



McMaster Security Services

2017 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 has contributed profoundly to the safety and security of the McMaster community.

In 2017 Security Services continued to excel and flourish while responding to and dealing with major events on campus such as the North American Indigenous Games, Ride to Conquer Cancer and the Prime Minister's visit just to name a few.

This report provides great information related to our Security Team activities and achievements in 2017.

As part of the Facility Services family, Security Services continues to work with all campus partners to achieve the goals and objectives and strategic plans set out by the University

Dr. Mohamed Attalla
AVP and Chief Facilities Officer

A Message from the Director

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 2017 as they moved to other opportunities or into retirement.

We welcome the many new officers to our team. With new members joining us in 2017 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 2018 and beyond. 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 32 staff including: a Director, Security Manager, an Administrator, four Sergeants, one Investigator, ten full-time Special Constables, eight part-time Special Constables, two technology specialists, one part-time Customer Service Clerk, and three Dispatchers. 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.

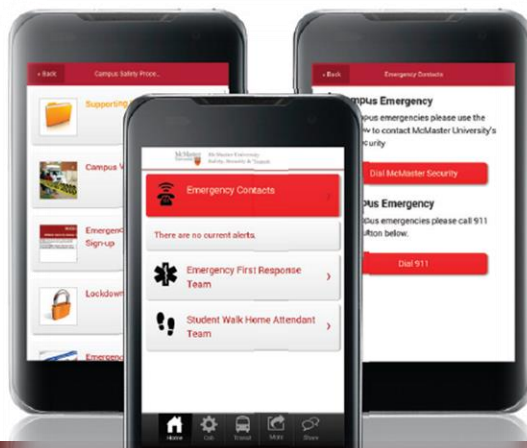
McMaster Security Services can be reached in any of the following ways:

Security Contact:

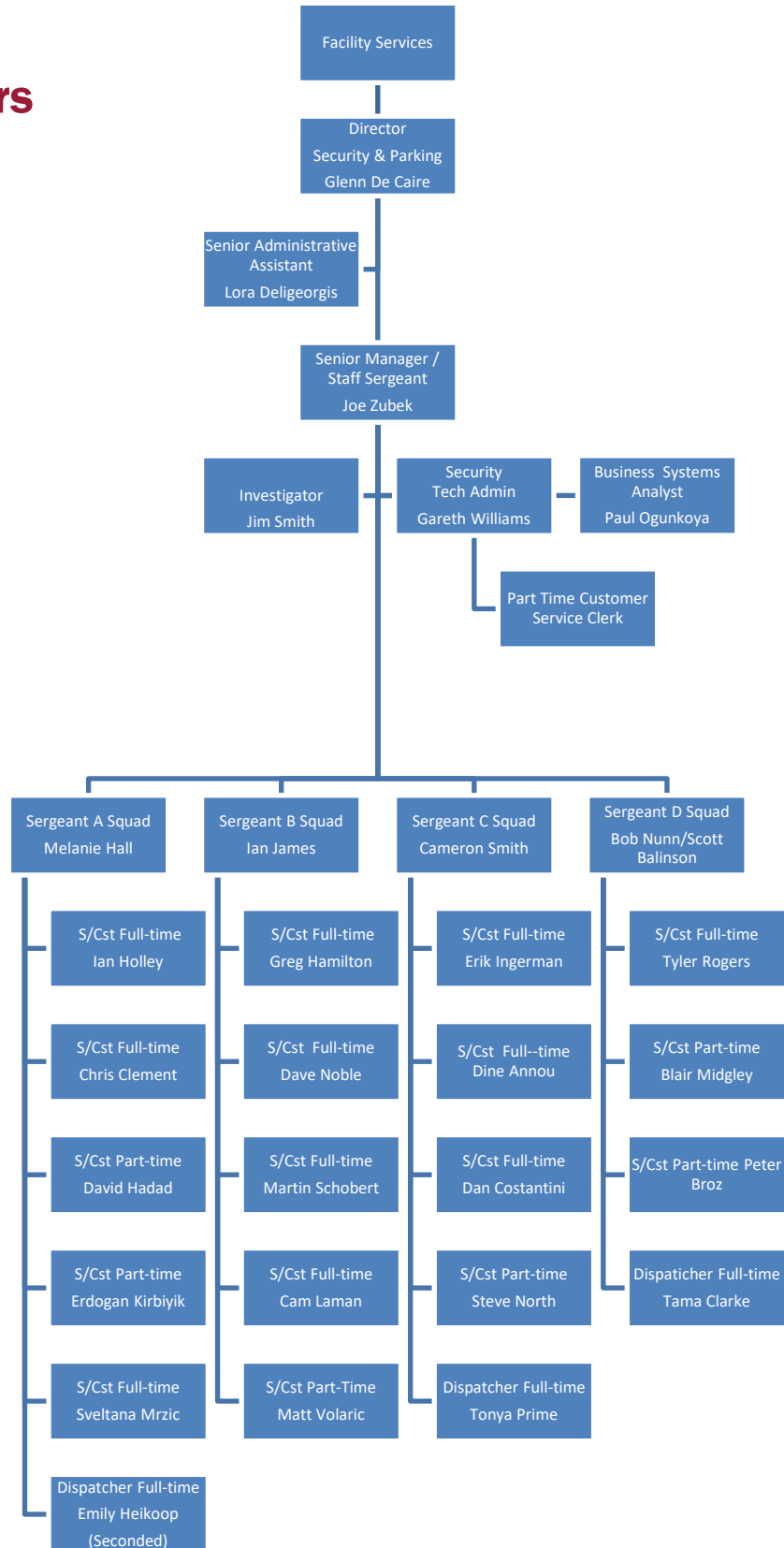
- ◆ (905) 525-9140 Ext. 24281
- ◆ (905) 522-4135
- ◆ Ext. 88 from any McMaster University line
- ◆ MUSST Smartphone App – has a direct dial button
- ◆ Red Assistance Pole – located throughout the campus
- ◆ Pay Phones – on-campus, have a no-charge 'Security' button
- ◆ Elevators – have a direct connection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

Website:

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



Our Members 2017



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'

Protocol with Halton Police Service



In 2017 McMaster Security Services and Halton Police Service established an official partnership. Halton Police Service now has approval authority for McMaster Services Special Constable appointments for the region of Halton. This has allowed for our Special Constables to use their Police officer powers at the Ron Joyce Centre in Burlington.

Patrol Areas

Our Special Constables are responsible for providing security and policing services to a campus community comprised of over 15,900 faculty and staff, and almost 27,000 undergraduate and 4,485 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. We hosted the 'Ride Don't Hide' and 'Ride to Conquer Cancer' events in 2017. We also hosted the soccer events of the North American Indigenous Games and housed approximately 2,200 athletes from across Canada and the United States of America.

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 2017, McMaster University Security Services hired a new Sergeant, and 4 Part-time Special Constables.

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)

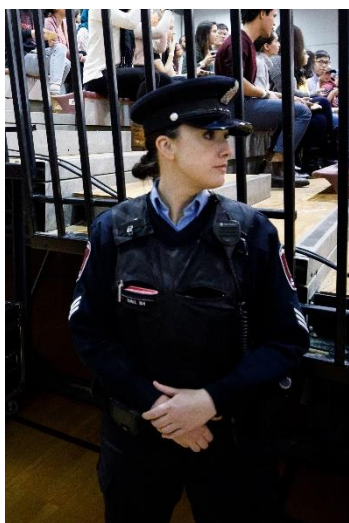
THE CANDIDATES MUST SUCCESSFULLY COMPLETE THE FOLLOWING TESTS AND ASSESSMENTS:

- 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. We will be looking at purchasing a new vehicle in the 2018/19 budget year.



Bicycles

McMaster University Security Services operates a bike patrol unit that operates 24 hours a day, 365 days a year, weather permitting. Currently 7 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.



Professional Development

In 2017, 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) | 7 |
| 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. | 7 |
| 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. | 14 |
| Block Training (Hamilton Police Service): An annual review of concepts and standards conducted by HPS required for all sworn members. | 14 |
| 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 | 5 |
| Bicycle Officer Training: Initial qualification for Bicycle Officers provided by Hamilton Police | 1 |
| First Aid & CPR: Annual recertification in first aid and CPR | 14 |
| Radiation Safety Training: An overview of safety procedures for facilities using radioactive material and personal exposure to radiation | 19 |
| Due Diligence: A review of due diligence practices and procedures | 13 |
| 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. | 5 |
| Hydrogen Fluoride: A refresher on hydrogen fluoride policies and emergency procedures for first responders encountering this dangerous substance on campus | 4 |
| 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. | 2 |

Incident Statistics

In 2017, McMaster University Security Services filed 3687 incident reports which is an increase over the 2016 incidents of 2834 (30% increase). Legal infractions accounted for 870 incidents of either federal or provincial statutes or criminal incidents. The remaining were university regulation related items including the following:

Incident Prevention Measures

| Incident | 2016 Total | 2017 Total |
|-----------------------------|------------|------------|
| Alerts | 0 | 0 |
| Alarms | 48 | 47 |
| Assistance | 87 | 201 |
| By-Law | 25 | 16 |
| Demonstration | 3 | 1 |
| Fire/Arson | 114 | 112 |
| First Aid | 664 | 754 |
| General Damage | 47 | 50 |
| Internal Affairs/Complaint | 0 | 1 |
| Labour Disturbance | 0 | 2 |
| Liaise with Law Enforcement | 0 | 2 |
| Missing Persons | 2 | 14 |

| Incident | 2016 Total | 2017 Total |
|--------------------------|------------|------------|
| Motor Vehicle Collisions | 28 | 45 |
| Motor Vehicle Offences | 5 | 18 |
| Property | 102 | 278 |
| Safety & Liability | 52 | 64 |
| Security Observation | 139 | 491 |
| Security Operations | 4 | 2 |
| Service Malfunction | 156 | 298 |
| Soliciting Complaints | 0 | 3 |
| Survey | 50 | 53 |
| Suspicious Event | 85 | 136 |
| University Regulations | 466 | 239 |
| Workplace Violence | 4 | 0 |

Provincial Incidents

| | 2013 | 2014 | 2015 | 2016 | 2017 |
|-----------------------------------|------------|------------|------------|------------|------------|
| Liquor License Act | 85 | 67 | 41 | 105 | 61 |
| Intoxicated in Public | 2 | 8 | 3 | 2 | 0 |
| Have or Consume in Public | 32 | 21 | 15 | 41 | 17 |
| Alcohol Accessible to Driver | 0 | 0 | 0 | 0 | 2 |
| Public Nuisance | 0 | 0 | 0 | 11 | 1 |
| Re-Enter Licensed Premises | 1 | 1 | 0 | 0 | 1 |
| Presenting as Evidence (False ID) | 3 | 7 | 3 | 4 | 7 |
| Under 19 Years | 41 | 30 | 20 | 45 | 33 |
| Trespass to Property Act | 58 | 44 | 28 | 75 | 109 |
| Enter when Prohibited | 16 | 37 | 12 | 50 | 95 |
| Fail to Leave | 14 | 8 | 16 | 17 | 8 |
| Engage in Prohibited Activity | 9 | 0 | 0 | 6 | 6 |
| Mental Health Act | 15 | 24 | 34 | 29 | 41 |
| Totals | 155 | 135 | 103 | 209 | 320 |

Provincial Incidents

| | 2013 | 2014 | 2015 | 2016 | 2017 |
|----------------------------------|------|------|------|------|------|
| Assaults Total | 19 | 23 | 12 | 27 | 28 |
| Bomb Threats | 1 | 0 | 0 | 1 | 0 |
| Breach of Recognizance/Probation | 3 | 1 | 1 | 0 | 1 |
| Break and Enter/Attempts | 2 | 7 | 5 | 17 | 11 |
| Disturbances | 9 | 6 | 11 | 12 | 22 |
| Frauds Total | 15 | 13 | 4 | 14 | 21 |
| Harassing Phone Calls & Email | 11 | 7 | 8 | 1 | 37 |
| Harassment/Sexual Harassment | 16 | 23 | 22 | 27 | 16 |
| Impaired Driving | 0 | 3 | 0 | 1 | 1 |
| Inciting Hate | 3 | 3 | 3 | 2 | 3 |
| Indecent Act | 3 | 3 | 0 | 2 | 2 |
| Mischief | 83 | 62 | 80 | 85 | 100 |
| Obstruct Peace Officer | 4 | 2 | 1 | 0 | 2 |
| Flight from Peace Officer | 0 | 3 | 0 | 0 | 0 |
| Public Mischief | 0 | 0 | 0 | 0 | 0 |
| Robbery | 0 | 0 | 1 | 0 | 3 |
| Sudden Death & Attempt | 0 | 0 | 0 | 0 | 0 |
| Theft/Possession | 264 | 273 | 146 | 234 | 258 |
| Threatening | 11 | 6 | 6 | 5 | 10 |
| Weapons Offenses | 0 | 0 | 0 | 0 | 0 |
| Totals | 444 | 435 | 300 | 436 | 515 |

Federal Incidents

| | 2013 | 2014 | 2015 | 2016 | 2017 |
|--|-----------|-----------|-----------|-----------|------------|
| Possession & Trafficking of Drugs | 61 | 58 | 86 | 95 | 108 |
| Trafficking Cannabis | 1 | 1 | 0 | 1 | 3 |
| Possession Cannabis | 59 | 55 | 84 | 94 | 103 |
| Possession Other Drugs | 0 | 1 | 2 | 0 | 2 |
| Possession Restricted Drugs | 1 | 1 | 0 | 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 Constables will be participating in the Around the Bay Road Race in 2018 in support of St. Joseph’s Healthcare Foundation in their effort to raise funds to support patient care and research at the hospital.



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 2017, 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. Remaining obsolete assistance phones replaced in 2017 and brought up to current standards.
- ◆ **Closed Circuit Television (CCTV) Cameras**
There are several hundred CCTV cameras located throughout the McMaster campus for the provision of community safety. Cameras were replaced and upgraded across campus as needed and we continue to enhance our Longwood Ave properties and the McMaster Health Campus downtown. .
- ◆ **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). 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.

In 2017, testing began with Alertus emergency “beacons” in the Mohawk College Facility at the Institute of Applied Health Sciences. In the event of an emergency, these devices flash and sound to capture the attention of building occupants at a distance and display a custom message about the nature of the emergency and how to respond.



Alertus: Smart Phone “App”



The Alertus app is available as a free download from the *Apple App Store* or the *Google Play Store*. Versions are available for both iPhone and Android devices. McMaster University uses the app as part of its alert system to warn the campus community when an emergency situation requires immediate action.

With the Alertus app installed, users will receive information and instructions as notifications on their smartphone or tablet. These notifications will coincide with Alerts made to the campus computers and LCD screens with Alertus installed.

The Alertus App is replacing the use of “SendWordNow” text message and email alerts for campus-wide emergency alerting in early 2018.

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, 2017 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.



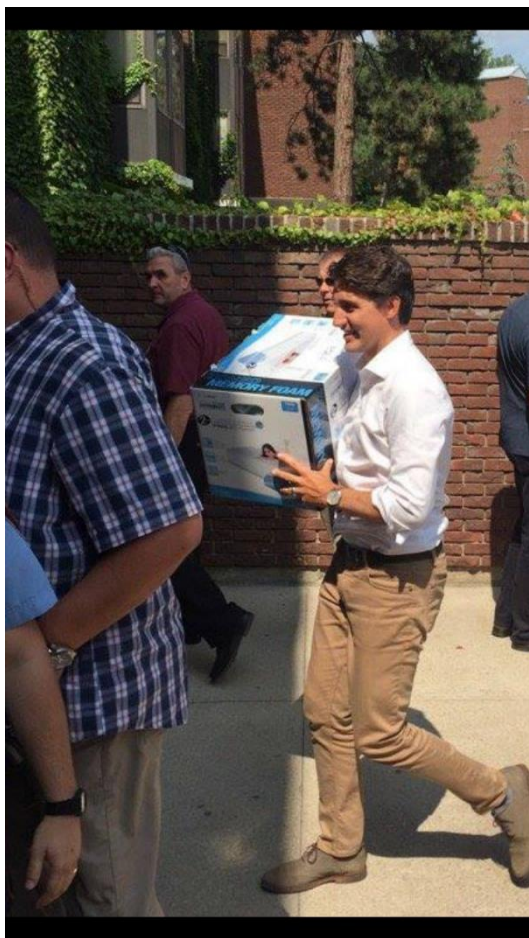
Test Results for Fall 2017

At 10:20 AM on Sept 6, 2017 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 60,738 email accounts in the system, the message was delivered to 83% of email accounts.

Out of 6,227 mobile phone numbers in the system, the message was delivered to 94% of aggregators (cellular providers).



Special Events

In 2017 Prime Minister Trudeau visited the McMaster campus during Move-In weekend at the end of August. All hands were on deck for the visit. Many hours were spent planning this event and it went off without any issues. The Prime Minister attended McKay residence and assisted students with moving in. Our staff were there only steps away to assist if needed.

Photo Credits Facebook/McMaster University



NORTH AMERICAN
INDIGENOUS
GAMES 2017
TORONTO • ONTARIO



2017 JEUX
AUTOCHTONES
DE L'AMÉRIQUE DU NORD
TORONTO • ONTARIO

North American Indigenous Games

McMaster University hosted the 2017 North American Indigenous Games from July 15 – 23, 2017. This is the largest single gathering of Indigenous people for the entire 2017 year in North America and we have been proud to act as a host venue.

Security Services deployed officers in well over 200 shifts over a 9 day period and responded to many calls for service related to the Games.

As in every large scale deployment, there were a few challenges and tests sent our way and all were handled with relative ease.



Photo Credits McMaster Daily News September 15, 2017

The MUSST App

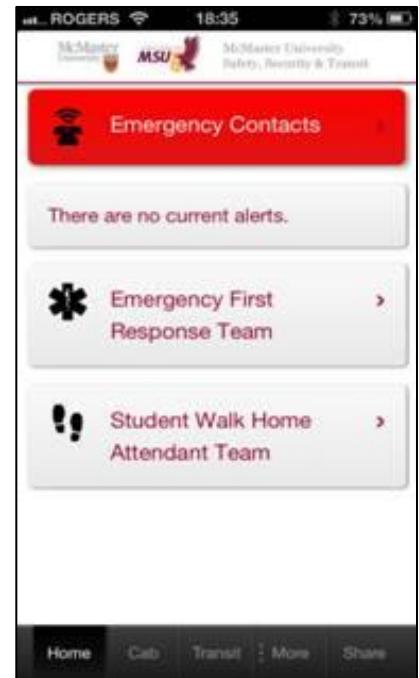
In May 2013 McMaster Security Services released a mobile app called the McMaster University Safety, Security, and Transit app (MUSST app). The app provides users with the ability to instantly contact McMaster Security, the Emergency First Response Team (EFRT), the Student Walk Home Attendant Team (SWHAT), 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. If the items are not claimed after the 30 days they will be sold at the Annual Lost and Found Sale which is held in mid-September.

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.

Abandoned bicycles are also tagged on campus at the end of the academic year by our lost and Found staff. If after 90 days, the bike has not been claimed it is then auctioned off in the Annual Bike Auction held in mid-September in conjunction with the Lost and Found Sale. Security Services has partnered with Cycle Safe who run the Auction and are available to assist with any minor repairs of the bicycles if required.

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)
- DBAC (behind the Joan Buddle Service Desk)

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

