

WILFRID LAURIER UNIVERSITY



Annual Report

Special Constable Service

MAY 2018 – APRIL 2019

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Special Constable Service is dedicated to prevention, education, partnerships and participation.

Executive Summary

Welcome to the Wilfrid Laurier University Special Constable Service (SCS) Annual Report 2018-19. The SCS department is a key part of the university's overall operational risk management strategy and programming. This report profiles SCS's commitment to crime prevention, education and customer service through various initiatives and projects aimed to enhance the quality of life for our students, faculty, staff, and visitors.

Wilfrid Laurier University is a multi-campus university with campuses in Waterloo and Brantford, a Kitchener location, and a Toronto office. As part of the multi-campus operational risk management strategy, Special Constables are employed for the preservation and maintenance of the public peace and to safeguard members and visitors to the Laurier community. SCS is available 24/7 by calling the Communications Centre from all locations, or in person at the Waterloo and Brantford campuses.

The Waterloo campus SCS has been serving the Laurier community for since 1968. In 2018-19, SCS Waterloo comprised of a director, 2 acting staff sergeants, 2 sergeants, 2 acting sergeants and 10 special constables, 2 security guards/communications operators, 3 security guards, 1 communications operator, 1 supervisor of communications and 1 administrative assistant and collaborated with Waterloo Regional Police Service to provide exceptional service to the Waterloo campus.

The Brantford campus SCS has been serving the Laurier community since 2006. In 2018-19, SCS Brantford comprised of 1 manager, 1 sergeant, 5 special constables and 4 security guards and collaborated with Brantford Police Service to provide exceptional service to the Brantford campus.

Throughout 2018-19, the SCS department has been focused on a number of key initiatives that support risk mitigation and management within the Laurier community. These include the following projects:

- New secured entrance at Brantford SCS office
- CPTED (crime prevention through environmental design) audits completed on several new and renovated buildings on both Brantford and Waterloo campuses
- LGBTQ2 Awareness Training for all officers
- Fair and Impartial Policing course, Investigating Interviewing courses, R2MR (Road to Mental Health) and Crown Package Training offered for officers
- International Accreditation process (certification with highest standards of professionalism and excellence) near completion
- SCS hosted a Special Constable Course including McMaster, Carleton and Laurier Special Constable recruits
- Cannabis Control Act – Authority has been granted to Laurier Special Constables to enforce the new act under government legislation
- Evidence storage room at Waterloo campus was renovated to be made as secure as possible and in line with international accreditation standards
- SCS Employee Handbook was updated and revised

As the university grows, SCS continues to experience growth in demand for service. Yearly calls for service, which include reportable and non-reportable incidents, increased from 18,402 in 2017-18 to 24,693 in 2018-19 on the Waterloo campus, and increased from 7,356 in 2017-18 to 13,948 on the Brantford campus. During the same period, incident reports increased from 3,616 to 5,088 on the Waterloo campus, and increased from 429 to 730 on the Brantford campus. The increase of national crime rate and increased criminal activity in our communities including violent crime

The Special Constable Service department is a key part of the university's overall operational risk management strategy and programming.

Introduction to Special Constable Service

Wilfrid Laurier University is a multi-campus university with campuses in Waterloo and Brantford, a Kitchener location, and a Toronto office. The university operates in 66 buildings in Waterloo, 24 buildings in Brantford, one building in Kitchener, one office suite in Toronto, one building in Milton, one research centre in Flamborough and one Yellowknife office space. The university has 47 investment properties and owns over 20 properties on Ezra Avenue, Bricker Avenue and Albert Street in Waterloo that are managed by the Campus Living Centre (CLC), a Canadian property management service that specializes in student housing. Special Constables provide law enforcement services for Waterloo and Brantford campuses and the Kitchener location as well as the investment properties.

Special constables are sworn Peace Officers and are employed for the preservation and maintenance of the public peace and to safeguard members and visitors to the Laurier community. They are empowered to enforce federal and provincial statutes, including the Criminal Code, Liquor License Act, Trespass to Property Act, Mental Health Act, Cannabis Control Act and municipal by-laws when necessary. This authority comes from the Ontario Ministry of Community Safety and Correctional Services, the Waterloo Regional Police Services Board, the Brantford Police Services Board, and the specific municipalities.

The SCS Communications Centre provides communication and dispatch services for all campuses and locations.



The Special Constable Service additionally utilizes alternative methods for keeping the university community safe. An example of this can be found in the Non-Academic Student Code of Conduct, which, in partnership with the Deans of Students' Offices, affirms students' rights and responsibilities while ensuring acceptance and accountability for individual actions and their consequences. This Code of Conduct, in coordination with Residence Life programs and other strategies, is utilized instead of criminal charges where appropriate.

Special constables work proactively to reduce crime on Laurier's campuses and are available to make presentations and conduct workshops on safety and security issues. A number of the SCS officers have been trained in Crime Prevention through Environmental Design (CPTED), which is a multi-disciplinary approach to deterring criminal behavior through environmental design. CPTED strategies rely upon the ability to influence offender decisions that precede criminal acts. Other SCS officers are trained in threat assessment and management to be able to conduct violence risk assessments when there are warning signs of actual, attempted or threatened harm to a student, staff or faculty member.

SCS operates a centralized Communications Centre, located on the ground floor of the Student Services Building at the Waterloo campus, directly across from the Dining Hall. The Communications Centre provides Special Constable Service communication and dispatch services for all campuses and locations. The Communications Centre operates 24 hours a day, 365 days a year and can be reached by phone at extension 3333 (internal) from the Waterloo, Brantford, Toronto and Kitchener locations, or 519-885-3333 from Waterloo and

519-770-3778 in Brantford (external). The Waterloo campus SCS Office has a location at 232 King Street North, and the Brantford campus SCS Office has a location at 45 Market Street.

Introduction to Waterloo Campus, Special Constable Service

Special Constable Service at the Waterloo campus has been serving the Laurier community since 1968. SCS Waterloo was comprised of a director, two acting staff sergeants, 2 sergeants, 2 acting sergeants, 11 special constables, 1 security guard/communications operator, 1 communications operator, 5 security guards, 1 supervisor of communications and 1 administrative assistant serving over 19,000 students for the 2018-19 year. SCS also provides employment for student dispatchers who work with our full-time communications team. SCS enjoys a collaborative relationship with the Waterloo Regional Police Service and works closely with them to provide exceptional service to the Waterloo campus community and various stakeholders.

SCS supports the Laurier community in a manner that is consistent with Laurier's policies, practices, and values, and special constables perform law enforcement duties that are consistent with the Waterloo Regional Police Services Board agreement. The Community Based Policing Model is used by SCS for crime prevention, detection, and reduction and to ensure our environment is safe and secure for all students, staff, faculty, and their visitors.

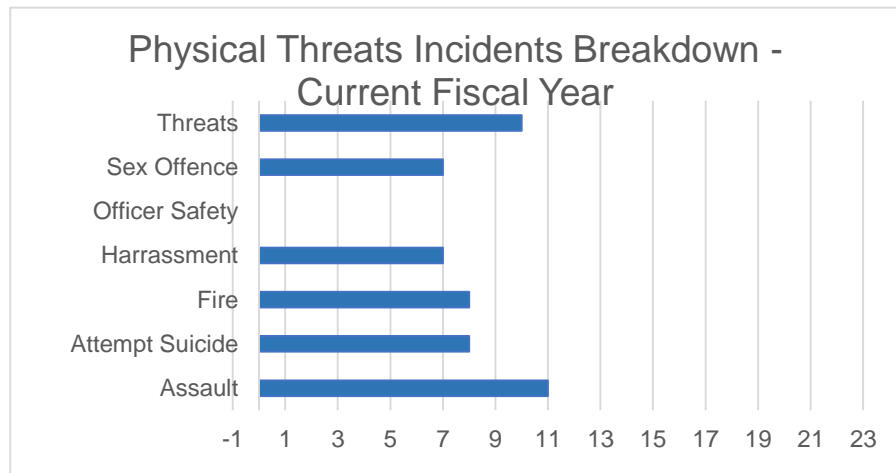
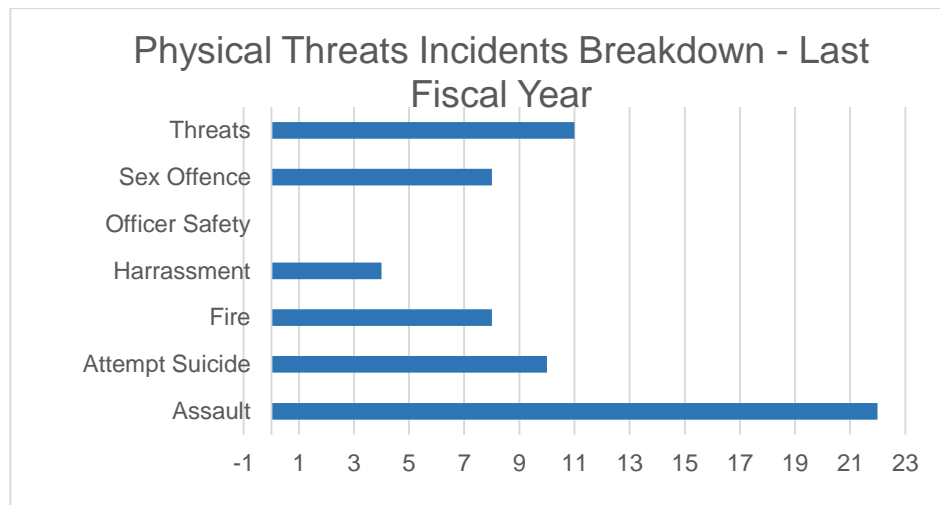
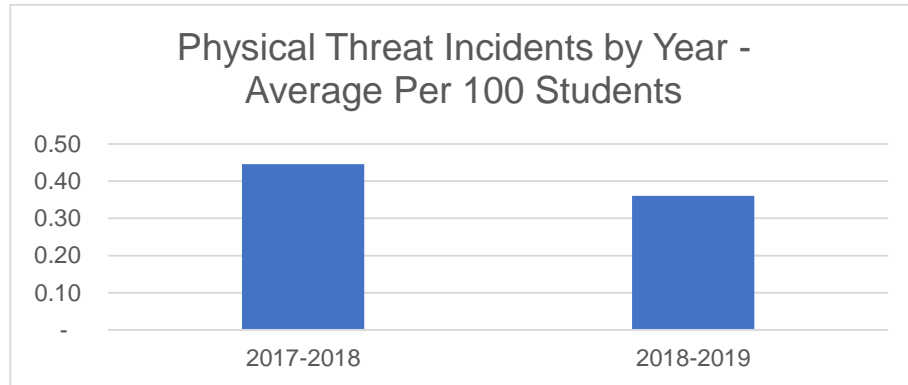
Special Constable Service continues to value partnerships both internally and externally to the university, and SCS is dedicated to being a professional service within the university. At the Waterloo campus, SCS is involved in many programs, initiatives and partnerships including Crime Stoppers, a Door Knock Program, the SCS and Waterloo Community Outreach Program, the SCS and Victim Service of Waterloo Region Partnership, the Waterloo Crime, recurring event support, and post-secondary institution collaborative meetings on Alcohol Harm Reduction. See [Appendix C](#) for a list of training, presentations and collaborative initiatives SCS is involved with on our campuses.

The Community Based Policing Model is used to ensure our environment is safe and secure for all students, staff, faculty and visitors.



Physical Threat Incidents Reporting

Physical threats incidents include verbal or written threats, sex offence, officer safety, harassment, fire, attempted suicide, and assault. The following comparative graphs indicate the number of physical threat incidents that took place at the Waterloo Campus. Further incident data is available in [Appendix D](#) and [Appendix E](#).



Introduction to Brantford Campus, Special Constable Service

Special Constable Service at the Brantford campus has been serving the Laurier community since 2006. The Brantford campus has over 2,600 students with 24 campus buildings owned and leased space that intersects with the broader Brantford community.

For the 2018-19 year, SCS Brantford was comprised of a manager, one sergeant, 5 special constables, and 4 security guards. To further enhance the Brantford campus operations and effective service delivery model, SCS moved to a 24/7 service beginning in February 2017.

SCS Brantford is located in the storefront Market Place building, and is shared with the Brantford Police Service and their dedicated Better Enforcement Action Team (BEAT) that works in the downtown core. BEAT officers have access to the shared Community Policing Partnership Office on a 24-hour basis, 365 days a year. This unique relationship has improved officer visibility in the community and greatly enhanced the partnership with Brantford Police Service.

To further enhance operations and service delivery, the Brantford campus SCS moved to a 24/7 service model in February 2017.

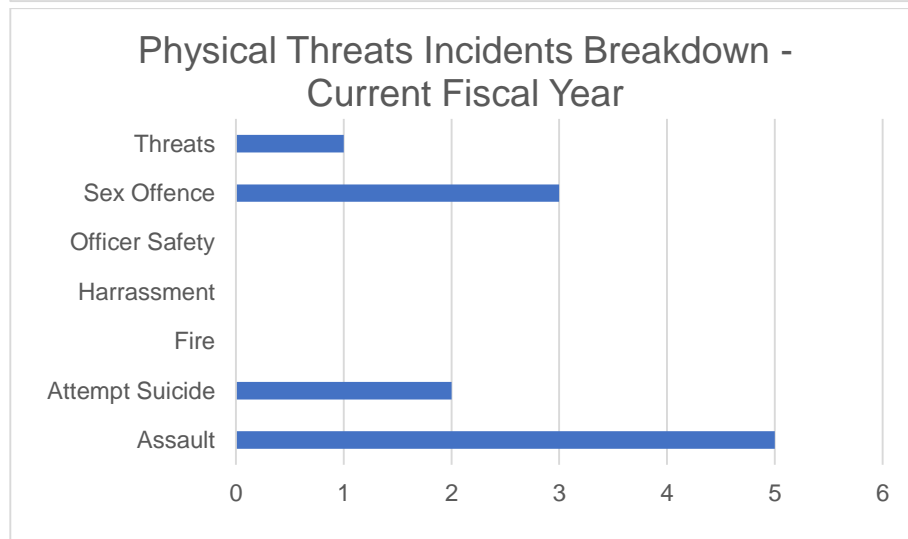
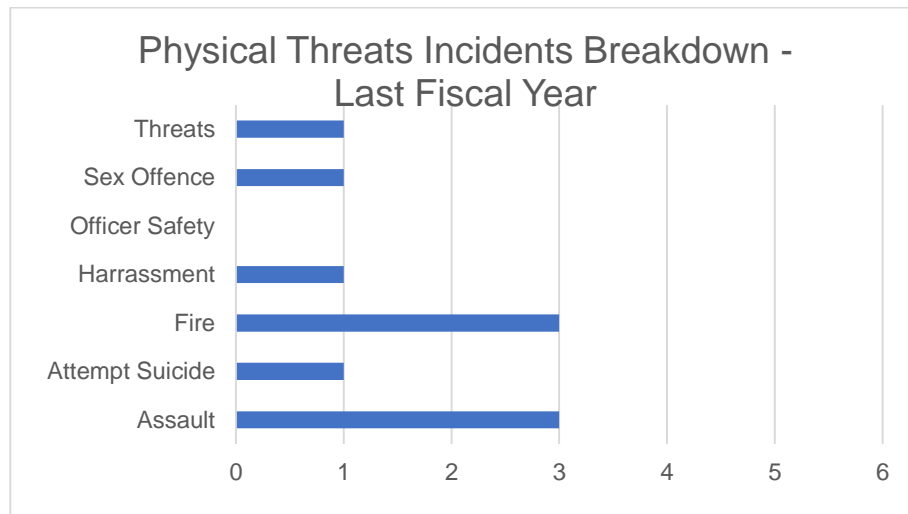
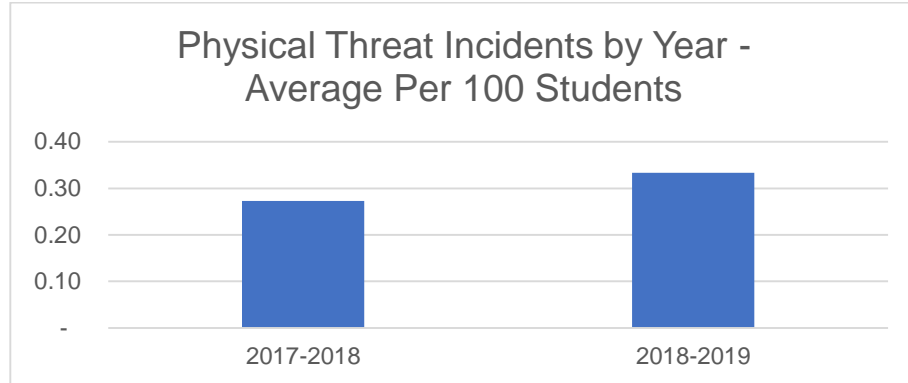
The Special Constable Service works collaboratively with various partners on campus and in the community. These partners include Nipissing University, Conestoga College, St. Andrew's Church, Brantford Public Library, the City of Brantford, Brantford Police Service, and other emergency services. Shared spaces and services require collaboration and strong partnerships to ensure the safety of the entire community.

Special Constable Service continues to value partnerships both internally and externally to the university, and SCS is dedicated to being a professional service within the university. At the Brantford campus, SCS is involved in many programs, initiatives and partnerships including the Safe Brantford Core Team, Student Crime Stoppers Committee, Student Affairs and Residence Life collaborative partnerships, the Care Team. See [Appendix C](#) for a list of training, presentations and collaborative initiatives SCS is involved with on our campuses.



Physical Threat Incidents Reporting

Physical threats incidents include verbal or written threats, sex offence, officer safety, harassment, fire, attempted suicide, and assault. The following comparative graphs indicate the number of physical threat incidents that took place at the Brantford Campus. Further incident data is available in [Appendix D](#) and [Appendix E](#).



New Initiatives

With the Canadian legalization of cannabis in the fall of 2018, SCS applied for and was granted authorities under the Cannabis Control Act through the Ontario Ministry of Community and Correctional Services. As the University develops a permanent Cannabis Policy that complies with all federal, provincial and municipal laws, SCS will work to support this policy as well as enforcing the regulations under the Act.

Several new CPTEDs (crime prevention through environmental design) were completed on newly acquired and/or renovated buildings on both the Waterloo and Brantford campuses. Several of SCS officers have received training in this field around the design and effective use of physical space to reduce the incidence and fear of crime. The focus of these CPTED audits is to reduce crime opportunities by modifying the environment.

With the Canadian legalization of cannabis in the fall of 2018, SCS applied for and was granted authorities under the Cannabis Control Act through the Ontario Ministry of Community and Correctional Services.

Training opportunities for SCS for the 2018-19 year have included LGBTQ2 Awareness



Training, additional online Indigenous Awareness Training through Indigenous Awareness Canada and R2MR (Road to Mental Health) training to reduce the stigma surrounding mental health problems and mental illness and to increase resiliency. Officers also received crown package assembly training with a Waterloo Regional Police Staff Sergeant. Fair and Impartial Policing Training, an implicit-bias-awareness training was conducted for SCS officers through the Ontario Police College. This training conveys the science of bias, the negative impact of hidden biases and the teaching of professional skills that officers need to reduce and manage their biases. Investigative interviewing training, which teaches knowledge and proficiency in investigative interviewing was also conducted for officers.

SCS hosted a two week Special Constable Course through Waterloo Regional Police this past year including McMaster, Carleton and Laurier Special Constable recruits.

International accreditation has been a goal for Laurier SCS over the past 2 years through the International Association of Campus Law Enforcement Administrators. SCS participated in a mock audit of our procedures and internal policies to indicate adherence to the highest standards of professionalism and excellence and will look to formal accreditation in the 2019-20 year.

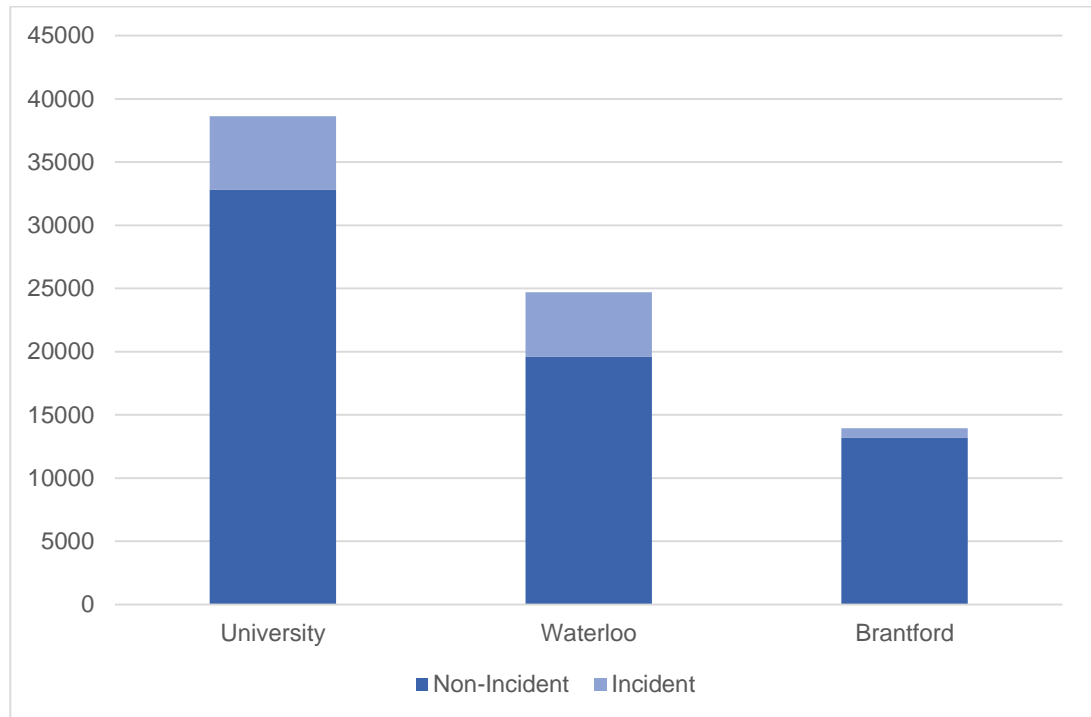
SCS has applied for CPIC (Canadian Police Information Centre) registration. With direct access to more information through this site, officers will be able to search for potential stolen vehicles, bicycles and other property as well as identifying potential individuals with outstanding warrants who may pose a security concern for the university community.

SCS Brantford, located at 45 Market Street, has been renovated this past year to include a secured entrance inside the main door. This will enable the exterior door to be open for individuals who may be concerned for their safety and will allow them to enter the building quickly if needed as well as providing safety for officers who may deal with agitated members of the public or individuals displaying concerning behaviour.

Calls for Service and Incident Reporting

As the university grows, SCS continues to experience growth in demand for service. From May 2018 to April 2019, Special Constable Service responded to 38,641 calls for service, with 24,693 for the Waterloo campus and 13,948 for the Brantford campus. Examples of these calls include incidents regarding drugs, theft, intoxicated persons, liquor offences, suspicious persons, by-law complaints, and property damage. Of the calls for service, 5,078 generated an incident report on the Waterloo campus, and 730 generated an incident report on the Brantford campus. The 32,833 calls for service that did not generate an incident report represent general security related calls.

Calls for Service by Type



From May 2018 to April 2019, SCS responded to 38,641 calls for service, with 24,693 for the Waterloo campus and 13,948 for the Brantford campus.

The number of calls for service resulting in incident reports have increased from 2017-18 to 2018-19. Incident reports increased by 40.4% on the Waterloo campus and increased by 70.2% on the Brantford campus. Incident reports encompass criminal and non-criminal calls for service, including theft, assault, provincial offence notices, alcohol and drug violations, fire and intrusion alarms, and medical calls. A full breakdown by incident type and the location are available in [Appendix D](#).

The increase of incident reports has grown due to increased student numbers and continued increased enforcement of by-law and alcohol violations during significant events. Brantford incident numbers have risen significantly due to the relatively new 24/7 model as well as the acquisition of 1 Market Square with increased calls of unwanted persons in this space during this new acquirement period. Brantford has made a change to their reporting structure as well with all incidents being captured centrally through SCS Communications Centre. This has been the first full year of reporting of property management and parking enforcement at Waterloo campus as well. The additional graphs highlighted in [Appendix E](#) were selected because programs and initiatives are in place to help address incidents generated in these areas.

Appendix A: Members as at April 30, 2018

Multi-campus:

Acting Vice-President: Finance and Administration

Antonio Araujo

Assistant Vice-President: Campus Operations and Risk Management

TBA

Director, Special Constable Service

Tammy Lee

Administrative Assistant

Karen Sider

Coordinator: Administration & Special Projects

Maggie Bailey-Bomberry

Waterloo Campus:

Acting S/Sgt. Operations

Sean Gow

Acting S/Sgt. Accreditation

Ryan Eldred

Sergeants

Greg Mudry

Acting – Alin Pasc

Jeff Hunt

Acting – Zach Rumble

Constables

Josh McNamara

Katie Berry

Corey Ross

Alin Pasc

Alice Currie

Michelle Ferguson

Nicole Morrison

Phillip Brunt

Justin Korga

Charlie Stephens

Brien Seguin

Communications Operators

Jerry Daniel

Cheryl Guerriero

Communications Operators/Security Guards

Kishona Neethirajah

Security Guards

Alex Gerth

Alfred Graham

Erin Calhoun

Ilka Ilunga

Oliver Kaddour

Brantford Campus:

Manager, Special Constable Service – S/Sgt.

Harry Oldengarm

Sergeant

Gino Tatasciore

Constables

Furqan Mirza

Niki McFarlane

Tammie Maertens

Isaac Maich

Megan White

Security Guards

Sam Tremblay

Wei Wang

Darrell Dyck

Ben Spina

Appendix B: Professional Memberships

Special Constable Service is a member of several professional organizations that benefit our service.

- ASIS International Security Professionals
- Canadian Association of Chiefs of Police (CACCP)
- Canadian Association of Police Educators (CAPE)
- Canadian Police Knowledge Network (CPKN)
- Crime Prevention Through Environmental Design Ontario (CPTED)
- IACLEA Executive Development
- International Association of Campus Law Enforcement Administrators (IACLEA)
- International Association of Chiefs of Police (IACP)
- International Association of Law Enforcement Planners (IALEP)
- International Association of Women Police (IAWP)
- International Police Mountain Bike Association (IPMBA)
- Ontario Association of Chiefs of Police (OACP)
- Ontario Association of College and Universities Security Administrators (OACUSA)
- Ontario Association of Police Educators (OAPE)
- Ontario Police Video Training Alliance (OPVTA)
- Police Fitness Personnel of Ontario (OPFA)
- Public Safety Telecommunications Canada (Instructor level)
- Association of University Chief Security Officers (AUSCO)
- Ontario Women in Law Enforcement (OWLE)

Appendix C: Training, Presentations and Collaborative Initiatives

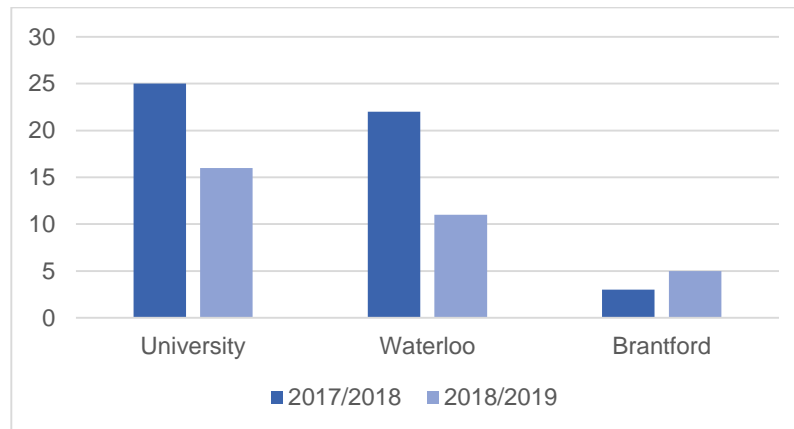
- Alcohol Harm Reduction Task Force
- Care Team
- Campus Partners Chat with Students Union Hospitality Team
- Cannabis Act Discussion with external partners
- City of Waterloo Private Parking Enforcement Training
- Community Planning & Response for St. Patrick's Day (SPD) and Homecoming
- Conestoga College Meet and Greet (Police Foundations course)
- Convocation Emergency Planning
- CPTED Audits for university buildings
- Critical Injuries and Chemical in the Workplace training
- C-Secure Training with Facilities and Management (FAM)
- Doorknocker Community Safety Communications, in partnership with Laurier Athletics and other internal and external partners
- First Aid/CPR recertification
- Event Safety and Security Planning in partnership with SHERM (Safety, Health, Environment & Risk Management)
- Homecoming Emergency Planning
- Homecoming Planning Community & Communications Committee
- Media briefing training
- LWSP (Laurier Work Study Program)
- Joint Health & Safety Committee
- Opening Ceremonies Safety Presentation
- Custodian Safety during Holidays Discussion
- RLAC and Don Training, in partnership with Residence Life
- Safety Plan implementation for students, staff, faculty in conjunction with Safety, Health, Environment & Risk Management (SHERM)
- SCS SPD (St. Patrick's Day) operations planning meetings with internal & external partners
- Debriefs for large events (Homecoming & SPD)
- Campus Operations & Risk Management (CO & RM) Meetings
- Special Constable Liaison Program
- Student Crime Stoppers Committee
- Hate Crime Training
- Parking Enforcement Training
- Laurier International Orientation Resources Fair for International and Exchange students
- First Aid/CPR for First Responders Yearly Recertification
- Ontario University Dialogue on Large Unsanctioned Street Parties
- Brantford Downtown Outreach Meeting – City of Brantford & Laurier

Appendix D: Incident Reports

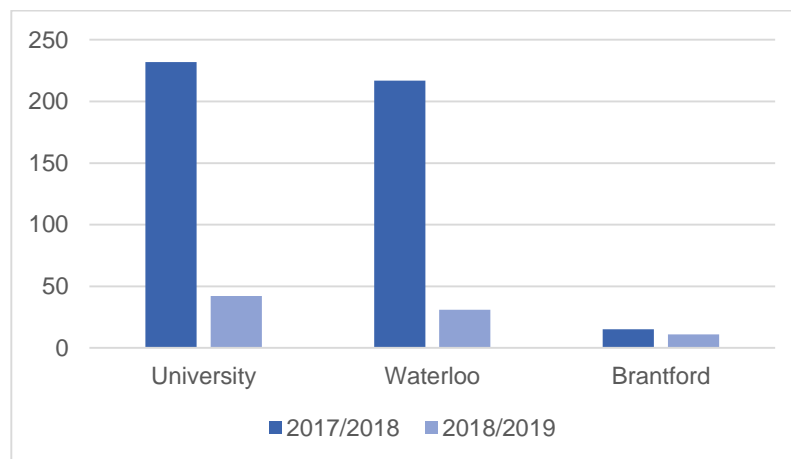
Fiscal Year Incident Reports			
Incident Type	2018-2019		
	Waterloo	Brantford	University
Animal Complaint	4	0	4
Assault	11	5	16
Assist Other Service	134	29	163
Attempted Suicide	8	2	10
Auto Theft	2	1	3
Breach of Judicial Order	5	0	5
Break and Enter	23	0	23
By-Law Complaint	122	1	123
Check Premise	4	2	6
Check Well-Being	48	6	54
Criminal Harassment	7	0	7
Dangerous Conditions	28	42	70
Dispute	7	0	7
Disturbance	14	3	17
Domestic Dispute	13	0	13
Drugs	31	11	42
Extortion	1	1	2
Fire	8	0	8
Fire Alarm	94	27	121
Fraud	21	1	22
Graffiti	16	27	43
Impaired Driver	2	0	2
Indecent Act	4	1	5
Injured/Sick Person	140	30	170
Intoxicated Person	84	4	88
Liquor Offence	86	1	87
Lost Property	1281	112	1393
Mentally Ill Person	40	12	52
Motor Vehicle Collision	4	0	4
Parking Enforcement	1815	18	1833
Pornography	4	1	5
Proactive Initiative	4	0	4
Property Damage	103	29	132
Public Mischief	7	0	7
Remove Belongings	4	0	4
Robbery	3	0	3
Sex Offence	7	3	10
Sudden Death	2	0	2
Suspicious Person	89	26	115
Suspicious Vehicle	8	1	9
Technology/Internet Crime	1	0	1
Theft Alarm	47	49	96
Theft Over \$5000	0	0	0
Theft Under \$5000	122	17	139
Threatening	10	1	11
Towed Vehicle	148	0	148
Unknown Call Requiring Assist.	105	31	136
Unwanted Contact	31	4	35
Unwanted Person	319	225	544
Void	1	3	4
Weapon	6	3	9
Workplace Accident	0	1	1
Total	5078	730	5808
Arrest Resulting From Incidents			
Special Constable Service	48	5	53
Police Service Assisted	12	3	15
Total	60	8	68

Appendix E: Data Tables

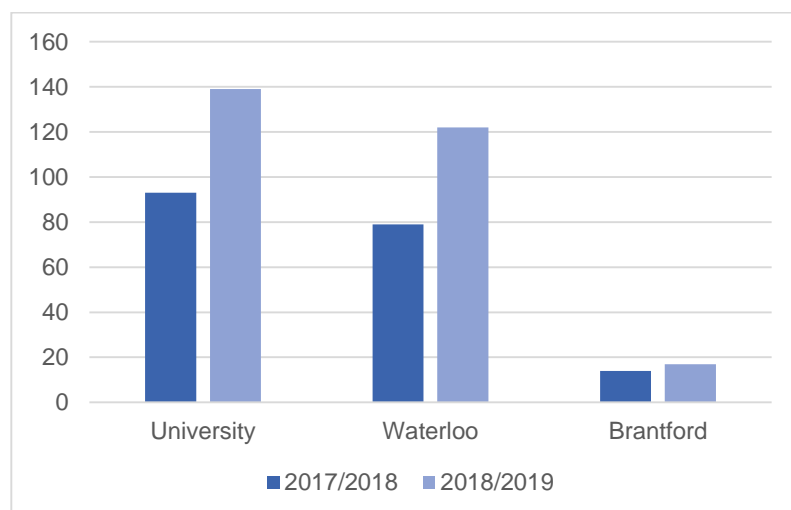
Calls for Service – Assault Incidents



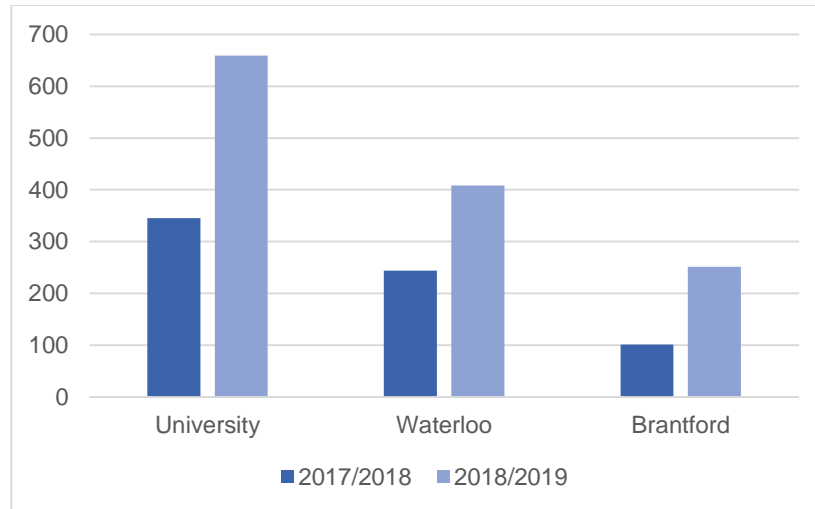
Calls for Service – Drug Incidents



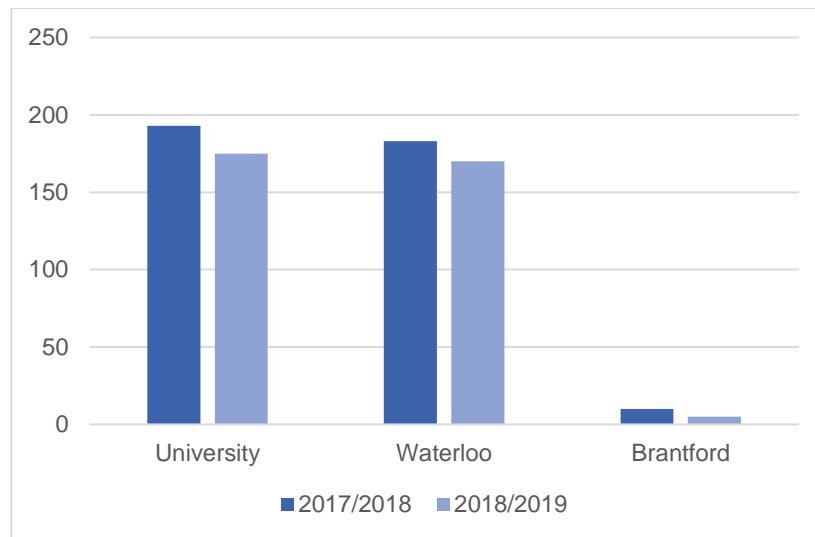
Calls for Service – Theft Incidents



Calls for Service – Suspicious/Unwanted Person Incidents



Calls for Service – Alcohol/Intoxicated Person Incidents





WILFRID LAURIER UNIVERSITY
SPECIAL CONSTABLE SERVICE
IS COMMITTED TO:

The prevention of crime, education, customer service, encouraging partnerships and the protection of rights which will enhance the quality of life for our students, faculty, staff and visitors.

Using the *Community Policing Model* to solve and prevent crime through education and the formation of partnerships to make Wilfrid Laurier University a safer place to learn, live and work.

WILFRID LAURIER UNIVERSITY

WATERLOO

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Waterloo, Ontario
Canada N2L 3C5

BRANTFORD

73 George Street
Brantford, Ontario
Canada N3T 2Y3

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Canada N2H 3W8

TORONTO

130 King Street W
Toronto, Ontario
Canada M5X 1C9

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