



Security Services

Annual Report | 2020 |



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 and inclusive place to live, work, study and conduct research.



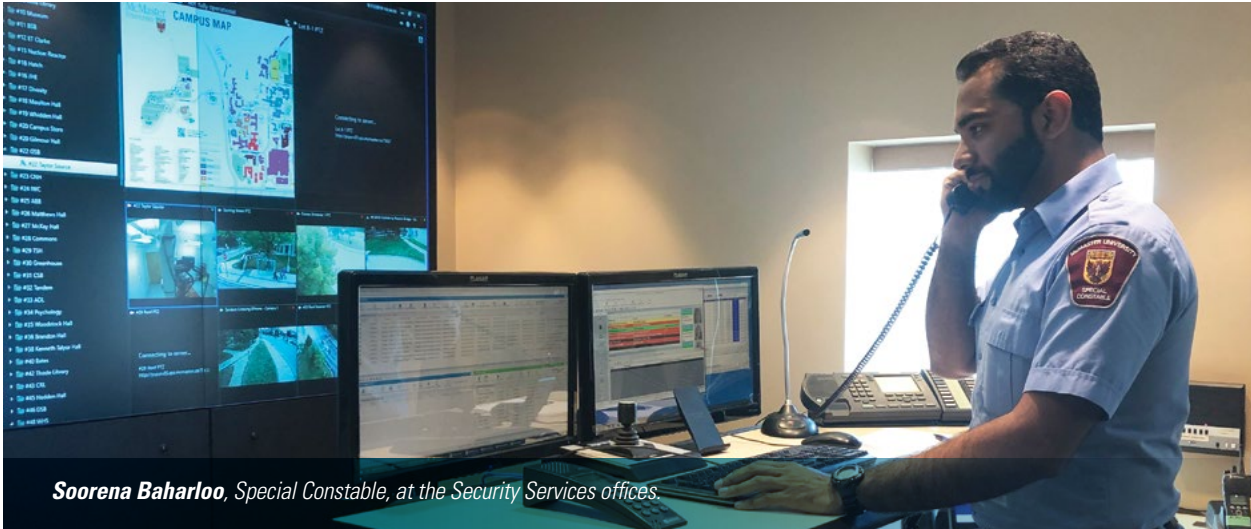
**BRIGHTER
WORLD**



McMaster
Assistance phones on McMaster's campus.
Assistance poles are red poles with blue
lights situated throughout campus that,
once activated, call directly to
McMaster Security Services.

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Soorena Baharloo, Special Constable, at the Security Services offices



Message from the **Assistant Vice-President & Chief Facilities Officer**

Security Services exists to help create a safe environment on campus to support the academic mission of McMaster University.

In March 2020, the onset of the global COVID-19 pandemic set in motion a year of significant change, transition and opportunities for McMaster's Security Services.

To respond to the unique challenges of the last year, Security Services focused on providing appropriate training and support for the team. Team members completed over 600 professional development courses in 2020, an increase of three and half times the number of courses completed in the previous year. Areas of training included infection prevention, mental health and substance abuse, gender-based violence, anti-racism, anti-Black racism and trauma informed sexual assault investigations that promote a survivor-centred approach.



Security Services continues to work closely with the Sexual Violence Prevention and Response Office to support the education, safety and security objectives articulated by the provincial government for sexual violence education, prevention and response.

Security, prevention and safety education on campus is accomplished through the many valuable working partnerships that Security Services has across the University, and with the many community partners surrounding McMaster University.

Debbie Martin

Assistant Vice-President & Chief Facilities Officer

Message from the **Director of Security Services**

The Security Services team continues to endeavour to promote an environment on campus where equity, diversity and inclusion are valued and supported and where all members of the McMaster community can thrive.



Our commitment to Equity, Diversity and Inclusion is supported by our outreach to professional groups and partners to recruit a diverse team that is more reflective of the community we serve. We welcome new members to our team and are excited about the hiring process creating a more diverse workforce to serve the community.

Along with our AVP and Chief Facilities Officer, I would like to recognize the team members of Security Services for their efforts this year. We would also like to thank those who have completed their years of service to the University as they moved to other opportunities or into retirement.

Glenn DeCaire

Director of Security Services



As the University's reputation continues to grow, so too do the facilities on campus and in our community, with renovations and new buildings projects taking place on and off campus.

About McMaster University

2020 in Review


McMaster University's primary campus is situated in the west end of Hamilton at 1280 Main Street West. It is surrounded by inviting green spaces, residential living and is part of a vibrant community.

The McMaster campus is composed of 300 acres of property and almost 60 buildings. The McMaster community includes 30,170 undergraduate students, 4,917 graduate students, and 994 full-time faculty. 13 student residence buildings on campus have living space for almost 4,000 students. 2020 being an exceptional year, residences were largely closed to the usual student cohort with only a small number of students with exceptional circumstances provided with accommodation. International students who required a place to stay to meet federal quarantine requirements were also provided safe and secure residence space and residences were also made available to Hamilton healthcare workers who wished to isolate to protect family and friends.

With very few exceptions, McMaster classes and academic programs went online in March 2020 and continued to be offered remotely for the entire academic year. As the year came to a close, almost all staff continued to work from home except for those who were required to be on campus. The beginning of the 2021/2022 academic year has seen us welcoming more students, faculty and staff back to campus and we expect this activity to increase over the coming months and into the winter term.

McMaster was once again named Canada's most research-intensive university. McMaster's world rankings improved again in 2020, moving to 69th in the World University Rankings, 11th in the world and second in Canada for clinical and pre-clinical health and 17th in the world for overall impact in delivering on the United Nations Sustainable Development Goals. At the same time, we have made a renewed commitment to our community and are working to establish 500 community-engaged partnerships by 2025.

As the University's reputation continues to grow, so do the facilities on campus and in our community, with renovations and new building projects taking place on and off campus. McMaster's economic impact in Hamilton, the province and the country continue to expand. The University's total annual economic impact is \$9.2 billion.



Melanie Hayter, Sergeant and James McGinness,
Special Constable on McMaster's campus in summer.
Security Services operates 24 hours a day, 365 days
per year. Security Services Special Constables
travel in marked vehicles on campus,
bicycle and foot patrol.

McMaster's Security Services

A university is a unique environment and that extends to the role of Security on campus. The safety of every individual on campus is paramount. While this requires great diligence and a commitment to excellence, it also requires an approach that helps to ensure that students, faculty and staff feel safe and respected as individuals.

The department manages security services for the main campus, all off campus sites and is supplemented by private contract security services for a number of off campus locations. Security Services operates 24 hours a day, 365 days per year. The department's office is located on the 2nd floor of the E.T. Clarke Centre on McMaster University's campus. Security Services Special Constables travel in marked vehicles on campus, bicycle and foot patrol.

McMaster has a long-standing partnership with the Hamilton Police Service that is outlined in a formal Memorandum of Understanding (MOU) with the Hamilton Police Services Board (HPSB). McMaster University Security Services and Halton Police Service also have an official partnership, allowing the appointment of Special Constables in the Ron Joyce Centre in Burlington.

McMaster Special Constables are sworn Peace Officers, appointed by the Board under the authority of the Police Services Act. Their appointments endow them with the responsibilities and duties of a Special Constable and enable them to enforce the Criminal Code of Canada, Controlled Drugs and Substances Act, Federal and Provincial statutes and Municipal By-Laws on the University Campus, as well as enforcing the McMaster Board of Governor's bylaws and regulations. The Hamilton Police Service works closely with McMaster Security Services to investigate serious criminal incidents.

McMaster Security Services currently consists of 35 staff including: 1 Director, 1 Senior Manager, 1 Administrator, 5 Sergeants, 2 Investigators, 12 full-time Special Constables, 8 part-time Special Constables, 2 Technology Specialists, and 3 Dispatchers.



Dean Annou, Special Constable with a naloxone nasal spray, a medication that blocks the effects of opioid use and can be used to reverse an overdose. All McMaster Special Constables are equipped with naloxone nasal spray.

Training and Professional Development

McMaster Security embraces professional development for all staff on an annual basis. The following is a summary of training programs participated in by McMaster Security Services Special Constables in 2020 as we work to ensure all staff maintain and enhance the knowledge and expertise related to their positions.

A total of 188 mandatory Health & Safety courses were taken in 2020 including initial training for new hires as well as recertification for serving Special Constables. The 2020 training is a 19% increase over the 2019 training courses (158). McMaster University partnered with the Canadian Police Knowledge Network (CPKN) and established our own dedicated training portal. A total of 601 courses were taken by Special Constables via CPKN including Autism Spectrum Disorder, Victim's Rights, Frontline Demonstrations, Suicide Awareness and Mental Health for First Responders focusing on caring for those who care for others. The 601 courses taken in 2020 is a significant increase of 385% from the 2019 total of 124 courses and an even more significant increase on the 33 courses taken in 2018. One area of emphasis has been on trauma informed investigations training that promote a survivor-centred approach. CPKN courses are now structured in three main areas of Leadership Development, Coaching and Senior Special Constable Development and Investigative Skills. This significant increase demonstrates our commitment to quality customer service through education and development.

McMaster has increased its commitment to inclusivity through a variety of measures including the creation of the Associate Vice-President, Equity and Inclusion position. Dr. Arig al Shaibah continues to play a significant leadership role in raising awareness, communication and education of issues around diversity and inclusion and the importance of reporting incidents. Dr. al Shaibah has provided training in Anti-Racism to Security Services personnel in 2020 with Anti-Oppression, Anti-Black Racism, Trans Inclusion and Trauma Informed Sexual Assault response training scheduled for 2021.

Training	2020 Attendees
Use of Force Certification (HPS)	0
Use of Force (Recertification)	27
Block Training (HPS)	27
Bicycle Officer Training (HPS)	1
First Aid & CPR (HPS)	27
Crisis Intervention Training (HPS)	4
Asbestos Awareness Training	8
Ergonomic Awareness Training	7
Fire Safety Training	15
FIT Mask Testing	8
Health and Safety Orientation	8
Radiation Safety Training	2
Due Diligence	16
WHMIS – Core	7
Hydrogen Fluoride	15
Naloxone Administration	27
CNSC “Nuclear for Everyone” Webinar Series	2
Lean Six Sigma	6
Dispatcher Training	2
Violence and Harassment Prevention Training – McMaster	18
Excited Delirium Syndrome (CPKN)	25
Using a Trauma Informed Approach	25
Introduction to Trauma Informed Investigations	27
Infectious Disease and Pandemic Preparedness	28
Personal Protective Strategy for Infection Prevention and Control	25
Mental Health for First Responders (CPKN)	6
Criminal Investigators Training and Education – CITE (formerly GIT) (HPS)	3
Accident Investigation Training	13
Slips Trips and Fall	8
Canadian Police Knowledge Network (Courses taken)	601
Violence Risk Assessment Training – Safety Planning	6
Diversity, Cultural Competence, Sensitivity	
Faith and Diversity	14
Anti Racism	20
LGBT	4
Autism Spectrum Disorder	13

Emergency Preparedness and 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 consists of outdoor sirens throughout campus and indoor sirens in three high traffic buildings including the Student Centre, David Braley Athletic Centre, and the Michael DeGroote Centre for Learning and Discovery (MDCL).

McMaster Security Services has access to an alerting system called Alertus which can interrupt the routine content on digital screens throughout residences, libraries, Athletic Centre, computer labs and other buildings to display emergency content. Alertus software can also be downloaded by any user, free of charge, for installation on departmental and personal computers to receive emergency notifications.

As 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 complete knowledge of its use.

Communication and Technology

McMaster's Security Services provides assistance phones on campus which are checked weekly and maintained for the safety and security of everyone that uses the campus. Several have seen significant upgrades and replacements due to ongoing construction around campus as well as additions for new construction. In addition, new style panic buttons have been implemented that include more reliable activation/reset and have a supporting LED to indicate alarm has been sent.

Closed circuit television (CCTV) cameras and swipe access doors accessible by McMaster ID cards are other technological security devices that Security Services uses on campus.

McMaster SafetyApp

McMaster Security Services mobile app, called the *McMaster SafetyApp*, provides both important safety alerts and access to campus safety resources. *In 2021, the McMaster Safety App was expanded to include proof of COVID-19 vaccination uploads for visitors, volunteers, contractors and lessees accessing a McMaster location.*

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 McMaster's Security Services
- 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 available for free download on the **Apple App Store** and on **Google Play**.



Ian Holley, Special Constable, beside an assistance pole on campus, while on bike patrol.



Reporting Incidents

Under the Police Services Act, Security Services is accountable to Hamilton Police Services Board for all actions taken in relation to the exercise of the powers granted to the department's Special Constables. As a requirement of that accountability, the agreement between the University and the Board requires the University to provide an Annual Report with statistical and evaluative information including, amongst other requirements, enforcement activity.

We encourage people to report any concerns or incidents and we share information through social networks, posters and other communication tools so all members of the campus community are aware of where and how to connect with Security. As a result, we have seen a consistent increase in the number of incidents reported over the past few years.

In 2020, McMaster University Security Services filed 4,302 incident reports, which is a 3.2% increase over 2019. Legal infractions in 2020 for both criminal and federal statutes accounted for 383 reported incidents. In 2020 there was a rise in overall incidents, in large part related to incidents involving securing campus property during the pandemic. In 2020, criminal and federal statute incidents decreased by 37% compared to 2019, which could also be related in large part to the decrease of activity on campus during the pandemic.

The chart details incidents over the past several years. The number of inciting hatred incidents decreased to 3 in 2020 from a fairly consistent 2018 (10) and 2019 (11). These incidents include flyers on bulletin boards, stickers and graffiti found on campus. There were no hate related assaults.

Significant educational efforts continue in relation to Harassment and Sexual Harassment and 42 incidents were reported in 2020 which is a decrease from the 44 incidents in 2019. McMaster's Sexual Violence and Discrimination and Harassment policies were reviewed and updated in the fall/winter of 2019 after campus-wide consultations and remain important aspects of creating and supporting a safe environment.

In situations of serious assault, sexual assault, indecent acts, inciting hate and other major incidents, McMaster Security works with the Hamilton Police Service to investigate the incidents. The most significant volume of offences fall into two categories – thefts and mischief. The greatest number of thefts relate to bicycles, computers and personal property. The offence of mischief is attributed to general damage to windows, doors and facilities on campus. Assault incidents have decreased in 2020 to 23 from 38 in 2019 and generally relate to fights with no injury.

The pandemic accounts for many of the variances in reporting numbers for 2020.

CRIMINAL INCIDENTS

Criminal Incident	2015	2016	2017	2018	2019	2020
Assault	12	27	29	21	38	23
Breach of Recognizance/Probation	1	0	1	1	0	0
Break and Enter/Attempts	5	17	11	22	15	26
Disturbances	11	12	22	10	9	3
Fraud	4	14	21	14	13	15
Harassing Phone Calls & Email	8	1	8	6	1	4
Harassment/Sexual Harassment	22	27	37	29	44	42
Inciting Hate	3	2	3	10	11	3
Mischief	80	85	100	128	126	133
Obstruct Peace Officer	1	0	2	1	1	0
Robbery	1	0	3	0	3	0
Theft/Possession	146	234	258	266	285	100
Threatening	6	5	10	11	16	8
Total (All Categories)	300	436	531	519	562	357

The following is a summary of all incidents reported for Criminal, Provincial and Federal offences.

Statutes	2015	2016	2017	2018	2019	2020
Criminal Code	300	436	531	557	602	383
Provincial	103	209	215	209	195	244
Federal (CDSA)	86	95	108	108	9*	0
Total (All Categories)	300	436	531	519	562	357

*Decrease is the decriminalization of marijuana and reduction in Controlled Drugs and Substance offences.

Contact

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

- By telephone at (905) 525-9140 Ext. 24281 or by calling (905) 522-4135
- From any McMaster University campus telephone by calling Ext. 88
- SafetyApp Smartphone App has a direct dial button
- Red Assistance Pole-Located throughout the campus, have a no-charge 'Security' button
- Elevators on campus have a direct connection phone

Learn more about Security Services at McMaster on our website: <http://security.mcmaster.ca/>