



McMaster Security Services

2016 Annual Report

*Doing our part to create a safe and secure place today,
while exploring and developing tomorrow.*

Mission Statement

McMaster University Security Services' Special Constables will protect lives and property on our campus, doing our part to create a safe and secure place to live, work, study and conduct research.



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 endeavors 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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A Message from the AVP and Chief Facilities Officer

The Security Services team as part of the Facility Services family has contributed abundantly to the security and wellbeing of the McMaster community. 2016 was a significant transformation year for the Security Team with major changes in its leadership, senior management as well as staffing. The entire Security Team did not only adapt and work during this transformation time but also excelled and flourished while responding to and dealing with major events on campus.

I would like to take this opportunity to wish former Director Terry Sullivan all the best in his retirement and welcome our new Director Glenn De Caire and wish him great success in his new role

This report provides great information related to our Security Team activities in 2016 as part of our protocol with the Hamilton Police Services Board. I hope that the information is found to be valuable.



Dr. Mohamed Attalla
AVP and Chief Facilities Officer

A Message from the Director

It is an honour to join the McMaster University Security Services team and work in a great institution that is committed and focused on education, research, internationalization and supporting our many community partners. We join in recognizing the efforts of Director Terry Sullivan and thank Terry for the eleven years of dedicated service at the University and wish him all the best in retirement.

The dedicated members of Security Services provide education, training, patrol and protection for the people and property of the University. This has been a challenging year of significant transition and opportunity. We are pleased to recognize the efforts of many Special Constables that completed their years of service to the University in 2016 as they moved to other opportunities or into retirement. We welcome the many new officers to our team. With new members joining us in 2016 we counted on the expertise of the current serving officers to train, mentor and coach our new additions. Our focus remains on the safety of the campus community and significant efforts have been put forth in relation to the creation and implementation of the new Sexual Violence Policy which is designed for the support and protection of those utilizing our campus. We fully support the efforts to protect women's safety and this new policy provides reporting options and ongoing support. We will work closely with the Sexual Assault Coordinator from Equity and Inclusion and with the various provincial ministries and the Council of Ontario Universities guidelines to reach the education, safety and security objectives for this important initiative.

Security Services reports to the AVP of Facility Services, Dr. Mohamed Attalla. With the restructuring, recruitment and enhanced focus on training our officers in a wide variety of important topics and issues we are poised to enhance the quality of our service into 2017. We are prepared to meet the challenges concentrating our efforts on people, policy, training, supervision and accountability.

Security, prevention and safety education on campus is not accomplished alone by the Security Services section but rather through the many valuable working partnerships with the University community within our campus locations and the many community partners surrounding this great institution.



Glenn De Caire
Director of Security Services

Who We Are

This year McMaster Security Services consisted of 31 staff including: a Director, Security Manager, an Administrator, four Sergeants, one Investigator, eleven full-time Special Constables, seven part-time Special Constables, two technology specialists, and three Dispatchers. All Special Constables are sworn Peace Officers, approved by the Hamilton Police Services Board and appointed by the Province of Ontario. Our staff members are highly trained and responsible for the safety and security of the McMaster community 24 hours a day, seven days a week, every day of the year.

Our office is located on the 2nd floor of the E.T. Clarke Centre and is staffed 24/7. Our phones are always personally answered, by staff trained to assist you.

McMaster Security Services can be reached in any of the following ways:

Security Contact:

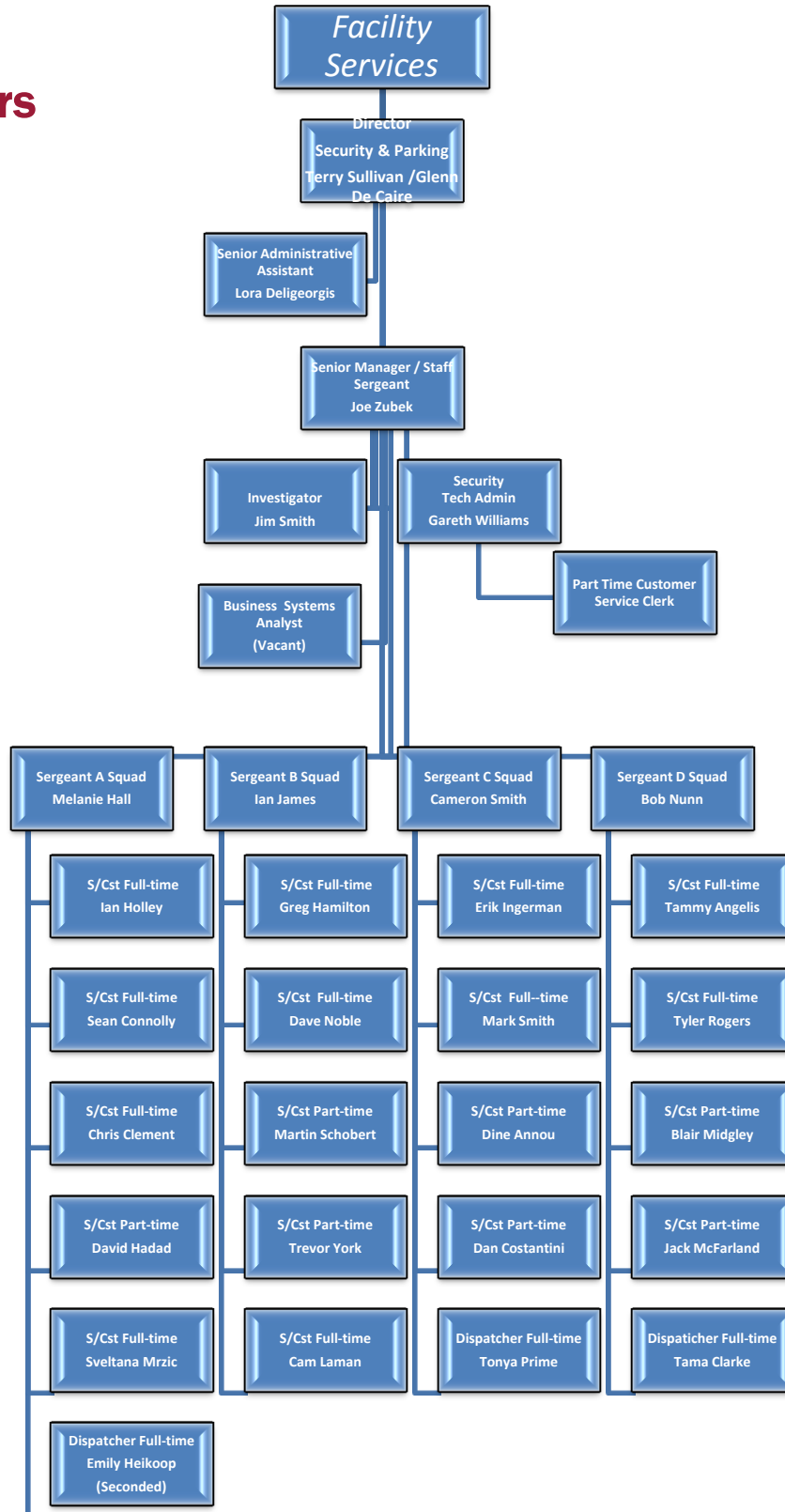
- ◆ (905) 525-9140 Ext. 24281
- ◆ (905) 522-4135
- ◆ Ext. 88 from any McMaster University line
- ◆ MUSST Smartphone App – has a direct dial button
- ◆ Red Assistance Pole – located throughout the campus
- ◆ Pay Phones – on-campus, have a no-charge 'Security' button
- ◆ Elevators – have a direct connection phone

Website:

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



Our Members 2016



Authority on Campus

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



Protocol with Hamilton Police Service

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



Hamilton Police - McMaster Partnership:

McMaster University Security Services and Hamilton Police Service have an ongoing partnership that benefits both the University, and the surrounding Hamilton community. This partnership is exemplified through the following joint agreements and programs:

- ◆ All McMaster Special Constables attend HPS' Annual In-Service Training sessions
- ◆ HPS conducts annual Use of Force re-qualification for all of McMaster's Constables
- ◆ During busy times of the school year (move-in and move-out, large football games, St. Patrick's Day weekend) HPS increases their visibility on McMaster's campus and the surrounding area
- ◆ Mac 91/92 Partnership: McMaster University hires additional Hamilton Police to patrol Westdale and handle noise complaints during busy nights, and conduct visits to problematic houses in the area



Working in partnership with Hamilton Police during

'Police In The Park 2016'

Patrol Areas

Our Special Constables are responsible for providing security and policing services to a campus community comprised of over 10,000 faculty and staff, and almost 25,000 undergraduate and 3,500 graduate students.



Image Source: "McMaster University." 43°15'55.95" N and 79°55'17.27" W. **Google Earth.**

The McMaster campus is composed of roughly 300 acres of property and 53 buildings. We are constantly growing our institution and are proud to have opened the L. R. Wilson Building in September 2016. During the school year, roughly 3,700 students live on campus in our twelve residence buildings. In the summer months, our residences are regularly used to host large conferences. In 2015, our campus housed athletes in our residences during the 2015 Pan-Am Games soccer events, played in Hamilton. We hosted the 'Ride Don't Hide' and 'Ride to Conquer Cancer' events in 2016. In 2017, we will host the North American Indigenous Games which is said to be an even larger event than Pan-Am.

Our department also manages contract security services to off campus sites including the Ron Joyce Centre in Burlington, David Braley Health Sciences Centre and "One James North," our Downtown Centre in Hamilton. Our McMaster Innovation Park at the Longwood site continues to grow and prosper as part of the expanding McMaster properties and we eagerly await the opening of the Fraunhofer Project Centre for Biomedical Engineering and Advanced Manufacturing in 2017.

Recruitment

In 2016, McMaster University Security Services hired a new Director, Senior Manager and 6 Part-time Special Constables. We are very proud to have promoted 4 of our Part-time to Full-time and we promoted a Special Constable to Sergeant to help lead us into the future.

McMaster University Security Services, and McMaster University as a whole, are committed to employment equity and diversity among our staff.

If a vacancy arises within the department, the position is posted on the Working@McMaster website. Applications are primarily received through this online portal however; additional steps in the application process may be required.

All resumes are reviewed by the hiring team. All candidates with the following qualifications are encouraged to apply to our open positions:

- Minimum Grade 12 Secondary School Diploma, Police Foundations/Law & Security Diploma or Equivalent.
- Valid Police Constable Applicant Testing Services Certificate.
- Good to excellent fitness level in the following areas: muscular strength and endurance, flexibility, agility, body composition and aerobic fitness.
- Valid Ontario Driver's License.
- No criminal convictions for which a pardon has not been granted.
- Eligible to legally work in Canada.
- Good driving record.
- Prefer maximum vision deficiency of 20/40 uncorrected, corrected to 20/20 with eye glasses or contact lenses; no colour impairment.
- Keyboarding skills desirable.
- Valid Standard First Aid Certificate and valid C.P.R certificate at Basic Rescuer Level (Level C)

THE CANDIDATES MUST SUCCESSFULLY COMPLETE THE FOLLOWING TESTS AND ASSESSMENTS:

- Information sharing open house with applicants outlining; job description, job responsibilities, on campus power authority.
- Applicant Written Testing composed of: Essay, General Knowledge, Composition Exercise, and Cognitive Abilities.
- Behavioral Panel interview.
- Medical examination.
- Comprehensive background checks, including employment academic, and police security check.

Uniforms & Equipment

McMaster University Security Services purchases uniforms and much of its equipment from Hamilton Police Service. This arrangement was established in 2006 and has proven to be successful. Not only does this partnership reduce costs for McMaster, but it also allows us to supply equipment to new recruits and replacement uniforms to existing officers, without external procurement. This agreement offers a consistent and quality service to all of our staff members.

Uniforms



McMaster's Special Constables are dressed in navy blue pants with red stripes, and light blue shirts. Officers are also supplied with body armour, and jackets for the winter and summer seasons. Special Constables are issued forage caps and high visibility safety gear to wear when assigned to work on daily patrol or at large events, such as concerts and football game traffic direction.

Constables are equipped with handcuffs, radios, ASP batons, and oleoresin capsicum spray (pepper spray). Our officers are trained by Hamilton Police Service, and are required to attend refresher training every year to maintain their qualifications to use this equipment.

Vehicles

Since 2014, McMaster University Security Services has operated Ford Taurus police cruisers. Ford supplies a police package vehicle equipped with necessary law enforcement equipment to provide safety and security to McMaster University



Bicycles

McMaster University Security Services operates a bike patrol unit that operates 24 hours a day, 365 days a year, weather permitting. Currently 10 Constables are members of the bike unit. Each member is a certified Police Cyclist with specialized training from the Hamilton Police Service. This training includes advanced riding techniques such as navigating stairs and how to use the bike as a defensive tool.

Bikes allow Officers to patrol remote areas more frequently, and allow for a quicker response time, especially when navigating congested areas. Another benefit of bike patrol is allowing Officers to approach a suspect or scene more discretely, when necessary.

Finally, our bike patrol program is beneficial from a community engagement perspective. Community members are more likely to approach a Constable patrolling by bike than they are a patrol car. Our extensive use of bike patrol also falls in line with McMaster's sustainability efforts.



McMaster Special Constable supporting Welcome Week Activities

Professional Development

In 2016, McMaster Security Services continued with our professional development initiatives. Details of the training are outlined in the chart below.

The number of attendees in any particular course vary, since some courses are required only once for new employees, and others require “refresher” training periodically.

Training Description	Number of Attendees
Advanced Special Constables Course: “basic training” required for all sworn members (former Police granted exemption)	3
Use of Force Certification (HPS): A 3-Day course taught by Hamilton Police instructors on use of force options, making decisions under stress and understanding the laws pertaining to use of force.	4
Use of Force (Recertification): Annual refresher training completed by HPS Use of Force Branch. All staff must demonstrate effective and proper use of force options, asp batons, OC spray, open hands, and tactical communication, during this full day training session.	22
Block Training (Hamilton Police Service): An annual review of concepts and standards conducted by HPS required for all sworn members.	22
IMS Level 200 – All staff are qualified at IMS Level 100 to work within the Incident Management System in Ontario. More senior staff train to level 200 to learn how to command a simple incident and receive an introduction to incident action planning. This training is provided by Emergency Management Ontario	8
Bicycle Officer Training: Initial qualification for Bicycle Officers provided by Hamilton Police	1
First Aid & CPR: Annual recertification in first aid and CPR	22
Radiation Safety Training: An overview of safety procedures for facilities using radioactive material and personal exposure to radiation	2
Due Diligence: A review of due diligence practices and procedures	2
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.	2
Hydrogen Fluoride: A refresher on hydrogen fluoride policies and emergency procedures for first responders encountering this dangerous substance on campus	2
Miscellaneous Training Opportunities/Courses Constables taking opportunities for personal and career Development, through agencies such as Canadian Police Knowledge Network, Ontario Police Video Training Alliance, subsidized wholly or in part by tuition assistance benefits or departmental training funds.	42

Incident Statistics

In 2016, McMaster University Security Services filed 2834 incident reports which is an increase over the 2015 incidents of 2287 (24% increase). Legal infractions accounted for 675 incidents of either federal or provincial statutes or criminal incidents. The remaining were university regulation related items including the following:

Incident Prevention Measures

Incident	2015 Total	2016 Total
Alerts	18	0
Alarms	63	48
Assistance	115	87
By-Law	15	25
Demonstration	1	3
Fire/Arson	103	114
First Aid	740	664
General Damage	45	47
Internal Affairs/Complaint	0	0
Labour Disturbance	0	0
Liaise with Law Enforcement	0	
Missing Persons	0	2

Incident	2015 Total	2016 Total
Motor Vehicle Collisions	33	28
Motor Vehicle Offences	3	5
Property	72	102
Safety & Liability	30	52
Security Observation	109	139
Security Operations	1	4
Service Malfunction	146	159
Soliciting Complaints	2	0
Survey	52	50
Suspicious Event	60	85
University Regulations	167	466
Workplace Violence	5	4

Provincial Incidents

	2012	2013	2014	2015	2016
Liquor License Act	80	85	67	41	105
Intoxicated in Public	1	2	8	3	2
Have or Consume in Public	46	32	21	15	41
Alcohol Accessible to Driver	0	0	0	0	0
Public Nuisance	0	0	0	0	11
Re-Enter Licensed Premises	0	1	1	0	0
Presenting as Evidence (False ID)	4	3	7	3	4
Under 19 Years	29	41	30	20	45
Trespass to Property Act	44	58	44	28	75
Enter when Prohibited	9	16	37	12	50
Fail to Leave	14	14	8	16	17
Engage in Prohibited Activity	3	9	0	0	6
Mental Health Act	12	15	24	34	29
Totals	136	155	135	103	209

Provincial Incidents

	2012	2013	2014	2015	2016
Assaults Total	19	19	23	12	27
Bomb Threats	1	1	0	0	1
Breach of Recognizance/Probation	2	3	1	1	0
Break and Enter/Attempts	6	2	7	5	17
Disturbances	8	9	6	11	12
Frauds Total	7	15	13	4	14
Harassing Phone Calls & Email	6	11	7	8	1
Harassment/Sexual Harassment	10	16	23	22	27
Impaired Driving	1	0	3	0	1
Inciting Hate	1	3	3	3	2
Indecent Act	1	3	3	0	2
Mischief	87	83	62	80	85
Obstruct Peace Officer	1	4	2	1	0
Flight from Peace Officer	0	0	3	0	0
Public Mischief	0	0	0	0	0
Robbery	2	0	0	1	0
Sudden Death & Attempt	1	0	0	0	0
Theft/Possession	258	264	273	146	234
Threatening	8	11	6	6	5
Weapons Offenses	0	0	0	0	0
Totals	417	444	435	300	436

Federal Incidents

	2012	2013	2014	2015	2016
Possession & Trafficking of Drugs	45	61	58	86	95
Trafficking Cannabis	2	1	1	0	1
Possession Cannabis	42	59	55	84	94
Possession Other Drugs	1	0	1	2	0
Possession Restricted Drugs	0	1	1	0	0

*The increased number of incidents is related to the increased patrolling, enhanced training and acquired experiences.



‘Forward with Integrity’ is a foundational approach to education, research, internationalization and community building. McMaster Special Constables have led the way with our community programs. The ‘Constables In Residence Program’ is designed to build positive community relationships with the Residence Managers, Community Advisors and residents located in our twelve on campus residence buildings. Our officers have been very active in supporting the Ontario Special Olympics through active involvement with the Ontario ‘Torch Run’ and the ‘Hell in the Harbour’ mud run. Both are key events to raising funds that allow our special Olympians to be the best they can be. Special Constable have taken part in blood donor drives on campus to support the availability of life-saving blood which must be accessible by our medical community.



Key Performance Indicators

May 2015 – April 2016

Mission: To deliver excellent service on time, and on a budget, to a satisfied customer. McMaster University Security Services is committed to providing a healthy, safe, supportive, and inspiring physical environment conducive to learning, teaching, research, community partnering, and the attraction and retention of quality students, faculty, and staff.

AREA	STRATEGIC OBJECTIVES	KPI CODE	KPI (By Quarter unless indicated differently)	TARGET	ACTUAL (completed)
Research	• Research and provide information to the community on safety and security in an effort to decrease crimes of theft	SS 1.0	Decrease % of reported thefts / Fiscal Year	10%	37%
		SS 1.2	# of theft prevention education to student	24	28
Community Engagement	• Improve campus security by development of crime prevention programs to new facilities	SS 2.0	# of crime prevention initiatives at off campus locations	12	12
		SS 2.1	# of visits to off campus locations by S/Constables	52	75
	• Increase visibility and officer interaction with the community	SS 2.2	# of training programs with the community	20	21
		SS 2.3	# of "walk and parks"	52	60
Student Engagement	• Interact with students through community engagement	SS 3.0	# of community engagement interactions with CiRP and Diversity Constable	115	120
		SS 3.1	# of Campus Fairs / fiscal year	8	8
Employee Engagement	• Continue to work with operational staff to enhance employee engagement through increase communication and collaboration	SS 4.1	# of training hours / fiscal year	1300	1400

Technology

As technology evolves and new security products become available, McMaster University Security Services ensures the provision of the most up to date and current products to the University community.

In order to continue expanding and improving our resources, in 2016 Security Services updated many of its existing emergency response components to meet the developing needs of the campus.

In 2016, Security Services saw the following equipment updated or installed:

- ◆ **Assistance Phones** (new software and servers, upgrade or removal of obsolete phones)
Assistance phones are red poles with blue lights that, once activated, call directly to McMaster Security Services. These phones are located throughout campus for the service and protection of the University community. Following the addition of poles and upgrades in 2014, several poles became “surplus” and have been identified for removal in 2016. This is an annual project.
- ◆ **Closed Circuit Television (CCTV) Cameras**
There are several hundred CCTV cameras located throughout the McMaster campus for the monitoring of community safety. Cameras were added in new construction at L. R. Wilson Building and we continue to enhance our Longwood Ave properties and the McMaster Health Campus downtown. Housing upgraded CCTV in residences to digital, and added several cameras in the recent past.
- ◆ **Access Points Enhancement**
An access point is a security measure, such as a card reader or door alarm, which provides additional security to an area and assists in the elimination of traditional keys.
- ◆ **Security Devices**
A security device includes panic buttons, “glass-break alarms” and other devices such as humidity or temperature alarms which, when activated, alert security of a problem.



Emergency Notification System

McMaster University Security Services is committed to keeping the campus community informed and alert to dangers that may develop on campus. Our emergency notification system has been developed since 2007 and consists of many components.

Sirens

There are currently three outdoor warning sirens installed on campus. These are stand-alone warning systems installed primarily as a warning for campus “lockdowns”, initiated by a siren “wail” noise. Additionally, the sirens have voice messaging capability with a number of pre-recorded warnings for use in a variety of situations, including nuclear evacuation, nuclear shelter-in-place, and severe weather emergencies.

In 2014, Security Services expanded the siren system to include three indoor locations: the Student Centre, David Braley Athletic Centre, and the Michael DeGroote Centre for Learning and Discovery (MDCL). We have now expanded this feature into the Mohawk College facility at the Institute of Applied Health Science. These buildings are high traffic areas, and the outdoor sirens are ineffective due to high noise levels and surroundings. Since traditional “Public Address” systems are non-existent on campus, the indoor sirens will assist in alerting the building occupants that a lockdown has been initiated.



Alertus: Campus LCD Screens and Computers

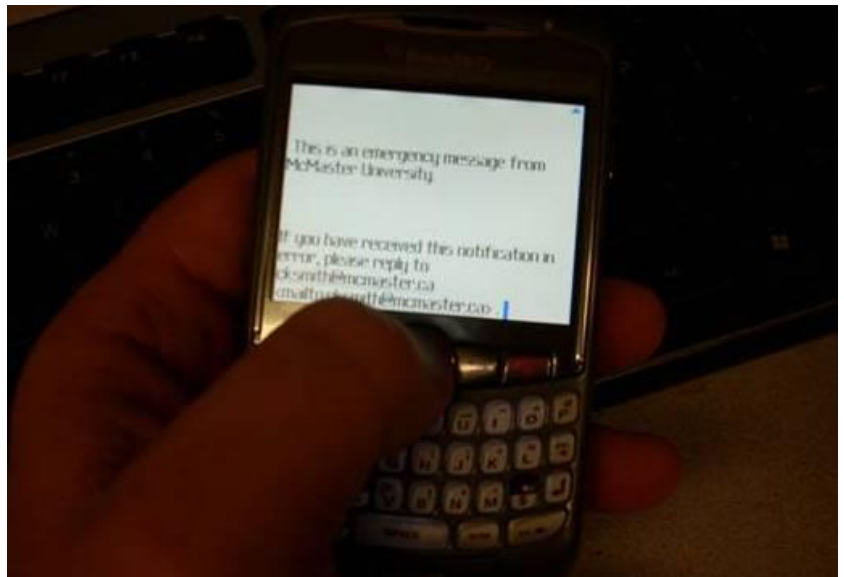


The McMaster Students Union (MSU) currently manages the day to day content on a campus wide network of LCD Screens. McMaster Security Services maintains an alerting system called “Alertus” which can interrupt the routine content on these screens and display emergency messages. Alertus is also currently installed on other campus digital screens throughout the residences and libraries, as well as several independently operated screens in the Athletics Centre, libraries, computer labs, and other buildings.

In 2014, this software became available for download by any user, free of charge, for installation on departmental and personal computers.

SendWordNow: Email and Text Messaging

McMaster uses a service called SendWordNow to send mass text and email notifications to all of its subscribers. In 2015, we automatically registered every “mcmaster.ca” email account to receive alerts. The system was tested and was effective at sending tens of thousands of emails. Students and staff are encouraged to also register their cellular phones to receive non-emergency text alerts from the system. Information on how to do this can be found at emergency.mcmaster.ca.



Currently, there are over 40 thousand email accounts, and over 6000 cellular phones registered to receive alerts.

Notification System Testing

As a part of maintaining McMaster's emergency systems to ensure they are operating at the highest standard, the systems are fully activated at least annually. In addition to these regular tests, all McMaster Security Services staff are trained on the use of all these systems and partake in weekly testing to ensure the complete knowledge and skills of its use. The following pages are a condensed version of the 2016 test results.

Purpose

Testing of our emergency notification systems ensures that the university is demonstrating due diligence in confirming all systems are functioning appropriately as designed. It also allows community members, staff, faculty, students, and visitors to increase their familiarity with the systems that are in place and their knowledge of emergency procedures and methods of notification in an emergency. Testing also allows for actual hands on training of personnel who are required to activate these systems in the event of an emergency. Lastly, testing provides an opportunity to identify any potential gaps in the communication plan and develop contingency plans for enhancement.

Lastly, testing also demonstrates to the McMaster community our ability to respond during emergencies and thereby provides a level of comfort and safety.

Communication Plan

Prior to completing testing, university neighbors and the community are advised of this event through a number of means, such as: an article in the Hamilton Spectator, McMaster's Daily News website, a full page ad in the Silhouette, tweets from McMaster's Twitter account, and signage at all entrances to the campus.



Fall Testing

On September 6, 2016 the emergency systems were tested as a part of the Welcome Week orientation activities. This testing included a training aspect, which provided information about our notification and alert systems to Welcome Week Representatives. Our student leaders were then able to communicate the McMaster emergency notification plan to our new students. These training sessions were highly successful, and will be incorporated into all future Welcome Week events.



Test Results for Fall 2016

At 9:33 AM on Sept 6, 2016 the Emergency Notification System was activated. All 6 siren systems functioned properly. 34 LCD Screens played the Test message throughout the campus.

SendWordNow results:

Out of 68,552 email accounts in the system, the message was delivered to 92% of email accounts.

Out of 6,167 mobile phone numbers in the system, the message was delivered to 96% of aggregators (cellular providers).



Fire, E.T. Clarke

On July 7, 2016 a fire broke out in the basement of the building which is home to our Security & Parking Departments. The immediate emergency response by our officers, Hamilton Fire Service and the professional members of Facility Services, not only prevented any injury but the team was able to fully restore electricity to the campus within hours of a major fire incident. Repairs consumed the better part of the remainder of the year. Our Incident Management System training combined with the dedication and professionalism of our people turned this tragic event into an opportunity for continuous learning and improvement.



The MUSST App

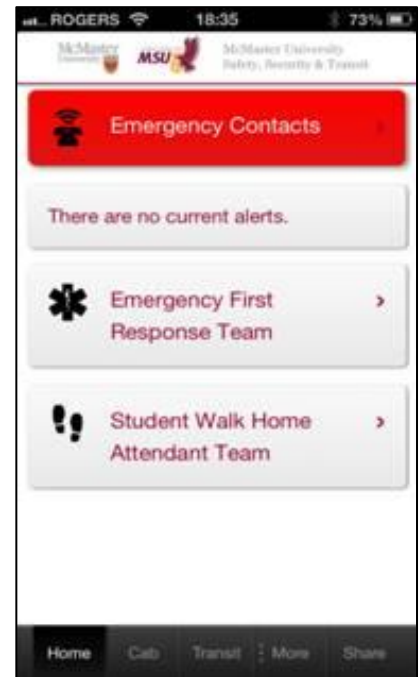
In May 2013 McMaster Security Services released a mobile app called the McMaster University Safety, Security, and Transit app (MUSST app). The app provides users with the ability to instantly contact McMaster Security, the Emergency First Response Team (EFRT), the Student Walk Home Attendant Team (SWHAT), and 911. The app also provides one-touch dialing to local taxi companies and public transit schedules.

The app was developed through a partnership between McMaster Security Services, Student Affairs, McMaster Students Union, and Public Relations. The app is a continuing implement in McMaster Security Services initiative to provide fast and efficient assistance to those in need. Concise and easy to use, over 9000 individuals have downloaded the app to date.

The app is free for anyone to download, and is available for all smartphone platforms.

Features:

- ◆ Contact the Student Walk Home Attendant Team (SWHAT)
- ◆ Contact the Emergency First Response Team (EFRT)
- ◆ Receive tweets from McMaster's emergency Twitter account
- ◆ Access bus, taxi, and commuter transit information
- ◆ Learn about the University's safety resources and protocols
- ◆ Receive push notifications to advise of campus emergencies



Download the MUSST App now by scanning this QR code.

Lost and Found

Security's Lost and Found is the central lost and found location for the entire campus. There are currently two students assisting us in this program, with their duties including tagging all items and entering them into our database. These items are stored in a secure location for 30 days. If an individual's name, student number, or telephone number is anywhere on an item, or if found items match descriptions provided of lost items we do our best to get in touch with that person by phone or email and re-acquaint them with their property.

Students that have lost an item can check in with us at our main location. If the item is not in our lost and found, we encourage that they check back in a few days, as items sometimes come through our inter-department mail. Security Services is committed to ensuring that all missing items and concerns will be handled appropriately.

Lost Something?

- Retrace your steps: Visit classes/rooms that you have been in
- Talk to professors/TA's/staff who may have seen the item
- File a Lost Report online at www.security.ca/lost_found.html
- Call the Lost and Found Desk for further assistance at 905-525-9140 ext 27093, or come visit us in the E.T. Clarke Centre.
- Cancel your credit cards***

Found Something?

Bring the item to a Lost and Found dropbox

- Student Centre (next to Compass)
- E.T. Clarke Centre (parking entrance)
- MDCL (across from Café on Main floor)

Please take the time to fill out the property tag and secure it to the item before putting it inside the dropbox.

If the item is large please bring it directly to the E.T. Clarke centre - Security

Our Partners

