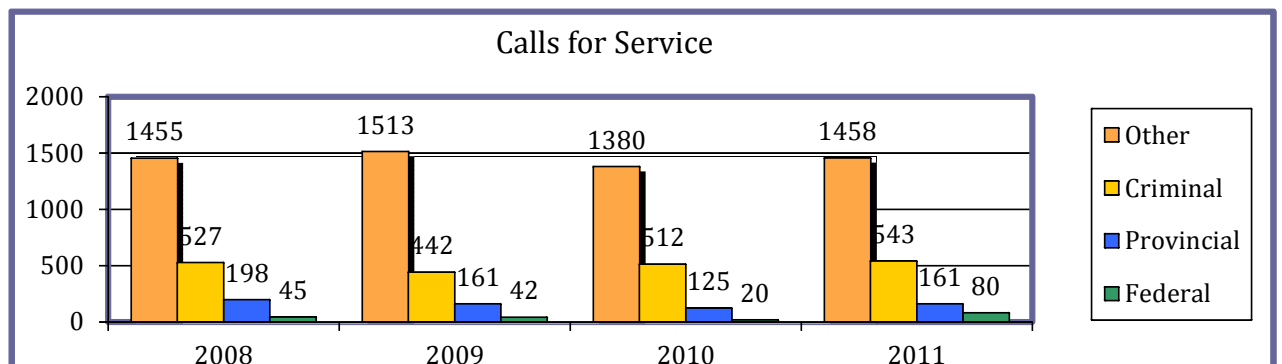
radio immediately identifies in our centre, so we know who has activated the button and who potentially requires immediate security assistance.

Our radio system on campus incorporates radios from a variety of areas including Facility Services, Library Services, Emergency First Response Team, Athletic and Recreation Centre, Security at the Ron Joyce Centre, Parking Services and Security Services.

## Statistics

In 2011 Security Services filed 2242 incident reports. 784 of those were legal infractions, either through federal or provincial statutes or criminal incidents. The remaining were university related items such as the following:

- Alarm responses – 76
- By-law infractions – 15
- First Aid Assistance – 606
- Fire Alarms – 138
- General Assistance – 85
- Demonstration – 2
- Motor Vehicle Collisions/Offenses – 47
- Safety and Liability Incidents – 17
- Security Observations – 66
- Service Malfunctions – 96
- Surveys – 49
- Suspicious Events – 54
- University Regulations – 160



## *Criminal Incidents*

Security Services conducted 543 investigations under the Criminal Code of Canada during 2011. This is an increase of 31 from 2010. Break and Enter/Attempts increased by 15 incidents and harassment/sexual harassment increased by 18 incidents, however Impaired driving decreased from 4 to zero incidents.

Hamilton Police are notified of all major incidents and collaborate in the investigations as necessary as per our Special Constable working agreement.

	2008	2009	2010	2011
Assaults Total	29	30	29	24
Bomb Threats	0	0	1	1
Breach of Recognizance	3	3	3	2
Break and Enter/Attempts	26	10	5	20
Disturbances	19	12	8	10
Frauds Total	18	10	10	10
Harassing Phone Calls & Email	9	5	18	1
Harassment/Sexual Harassment	17	11	5	23
Impaired Driving	2	2	4	0
Inciting Hate	2	3	2	4
Indecent Act	2	2	2	2
Mischief	112	107	77	83
Obstruct Peace Officer	4	1	0	1
Possession of Child Pornography	2	0	0	0
Public Mischief	4	0	0	0
Robbery	1	0	2	2
Sudden Death & Attempt	2	0	0	0
Theft/Possession	258	239	335	351
Threatening	15	5	11	9
Weapons Offences	2	2	0	0
Totals	527	442	512	543

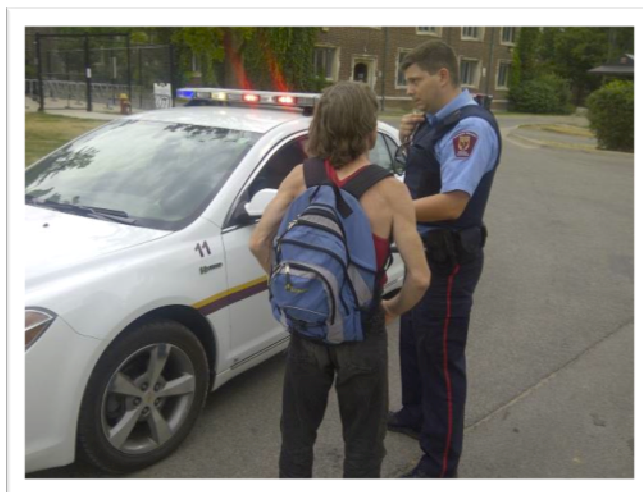
## *Courts*

In 2011, McMaster Security Services filed 10 court cases involving the following criminal charges:

<b>Criminal Charges</b>	<b>Number of charges filed</b>
Assault - Level 2	1
Possess Prohibited Weapon	1
Use Forged Documents	1
Mischief	2
Obstruct – Peace Officer	1
Theft – under \$5000.00	3
Fail to comply	1

Many of our criminal incidents involve students who have violated the regulations outlined in the Student Code of Conduct and Residence Code of Conduct. Together, these codes were created to promote the safety and security of all students in the McMaster Community, to encourage respect for their own and others' property, and the Canadian Law.

Minor offenses are investigated and adjudicated as required by the Student Affairs Investigating Officer. Major Offenses may result in a hearing with the Judicial Administrator. Any student found in violation of these acts can face the following sanctions: written warnings, community service, behaviour contract, fine, suspension, or eviction.



## *Provincial Statutes*

	2008	2009	2010	2011
<b>Liquor License Act</b>	<b>101</b>	<b>84</b>	<b>56</b>	<b>83</b>
- Intoxicated in Public	12	6	3	2
- Have or consume in public	43	53	28	32
- Alcohol accessible to driver	0	2	1	1
- Public Nuisance	0	0	1	0
- Possession of alcohol	2	0	0	0
- Re-Enter licensed Premises	0	0	0	2
- Presenting as Evidence (false id)	0	2	2	5
- Under 19 years	44	23	21	41
<b>Trespass to Property Act</b>	<b>78</b>	<b>64</b>	<b>60</b>	<b>65</b>
- Enter when prohibited	14	16	10	19
- Fail to Leave	51	39	35	35
- Prohibited Activity	10	3	6	4
- Trespass at night	1	0	0	0
- Trespassing	2	6	9	7
<b>Mental Health Act</b>	<b>19</b>	<b>13</b>	<b>9</b>	<b>13</b>
<b>Totals</b>	<b>198</b>	<b>161</b>	<b>125</b>	<b>161</b>

## *Federal Statutes*

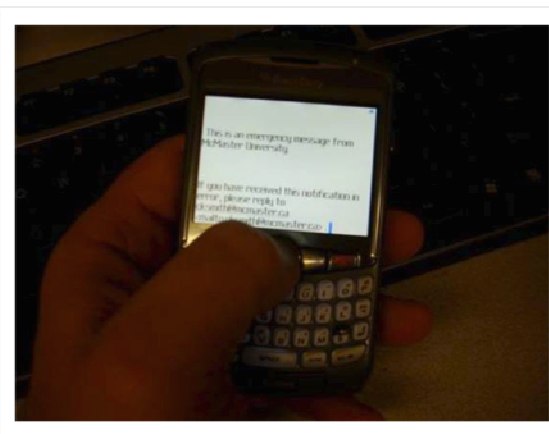
	2008	2009	2010	2011
<b>Possession &amp; Trafficking of Drugs</b>	<b>45</b>	<b>42</b>	<b>20</b>	<b>50</b>
- Trafficking Cannabis	1	0	0	3
- Possession Cannabis	44	42	18	43
- Possession other drugs	0	0	2	4
- Possession Restricted Drugs	0	0	0	0

## *Emergency Alert Systems and Emergency Notifications*



Sirens were installed in 2008 and were first tested for in 2009. The “wail” sound of the siren is an indication for “lockdown” and its voice messaging capability can be used for other emergencies as well. These sirens will continue to be tested annually. Plans are also underway to expand our current siren system to put boosters in some buildings where the sirens cannot currently be heard from inside the building.

Campus Information Screens are currently installed in some areas of the campus, such as residences and libraries. We are in the process of selecting a vendor to expand the network of LCD screens campus wide. When complete, all screens on campus will be configured to receive and display emergency alerts and instructions from Security.



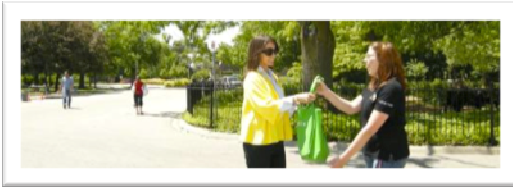
The notification system has been implemented for several years at McMaster in order to communicate with first responders and crisis managers. Students who wish to receive emergency notifications via text message are able to provide their cellular phone number through MUGSI. We currently have 3560 students and 1100 staff registered for this service.

In November 2011 we replaced the Everbridge system with a new system from Siemens SygnalAlert. The new system is more robust in terms of message sending capabilities, and has better functionality getting messages out to the various cellular phone carriers in the Canadian market. Additionally, the interface our staff uses to send messages is far simpler and easier to use than the old system it replaced. In the event of an emergency, McMaster Security Services or a delegated University Manager will be able to send a message to those enrolled in the system. Emergency messages are sent on a large scale via e-mail to all McMaster accounts and SMS/text message to cellular phones.



# Crime Prevention

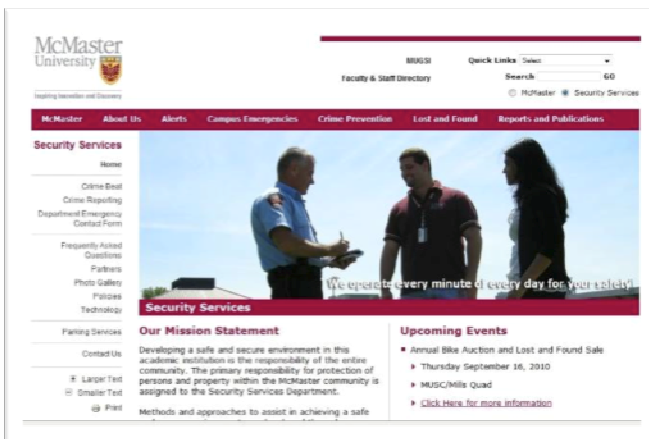
## Lost and Found



Security Services is the Lost and Found Centre for the McMaster campus where thousands of items are handled annually. All items are catalogued and entered into our database by our Lost and Found Students. These students examine all found items to determine if an owner can be identified. As well, we maintain a list of items that have been reported as lost and attempt to reconnect the items with their proper owners through information provided to use via an online “Lost Report” available on our website. This online form was initially implemented in 2007 and has significantly assisted our department in providing more efficient customer service.

In 2011, we handled over 2300 property items and 1300 lost item reports. We were able to return 360 found items to their rightful owners. Items that are unable to be returned are donated to various charities or are sold at our annual Lost and Found sale that is held in September. All proceeds from this sale are used to support Campus Crime Prevention Programs.

## Webpage



Security Services has an active webpage with over 100 pages of resources available to the McMaster Community. Our website continues to provide an opportunity for people to get practical information whenever it is convenient for them as well as offering answers to frequently asked questions, online crime reporting, anonymous reporting, and the reporting of lost items.

The crime prevention is the website’s most active aspect because it houses all of our research material and publications, including brochures that are updated regularly. We also offer online education in the areas of drugs, alcohol, identity theft, and counter currency detection.

<http://security.mcmaster.ca/>



## *Constables in Residence Program*



In 2011 Security Services and Residence Life staff kicked off the second year of the Constable in Residence Program. The purpose of this community based policing initiative is to strengthen the sense of community between residents and their security department.

The program, which began in the summer of 2010, partners a special constable with each of the six residence managers. Constables attend residence functions, provide

educational programs and work closely with the Residence Life Staff.

Six constables and all six Residence Managers volunteered to take part in this program. The group met during the summer and created training programs and promotional material. In September the program was introduced to the residence community as part of their residence opening ceremonies. In December all twelve participants and management from both departments met to assess the program to date and set goals for the second semester. At the end of the year, program facilitator Ian Holley accepted a position in the Security department as an investigator, which necessitated a change in program leadership. Sean Connolly took over the facilitator's role, and will lead the program into the 2012-2013 school year.

The participants in this program were

S/Cst Ian Holley  
S/Cst Krista Paolini  
S/Cst Aaron Jeffery  
S/Cst Chris Clement  
S/Cst Sean Connolly  
S/Cst Erik Ingerman

Brent Rohrer  
Melissa Steadman  
Payge Mildebrath  
Beau Frigault  
Kristin Lennan  
Brittany Gawley



## *Diversity Constable Program*

In order to keep up with what appears to be the main communication system used by our student population, the Diversity Constable created a page on the website “facebook (FB)” on August 3<sup>rd</sup> 2011. The aim of this page was introduce DC to executives and members of Diverse Cultural Groups on Campus. This was done by gaining “FB friends” writing on “walls” of group pages, and gaining access to closed group pages as well. This allowed Diversity Constable to find out about upcoming events that had been posted on walls, and to gain contact info quicker and easier. This initiative was a huge success as the Diversity Constable was able to gain access, advertise and communicate on the walls of the following groups:

- Serbian
- German
- South Asian
- African
- Latin American
- Ismaili
- Italian
- Ukrainian
- Taiwanese
- Croatian
- Japanese
- Tamil



The Diversity Constable was invited to and attended its first general meeting of a cultural group on Wednesday September 14. The group had several questions regarding rules & regulations on Campus relating to their upcoming fundraising events. They also were inquiring on City of Hamilton Bylaws and Liquor License Laws in this regard as well. This was an unexpected benefit of the Diversity initiative, as Diversity Constable opened some lines of communication with Hamilton Fire and City Bylaw Officers. Student organizations of any kind consulting with McMaster Security for advice **before** holding a fundraiser or event with a liquor license gives us an opportunity to possibly avoid problems before they start.

Throughout the academic year of 2011-2012 Diversity Constable continued to communicate with cultural groups on campus and attend various meetings and events hosted by these groups.

Overall by increasing communication and visibility at events, the program was successful in maintaining and enhancing the Service’s community-based policing focus. In 2011-2012 Diversity Constable Program improved communication, enhanced involvement with our communities, developed stronger relationships/partnerships, and focused on proactive and collaborative policing.



## *Designated Driver Program*

twelveEighty  & Security & Parking Services

PRESENTS

TWELVEIGHTY'S

**DESIGNATED DRIVER PROGRAM**

FREE PARKING PASSES FOR DESIGNATED DRIVERS

+

FREE PARKING PASSES FOR DRIVERS WHO LEAVE THEIR CARS IN THE PARKING LOT OVERNIGHT

\*PLEASE SEE A TWELVEIGHTY EMPLOYEE FOR DETAILS ON HOW TO PARTICIPATE

\*\*ONLY APPLIES ON TWELVEIGHTY CLUB NIGHTS



twelveEighty  MSU  

A new program for 2011, the Designated Driver program is a partnership between Security Services and the McMaster University Student Union. The program encourages patrons of the campus bar to bring a designated driver by providing free parking. Patrons of the bar are also provided with free parking if they chose to leave their car parked overnight and seek alternate transportation home.

## *Technologies*

As technology advances and new products come to the marketplace, McMaster University Security Services in conjunction with the University Technology Services, actively attempt to expand and improve our resources in order to prevent crime and perform investigations.



Over the past twelve months the following have been completed in the area of technology:

- 32 access points, Library was added to the campus Axiom network.
- 12 access points, School of Arts
- 31 access points, RJC
- 15 access points, Stadium
- 67 CCTV cameras.

An access point is a security measure such as a card reader or door alarm; these provide additional security to an area and assist us in elimination of keys which provide better access control. Input points are those that monitor computers or other pieces of equipment and send an alarm signal if they are disconnected, tampered with or the item is moved.

An excellent security system has been improved with the addition of CCTV cameras. During 2011, 67 additional cameras have been added to campus for monitoring purposes by security services. This brings the total number of cameras available for viewing and recording to 543.

## *Associations*

In order to continually be up to date on the environment around us, Security Services maintains active memberships in a variety of associations. In 2011, members of the department were also members in the following associations:

### ***International Association of Campus Law Enforcement Administrators (IACLEA)***



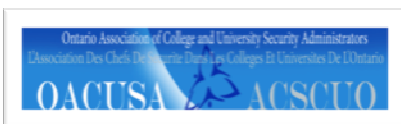
IACLEA is an association that advances public safety for educational institutions by providing educational resources, advocacy, and professional development services on an international level. McMaster Security Services has one member of this association who attends annual conferences in order to share information with other campus law enforcement agencies.

### ***Ontario Association of Chiefs of Police (OACP)***



Security Services holds a membership in the OACP. This membership provides an invitation to an annual conference which is held each June and provides the members with an opportunity to debate and discuss current issues, participate in seminars, and receive reports from operating committees outlining programs and projects carried out within the Province. Conferences provide an opportunity for professional training and development. Is it the voice of Ontario Police leaders.

### ***Ontario Association of College and University Security Administrators (OACUSA)***



McMaster Security Services has an institutional membership in OACUSA as well as two associate members. OACUSA is an organization that strives to promote a safe and secure learning and working environment and to enhance the safety of persons and security of property at Ontario Colleges and Universities. This Association is made up of approximately 70 members from colleges and universities from across Ontario. This group meets semi-annually to share information and provide a forum for guest speakers and additional learning. Presently Terry Sullivan is holding the executive position of President of this Association.