



McMaster Security Services 2019 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



Debbie Martin

The Security Services team continues to contribute in an immense way to the safety and security of the McMaster campus.

Our campus is a very active community, with approximately 4000 full-time residents, thousands of visitors annually, and a summer program that is becoming more and more popular and complex. Security services continues to rise to the challenges within the community to provide a safe environment for our academic mission.

This report provides detailed information on the accomplishments of this group over the past year. As part of the broader Facilities Services Department, they continue as a unit to contribute to the overall goals and objectives of the broader Department and University.

A Message from the Director



Glenn DeCaire

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 welcome the many new officers to our team. With new members joining us in 2019 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, Debbie Martin. 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.

Who We Are

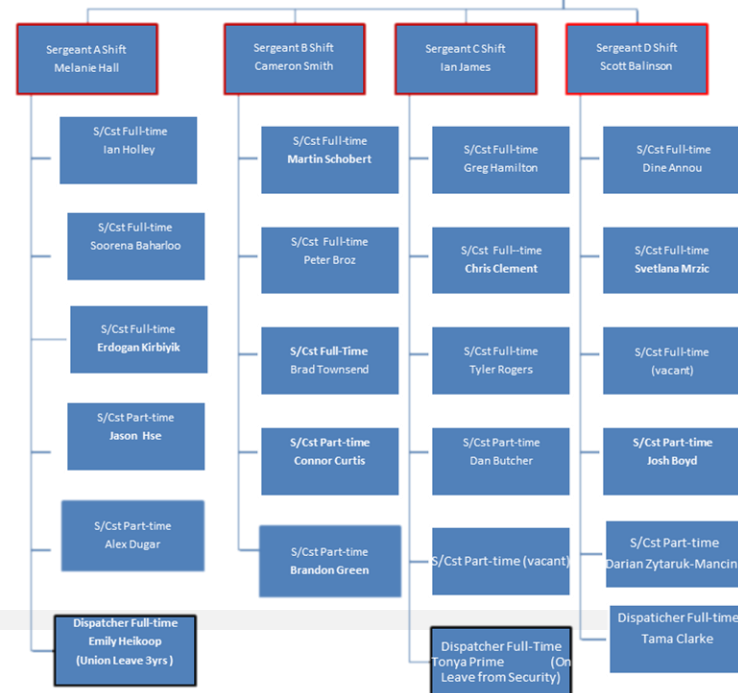
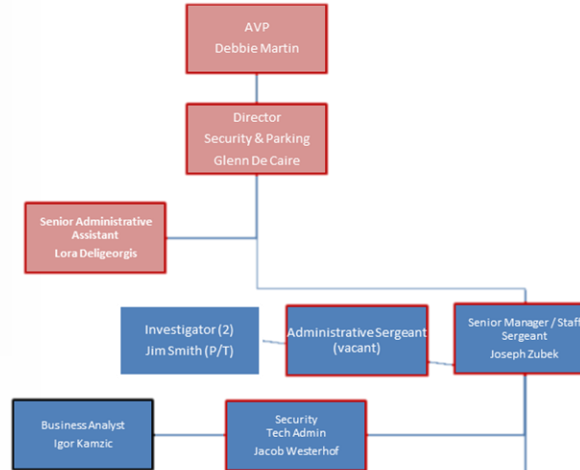
This year McMaster Security Services consisted of 32 staff including: a Director, Security Manager, an Administrator, four Sergeants, one Investigator, ten full-time Special Constables, eight part-time Special Constables, two technology specialists, one part-time Customer Service Clerk, and three Dispatchers. 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:

- (905) 525-9140 Ext. 24281
- (905) 522-4135
- Ext. 88 from any McMaster University line
- SafetyAPP 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 2019





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



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

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.

Protocol with Halton Police



Patrol Areas

- 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.
- Our Special Constables are responsible for providing security and policing services to a campus community comprised of over 10,000 faculty and staff, and 27,282 undergraduate and 4,561 graduate students.
- The McMaster campus is composed of roughly 300 acres of property and over 60 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 to Conquer Cancer' events in 2018 and 2019. 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 2019, McMaster University Security Services hired 6 Part-time Special Constables, 1 Sergeant and 1 Full-Time Investigator
- 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. A new police cruiser was ordered at the end of 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 2019, 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.	17
Block Training (Hamilton Police Service): An annual review of concepts and standards conducted by HPS required for all sworn members.	17
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	0
Bicycle Officer Training: Initial qualification for Bicycle Officers provided by Hamilton Police	3
First Aid & CPR: Annual recertification in first aid and CPR	17
Radiation Safety Training: An overview of safety procedures for facilities using radioactive material and personal exposure to radiation	8
Due Diligence: A review of due diligence practices and procedures	8
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.	8
Hydrogen Fluoride: A refresher on hydrogen fluoride policies and emergency procedures for first responders encountering this dangerous substance on campus	8
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.	50

Incident Statistics

In 2019, McMaster University Security Services filed 4167 incident reports which is a decrease over the 2018 incidents of 4309 (3.29% decrease). Legal infractions accounted for 817 incidents of either federal or provincial statutes or criminal incidents. The remaining were university regulation related items including the following:

Incident Prevention Measures

Incident	2018 Total	2019 Total		Incident	2018 Total	2019 Total
Alerts	1	1		Motor Vehicle Collisions	67	60
Alarms	105	136		Motor Vehicle Offences	19	22
Assistance	272	383		Property	330	402
By-Law	19	11		Safety & Liability	214	133
Demonstration	1	8		Security Observation	719	471
Fire/Arson	151	160		Security Operations	11	15
First Aid	758	739		Service Malfunction	353	355
General Damage	52	33		Soliciting Complaints	1	2
Internal Affairs/Complaint	1	1		Survey	52	48
Labour Disturbance	0	1		Suspicious Event	145	140
Liaise with Law Enforcement	5	6		University Regulations	158	287
Missing Persons	2	5		Workplace Violence	2	2

Provincial Incidents	2015	2016	2017	2018	2019
Liquor License Act	41	105	61	51	58
Intoxicated in Public	3	2	0	1	2
Have or Consume in Public	15	41	17	13	8
Alcohol Accessible to Driver	0	0	2	0	0
Public Nuisance	0	11	1	6	8
Re-Enter Licensed Premises	0	0	1	0	0
Presenting as Evidence (False ID)	3	4	7	1	0
Under 19 Years	20	45	33	32	40
Trespass to Property Act	28	75	109	114	77
Enter when Prohibited	12	50	95	50	35
Fail to Leave	16	17	8	5	7
Engage in Prohibited Activity	0	6	6	18	9
Mental Health Act	34	29	41	44	60
Totals	103	209	320	284	304

Provincial Incidents	2015	2016	2017	2018	2019
Assaults Total	12	27	25	21	38
Bomb Threats	0	1	0	4	1
Breach of Recognizance/Probation	1	0	1	1	0
Break and Enter/Attempts	5	17	11	22	15
Disturbances	11	12	22	10	9
Frauds Total	4	14	21	14	13
Harassing Phone Calls & Email	8	1	37	6	1
Harassment/Sexual Harassment	22	27	16	29	44
Impaired Driving	0	1	1	0	0
Inciting Hate	3	2	3	10	11
Indecent Act	0	2	2	4	7
Mischief	80	85	100	128	126
Obstruct Peace Officer	1	0	2	1	1
Flight from Peace Officer	0	0	0	0	0
Public Mischief	0	0	0	0	0
Robbery	1	0	3	0	3
Sudden Death & Attempt	0	0	0	0	2
Theft/Possession	146	234	258	266	285
Threatening	6	5	10	11	16
Weapons Offenses	0	0	0	1	2
Totals	300	436	515	528	574

Federal Incidents	2015	2016	2017	2018	2019
Possession & Trafficking of Drugs	86	95	108	108	9
Trafficking Cannabis	0	1	3	0	1
Possession Cannabis	84	94	103	107	0
Possession Other Drugs	2	0	2	1	3
Possession Restricted Drugs	0	0	0	0	0

FORWARD WITH INTEGRITY



**HELL IN THE
HARBOUR
ENDURANCE MUD RUN**

'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 also participated in the Walk for Wayside in support of Wayside House in their effort to raise funds to increase capacity and reduce wait times for those confronting addiction and mental health challenges.





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, Security Services updated many of its existing emergency response components to meet the developing needs of the campus.



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.

Making your McMaster a safe place to work, live, teach and learn



Emergency Notification Systems

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

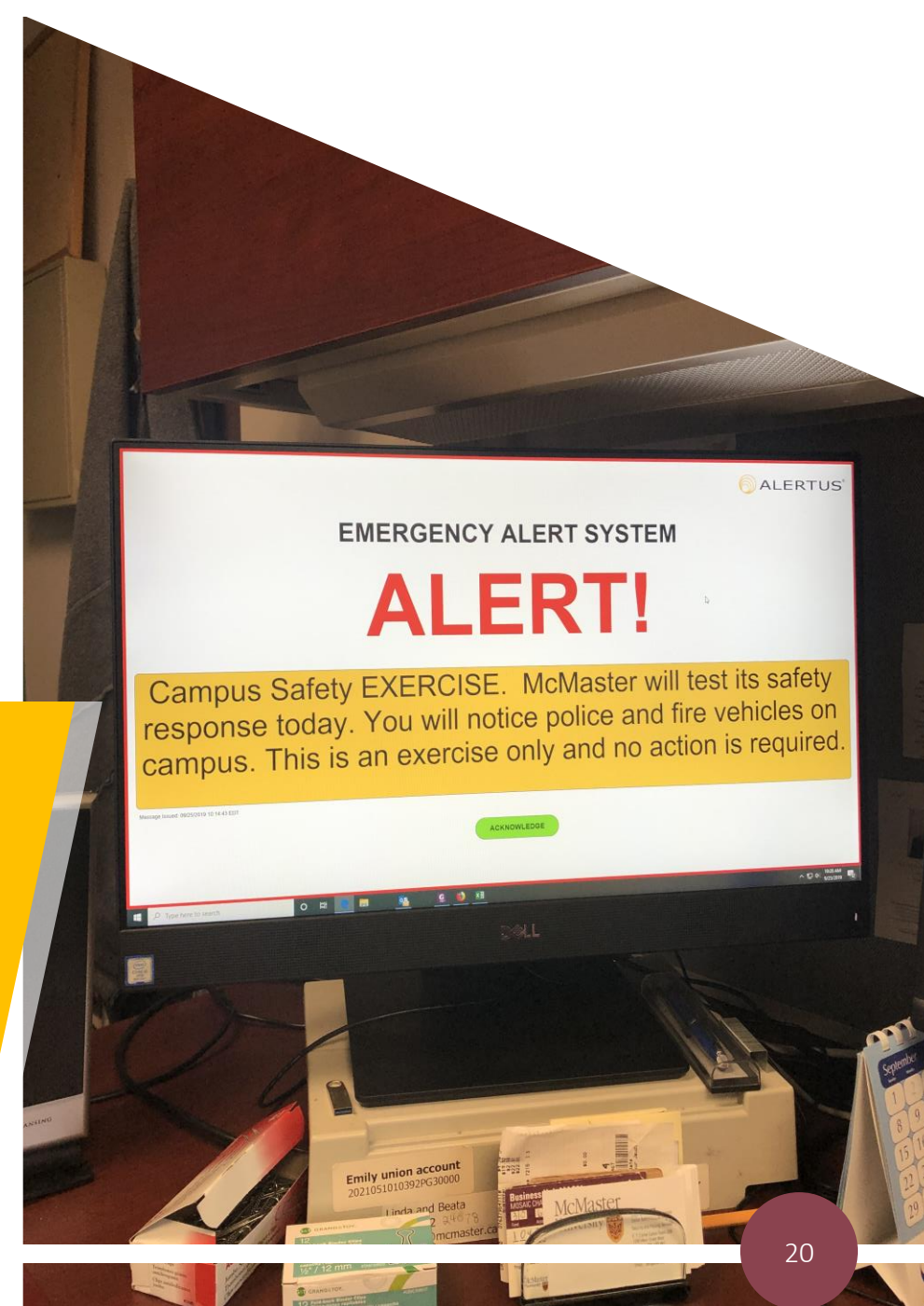
Sirens

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.

Work is underway to integrate messaging capability with the “McMaster Safety App” so that users with either app will receive the same consistent messaging during emergencies. This capability will be in use by 2020.



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 2019 test results.

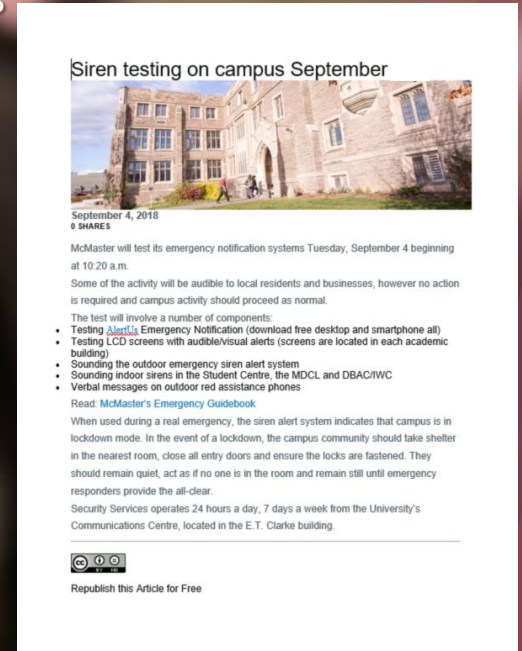
Purpose

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

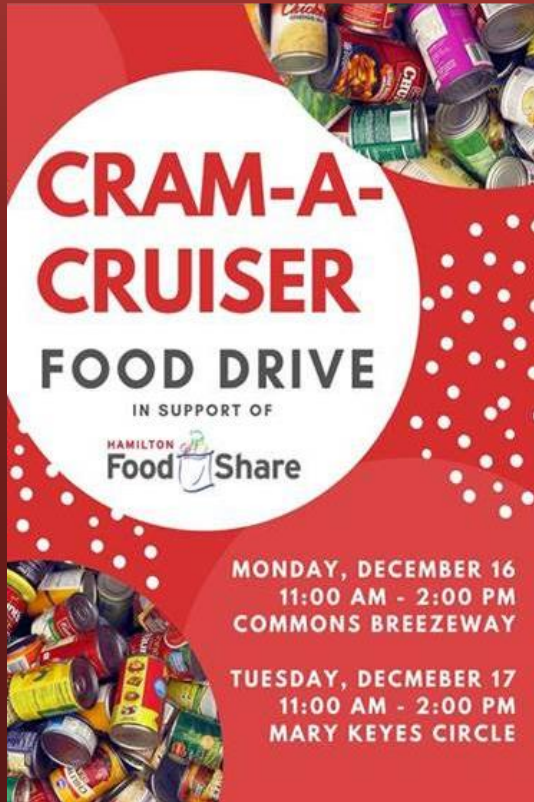
At 10:20 AM on Sept 3, 2019 the Emergency Notification System was activated.

All 7 siren systems functioned properly. 42 LCD Screens played the Test message throughout the campus. Over 350 desktop computers also displayed the test alert. Following this test, work began to integrate the Campus Safety App with Alertus, so that users of this app will receive Future alerts. This work will be completed in January 2020.

Special Events

CRAM A CRUISER

Security Services partnered with Housing Services for the Cram A Cruiser event to support local charities by collecting non-perishable food items. This year the charity selected was the United Way. Hamilton is one of 1,800 communities that this charity supports in over 40 countries. Approximately 30lbs of food was donated to the charity



NALOXONE TRAINING

As the prevalence of opioid overdose increases, it is becoming more probable that Security Staff may encounter staff/students who are experiencing an opioid overdose. Security Services now provides Naloxone training to its staff to recognize the signs of an opioid overdose, understand what steps to take to assist the person and how to administer naloxone. As of May 2018 once trained Special Constables will be authorized to carry and administer Naloxone in the event EFRT or EMS is not available and the patient requires naloxone.



McMaster SafetyApp



In 2018 McMaster Security Services developed a new mobile app that provides both important safety alerts and access to campus safety resources.

The McMaster SafetyApp features:

- *Safety alerts, including campus closures and emergency instructions
 - *A list of contact information for emergency and non-emergency security concerns
 - *Multiple ways to report a concern directly to the McMaster security department
 - *A “Friend Walk” option that allows someone to watch your travel route home, which enhances the existing Student Walk Home Attendant Team
 - *A map that shows where crimes have happened on and close to campus
- Support resources and emergency plans

It is now available for free download on the Apple App Store and on Google Play.

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?

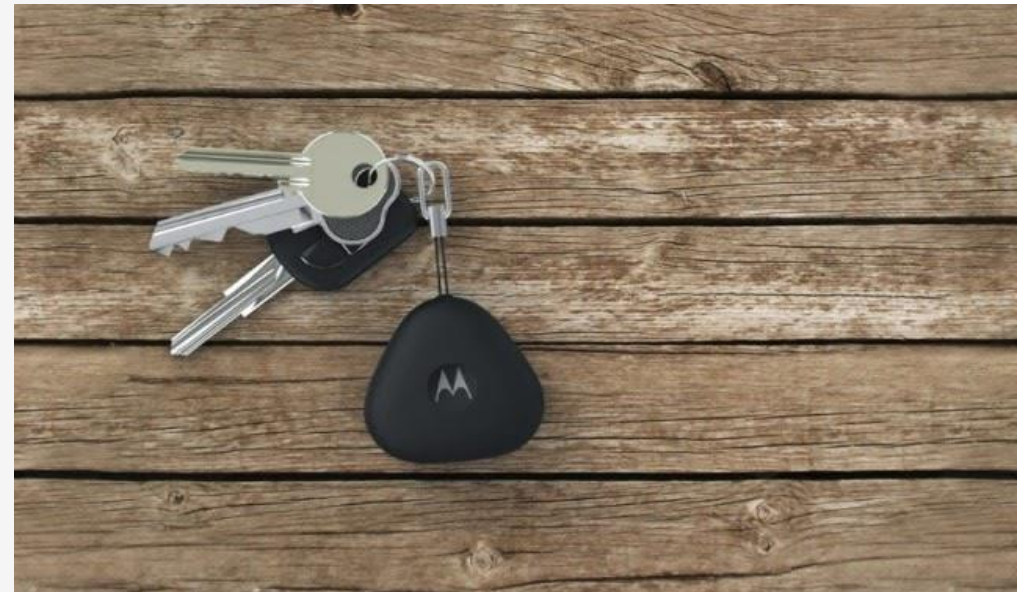
- Retrace your steps: Visit classes/rooms that you have been in
- Talk to professors/TA's/staff who may have seen the item
- File a [Lost](http://www.security.ca/lost_found.html) Report online at www.security.ca/lost_found.html
- [Cancel your credit cards](#)

The owner of found property will be contacted to attend the Lost and Found Office by Appointment Only to retrieve the found item(s). Walk in services are not available

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

