



# Security Services

## Annual Report: 2022



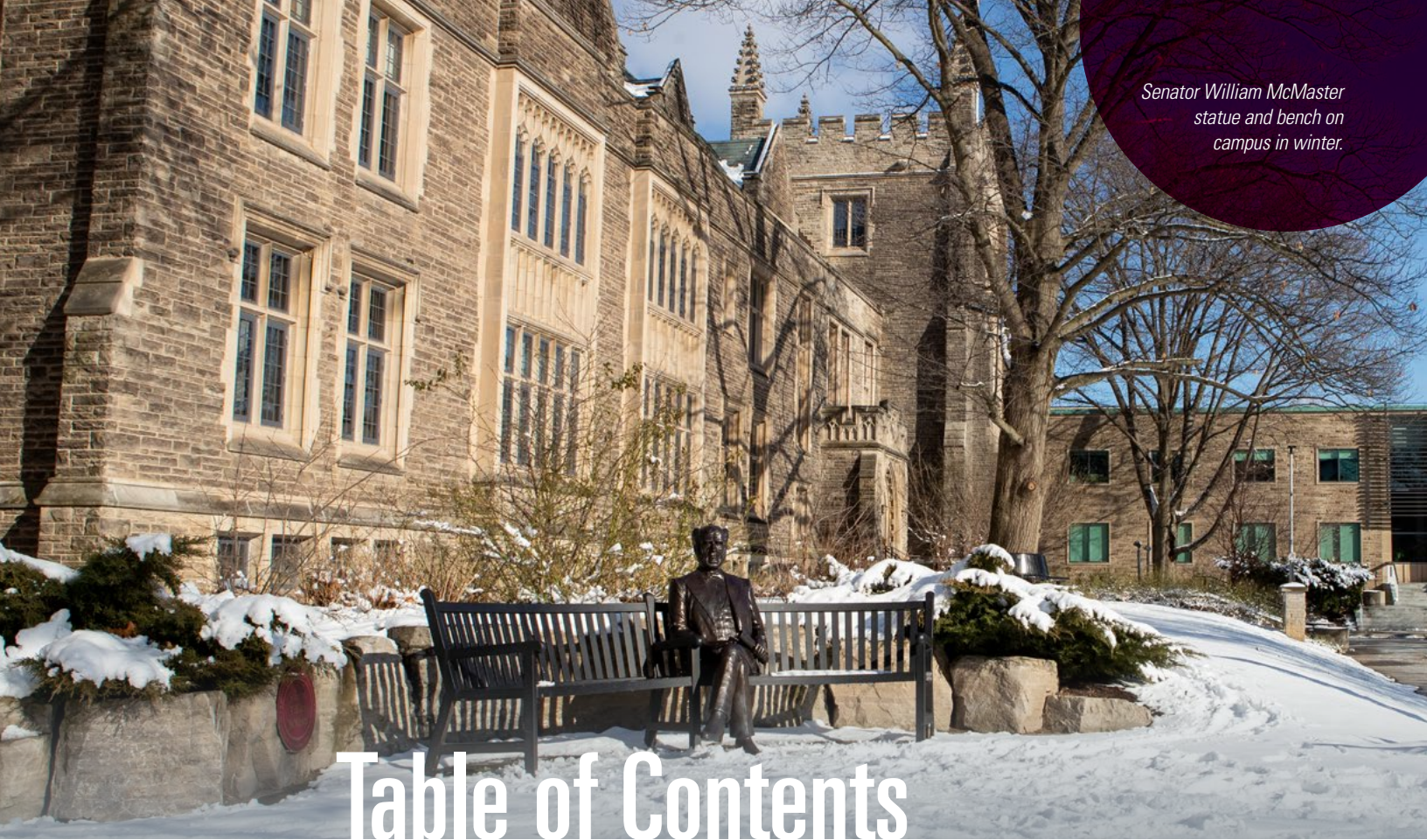
# Mission Statement

McMaster University Security Services' Special Constables will protect lives and property on our campus, doing our part to create a safe, secure and inclusive place to live, work, study and conduct research.



**BRIGHTER  
WORLD**

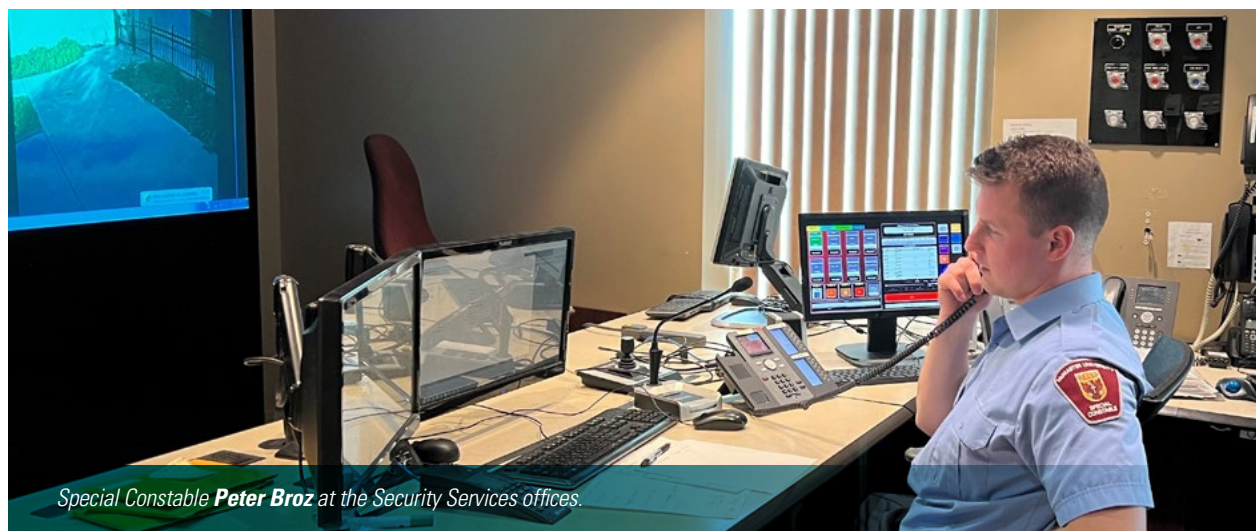




Senator William McMaster  
statue and bench on  
campus in winter.

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Special Constable **Peter Broz** at the Security Services offices.





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

In partnership with our community, Security Services is committed to maintaining a safe environment on campus to support the academic mission of McMaster University.

This year's Security Services report reflects how our campus welcomed students back to a safe, in-person experience in 2022. The fall of 2022 marked the first time students experienced Welcome Week activities in person since before the COVID-19 pandemic, and learning continued to be in person throughout the semester.

In the summer, McMaster launched the Good Neighbour campaign to encourage students to positively contribute to the neighbourhood, taking actions such as recycling, respecting property, and introducing themselves to neighbours.

This year, McMaster continued to be committed to community safety, investing in promotion campaigns and additional officers from Hamilton Police Services to patrol the neighbourhoods around campus regularly. Patrols were increased at times when activity was anticipated, such as St. Patrick's Day. The university intentionally promoted the City of Hamilton's new Nuisance Party Bylaw to students and ahead of an unsanctioned event, this message was reinforced, encouraging students to stay safe, avoid fines and not attend street parties. Security Services continued to play an important role in these efforts.

Looking back on 2022, I would like to commend the Security Services team for their dedication and professionalism while working to ensure campus is a safe and welcoming place for everyone.

We invite McMaster students, faculty, staff, and the surrounding community to learn more about how the Security Services team promotes a safe, inclusive, and welcoming place to learn, live and work.

**Debbie Martin**

Assistant Vice-President & Chief Facilities Officer

## Message from the Director of Security Services

The Security Services team continues the dedicated work to support an environment on campus where people feel safe and respected, where equity, diversity and inclusion are valued, and where all members of the McMaster community can thrive.

As a team, our commitment to equity, diversity and inclusion is supported by our outreach to professional groups, training with McMaster's Office of Equity and Inclusion, and our aim of recruiting a diverse team that is more reflective of the community we serve. In 2022, Security Services has more women working as Special Constables than ever before in our history. We welcome new members to our team and are excited about the hiring process where we are welcoming a more diverse workforce to serve the community.

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. Our team has focused on increased training, collaboration with partners and building strong relationships. This includes the additional community neighbourhood patrols provided in the areas surrounding the campus. As you will read, 2022 has been a year of change and challenge. We are working towards supporting the University as we grow.

**Glenn De Caire**

Director of Security Services



*McMaster students returned to a fall semester of in-person learning, the first since the start of the COVID-19 pandemic.*

## About McMaster University

### 2022 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 37,370 students, almost 1000 full-time faculty and over 13,700 staff.

The 2022-23 academic year started with welcoming students back to full-time, in-person learning. The two previous academic years involved forms of virtual and hybrid learning for students to prevent the spread of COVID-19. For the first time since September 2019, students enjoyed in-person Welcome Week activities on campus and moved into residence at pre-pandemic levels. Research into COVID-19, vaccines and other research focused on the pandemic continued. McMaster faculty and staff returned to working on campus, and the university continued to offer work-from-home flexibility where appropriate.

Powered by impactful research, teaching and industry partnerships, McMaster continues to be ranked among the world's top 100 universities in a key international ranking, Times Higher Education (THE). McMaster's impact is felt globally and nationally. McMaster researchers played leadership roles in the response to the COVID-19 pandemic, from serving on national task forces to influencing public policy. McMaster experts are tackling the complex issues involved in making safe, healthy housing affordable for all and are at the forefront of sustainable, clean energy research. McMaster continues to attract the brightest minds from around the world to Hamilton and these students contribute to our local community, by volunteering in healthcare settings during the pandemic and becoming entrepreneurs and valuable employees at businesses in our region. Overall, McMaster ranked 37th in the world in this year's THE's Impact Rankings, which recognizes the contributions of universities worldwide as they work to make the world a safer, more sustainable place.

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. This year, McMaster announced a new 1,366-bed student residence will be named after Lincoln Alexander, a role model for his trailblazing leadership, passion for education and advocacy for equity, diversity and inclusion.



*This year, Security Services was proud to celebrate the first all-female shift of Special Constables, including **Nikki Sellors, Courtney Mancuso, Taylor Barker,** and **Kathy Gillam** (not pictured).*



## McMaster's Security Services

A university is a unique environment and that extends to the role of Security Services 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, 14 full-time Special Constables, 8 part-time Special Constables and 2 Technology Specialists and 1 Dispatcher. In 2023, Security Services will add an additional 3 full-time Special Constables.

In 2022, Security Services continued with Equity, Diversity and Inclusivity driving the team's hiring process. Security currently has the most female Special Constables working on staff, a total of seven officers. The very first shift of all-female special constables, and their supervisor took place this year and we are very proud to achieve this goal.





Special Constable **Nikki Sellors**  
and Sergeant **Melanie Hayter**  
with a Security Services  
vehicle on campus.

## Training and Professional Development

McMaster Security embraces professional development for all staff on an annual basis. The following is a summary of the training programs that Security Services participated in in 2022. The goal of training is to ensure all staff maintain and enhance the knowledge and expertise related to their positions.

In 2022, Security Services focused on training in areas such as health and safety, criminal investigations, mental health, diversity and cultural competence, as well as infection prevention training related to the pandemic. A total of 103 mandatory health and safety courses were taken in 2022 including initial training for new hires, as well as recertification for serving Special Constables.

Security Services continued to partner with the Canadian Police Knowledge Network (CPKN). A total of 242 courses were taken by Special Constables via CPKN including Victim's Rights, Frontline Demonstrations, Suicide Awareness and Mental Health for First Responders focusing on caring for those who care for others. CPKN courses are now structured in three main areas of Leadership Development, Coaching and Senior Special Constable Development and Investigative Skills. Another area of continued emphasis has been on trauma informed investigations training that promotes a survivor-centred approach.

McMaster continues to increase its commitment to inclusivity through a variety of measures, including the work of the Equity and Inclusion Office (EIO), who play a significant role in raising awareness and providing education about issues around diversity and inclusion, and the importance of reporting incidents. The EIO has provided training to Security Services in recent years on topics such as Anti-Racism, Anti-Oppression and Trauma Informed Sexual Assault response.

The list below includes all of the training in Security Services in 2022:

Training	2022 Attendees
<b>Hamilton Police Training</b>	
Use of Force Certification (HPS)	4
Use of Force (Recertification)	24
Criminal Investigators Training and Education – CITE (formerly GIT) (HPS) Hamilton Police – Trauma Informed Training	10
First Aid & CPR (HPS)	24
Hamilton Police Bike Officer	2
Crisis Intervention Training (HPS)	1
Bystander Training	7
Block Training (HPS)	24
Block Training – McMaster Specific Content (produced locally)	26
Hamilton Police Coach Officer Training (in-person)	4
<b>McMaster Health and Safety Training</b>	
Asbestos Awareness Training	14
Ergonomic Awareness Training	13
Fire Safety Training	13
Heat Stress	15
Golf Cart Safety	13
Tunnel Orientation	8
Health and Safety Orientation	9
Radiation Safety Training	10
Due Diligence	9
WHMIS – Core	11
Hydrogen Fluoride	10
Accident Investigation Training (EOHSS)	9
Slips Trips and Fall	14
Violence and Harassment Prevention Training – McMaster	10
<b>Misc. McMaster Training</b>	
Dispatcher Training	6
Misc Infectious Disease/Covid-19 related courses	10
Back to Mac Covid-19 Training	10
AODA and Human Rights Code	10
Primer on Privacy	9
<b>Canadian Police Knowledge Network (Total Courses taken)</b>	<b>242</b>
Investigating Serious Injuries and Fatalities in the Workplace (CPKN)	12
Personal Protective Strategy for Infection Prevention and Control	1
Excited Delirium Syndrome (CPKN)	9
Using a Trauma Informed Approach	1
Introduction to Trauma Informed Investigations	5
OPVTA Video – De-Escalation	15
Coach Officer Training	2
Crisis Intervention and De-Escalation	2
Critical Incident Stress Management	3
<b>Mental Health Focus</b>	
Mental Health for First Responders (CPKN)	4
Professor Hippo-on-Campus Mental Health (8 Modules)	8
McMaster – Mental Health Response (Incorporated in McMaster Specific Content of 2021 Block Training)	12
Recognition of Emotionally Disturbed Persons	3
OPVTA Video – Mental Health Apprehensions	13
<b>Diversity, Cultural Competence, Sensitivity</b>	
CPKN course – 2SLGBTQ+	7
Call It Out – eLearning on Racism, Racial Discrimination and Human Rights	12
"Lived Experience" Virtual Speaker Event – Michelle Douglas (27 Jan 2022)	11
"Lived Experience" Virtual Speaker Event – Penny Anderson (28 March 2022)	18
"Lived Experience" Virtual Speaker Event – Tynomi Banks (01 June 2022)	20
"Lived Experience" Indigenous Speaker Event – Elder Albert Choken (9 June 2022)	16
OPVTA Video – Faith and Diversity	6
LGBT	23
Autism Spectrum Disorder	9



# 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 twice 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.



*Assistance pole near student residences on campus.*

## 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.

#### 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**.



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

## Reporting Incidents

In addition to McMaster's Security Services' unique responsibility to the university community, the department is also accountable to the Hamilton Police Services Board for all actions taken in relation to the powers granted to Special Constables under the Police Services Act.

As a requirement of that accountability, McMaster provides this 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 years prior to the pandemic.

The total reported incidents lessened during the part of the pandemic where activity on campus was decreased, which began in March 2020 and extended into early 2022.

In 2022, McMaster University Security Services filed 5,378 incident reports, that is a 21.9% increase over 4,412 incidents in 2021. Legal infractions in 2022 for both criminal and federal statutes accounted for 498 reported incidents which is an increase from the 295 incidents in 2021 recognizing the reduced in-person attendance of the pandemic.

The chart on the following page details incidents over the past several years. The number of inciting hatred incidents increased to 8 in 2022 from 2021 (5) and is lower than in 2019 (11) and 2018 (10). These incidents include flyers on bulletin boards, stickers, graffiti found on campus and online postings. There were no hate related assaults.

Significant educational efforts continue in relation to Harassment and Sexual Harassment and 35 incidents were reported in 2022 which is an increase from 28 incidents in 2021. McMaster's Sexual Violence and Harassment and Discrimination policies are regularly reviewed and updated after campus-wide consultations and remain important aspects of creating and supporting a safe environment for the protection of women. In 2022, four sexual assaults were reported to Security Services which is down from 17 incidents in 2021.



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, which are thefts and mischief. The greatest number of thefts relate to bicycles, computers and personal property. The offense of mischief is attributed to general damage to windows, doors and facilities on campus. Assault incidents have increased in 2022 to 23 from 21 in 2021 and generally relate to grabbing, pushing or fights with no injury.

Criminal Incident	2017	2018	2019	2020	2021	2022
Assault	29	21	38	23	21	23
Breach of Recognizance/Probation	1	1	0	0	4	1
Break and Enter/Attempts	11	22	15	26	20	19
Disturbances	22	10	9	3	1	4
Fraud	21	14	13	15	18	17
Harassing Phone Calls & Email	8	6	1	4	8	2
Harassment/Sexual Harassment	37	29	44	42	28	35
Inciting Hate	3	10	11	3	5	8
Mischief	100	128	126	133	105	144
Obstruct Peace Officer	2	1	1	0	0	1
Robbery	3	0	3	0	0	1
Theft/Possession	258	266	285	100	59	174
Threatening	10	11	16	8	10	22
<b>Total (All Categories Above)</b>	<b>531</b>	<b>519</b>	<b>562</b>	<b>357</b>	<b>279</b>	<b>451</b>

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

Statutes	2017	2018	2019	2020	2021	2022
Criminal Code	531	557	602	383	295	498
Provincial	215	209	195	244	150	151
Federal (CDSA)	108	108	9*	0	0	6
<b>Total</b>	<b>854</b>	<b>874</b>	<b>806</b>	<b>627</b>	<b>445</b>	<b>655</b>

\*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/>