



McMaster Security Services

2012 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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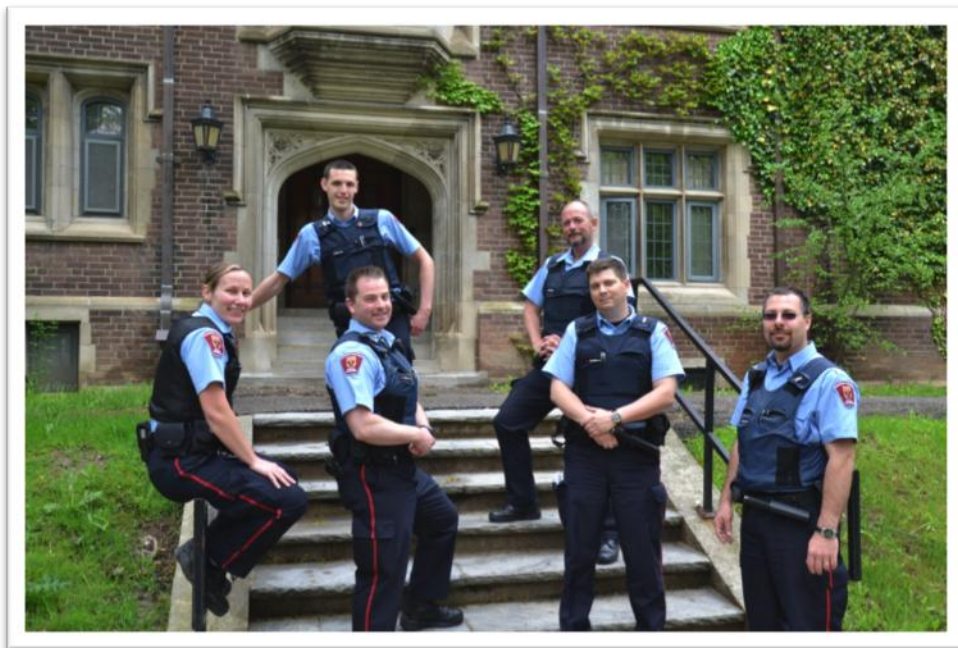


Introduction

2012 was a momentous and exciting year for McMaster Security Services. It was the year of the creation of a secondary dispatch location, the construction of a new and enhanced Communication Centre, and the celebration of McMaster University's 125th Anniversary.

McMaster has been referred to as a community within a larger community. The campus is located in the west end of the city of Hamilton on 300 acres. Over the past 83 years, since its relocation to Hamilton, it has expanded from six buildings to 56 buildings. These buildings include teaching and research buildings, as well as a nuclear reactor, and 12 residences for 4,000 students. Our daily population averages approximately 38,000 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 the values and goals of the entire organization. Every 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 26 staff consisting of: a director, a security manager, three sergeants, an acting sergeant, an investigator, 9 full time special constables, 7 part-time special constables, and 3 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 are highly trained and are 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 2nd 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 direct 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 to enforce the Criminal Code of Canada, Federal and Provincial statutes, as well as Municipal By-Laws on the University Campus and Board of Governor's bylaws and regulations.

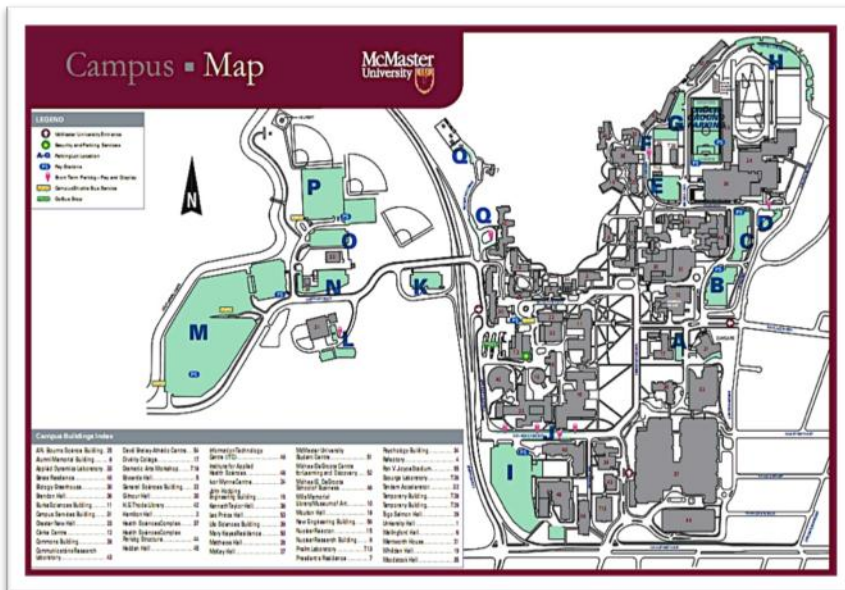


Protocol with Hamilton Police Service



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 any serious criminal incidents. Hamilton Police also supports our department by providing a wide range of mandatory and voluntary operational training programs.

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 22,000 undergraduate and graduate students.

The McMaster campus is composed of 300 acres of

property and 56 buildings; this amounts to approximately 4,500,000 square feet of floor space. 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 in Hamilton.



Our Staff

McMaster Security Services has a staff of 26 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
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A/Sergeant

Melanie Hall
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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 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
- Has 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 this session, all successful applicants are rated, and top

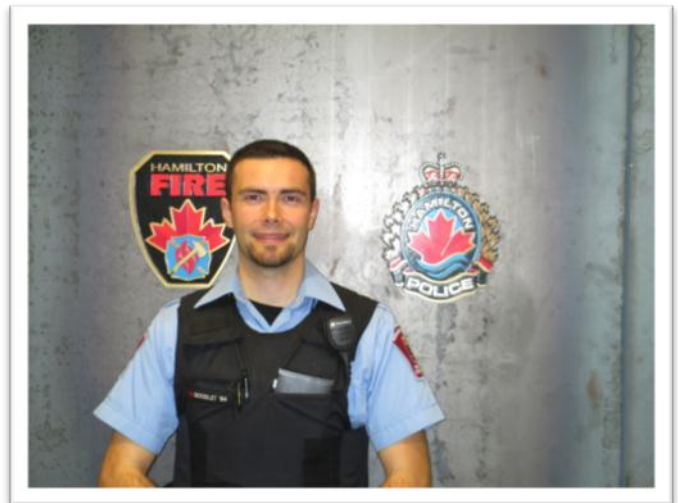


candidates are invited back for a panel interview. Subsequently, a full background check is performed prior to an offer of employment.

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.



S/Cst Jack McFarland 2012 hire



S/Cst Jeff Goodlet 2012 hire



S/Cst Svetlana Mrzic

Professional Development



In 2012, 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
Advanced Patrol Training - CPKN An online course providing advanced training in patrol procedures including note taking, arrest procedures, and officer safety.	2
Accessible Customer Service for Emergency Responders An online course by Emergency Management Ontario.	1
Accessibility for Ontarians with Disabilities Act A familiarization with the Accessibility for Ontarians with Disabilities Act and relevant University policies and procedures.	2
Anti –Terrorism Seminar - CSIS An overview of terrorism and how it relates to the local area.	2
Axiom Review A review of the University's Axiom Security Monitoring system.	23
Basic Campus Crime Prevention Conference – 3 days National Crime Prevention Council conference on establishing and running effective crime prevention programs and strategies.	1
Basic Electricity – Health and Safety An examination of electricity and related safety procedures.	1
Basic Investigation Skills - CPKN An online course covering note taking, interviewing, crime scene management and warrants.	1
Canadian Criminal Real Time Identification Services - CPKN An online familiarization with the service.	1



CBRN Awareness An online overview of Chemical, Biological, Radioactive, and Nuclear safety procedures.	1
CEMC – CBRNE Basic An online course examining the first response role in a Chemical, Biological, Radioactive, and Nuclear safety (CBRN) emergency.	1
Coach Officer Training - CPKN An online course in coaching new employees, specifically in a policing role.	1
Counterfeit Travel and Identity Documents - CPKN An online course on recognizing counterfeit travel documents.	1
Critical Incident Stress Management - CPKN An online overview of critical incident stress management for first responders.	1
Dealing with Parolees - CPKN An online training video examining the various requirements involved when dealing with parolees.	1
Domestic Violence & Risk Assessment Tool A familiarization with domestic violence concerns and use of the risk assessment tool recommended by the Office of the Chief Coroner of Ontario through the Domestic Violence Death Review Committee	23
Drug Education – Hamilton Police An overview provided by the Hamilton Police Drug Unit on current trends in drug use, manufacture and trafficking with specific attention to drug related activity at McMaster.	23
Due Diligence A review of due diligence practices and procedures as it relates to McMaster's Health and Safety Plan	23
Ergonomics An introduction to ergonomic concepts in the workplace.	3
Federal Parolees and the Community Corrections team - CPKN An online familiarization with the team and the service they provide.	2
Fight Fraud on the Front Lines - CPKN An online course on recognizing fraud.	2
Fire Extinguisher Training A review of fire procedures including deployment of a fire extinguisher in a simulated fire.	23
First Aid and CPR Annual recertification in first aid and CPR.	17
Frontline Supervisor Course - CPKN A four part online course with content provided by OPC. Course covered domestic violence, organizational skills, performance management, and leadership.	4

General Investigative Techniques (GIT) – Ontario Police College A combination of online and in class learning focusing on investigations. In class portion taught by HPS.	2
Hamilton Police Service - Block In Service Training 2011/2012 Annual review of concepts and standards conducted by Hamilton Police Service. Topics included Aboriginal Awareness, Bomb Threats, Case Law Updates, Compassion Fatigue/Vicarious Trauma, Criminal Investigations, Photo Line ups, Preventing Officer-Involved Collisions, and SIU Awareness.	17
Hamilton Police Service - Block In Service Training 2012/13 Annual review of concepts and standards conducted by Hamilton Police Service. Topics included Quality Service, Harassment, and Extremism, Characteristics of an Armed Person, Public Order & Protests; Fraud; Feeney Warrants; Criminal Investigations and Case law.	6
Health Physics An overview of monitoring and safety for areas involving the use of radiation.	3
Hobble Restraint Training An online video reviewing the proper application of hobble restraints.	1
Human Trafficking – CPKN An online overview of current trends in human trafficking and the applicable laws.	2
Hydrogen Fluoride A refresher on hydrogen fluoride policies and procedures.	23
Identifying Staged Collisions - CPKN An online course to assist officers in recognizing staged collisions.	2
Immix Introduction An introduction to the Immix system, new alarm management software.	23
Media Awareness & Public Perception - CPKN An online training video examining current media trends.	1
Milestone Introduction An introduction to the new Milestone camera management software.	23
Mould Awareness – Health & Safety A course designed to assist health and safety reps in recognizing mould issues and proper clean up procedures.	1
New Employee Orientation A day of training where new employees are introduced to the services available on campus.	3
OACUSA - Ontario Association of College and University Security Administrators – Guelph A 3 day conference on the following topics – Triaging and Managing Domestic Violence Incidents, Domestic Violence Investigations, the Next Generation of Students, Lessons Learned from Drug Related Deaths	4

OACUSA - Ontario Association of College and University Security Administrators – Kitchener A one day conference on student conduct, social media, and alcohol on campus.	2
Occupational Health & Safety: Frontline Officer - CPKN An online course examining health and safety issues for frontline officers.	17
OACP - Ontario Association of Chiefs of Police – Stratford Seminar A one day seminar on Domestic Violence Investigations and recommendations from the Office of the Chief Coroner of Ontario through the Domestic Violence Death Review Committee	3
Pelco Review A review of the current camera management software.	23
Powers of Arrest - CPKN An online video reviewing arrest authority.	1
Responding to Victims of Identity Crime - CPKN An online course focused on the needs of victims of identity crimes.	1
Safe Schools Seminar – Buffalo NY A one day seminar on bullying: insights and tools for gaining control in the classroom.	1
Seized Firearm Safety - CPKN An online course reviewing the safe seizure and processing of various firearms.	2
Slips, Trips, and Falls An examination of safe work practices to avoid slip, trip, and fall injuries	2
Sovereign Citizens - CPKN An online course examining the Sovereign Citizen movement.	1
Special Constable Authority Review A review of all laws and legislation that are enforceable under McMaster special constable authority.	20
Stolen Innocence - CPKN An online course examining child exploitation.	3
Sygnal Alert – Emergency Call out system A review of the procedures for using the Sygnal Alert call out system.	23
Teen Brain Workshop – HPS A workshop examining how teenagers think.	1
Terrorism: A New Dimension in Front Line Policing - CPKN An online course examining the effects of terrorism on policing.	1
University Special Constable Course – Waterloo Police (2 weeks) A two week course presented by Waterloo Regional Police focusing on Special Constable authorities for university special constables. Included were courses in Use of Force, Ethics, Communicable Diseases, Criminal Code Offenses, Prisoner Transports, and Courts	4

Use of Force Certification – Hamilton Police Service A 3 day course taught by Hamilton Police to teach officers to use force options, make decisions under stress, understand the laws pertaining to use of force, and the use of force continuum.	3
Use of Force – Recertification – Hamilton Police Service 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 communication during this full day training session	20
Violent Crime Seminar – Hamilton Police An examination of violent crime trends, police responses and investigations with HPS Action Team	4
Violence in the Workplace – Online An online course designed to assist in recognizing and responding to workplace violence.	1
Violence Risk Assessment and Management – Level 1 A 5 day course studying violence risk assessments with a focus on creating comprehensive reports using a standard language and tools	3
WHMIS – Core 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.	23
Wise Up to Counterfeiting - CPKN An online course on recognizing counterfeiting for police officers.	1
Youth Response Workshop – HPS A workshop focused on working with youth in the community	1

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 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 this equipment.

Bicycles

In 2012, Security purchased 2 new Specialized Rock Hopper patrol bikes. The older patrol bikes were placed on auction to members of the McMaster community.

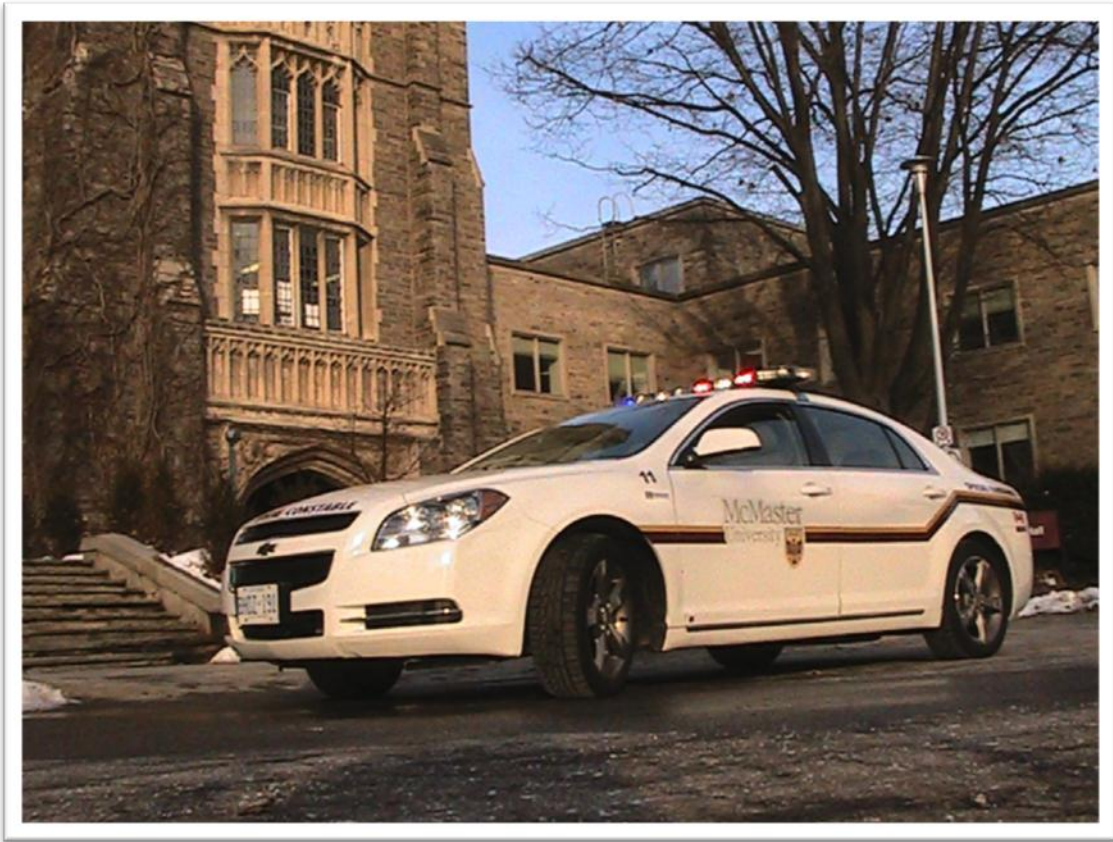
All officers with McMaster Security Services are encouraged to join the bicycle patrol unit. Presently our bicycle unit consists of 8 Special Constables. All of our constables who patrol on bicycles have undergone extensive bicycle training with the Hamilton Police Service. This training teaches the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



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.

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



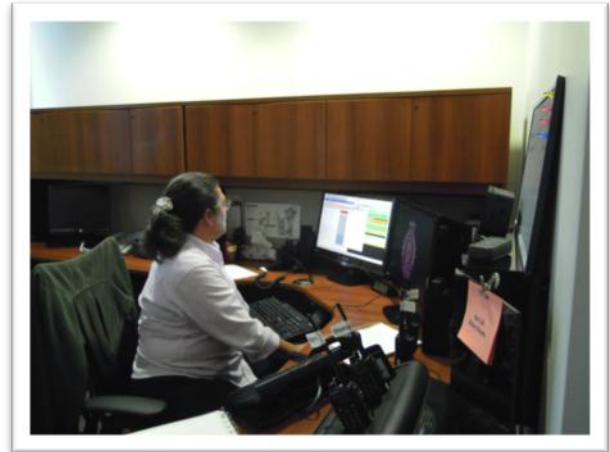
McMaster Security Services uses two vehicles for patrol duties. In 2008, a new Ford Hybrid was purchased as a security patrol vehicle. This proved to be a successful venture because there were significant savings seen in fuel consumption, additionally, this initiative was widely accepted by the campus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

In 2012, Security created a secondary dispatch location in a remote location. This secondary location permits redundancy in work locations if needed in the event of an evacuation.

This secondary location was placed in fulltime operation for 4 months during the massive redesign of the Security Communication Centre.



The Security Communication Centre was last updated in 1994. In the past 18 years new equipment and computers have been added to this room causing the room to be congested and ergonomically ineffective. The systems were all standalone systems which required the staff in the room to be familiar with a number of different programs.

For the past 3 years Security Services has been working with University Technology Services to create an enhanced and integrated communication centre for Security Services.

In 2012, the contract was awarded to Power Access to complete the project. This project encompassed the following areas:

Renovations – Working with Facility Services, the current communication centre in ET Clarke - room 201 was gutted and all systems removed. Meters of unnecessary wires were removed from the room, as well as the timeworn heating system and subsequent bulk head.

New heating and air conditioning units were installed. A separate communication closet for all technologies was created and equipped with its own cooling unit for improved conditions for the equipment, and to provide a necessary sound barrier for the operators. Dimmable LED lighting was installed for the operators so they can customize their work area.

Equipment – Ergonomics and functionality were the key components to this project. A fully customizable desk was installed so the operator can adjust it according to their size and comfort. A large video display wall was installed for superior viewing of campus cameras, and allows for customization based on the needs of the day.



Due to the large video wall and communication closet, the room was reconfigured to face north which allowed for natural light into the room.

Technologies – A new software program was purchased to integrate and manage all security systems into one management software. This software allows for daily duties to be programmed to prompt the operator to complete, such as system and camera tests.

It displays all active alarms and is integrated into systems to bring up past (30 second) recordings of cameras in area of incident.



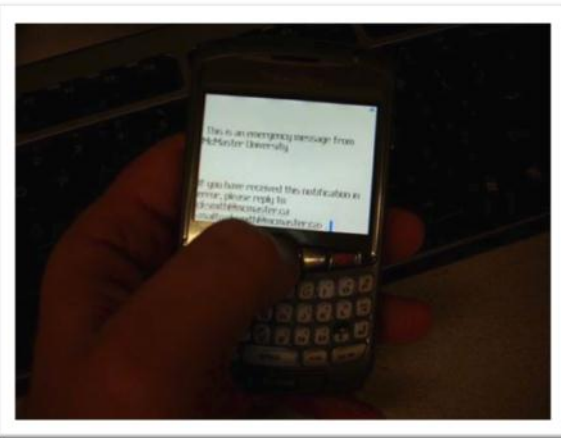
Design Team: Terry Sullivan, Cathy O'Donnell; *Security Services*; Glen Amis, Gareth Williams; *University Technology Services*, Scott Simpson; *Facility Services*, Gord Garbutt, Don Garbutt; *Power Access*.

Emergency Alert Systems and Emergency Notifications



Sirens were installed in 2008 and were first tested in 2009. The “wail” sound of the siren is an indication for “lockdown” and its voice messaging capability can also be used for other emergencies. These sirens will continue to be tested annually. Additional plans are 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 Services.



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 SignaAlert. 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 more simple 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.

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

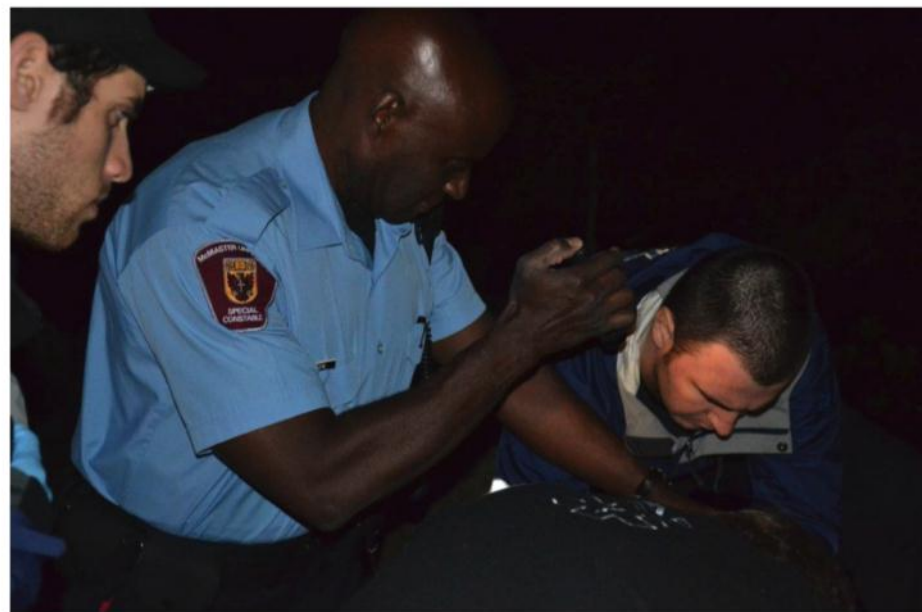
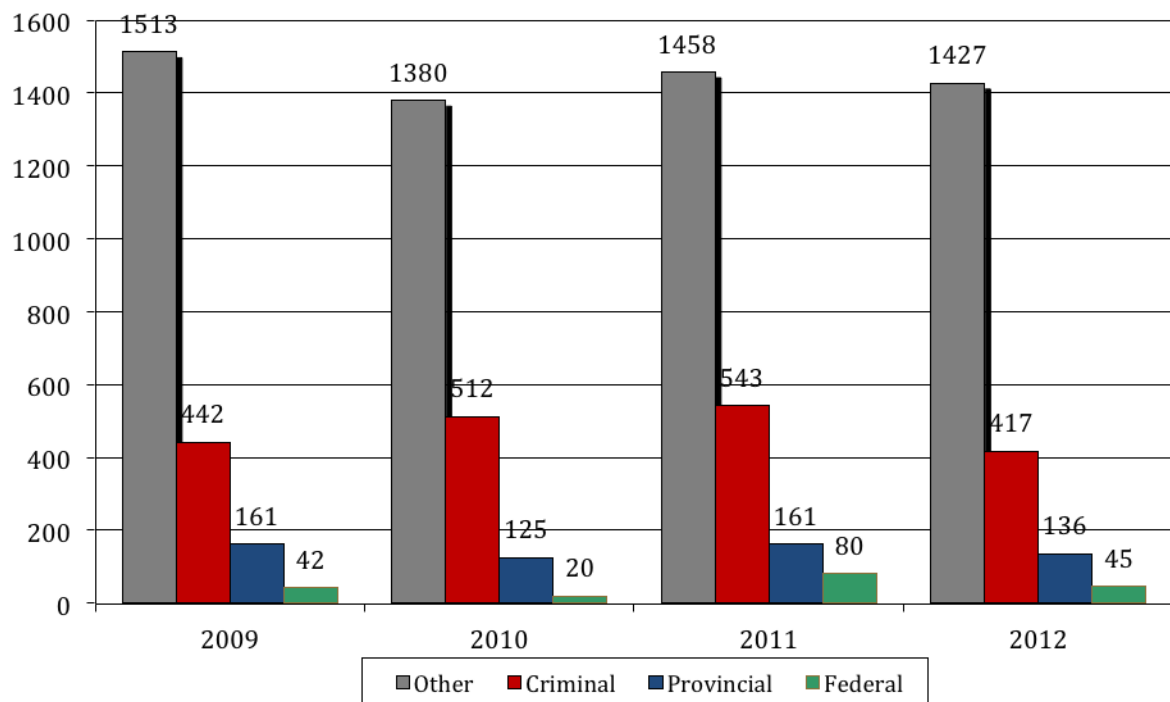
Statistics

In 2012, Security Services filed 2025 incident reports. 676 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 – 29
- Assistance - 83
- By-law Infractions – 17
- First Aid Assistance – 531
- Fire Alarms – 123
- General Assistance – 85
- Demonstration – 2
- General Damage – 28
- Missing Persons - 4
- Motor Vehicle Collisions/Offenses – 50
- Safety and Liability Incidents – 23
- Security Observations – 85
- Service Malfunctions – 90
- Surveys – 53
- Suspicious Events – 60
- University Regulations – 166



Calls for Service



Criminal Incidents

Security Services conducted 417 investigations under the Criminal Code of Canada during 2012. This is a decrease of 126 incidents from 2011. Thefts decreased by 93 incidents, Break and Enter/Attempts decreased by 14 incidents, and Harassment/Sexual Harassment decreased by 13 incidents, however Harassing Phone Calls & Email increased from 1 to 6 incidents.

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

	2009	2010	2011	2012
Assaults Total	30	29	24	19
Bomb Threats	0	1	1	1
Breach of Recognizance	3	3	2	2
Break and Enter/Attempts	10	5	20	6
Disturbances	12	8	10	8
Frauds Total	10	10	10	7
Harassing Phone Calls & Email	5	18	1	6
Harassment/Sexual Harassment	11	5	23	10
Impaired Driving	2	4	0	1
Inciting Hate	3	2	4	1
Indecent Act	2	2	2	1
Mischief	107	77	83	87
Obstruct Peace Officer	1	0	1	1
Possession of Child Pornography	0	0	0	0
Public Mischief	0	0	0	0
Robbery	0	2	2	2
Sudden Death & Attempt	0	0	0	1
Theft/Possession	239	335	351	258
Threatening	5	11	9	8
Weapons Offenses	2	0	0	0
Totals	442	512	543	417

Courts

In 2012, McMaster Security Services filed 16 court cases involving the following criminal charges:

Criminal Charges	Number of charges filed
Assault - Level 1	3
Assault – Peace Officer	2
Dangerous operation of a motor vehicle	1
Breach of Probation	1
Impaired operation of a motor vehicle	1
Escape custody	1
Possession for the purposes of trafficking	2
Over .08	1
Break and Enter	2
Possess break-in tools	3
Theft – under \$5000.00	8
Possession under \$5000.00	4

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

	2009	2010	2011	2012
Liquor License Act	84	56	83	80
- Intoxicated in Public	6	3	2	1
- Have or Consume in Public	53	28	32	6
- Alcohol Accessible to Driver	2	1	1	0
- Public Nuisance	0	1	0	0
- Open of Alcohol	0	0	0	40
- Re-Enter Licensed Premises	0	0	2	0
- Presenting as Evidence (False ID)	2	2	5	4
- Under 19 Years	23	21	41	29
Trespass to Property Act	64	60	65	44
- Enter when Prohibited	16	10	19	9
- Fail to Leave	39	35	35	14
- Prohibited Activity	3	6	4	3
- Trespass at Night	0	0	0	0
- Trespassing	6	9	7	18
Mental Health Act	13	9	13	12
Totals	161	125	161	136

Federal Statutes

	2009	2010	2011	2012
Possession & Trafficking of Drugs	42	20	50	45
- Trafficking Cannabis	0	0	3	2
- Possession Cannabis	42	18	43	42
- Possession Other Drugs	0	2	4	1
- Possession Restricted Drugs	0	0	0	0

Crime Prevention

Lost and Found



Security Services is the Lost and Found Centre for the McMaster campus. Lost and found is managed by a security sergeant, but the process is completed by McMaster students with security assistance after hours.

In 2012, the integrity of the system was audited and enhancements were identified and implemented. As a result, all access to the lost and found room is through a card reader and inside the room there is a 360

camera installed so all activity is recorded. Persons who find lost items on-campus can now drop them in 2 drop safes that were newly installed in ET Clarke as well as MUSC. Special Constables empty these safes a minimum of once a day. All items turned into security 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.

In 2012, we handled 2864 property items and 1119 lost item reports. We were able to return 570 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, 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 section 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/>

Police in the Park



The Hamilton Police Service's annual Police in the Park event was held in May. McMaster University had an informational booth about the University and the services provided by Special Constables. Hamilton residents were able to meet some of the Security Services staff and have questions about the University answered.

The Royal visit



On Thursday November 15, 2012 her Royal Highness Princess Margriet of the Netherlands visited McMaster University. McMaster Constables provided perimeter security around the Michael Degroote Centre for Learning and Discovery, as well as escorts for the RCMP security detail in the days prior to the visit and during the visit. Parking students did a great job directing and controlling traffic and ensuring a clear route in and out of the campus was

available for her highness' motorcade. All officers on campus did a great job resulting in an incident free event.

Constables in Residence Program



This year was the third year of the Constable in Residence Program. The program continued in the mission to be a partnership between the residence community and McMaster University Special Constables. Special Constables who are members in the program conduct activities within their assigned residences in addition to regular patrol duties. The emphasis of the program still remains to foster a connection between students, Community Advisors, Residence Managers, and Special Constables. Further, the

program continues to educate the residence community on the roles and responsibilities of Special Constables. A change to the program this year was to enhance the ability of the department to provide effective delivery of policing and safety services. One of the methods utilized was the preparation of a monthly report containing data on calls for service and incidents that occurred within the community. This report was designed to detect trends and develop problem solving strategies to correct negative trends and identify positive trends, which would continue to improve the quality of life within the residence community.



The Constable in Residence Program members were as follows:

- S/Cst Chris Clement
 - McKay Hall and Hedden Hall
- S/Cst Jeff Goodlet
 - Brandon Hall
- S/Cst Krista Paolini
 - Mary E. Keyes Residence, Bates Residence
 - Mathews Hall, Moulton Hall and Wallingford Hall.
- S/Cst Sean Connolly – Program Coordinator
 - Edwards Hall, Les Prince Residence
 - Whidden Hall and Woodstock Hall



Diversity Constable Program 2011-2012



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 3rd 2011. The aim of this page was to 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 inquired about 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 the Diversity Constable Program improved communication, enhanced involvement with our communities, developed stronger relationships/partnerships, and focused on proactive and collaborative policing.

Educational Booths



Security Services also participated in many educational fairs with crime prevention booths in 2012. Such as:

- May @ Mac
- Welcome Day
- Bike to work day
- Healthy Work Place Fair

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:

- 185 new access points.
- 63 new CCTV cameras.
- 19 new panic alarms.
- New CCTV recording and management system.

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.

The addition of the new cameras brings the total number of cameras available for viewing and recording to 606.

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 2012, 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.