Campus Security

University of Calgary

Annual Report | 2018

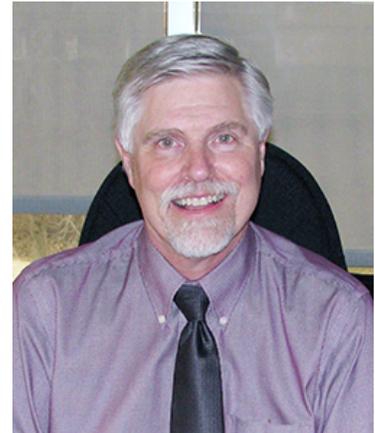# Table of Contents

Message from the Chief of Security

Campus Security is committed to making UCalgary a safe place to work, study and learn through the services we provide and the connection we make to individuals and groups on and off campus.

Throughout 2018, we worked on many projects with all areas of the Risk portfolio, including Emergency Management; Environment, Health and Safety; Risk and Insurance Management; and Enterprise Risk Management.

Additionally, Campus Security's strong relationships with the broader on-campus community brought us to the table to plan and prepare for some very significant initiatives and changes that we saw at UCalgary, and in our city.

We offered our perspective and expertise as part of advisory committees for the alcohol and cannabis policies. Campus Security worked with Student Enrolment Services, SU Wellness, Residence Services and the Student Medical Response Team to develop, open and operate the Post-Alcohol Support Space, a program aimed at reducing the harm of alcohol and cannabis.

We also worked to strengthen our very important partnership with the Calgary Police Service (CPS). More than 100 members of CPS District 3 met with Campus Security to increase efficiency, improve communication and, ultimately, improve our plans and processes for serious incident response.

Working so closely with our colleagues and partners on these important projects reinforces UCalgary's strong culture of safety, and helps Campus Security gain a deeper understanding of our institution as a whole — but the success of Campus Security also rests on the strength of a different relationship. Without clear communication between our team and the community we serve, we cannot do our job properly — and there, we saw considerable growth in 2018.

Throughout the year, more than 400 members of the university community responded to the Campus Security survey, and provided feedback and comments that we have already started using to inform our plans for the future.

It was a year for building connections, promoting communication and gaining understanding. I look forward to the year ahead, as we continue to collaborate with our community on projects and programs that make UCalgary a safe place for students, faculty, staff and visitors.

Sincerely,

Brian Sembo
Chief of Campus Security

A year in review

Integrating Campus Security systems

Campus Security is closing in on its long-term goal to have an electronic security system that integrates closed-circuit TV (CCTV) video monitoring and data collection, electronic access control, and alarm devices using the Genetec Security Centre Unified Platform.

Since the project began, close to 2,000 high-resolution digital cameras have been installed, including 159 cameras at Foothills campus. CCTV-recorded data has been used in numerous situations relating to damaged property, physical conflict and theft.

In addition to running a video monitoring network, the integrated system makes it possible to schedule and control the locking and unlocking of doors from a central location. This automation greatly reduces the need for caretaking or Campus Security employees to physically lock and unlock buildings provisioned with access control. The electronic card access system has been implemented in a number of areas to date, including: Kinesiology A/B, Math Science, Biological Sciences, Earth Science, the Campus Security office in MacEwan Student Centre, Science B, Scurfield Hall, Foothills campus, Murray Fraser Hall, Professional faculties, the Education Tower, the Arts building and the Schulich School of Engineering (G-Block).

District 3 outreach

Throughout 2018, Campus Security met on campus with 10 separate command groups from District 3 of the Calgary Police Service in order to build greater familiarity and rapport between the two groups. As the District 3 team is the closest support during a situation, it is important that they are well acquainted with the university's physical structure and organizational culture.

Online incident reporting tool

Campus Security officially implemented an online reporting tool in 2018, after a testing period. The online option provides yet another way for students, faculty and staff with safety concerns or information to connect with Campus Security and submit a report regarding thefts, property crimes, fraud or other incidents.

The Post Alcohol Support Space

Campus Security has played an important role in planning and operating the Post-Alcohol Support Space (PASS) — a medically supervised, judgement-free space on campus where members of the university community can sleep off the effects of alcohol and/or cannabis. The PASS is a harm reduction-program aimed at lowering the risk of alcohol and cannabis-related injury by monitoring intoxicated individuals, keeping them safe and regularly assessing the need for medical treatment. Since Opening the PASS in January 2018, many members of the university community have utilized the space, which is run in collaboration with SU Wellness, Ancillary Services, Campus Security and the Student Medical Response Team.

Student Medical Response Team (SMRT) is an accredited medical first response agency with Alberta Health Services EMS. It is the first student team of its kind in Western Canada. The SMR team serves as a unique collaboration between the SU Wellness Centre and Campus Security to enhance the safety and wellbeing of the campus community.

Bike unit receives elite training

In 2018, the Campus Security Bike unit became the first non-law enforcement unit to receive training from the Law Enforcement Bicycle Association's (LEBA) elite instructor training program. Two Campus Security members are now certified to lead LEBA training for their colleagues, right here on campus.

In addition to increased mobility, access, and stealth, the bike patrol helps promote good relationships with the campus community by making the team more visible and approachable.

Legalized cannabis in Canada

Campus Security participated on the cannabis advisory committee, which worked to develop the UCalgary Cannabis Policy ahead of Oct. 17, 2018, when cannabis became legal in Canada. The policy complies with all federal, provincial and municipal laws and regulations regarding the possession and use of cannabis. This includes the City of Calgary Cannabis Consumption Bylaw, which prohibits cannabis consumption in any public places, including post-secondary campuses.

While Campus Security was prepared to respond to increased cannabis use on UCalgary property after legalization, rates of use have remained unchanged over previous years and no additional staff or action has been required.

Coffee with the Chief

Coffee with the Chief was introduced during Safety and Wellness Week in September 2018. Campus Security's Chief, Director and members of front-line staff invited employees for coffee, donuts and an informal conversation about safety and security at UCalgary and in the broader community. Coffee with the Chief was first held in single sessions on the main and Foothills campuses, but it was so well attended by the campus community, additional sessions were held at SpyHill campus and at the High-Density Library throughout the 2018/19 academic year.

Safety and Wellness Week

Safety and Wellness Week annually celebrates and revitalizes UCalgary's strong health and safety culture. Safety and Wellness Week ran from Sept. 17 – 21, 2019, and provided opportunities for community outreach by Campus Security through events like Coffee with the Chief and Naloxone and Stop the Bleed Training Sessions.

Campus Security Survey

A lot of good news and good suggestions came out of the Campus Security survey results. Just over 400 people completed the survey, which launched in February 2018.

More than 80 per cent of survey respondents reported feeling either generally safe or very safe at UCalgary, and approximately the same percentage rated the overall performance of Campus Security and the competency of Campus Security members as either good, very good or excellent.

In addition to direct question responses, hundreds of comments came in through the survey's final question inviting suggestions about how Campus Security can better serve the campus community. Comments ranged from glowing to critical, and tended towards such recurring themes as video surveillance (most want more, but a couple of respondents want less), bicycle theft, and the desire for a greater Campus Security presence throughout the day and after hours.

How would you rate the overall performance of UCalgary's Campus Security?

Excellent	Very Good	Good	Fair	Poor
30%	32%	18%	8%	7%

International travel incident response

Campus Security has long been the first point of contact for incoming calls 24/7. In 2018, the department became a formal part of the response process for international travel incidents, which was developed by the Department of Risk Management and Insurance. With the new process in place, Campus Security members can now direct calls more efficiently so that the most useful information and service is provided as quickly as possible to those traveling internationally.

Naloxone training

In 2018, Campus Security were trained and provisioned on intermuscular naloxone kits, and all 50 Campus Security members now carry the kits as part of their personal protective equipment. Additionally, intranasal naloxone kits are now part of the medical response kits carried to all medical calls on campus.

Alcohol policy

Campus Security offered insight, information and guidance to the redevelopment of the institutional Alcohol Policy, which was implemented on Jan. 15, 2019.

Campus Security services

Safewalk

Available 24/7, Safewalk volunteers walk people safely to their destination on campus. Campus Security offers this service to students, faculty, staff and campus visitors at no charge.

Stop the Bleed training

UCalgary has more than 80 Stop the Bleed Kits located inside or directly beside public access automated external defibrillator cabinets across campus. Training is now offered through Campus Security on how to use them effectively. Faculty, staff and students can empower themselves to save lives with hands-on Stop the Bleed training that could be used to end uncontrolled bleeding in an emergency situation.

Help phones and intercoms

Help Phones are located around campus in most buildings, parking lots and elevators, and will instantly connect users to in-person assistance from Campus Security. The phones come in three different forms but all have the same illuminated yellow and blue help phone signage.
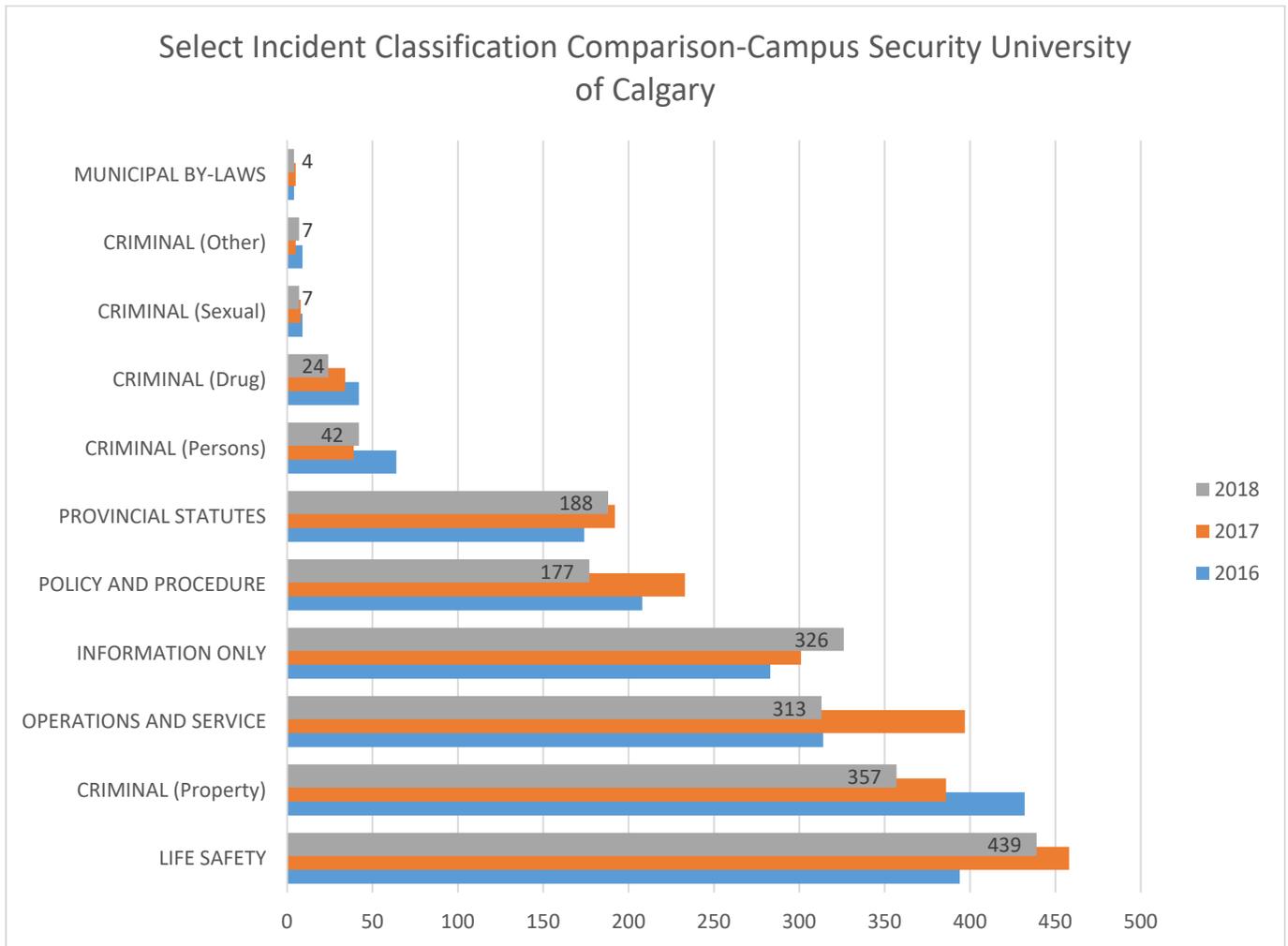
Intercom help phones are also located at various locations on campus. Users can press the intercom button and immediately connect to the Campus Security Operations Centre dispatcher. Once the button is pressed, the dispatcher can determine your exact location.

SoloSafe — UC Emergency Mobile

Introduced in January 2018, SoloSafe is the University of Calgary's check-in, check-out system with Campus Security that enhances the personal safety of students, faculty and staff when they are working or studying alone — particularly in the evening or outside of normal work hours.

SoloSafe sessions can be created from a smartphone using UC Emergency Mobile, or from a desktop computer. Once a SoloSafe session has been created, Campus Security can monitor the session and respond if an issue occurs.

Campus Security statistics and occurrences

Select Incident Classification Comparison-Campus Security University of Calgary

Classification	2018	2017	2016
MUNICIPAL BY-LAWS	4		
CRIMINAL (Other)	7		
CRIMINAL (Sexual)	7		
CRIMINAL (Drug)	24		
CRIMINAL (Persons)	42		
PROVINCIAL STATUTES	188		
POLICY AND PROCEDURE	177		
INFORMATION ONLY	326		
OPERATIONS AND SERVICE	313		
CRIMINAL (Property)	357		
LIFE SAFETY	439		

Select Incident Category Comparison-Campus Security University of Calgary

Category	2018	2017	2016
SEXUAL ASSAULT	4		
OTHER SEXUAL OFFENCES	3		
CRIMINAL HARRASSMENT	11		
ASSAULTS	19		
MEDICAL PSYCHOLOGICAL	46		
TRESPASS COMMIT	32		
CODE OF CONDUCT	58		
MEDICAL ILLNESS	73		
MISCHIEF (property damage)	106		
MEDICAL INJURY	150		
THEFT	196		

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