



SUBJECT	Campus Security Annual Reports – UBC Okanagan and UBC Vancouver
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EXECUTIVE SUMMARY

The Campus Security Annual Report provides an update on campus security accomplishments, priorities, and statistics on personal and property crime reported to Campus Security.

Campus Security on both campuses realized a number of successes in 2020, despite redirecting resources as required to support the pandemic response.

Achievements included:

- UBCV and UBCO conducted reviews of their existing physical security systems, including cameras, access control, and intrusion detection. These reviews resulted in a roadmap to streamline the systems and ensure the sustainability of these systems.
- Both campuses participated in the system-wide Campus Security external review and the development of Equity, Diversity and Inclusion (EDI) training led by the VP Finance and Operations.
- UBCO and UBCV Campus Security Teams continued to foster a strong working relationship with the RCMP through regular meetings at all levels and the development and review of Memorandums of Understanding.
- Both campuses dedicated time to their Threat Assessment Programs:
 - UBCO completed six risk triages and four full risk assessments (one of which was supported by an external consultant).
 - UBCV struck the Threat Assessment Committee, trained the membership and alternates and trained an additional 46 HR and VP Students employees in Violence Risk Triage.
- UBCO awarded the new contract guard service to a new provider and UBCV absorbed the Access Services team and took over the Occupational First Aid response from a contracted service.

Campus Security on both campuses were prepared to meet the challenges going into 2021, in particular the implementation of recommendations from the external review. This included:

- Working closely with Equity & Inclusion and Human Resources to developing strategies to increase diversity of Campus Security staff.
 - Increasing EDI literacy of Campus Security teams through mandatory training, creating train the trainers, and overall mentorship to new staff and contractors.
 - Continued work on reviewing and revising protocol/standard operating procedure recommendations from the external review.
 - At UBCO, onboarding the new contract security provider and developing KPIs to monitor success in contract guards to foster a culture of inclusion and support the diverse experiences of students on campus.
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APPENDICES

1. Campus Security Annual Report 2020 – UBC Okanagan
2. Campus Security Annual Report 2020-2021 – UBC Vancouver

PRESENTATIONS

1. Campus Security Annual Update 2020 – UBC Vancouver and UBC Okanagan

CAMPUS SECURITY ANNUAL REPORT 2020

UBC'S OKANAGAN CAMPUS



THE UNIVERSITY OF BRITISH COLUMBIA

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MESSAGE FROM CAMPUS SECURITY

The UBC Okanagan Campus Security team is pleased to present the 2020 annual report. This report highlights events that occurred within the campus community throughout 2020, with the direction for 2021 informed by learned experiences and the data captured over the last year.

The goal of Campus Security is to promote a safe and welcoming environment for the UBC community, embracing UBC's core values of integrity, mutual respect, equity and public interest. This includes implementing core programming, such as promoting education around personal safety and crime and loss prevention, maintaining the campus's emergency notification system, and monitoring life-safety alarm systems.

Campus Security realized a number of successes in 2020, despite redirecting resources as required to support our pandemic response. Achievements included:

- Partnering in the development of programs aimed at providing education and positive reinforcement to students regarding COVID-19 requirements, gathering data to monitor compliance, and creating enforcement initiatives.
- Initiating a review of existing electronic security solutions, including cameras, access control, and intrusion detection. The result was a roadmap to ensure the sustainability of these systems and an implementation plan for 2021.
- Participating in the system-wide Campus Security external review and the development of Equity, Diversity and Inclusion (EDI) training led by the VP Finance and Operations. The intent was to ensure the training could be further rolled out to the Okanagan team.
- Awarding the new contract guard service to a new provider.
- Participating as a member of the Threat Assessment Team, completing 6 risk triages and 4 full risk assessments (one of which was supported by an external consultant).

As we look ahead, Campus Security is prepared to meet its challenges going into 2021, in particular the implementation of recommendations from the external review. These include:

- Onboarding the new contract security provider and developing KPIs to monitor their ability to foster a culture of inclusion that supports the diverse experiences of students on campus.
- Working closely with Equity and Inclusion and Human Resources in developing strategies to increase diversity of Campus Security staff.
- Increasing EDI literacy of the Campus Security team through mandatory training, creating train the trainers, and overall mentorship to new staff and contractors.
- Continuing work with our UBC Vancouver colleagues on protocol recommendations from the external review.

Lastly, in the spirit of the Memorandum of Understanding with the RCMP, Campus Security will participate in a series of stakeholder working groups with key leadership from UBCO and the RCMP with a focus on improving student and community support and wellbeing.

ABOUT CAMPUS SECURITY AT UBC OKANAGAN

Campus Security promotes a safe and welcoming environment for the UBC community, embracing UBC's core values of integrity, mutual respect, equity and public interest. The team serves over 10,700 students, 1,700 faculty and staff, total capacity for 2,119 student residents (with the addition of Skeena and Nechako), and over 209 hectares and 46



buildings on campus. Campus Security operates 365 days per year with 24-hour coverage and is responsible for core programming such as personal safety, crime and loss prevention through education and training, proactive patrols, the student Safewalk program, UBC Alert (emergency notification system), and monitoring critical controls and life-safety alarm systems, as well as managing CCTV systems and keyless building access control.

As there is no permanent RCMP presence on the Okanagan campus (except during the first few weekends in September when they are contracted to be present), there is a high expectation that Campus Security will respond to all emergencies. This includes, for example, Regional Transit requests resulting from activity at the transit exchange, after-hours calls from residences, and close collaboration with external emergency services as well as other University departments, as needed.

Campus Security operates structurally within Campus Operations and Risk Management, which is within the UBC Okanagan Finance and Operations team. This allows for a high degree of short- and long-term planning with regards to security measures and approaches at the Okanagan campus. In particular, regular interaction and planning with Student Residence operations, Information Technology, Campus Planning, and Infrastructure Development helps ensure a coordinated effort to design and operate a safe and secure environment. Campus Security also works very closely with the AVP Students portfolio and Human Resources with respect to both proactive programming and providing reactive and timely support.

Campus Security delivers services and executes programs and initiatives in four distinct areas:

- **Monitoring and Patrol Operations:** 24/7 proactive patrols of campus by foot, vehicle and bicycle; monitoring of critical controls and life-safety alarm systems; and after-hours coverage for power engineers.
- **Community Relations and Personal Safety:** community engagement; positive and proactive relationships with the Associate Vice-President Students portfolio, Human Resources, Business Operations, and the UBC Students' Union Okanagan (UBCSUO) based on understanding support needs; and crime prevention and safety planning through advice, education and training, e.g. Basic Self-Defence training and the Safewalk program.
- **Access Services:** consultations, installations and technical support for alarm systems, Closed Circuit TV cameras, and keyless access control solutions.
- **Incident Management:** response to all calls for security service, including centralized first aid and automated defibrillator response, and fire response, including a dedicated UTV and fire response training for security personnel.

Campus Security also maintains the UBC Safe app, which supports emergency calls and contacts and provides maps personal safety tips and safety tools, and provides safety updates and other items of interest to the campus community on its social media channels. Through the Director of Campus Operations and Risk Management, senior leadership is engaged in the overall direction of security on campus. Campus Security will continue to seek new opportunities to strengthen all-way communication both externally with our partners and neighbours, as well and internally with our students, faculty and staff.



2020: YEAR IN REVIEW

Pandemic Response

Campus Security, in partnership with Health Safety and Environment and Campus Health and Wellness, provided COVID-19 education to students, gathered data regarding compliance (i.e. physical distancing, face covering, room occupancy), and created enforcement initiatives. These initiatives included Campus Security staff and contractors educating the community on the preventative measures and confirming that those using informal learning spaces had completed health self-assessment prior to occupying buildings on-campus.

The focus of student education was on positive reinforcement of appropriate behaviours. Concerned members of the UBC community contacted Campus Security on several occasions to assist with concerns regarding non-compliance. Generally, non-compliance was the result of persons not recognizing that they were non-compliant, and very rarely did this include someone willfully not complying with rules.

Review of Existing Electronic Security Systems

Campus Security initiated a review of existing physical security solutions, including cameras, access control, and intrusion detection. The result was a roadmap to ensure the sustainability of these systems and an implementation plan for 2021.

External Campus Security Review

At the Vancouver campus, an independent investigator was hired to conduct a full investigation into an incident involving a graduate student and a Campus Security Patrol Officer who was found to be in violation of UBC's Policy on Discrimination SC-7. As a result, an external law firm was hired to conduct a review of Campus Security policies and procedures on both campuses to provide recommendations on the elimination of systemic bias. Further details on the investigation and the review are provided in this report.

New Guard Services Contract

Campus Security awarded its guard services contract to new security provider after a comprehensive RFP process. The new provider has strategies that will enable their compliance and continued efforts will be made to attract and retain qualified guards with the appropriate temperament and skills, as well as provide sufficient onboarding and training.

Threat Assessment

In 2019, the Threat Assessment Team (TAT), a multidisciplinary team comprising membership from Health & Wellness, Human Resources, Sexual Violence Prevention & Response Office and Campus Security, began conducting violence risk assessments to support the University's response to persons on the Okanagan campus that were believed to be demonstrating at-risk behaviour. The TAT was able to form the basis of risk-mitigating recommendations under Policy SC 13 that were made to the Associate Vice-President Students, the Executive Director of Human Resources, or the Director of Campus Operations and Risk Management regarding potentially threatening behavior from faculty, staff, students, and visitors.

In 2020 TAT conducted 6 triages that led to 4 full assessments. These assessments resulted in persons who may not have otherwise received needed support being referred to University and community supports, while allowing the TAT to take necessary action to mitigate risk for violence for the Okanagan campus.



2020 STATISTICS

OVERVIEW

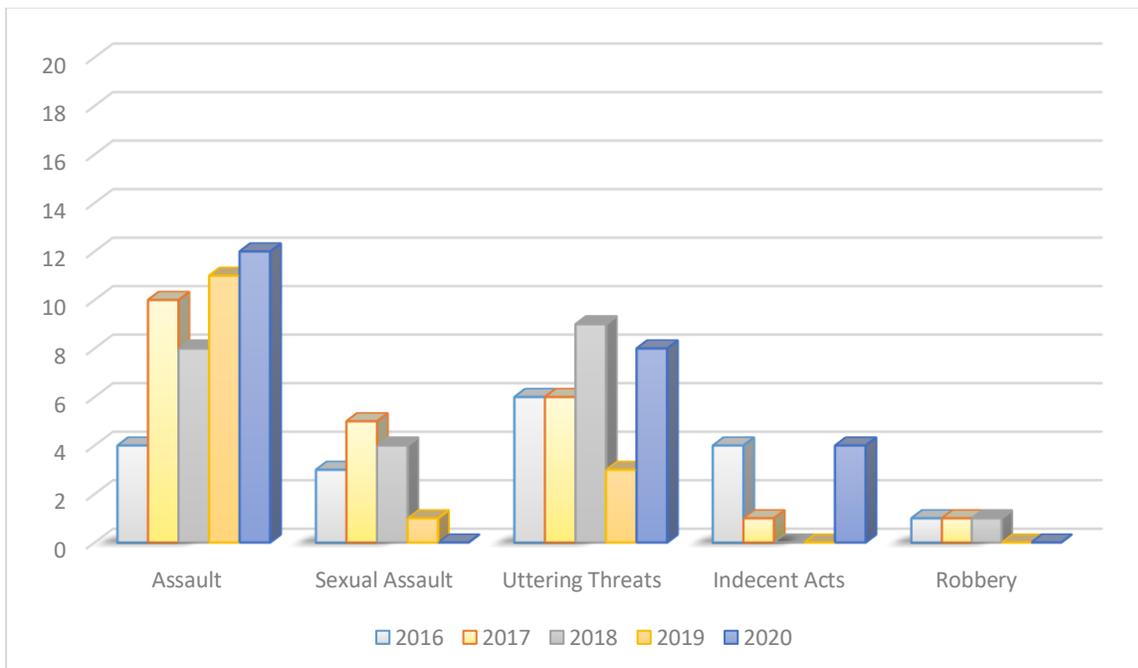
Although there has been an overall decrease in personal crime (inclusive of Assault and Uttering Threats) over the past five years, in 2020, personal crimes increased to 24 incidents from 15 incidents in 2019. This increase may be a result of increased observations of reports of incidents on campus, rather than an increase in the overall number of incidents, as the reduced population on campus may have made such incidents more obvious to Campus Security and other operational staff on campus.

Of the 12 physical assault reports, all were perpetrated by individuals unaffiliated with the university, and only one involved UBCO faculty, staff, or students. Campus Security continues to work closely with BC Transit and the RCMP as all stakeholders identify transit users known to pose a risk the personal safety of others. Incidents of sexual misconduct disclosed to Campus Security declined from one report in 2019 to zero reports in 2020.

Property crime (inclusive of Theft, Theft from Auto, Theft of Auto, and Break and Enter) saw a decrease from 84 incidents in 2019 to 48 incidents in 2020. Of the property crime reports, 2 were Thefts of Auto, down from 5 incidents in 2019. There were 7 incidents of theft from auto. Campus Security has undertaken increased patrols in parking lots and educational/outreach campaigns to help prevent these types of incidents on campus. Theft of all types is also down from previous years.

Mischief and property damage, mostly of a minor nature, saw an increase from 124 incidents in 2019 to 167 incidents in 2020. This is relatively consistent with the number of incidents over the last five years.

2020: REPORTED PERSONAL CRIME AT UBC OKANAGAN





ASSAULT (12 OCCURRENCES)

Incidents of physical violence on campus are typically quite low, and trended consistently in 2020. In 2020 all incidents of physical violence were perpetrated by persons unaffiliated to the University at or near the Transit Exchange, and only one of these instances involved UBCO student, faculty, or staff.

UTTERING THREATS (8 OCCURRENCES)

Uttering threats trended slightly upward despite the fact that the campus was less populated by members of the UBC community. All but 2 incidents of uttering threats involved persons that arrived to campus via public transit, and their threats were largely directed towards Campus Security, transit staff (I.e. bus drivers) or towards other individuals that arrived on campus via public transit.

INDECENT ACTS (4 OCCURRENCES)

In 2020 there were 4 incidents of indecent acts, or persons engaging in sexual or lewd acts in a public place that would be considered offensive to public. All 4 incidents occurred in or around the Transit Exchange and involved persons unaffiliated to the University, ranging from indecent exposure including public urination to sexual acts performed in public indoor and/or outdoor spaces. In each instance these acts were reported to the RCMP. None of these incidents included a member of the University, either as the subject(s) of complaint or the victim.

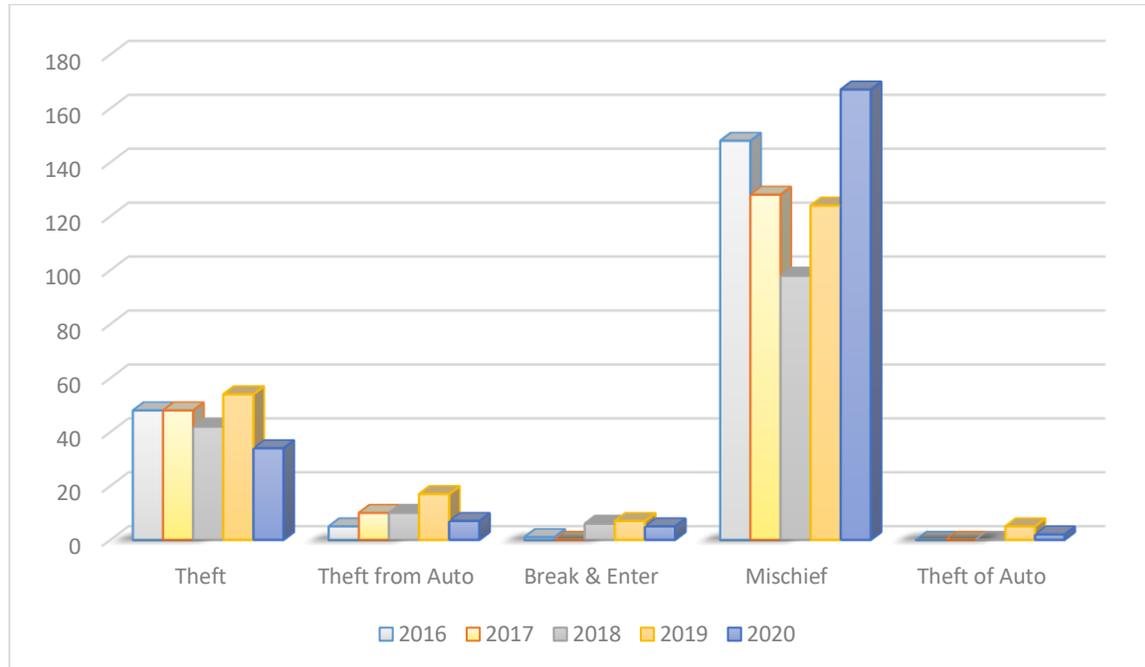
ROBBERY (0 OCCURRENCES)

There were no incidents of robbery in 2020. Incidents in previous years involved persons unaffiliated with the University attempting to commit acts of robbery towards taxi drivers while on campus.

SEXUAL ASSAULT (0 OCCURRENCES)

There were no sexual assaults disclosed to Campus Security in 2020; however, disclosures or reports may have been received by the SVPRO office or the RCMP during this time.

2020 STATISTICS: REPORTED PROPERTY CRIME



BREAK AND ENTER (5 OCCURRENCES)

Although the number of Break and Enter (B&E) incidents has remained relatively consistent with previous years, the types of spaces targeted have changed. In previous years, B&E incidents generally targeted outbuildings or storage with the intent to steal tools and equipment. In 2020, more incidents were related to unoccupied residential spaces. This is attributed to reduced population on campus due to the pandemic.

Spikes in B&E incidents are typically caused by prolific offenders unaffiliated to the University and drop off when the offenders are displaced or arrested.

THEFT (34 OCCURENCES)

Thefts of all types have remained below the normal range due to the reduced population on campus. Since theft on campus is overwhelmingly a crime of opportunity, this decrease is attributed to a reduction in the number of unattended valuables commensurate with the smaller on-campus population. Similarly, typical spikes in theft during the beginning of term were not observed in 2020.

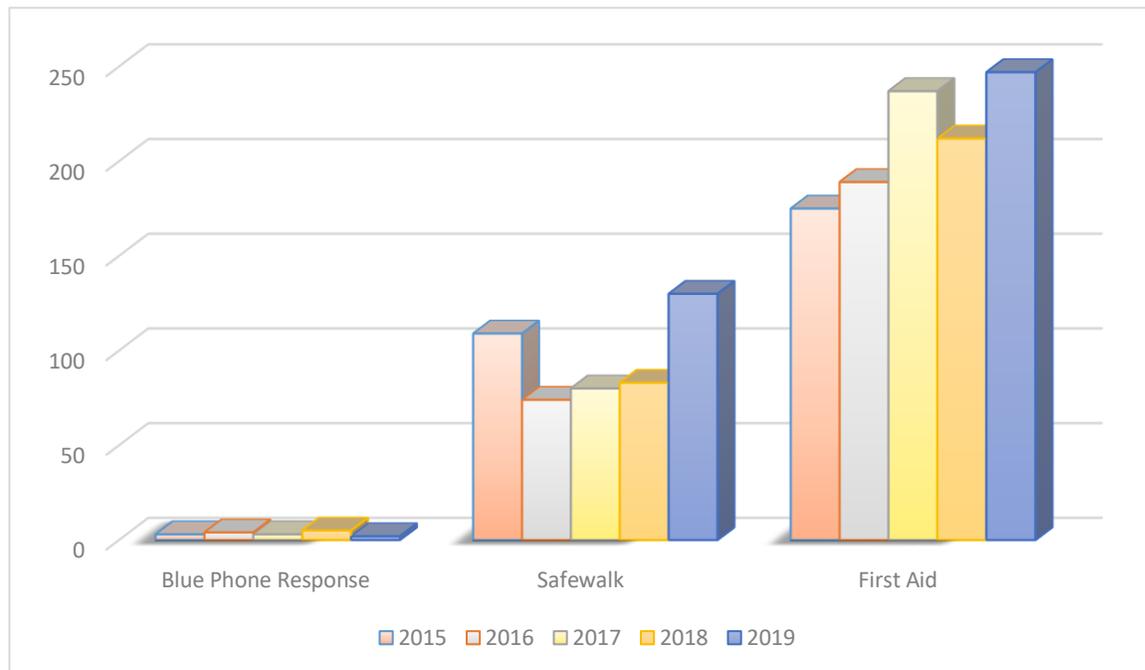
THEFT FROM AUTO (7 OCCURENCES) AND THEFT OF AUTO (2 OCCURENCES)

While the drop in these types of thefts may be partially attributed to the reduced overall population on campus, Campus Security has also undertaken recent steps to prevent these types of thefts, including increased patrols in parking lots and "lock it or lose it" educational campaigns targeting vehicle owners who leave unsecured valuables in their cars, and expanded video surveillance.

MISCHIEF (167 OCCURENCES)

Incidents of mischief increased in 2020 compared to 2019 and have remained relatively consistent with historical occurrences. These incidents are known to be largely caused by persons unaffiliated with the university – for example, transit users who are waiting for a connecting bus, or those from adjacent communities such as Academy Hill.

2020 STATISTICS: PUBLIC SAFETY



EMERGENCY BLUE PHONE CALLS (2)

The emergency blue phone line provides a link for students, staff and faculty who park further from the campus core to contact security in an emergency. Activation is accompanied by a local audible alarm. The two (2) uses of the callboxes in 2020 were non-emergency in nature and verified by a security officer dispatched to the location.

SAFEWALK (37 PROVIDED)

Since 2017, Campus Security and the UBC student volunteer group Emergency First Responders Team (EFRT) have maintained a partnership that provides first aid and Safewalk services to students, and supports first aid services provided to faculty, staff, and visitors. Due to the pandemic, EFRT operations were suspended in February 2020, but are expected to resume operations in September 2021. Campus Security continued to provide this service with guards once EFRT operations were suspended.

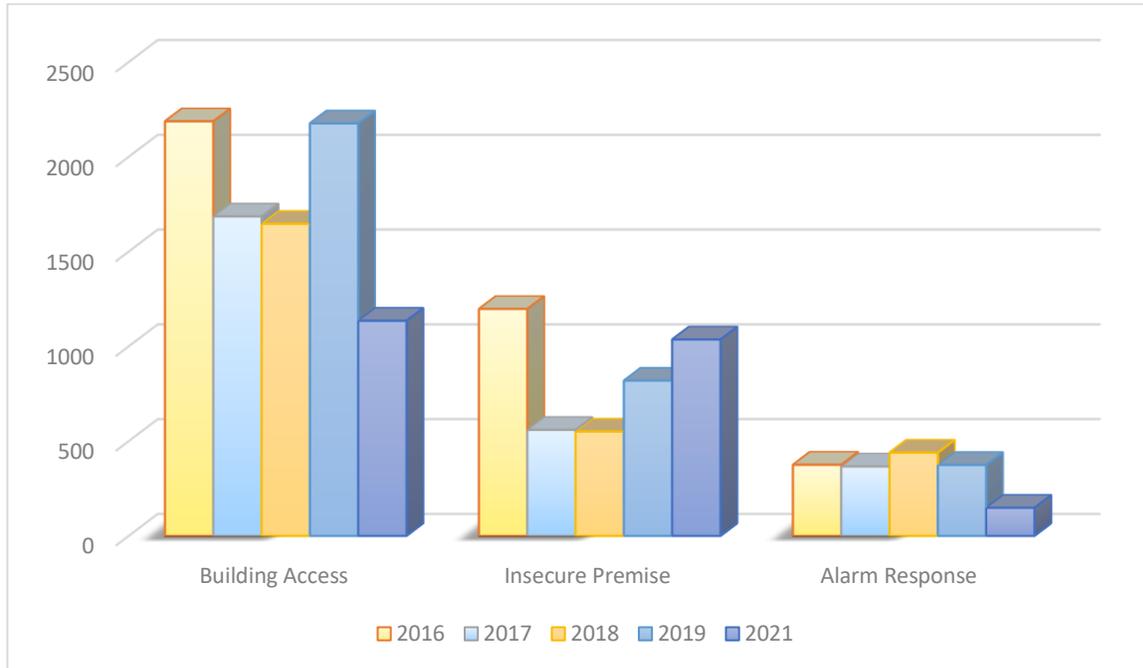
FIRST AID RESPONSE (91 RESPONSES)

Campus Security works in partnership with Health, Safety & Environment (HSE) to provide a centralized first aid service to the campus community, and to manage cardiac arrest through an automated external defibrillator (AED). The Residence Life-managed student



volunteers on the Emergency First Response Team (EFRT) assist Campus Security in providing campus-wide first aid services. This partnership has proven successful through its four (4) years of existence.

2020 STATISTICS: PROPERTY PROTECTION AND ACCESS CONTROL



BUILDING ACCESS (1135 OCCURRENCES)

Fewer faculty, staff, and students on campus during the pandemic resulted in fewer requests for access to secure spaces. The uptick of incidents in September 2020 can be attributed to the return of some students to campus, as well as an increase in the number of areas on campus that remained locked during the semester.

INSECURE PREMISE (1036 OCCURRENCES)

As the campus shifted into remote working and learning, Campus Security focused on ensuring that buildings were secure. Campus Security conducted detailed building checks during the early phases of the lockdown and consequently found and corrected an increased number of insecure access points on campus buildings.

ALARM RESPONSE (418 OCCURRENCES)

Campus Security staff responded to 418 alarms in 2020, which is largely consistent with previous years. Campus Security monitors all campus alarms through the central dispatch office.



2021 GOALS AND OBJECTIVES

IMPLEMENTATION OF RECOMMENDATIONS FROM EXTERNAL REVIEW

In March 2021, Campus Security received a number of recommendations for improving equity, diversity, and inclusion as part of an external review of security practices on both the Vancouver and Okanagan campuses.

In response, and in collaboration with Campus Security at the Vancouver campus, a number of updates will be made relating to specific Standard Operating Procedures and ensuring a neutral and unbiased investigation process.

In addition, a training program was recommended to familiarize Campus Security with racial discrimination and harassment, racially unbiased policing, implicit bias, cultural diversity, appropriate communications with minorities, how to create a neutral and unbiased investigation process, and how to ensure central reporting of incidents to senior leadership. It is anticipated that this training will be completed by the entire Campus Security team (including contract guards) in 2021.

Lastly, there were two recommendations specific to the Okanagan campus. These included creating a more diverse Campus Security team whose racial representation reflects the diversity of the campus community, and ensuring that contract guards are invested in the campus community and sufficiently trained in relevant policies. It is anticipated that with the onboarding of the new contract security provider, and with the support of Human Resources and Equity and Inclusion both these recommendations can be achieved.

The full scope of these recommendations and UBCO Campus Security's response can be viewed in Appendix A.

ONBOARDING OF NEW SECURITY PROVIDER

Following a comprehensive procurement process in 2020, Paladin Security was selected to provide security guard services for the UBCO campus, effective April 2021.

Paladin Security, which prides itself on dedicated, personalized, and transparent security services, has considerable industry experience and expertise, and is expected to enhance UBCO's security programs by providing proven strategies for recruitment and retention, local management and supervisory support, emphasis on training, clear accountability and clear KPIs, salaries in line with RDCO cost-of-living standards and benefits that exceed industry standards, and a commitment to enhancing equity, diversity and inclusion in their organization.

Campus Security worked with Paladin and Securiguard (former contract provider) to ensure a smooth transition and seamless service for the campus community.

ELECTRONIC SECURITY SYSTEMS REVIEW

In 2020, Campus Security engaged Stantec to perform a review of UBC Okanagan's Electronic Security System (ESS), in order to ensure that the system is reliably able to support Security's ability to maintain a safe environment for a growing campus. The review provided several recommendations that Campus Security has implemented, including:

- Updated SALTO Access Control Software to the newest version, allowing for improved automation of access control and reducing draw on guard and administrative resources;
- Ensured procurement of newest available cameras for new or replacement installations, improving resolution and reliability, as well as developing a life-cycle plan for replacement of CCTV; and



- Upgraded intrusion system hardware and software.

The implementation of other recommendations from the review is in progress, including the development of a life-cycle replacement plan for intrusion system hardware, ongoing discussions about future installations and possible replacement strategy for panic/duress devices (i.e., blue phones and panic boxes on campus) and an ongoing review of wireless lockset options.

Additionally, Campus Security has revised its Salto protocols in an effort to make the campus a more secure place to live, work and study. Changes to current Salto are expected to be implemented in May 2021 following consultation with relevant stakeholder departments.

RELATIONSHIP WITH RCMP

UBC's Okanagan campus cultivates an ongoing relationship with the RCMP in order to promote a safe and welcoming environment for the UBC community that embraces UBC's core values of integrity, mutual respect, equity and public interest. While the relationship between UBC and the RCMP has created significant opportunities for both organizations, it is acknowledged by both parties that there are opportunities to improve.

With the creation of the RCMP Kelowna detachment sexual assault team in 2020, the new Superintendent of the detachment has indicated her commitment to trauma-informed approach and pledge to the "start by believing" campaign. In 2020, meetings were held between the RCMP and UBCO senior leadership and subject matter experts to identify priorities for moving forward. This includes partnering in "start by believing"; improving indigenous cultural literacy; proactively engaging youth officers with in support for students under 25 year of age; improving communication regarding high risk matters; building trust between law enforcement and the UBC community, especially those with diverse backgrounds; and improving overall emergency response and investigative standards.

Focus groups comprising of subject matter experts from the RCMP and UBC will be created in 2021 to develop SMART goals for each of the listed priorities. These focus groups will report to a senior leadership committee which meets periodically, comprising of the RCMP Superintendent, her executive staff, our Deputy Vice Chancellor, AVP Students, AVP Finance and Operations, and Director of Campus Operations and Risk Management.



APPENDIX A – RESPONSE TO EXTERNAL REVIEW RECOMMENDATIONS

	Policy Enhancements	UBCV and/or UBCO	UBCO Comments:
#1	<p>Improve existing policies within the Standard Operating Procedures (SOPs) for each campus. Suggestions on how to revise the respective policies and the policy structure has been provided by the consultant. Implementation of these enhancements are thought to “go a long way towards addressing the above-mentioned racial profiling by Campus Security, unclear reporting and investigation processes, and provide clarification of the role of Campus Security and the RCMP, where necessary.</p>	UBCV and UBCO	<p>Suggested revisions to be incorporated and the following UBCO SOPs will be updated as stated in the report:</p> <ul style="list-style-type: none"> • CS-001.9 - Use of Force/Restraints (pg 120) • CS-001.11 – Investigative Interviewing (pg 122) • CS-012.2 - Request for Identification (pg 125) • CS-008.2 - Racial Biased Policing & Community Awareness Interaction (pg 129) <p>SOPs will be reviewed and divided based on what should be public facing and what is more instructional information for staff.</p> <p>UBCO will work with UBCV to align SOPs where needed to ensure consistency and clarity across the campuses.</p> <p>Future SOPs or edits will have oversight from Director Level (who will elevate as needed), with input for relevant stakeholders.</p> <p>MOU with RCMP in place and to be reviewed annually with Superintendent.</p>
	Training	UBCV and/or UBCO	UBCO Comments:
#2	<p>UBC implement a training program to familiarize campus security with the following: racial discrimination and racial harassment, racially unbiased policing, implicit bias, cultural diversity, appropriate communications with racialized people, neutral/unbiased investigation processes. In addition:</p> <ul style="list-style-type: none"> • SOP enhancements • UBC relevant policies • Incident reporting (as it relates to racial hate or bias) • Limitations to freedom of expression and appropriate response where freedom gives rise to safety concerns • How to respond to mental health issues <p>Ongoing training should be part of mandatory training program for officers.</p>	UBCV and UBCO	<ul style="list-style-type: none"> • EDI training pilot for VPFO to be expanded to include Campus Security as early as summer 2021. • Training includes education on racial discrimination, bias, implicit bias, and cultural diversity. • Formalize training for Campus Security Staff and Contract guards on UBC Policy (e.g. SC7), internal SOPs, and incident reporting and response for racial hate or bias. • Provide Mental First-Aid or equivalent • Ongoing training for topics above – tracked through Articulate or other software to maintain compliance.



	Investigation of Complaints against Campus Security	UBCV and/or UBCO	UBCO Comments:
3.	Complaints against Campus Security for racial discrimination or racial harassment be handled directly by another office such as the Equity and Inclusion Office or the Investigations Office and/or where necessary an investigator external to UBC.	UBCV and UBCO	<ul style="list-style-type: none"> Continue to report out to an external department, currently Equity & Inclusion on hate/bias incidents <u>including</u> those involving allegations against Campus Security. Similar to bullying & harassment, HR involvement where relevant (if involving UBC Staff). Determine department most relevant to conduct investigation and involvement (IIO, HR, Equity and Inclusion) for allegations made against Campus Security Staff or Contractors.
	Diversity	UBCV and/or UBCO	UBCO Comments:
4.	UBC Okanagan target a campus security team whose racial representation reflects the racial diversity of the campus community as a whole	UBCO	<ul style="list-style-type: none"> Work with HR and Equity and Inclusion to review intersectionality and determine opportunities to further support an increase in staff diversity. Challenge is that region has limited diversity (Racial Demographics, pg 13) Through the VPFO EDI Advisory Committee, support the creation of an Equity Statement for new job postings.
	Contract Security Guards	UBCV and/or UBCO	UBCO Comments
5.	UBCO either (1) transition to having patrol officers employed by UBC so that they can minimize the turnover and work on developing the right culture, or (2) invest greater time and effort in ensuring that the contract officers assigned to the campus are sufficiently trained on the relevant policies. Rationale provided: contract security guards are not particularly invested in the campus community, have a high turnover, and lack of training, have inconsistent practices, and either not familiar with the relevant policies and/or do not consider that it was their responsibility to read or be informed of them.	UBCO	<ul style="list-style-type: none"> New RFP was drafted with an emphasis on Equity, Diversity, and Inclusion, as well as overall employee wellbeing and other benefits (i.e. opportunities for advancement, staff retention incentives). Successful security provider (Paladin) to start April 2021. Paladin has a statement on EDI and after careful review (and interview) it appears to be foundational to their company culture. All Paladin staff receive EDI and other UBC specific training during orientation. UBC to be part of hiring/assignment process for new contract guards <p>Note that there have been two reviews of bringing the service in-house, first in 2016 after external operational review of CS, and again in 2019. There are challenges beyond the scope of this review and the benefits outlined are not viewed as a 'quick fix' for EDI concerns.</p>

2020 Campus Security Annual Report - UBCV

August 10, 2021

*Prepared for UBC Board of Governors' People, Community & International
Committee*



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Message from Campus Security

The Campus Security Department is pleased to present the 2020 UBC Campus Security Annual Report. This report highlights what has occurred within the campus community statistically for 2020 and operationally within Campus Security for 2020 and into 2021.

Campus Security staff work 24/7 to support a safe and secure campus environment where all members of the community can study, live, research, teach and work. The dedicated members of the department continue to work in support of Safety and Risk Services and the University's strategic goals.

Early in 2020 Campus Security completed the merger with Safety and Risk and in late May 2021 added Access Services to the team. This organizational change provides an opportunity to further enhance safety and security systems across the UBCV campus. The teams had strong working relationships prior to the reorganization that will be leverage as we move forward.

The Electronic Security Systems review that was conducted by a third-party consultant is providing a strong long-term map for the campus security systems. A subsequent IT capital planning request will help to move the initiative forward and Campus Security will be working with a Business Analyst to scope out the large multi-year project of centralizing systems, streamlining the number of security systems, reducing costs and managing institutional risk.

As a result of the external review of Campus Security by Rubin Thomlinson, and the subsequent release of the report in late April, much work has been accomplished in the review of Standard Operating Procedures for Campus Security, developing a comprehensive training matrix and drafting a robust complaints process. This work continues as Campus Security is currently undertaking equity and diversity training.

A major operational change this year was the transition of first aid services from a third party contracted service to Campus Security. The Campus Security Patrol Officers were provided Occupational First Aid Level 2 training and as of July 2, 2021 have been providing this service to the campus community. Almost 80% of the team have been trained to ensure coverage of the first aid service. This is an exciting opportunity for the team to cultivate employee development and elevate the profile of Campus Security.

Campus Security has also begun the task of aligning their programs and standard operating procedures to an auditable standard. The internationally recognized standard is the International Association of Campus Law Enforcement Administrators (IACLEA). The team has begun the process of conducting a gap analysis and determining the elements of the standard that apply.

Campus Security continues to build on the strong working relationship with the RCMP. We meet monthly with them to discuss issues of mutual interest, we hosted the first UBC Senior Leaders meeting with the RCMP in January, we are finalizing the Memorandum of Understanding and we are just preparing to deliver our first UBC orientation session to new recruits to the UBC Detachment.

This year will be an important year in that we will be recruiting a Director of Campus Security. This will enable us to consider some restructuring of the team to ensure that UBCV is alignment with best practices to ensure that we are providing quality services to our campus community.

2020 Highlights & Achievements

Community Safety

With the pandemic, we have successfully shifted our outreach efforts to a virtual setting as opposed to in person and have kept the stakeholder group regular meetings in an effort to exchange information and resolve any challenges they may have operating their buildings during the pandemic. These virtual meetings have been highly successful with usually 80-100 participants.

As campus lockdowns progressed through the pandemic, access to the buildings became paramount not only to prevent the spread of COVID-19 but also to prevent unauthorized entries and reduced property crime. There was a large decrease in faculty/staff/students on campus who would usually provide natural surveillance. Working with stakeholders to adjust building hours, provide authorized users access lists, identify perimeter door hardware issues, are some examples of how Campus Security worked in conjunction with the community to maintain safety and building security.

Pandemic Operations

Operational changes were made to ensure the campus stayed safe and secure through 2020 as we adapted to the new needs and challenges that arose. Campus Security had to increase focus on the physical security of buildings with the sudden decrease in activity. Campus Security focused on controlling building access, ensuring the mostly vacant buildings were secure, and communicating the changes as frontline representatives.

Internally, Campus Security quickly shifted operations to adhere to COVID-19 guidelines and rules and developed a COVID-19 safety plan to reduce the likelihood of spread within the work environment, including a rotating working from home schedule for office staff, ensuring PPE was available to all staff in the early stages of the pandemic, shifting in person meetings to virtual, and setting up extra workstations for staff to reduce sharing of equipment where possible.

Part of this planning also included securing a standing contract with a third-party Security contractor in the event that Campus Security experienced a COVID cluster or outbreak. This third-party service has not been needed.

Electronic Security Systems

An important milestone was reached in 2020 as an Electronic Security Systems review was conducted by an external security consultant knowledgeable in security systems and post-secondary environments. Recommendations have been reviewed and a draft roadmap developed to reach the department's goal for improving security technology of the University's security systems to remain current and flexible for the ever-evolving needs of the Campus community.

An IT capital project request has been submitted and work is now underway to secure a Business Analyst to assist in scoping out the project.

Community Relations and Community Safety

The shift to a virtual setting to hold regular stakeholders' meetings has increased participation and accessibility for our stakeholders. A significant increase in building stakeholder participants was noticed at our regularly meetings. Building on the increased level of stakeholder participants, Campus Security has created a "Stakeholder Team" utilizing MS Teams in an effort to engage regularly with participants thus bringing stakeholders together on common issues of interest. The goal is to leverage MS Teams to its full potential by encouraging discussion and sharing pertinent critical information and trends in a timely fashion.

Access and alarm response are the two prominent daily calls for services that are handled by Campus Security staff. The goal is to reduce the number of access and false alarms incidents which will allow security resources to be redeployed and directed to perform more proactive activities such as patrolling and on campus community engagement. Campus Security has initiated conversations with our stakeholders to help identify and track false alarms, identify device malfunction and educate and train user groups and/or investigate system redesign.

Investigation and External Security Review

An independent investigator was hired to conduct a full investigation into an incident that took place involving a Campus Security Patrol Officer and a graduate student in violation of UBC's Policy on Discrimination SC-7. Further, an external law firm was hired to conduct a review of Campus Security policy and procedures to provide recommendations on the elimination of systemic bias. Further details on the investigation and the review are provided in this report.

Access Services

2020 brought unprecedented challenges and opportunities for the campus for the Access Services Team. A quiet campus provided increased opportunities for preventative maintenance, service, and upgrade work. The technology renewal plan continued to be prioritized. The MOA system renewal work was also prioritized and performed, new UBC camera systems were installed in Student Housing residences to increase safety and security for students and staff and camera upgrades were performed at all pedestal blue phones and bus loop locations to improve image quality and effectiveness for Campus Security. Key management lockboxes were installed at identified locations to mitigate risk, expanding the total to 33 units.

The smart access project was completed at Forestry which included a complete building rekey to high security keying, key management lockboxes, many additional card readers, cameras, and the installation of wireless card reader door hardware. This was a comprehensive approach in consultation and partnership with Forest Sciences to capture operational access and security upgrades as a singular holistic project and a model for other buildings.

Threat Assessment Committee

Early in 2021 a Threat Assessment Committee was struck on the UBCV Campus. This Committee continues to refine the Terms of Reference and the Procedures for managing cases. Training was conducted for Committee members, alternates, Human Resource representatives and VP Student representatives who are trained to triage cases for escalation. The Committee continues to meet monthly and would be activated for an emerging issue.

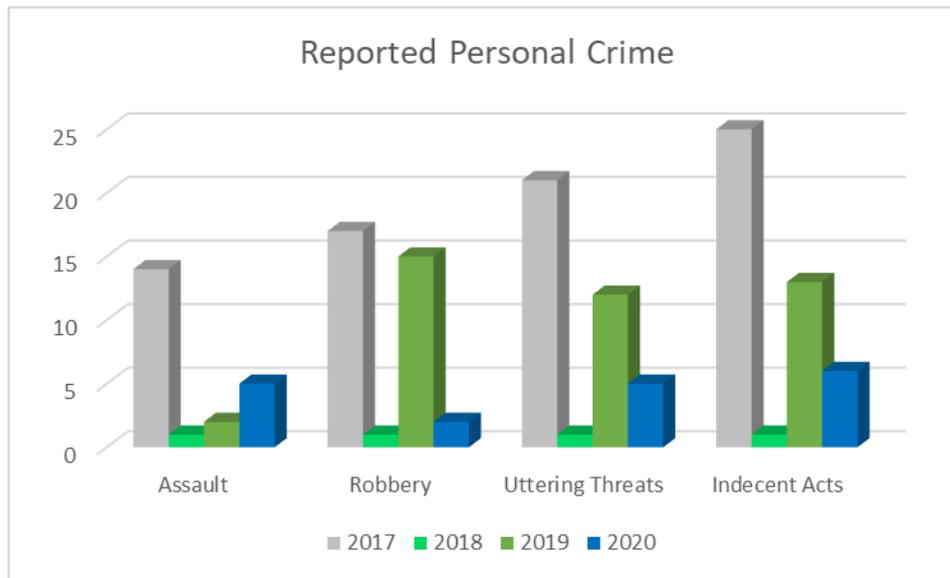
Relationship with RCMP

A meeting in October of 2020 with the UBC President, and Senior UBCV and UBCO Leaders, and Senior Leaders from the RCMP prompted good discussion and a commitment to a strong working relationship. UBCV continues with monthly meetings with the UBC RCMP Detachment leadership to discuss issues of mutual concern, UBCV struck a working group of senior leaders from across campus to meet regularly with the RCMP, a draft MOU was developed to provide clarity on the roles of the RCMP and UBCV Campus Security and UBCV is piloting an orientation program for new officers to the UBC RCMP Detachment.

2020 Statistics

The statistics in this report refer exclusively to information reported to Campus Security in the calendar year ending December 31, 2020.

1(a) 2020 STATISTICS: REPORTED PERSONAL CRIME



*Please note that Sexual Assault Statistics are provided as per UBC Policy SC17: Sexual Misconduct Policy <https://universitycounsel.ubc.ca/board-of-governors-policies-procedures-rules-and-guidelines/policies/>

Assault 5 Reported (2019 – 2 Reported)

The UBC Campus is generally very safe and assaults have remained low as compared to 2013 – 2019 (8, 9, 15, 14, 25, 21 and 17 occurrences respectively)

The following is a summary of the five assaults in 2020:

- An assault resulted from a disagreement between 2 students
- A consensual fight between 2 individuals unaffiliated with UBC
- 2 incidents involved Campus Security officers when carrying out their duties;
 - an assault by an intoxicated guest at Gage Residence
 - an assault from a person unaffiliated to UBC
- An unprovoked assault by an unaffiliated person to a student

All incidents were reported to the RCMP.

Robbery 1 Reported (2019 – 1 Reported)

This one robbery occurred at the Liquor Store close to campus where a clerk was assaulted and a few items from the store was stolen. This was reported to the RCMP.

Uttering Threats 2 Reported (2019 - 15 Reported)

Incidents of Uttering Threats are physical threats that the victim has reasons to believe that the subject can and may conduct the threat that was conveyed. Campus Security have supported the complainant by conducting safety planning with them, providing safety escorts and referrals to other support services on Campus.

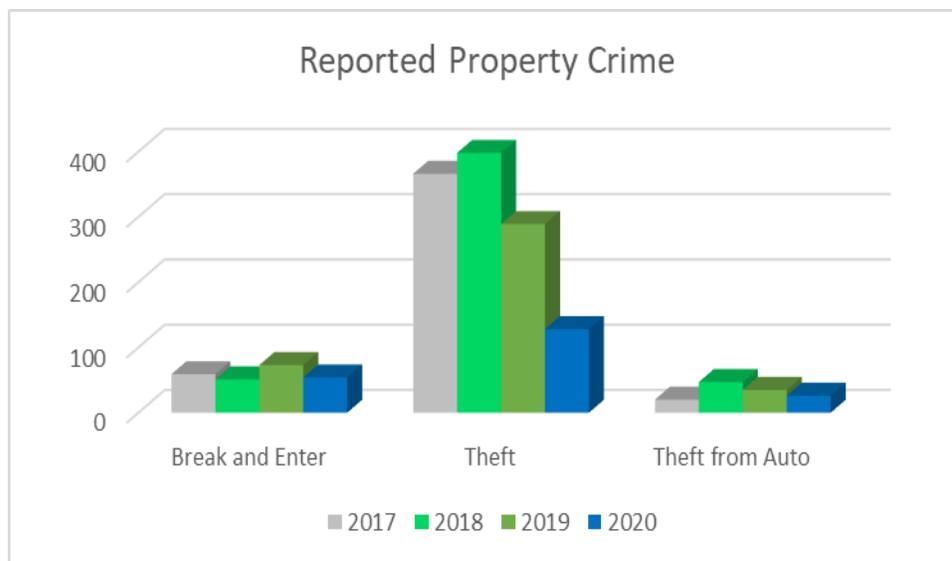
One of the incidents involved an individual known to Campus Security threatening to punch the student if he didn't give him a phone number and the other was a threat to fight a Campus Security Patrol Officer while carrying out their duties. Both incidents were reported to the RCMP.

Indecent Acts 5 Reported (2019 – 2 Reported)

Indecent Acts incidents on Campus are generally exposing in public, engaging in explicit sexual activity in public that can reasonably be considered offensive or unacceptable.

Two incidents were indecent exposure and three incidents of masturbating in public. The number of these incidents remain consistent with occurrences from 2013 – 2019 (9, 7, 5, 10, 5, 3 and 2 respectively). These incidents were reported to the RCMP.

1(b) 2020 STATISTICS: REPORTED PROPERTY CRIME



Break and Enter 54 Reported (2019 – 73 Reported)

There has been a decrease in the amount of Break and Enters compared to previous years. Campus Security have increased efforts in building security during the pandemic to ensure all assets inside UBC buildings are secure. We have continued efforts in proactively correcting vulnerabilities found in addition to targeted operations based on incident statistics analysis.

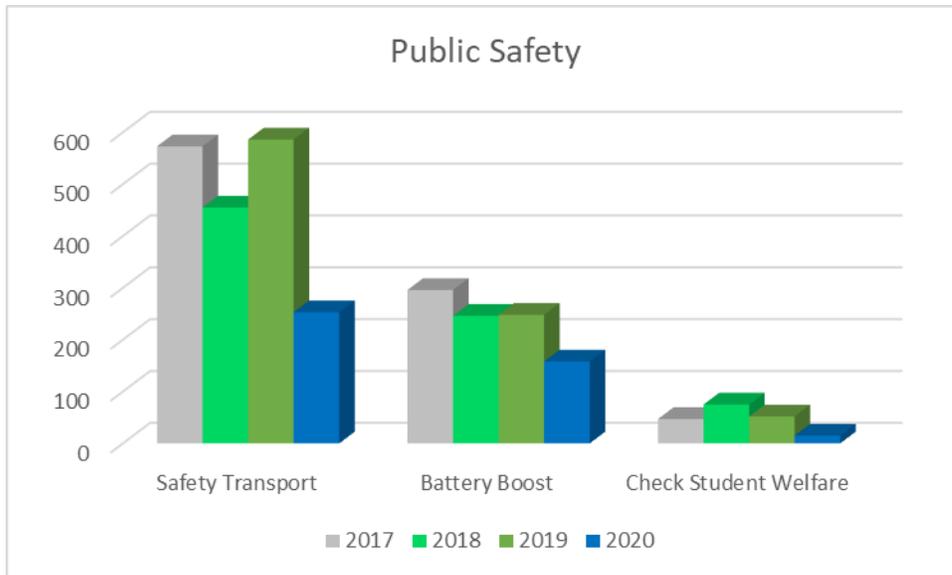
Theft 128 Reported (2019 – 289 Reported)

There has been a sharp decrease in reported thefts on the UBC Campus. This can be attributed to the largely inactive campus during 2020.

Theft from Auto 26 Reported (2019 – 35 Reported)

The number of Theft from Vehicle has decreased and can most likely be attributed to the decrease in commuters to the campus.

2(a) 2020 STATISTICS: PUBLIC SAFETY



Blue Phone Calls (Assistance/Emergency) 41 Reported (2019 – 83 Reported)

Upon activation of these blue phones, Campus Security initiates a response to the location as dispatch gathers information from the caller as well as a visual of the area immediate to the blue phone's location.

Please note that we have begun to record Blue Phone calls that resulted in an incident report. We have excluded general assistance calls (i.e. Wayfinding, general inquiry and etc.) that were included in previous years' reporting.

This year's calls have decrease as compared to 2019 is most likely a result of the decrease in population coming to campus.

Safety Transports 253 Reported (2019 – 586 Reported)

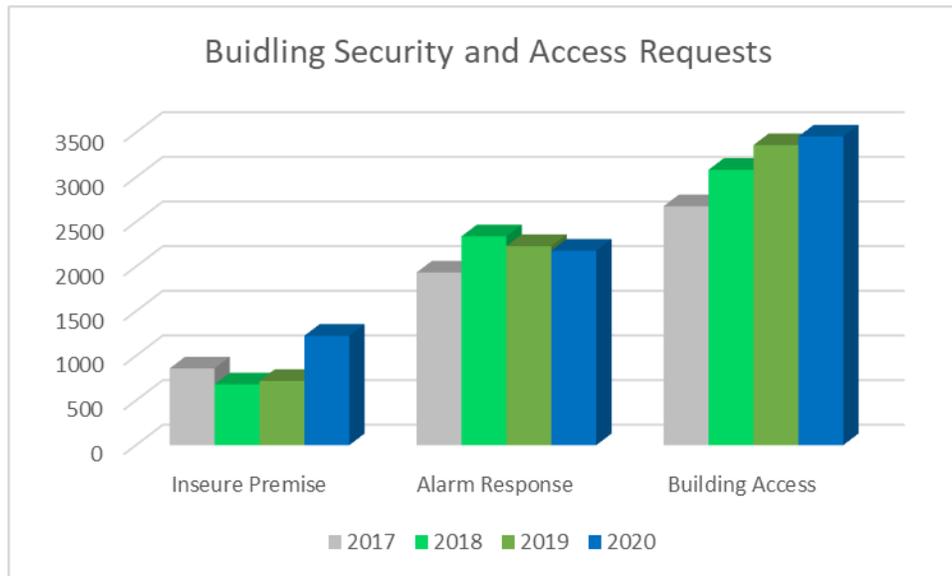
Campus Security continues with the partnership with AMS Safe Walk to provide on-campus transports/escorts for person(s) concerned for their safety. This continues to be widely used by the UBC community. Most transports/escorts performed by Campus Security occurs between 2AM and 6AM similar to past trends.

When social distancing and other public health orders were put into effect, safety escorts (travelling on foot or bike) were provided in lieu of safety transport with vehicles.

Battery Boosts 158 Reported (2019 – 248 Reported)

A further service offered by Campus Security is providing vehicle jumpstarts to prevent motorists from being stranded on campus.

2(b) 2020 STATISTICS: PROPERTY PROTECTION AND ACCESS REQUESTS



Insecure Premises 1225 Reported (2019 – 719 Reported)

Campus Security Patrol Officers routinely check both interior and exterior doors to ensure buildings are secure after hours. When premises are found insecure, the Patrol Officer will conduct a thorough patrol to ensure the area is clear before securing the access points. A notification email will be sent to the occupants of the space so that measures can be implemented to prevent the same occurrences in the future. Also, any deficiencies in the hardware or access control system, building operations and or access services will be contacted to resolve the issue.

During the pandemic, Campus Security focused on the physical security of buildings, controlling building access and ensuring the mostly vacant buildings were secure during both day and night.

Alarm Responses 2178 Reported (2019 – 2229 Reported)

The majority of the alarms were caused by improper use of alarm panels, malfunctioning equipment or accidental activations by authorized users and alarms that activated for no apparent cause. Analysis of alarm causes are monitored and analyzed on a regular basis as part of our alarm reduction program.

During the pandemic, buildings that are unoccupied and/or have little activity taking place were all locked and the alarms armed during “business hours.” However, essential staff continue to work on campus and have triggered alarm unintentionally as these areas are generally not armed during the day. And at night, the buildings have little to no activity and are already secured, leading to less alarms.

Building Accesses 3456 Reported (2019 – 3360 Reported)

Campus Security most commonly provides access for students, faculty and staff who have misplaced their keys. Access and escort to secure areas is also provided to students, staff, external contractors and other service providers with pre-authorizations from the department responsible for the space.

Independent Investigation Recommendations

On June 8, 2020 an interaction between a graduate student and a Campus Security patrol officer resulted in a public complaint of racial discrimination and a complaint of a violation of SC-7, UBC's Discrimination Policy was filed on June 15, 2020. A high-level summary of actions and the timelines can be found below:

Date	UBC Action	Additional Info
June 8,2020	Incident occurred	
June 15,2020	Complaint of Violation of SC-7 filed with UBC's Investigation Office	
June 16, 2020	UBC President announces a full and formal external investigation and review of Campus Security	
June 19, 2020	UBC Investigations Office engages External Investigator	
January 14, 2021	Investigations Office Report Released	A finding of discrimination under Policy SC-7 was substantiated.
February 18, 2021	Dismissal of Campus Security Employee	
August 24, 2020	External review by Rubin Thomlinson (external law firm) initiated	
November 11, 2020	UBC President announces Campus Security External Review Survey to campus community	
April 26, 2021	External Review Report by Rubin Thomlinson released	Five high level recommendations received
May 10, 2021	UBCV engages Campus Security Consultant to lead action on recommendations	
June 7,2021	Engagement of Complainant on Settlement	Responding to letter of April 30, 2021
September 23/24, 2021	Arbitration Dates for Campus Security Employee	

Campus Security Department has reviewed and has already begun to implement several key recommendations from the Rubin Thomlinson report and to ensure our standards are up to date with current best practices. The current priorities are enhancing departmental policies, enhancing training programs including Equity Diversity and Inclusion and the review and improvement of the process for complaints made against Campus Security.

The recommendations and the UBC Vancouver associated actions can be found in the following table. The UBC Okanagan Report contains specifics on the recommendations and their actions. Both campuses worked collaboratively on the actions when they could.

Rubin Thomlinson Campus Security External Review UBCV Recommendations 2021

	Policy Enhancements	UBCV and/or UBCO	Comments:
#1	<p>Improve existing Standard Operating Procedures (SOPs) for each campus. Suggestions on how to revise the respective SOPs was provided by the consultant. Implementation of these enhancements are expected to address the above-mentioned racial profiling by Campus Security, unclear reporting and investigation processes, and provide clarification of the role of Campus Security and the RCMP, where necessary.</p>	UBCV and UBCO	<p>Suggested revisions to be incorporated and updated in the Standard Operating Procedures (SOP's) as per the recommendations in the report.</p> <p>UBCV SOPs:</p> <ul style="list-style-type: none"> • SOP13 – Access Request • SOP14 – Protests and Demonstrations • SOP20 – Suspicious Person/Trespass • SOP21 – Use of Force • SOP32 – Supporting First Responders • SOP33 – Sexual Assault Disclosure Protocol <p>All six SOP's have been revised to include additional language on purpose, responsibilities, command and control, jurisdictions and authorities, critical incident debriefs and pre-incident indicators. The revised SOP's are currently with stakeholders including the offices of Diversity, Sexual Violence, Privacy and HR for review and comment. The final approved version will be released once available.</p> <p>UBCV – Development of MOU, aligned with UBCO's, to clarify roles and responsibilities. Currently with RCMP for review and signature.</p>
	Training	UBCV and/or UBCO	Comments:
#2	<p>UBC should implement a training program to familiarize campus security with the following: racial discrimination and racial harassment, racially unbiased policing, implicit bias, cultural diversity, appropriate communications with racialized people, neutral/unbiased investigation processes. In addition:</p> <ul style="list-style-type: none"> • SOP enhancements • UBC relevant policies 	UBCV and UBCO	<p>UBCV</p> <p>Campus Security is in the process of completing the first two of the six module VPFO EDI program:</p> <ul style="list-style-type: none"> • Foundations in Equity, Diversity, Inclusion and Cultural Safety in the Workplace • Foundations in Anti-Racism

	<ul style="list-style-type: none"> • Incident reporting (as it relates to racial hate or bias) • Limitations to freedom of expression and appropriate response where freedom gives rise to safety concerns • How to respond to mental health issues <p>Ongoing training should be part of mandatory training program for officers.</p>		<p>A formal training matrix for Campus Security Staff is being finalized and this training will include training/education on Policy, internal SOPs, reporting and response for racial hate, bias and mental health.</p> <p>Training is being scheduled as per collective agreement requirements.</p> <p>Records of all training will be maintained.</p>
	Investigation of Complaints against Campus Security	UBCV and/or UBCO	Comments:
3.	Complaints against Campus Security for racial discrimination or racial harassment should be handled directly by another office such as the Equity and Inclusion Office or the Investigations Office and/or where necessary an investigator external to UBC.	UBCV and UBCO	<p>UBCV</p> <p>All UBCV Campus Security patrol staff hold a Security Worker Licence under the Security Services Act. This Provincial Act also contains a complaint process that needs to be followed.</p> <p>A formal complaint process has been drafted and will include, when appropriate, reporting to:</p> <ol style="list-style-type: none"> 1. Equity & Inclusion on hate/bias 2. HR for bullying and harassment 3. UBC Office of Investigations.
	Diversity	UBCV and/or UBCO	Comments:
4.	UBC Okanagan target a campus security team whose racial representation reflects the racial diversity of the campus community as a whole	UBCO	<p>UBCV</p> <p>Although this recommendation was targeted to UBCO, work at UBCV continues with HR and Equity and Inclusion to further support an increase in diversity.</p>
	Contract Security Guards	UBCV and/or UBCO	Comments:
5.	UBCO either (1) transition to having patrol officers employed by UBC so that they can minimize the turnover and work on developing the right culture, or (2) invest greater time and effort in ensuring that the contract officers assigned to the campus are sufficiently trained on the relevant policies. Rationale provided: contract security guards are not particularly invested in the campus community, have a high turnover, and lack of training, have inconsistent practices, and either not familiar with the relevant policies and/or do not consider that it was their responsibility to read or be informed of them.	UBCO	<p>UBCV</p> <p>This recommendation does not apply to UBCV.</p>

2021 Goals and Objectives Update

Training – Development of a Formalized Training Matrix

The department continues to develop a comprehensive staff training matrix and development plan to elevate the standards of the Campus Security department. We will be measuring and aligning to an internationally recognized standards, similar to other prominent Universities in North America for Campus safety and security. We will also be including training in Equity, Diversity, Inclusivity and other required training to ensure all technical and social skills meet or exceed current requirements.

Electronic Security Systems

The Electronic Security Systems (ESS) review, that was conducted by an external security consultant knowledgeable in security systems and post-secondary environments, has provided a road map for the future of the ESS. Recommendations have been reviewed and a draft roadmap developed to reach the department's goal for improving security technology of the University's security systems to remain current and flexible for the ever-evolving needs of the Campus community.

An IT capital project request has been submitted and work is now underway to secure a Business Analyst to assist in scoping out the project.

One recommendation from the review, to update and standardization building security guidelines for new and existing buildings, is in the drafting phase. This guideline will ensure all UBC buildings are equipped with a standardized set of security hardware and technology to protect occupant's and assets.

Property Crime Reduction

Campus Security is committed to promote awareness of property crime on campus to decrease victimization and enhance the student experience. Campus Security looks to restart all previous initiatives whenever possible as restrictions begins to be lifted and campus slowly becomes re-occupied.

In the past, Campus Security participated in events such as Imagine Day, Staff/Student Orientations, Student Residence Move-Ins, in person workshops and presentations to Jumpstart students and leaders to meet students and promote safety awareness in person. Campus Security looks forward to participating and hosting security led campaigns in the near future.

Integration of Access Service into Campus Security

In May 2021, the Access Services department, formerly Secure Access, officially moved from Parking and Access Services into Campus Security, Safety and Risk Services. The integration of Access Services will enhance the collaboration between Campus Security's role as security advisors with Access Services as physical security providers and better streamline the process to ensure the physical security of UBC buildings and its users.

Transition of Occupation First Aid Program to Campus Security

The Occupational First Aid Program officially transferred from an external service provider to UBC Campus Security as of July 2021. Approximately 80% of Campus Security Patrol Officers are now Occupational First Aid Level 2 certified and are able to provide first aid services to all students, faculty, staff and visitors. Campus Security Services operates 24 hours a day, 7 days a week to ensure OFA is available on demand year round.

CAMPUS SECURITY 2020 ANNUAL UPDATE

**LESLEY CORMACK, DEPUTY VICE-CHANCELLOR AND PRINCIPAL
PETER SMAILES, VICE-PRESIDENT, FINANCE & OPERATIONS**



LOOKING BACK – UBCO 2020 ACHIEVEMENTS

Partnering in the development of programs aimed at providing education and positive reinforcement to students regarding COVID-19 requirements, gathering data to monitor compliance, and creating enforcement initiatives.

Initiating a review of existing physical security solutions, including cameras, access control, and intrusion detection. The result was a roadmap to ensure the sustainability of these systems and an implementation plan for 2021.

Participating in the system-wide Campus Security external review and the development of Equity, Diversity and Inclusion (EDI) training led by the VP Finance and Operations. The intent was to ensure the training could be further rolled out to the Okanagan team.

Awarding the new contract guard service to a new provider.

Participating as a member of the Threat Assessment Team completing 6 risk triages and 4 full risk assessments (one of which was supported by an external consultant).

Initiated meetings between the RCMP, and DVC/UBCO leadership to ensure strong communications and collaborative priority setting.



LOOKING BACK - UBCV 2020/21 ACHIEVEMENTS

A successful operational transition during the pandemic to focus on safety for the team and community, monitoring vacant buildings and continuous communications to the frontline as situations changed.

Participated in the system-wide Campus Security external review and the development of Equity, Diversity and Inclusion (EDI) training led by the VP Finance and Operations. Training in the first two courses of this EDI module is underway at UBCV.

Continuing to build the relationship with UBC RCMP by way of regular meetings, drafting of an MOU and the launch of a orientation program.

Initiated an Electronic Security System review that provides a roadmap for the standardization and stream lining of security systems. An IT capital project request has been submitted and work underway to scope project.

Struck a Threat Assessment Committee at UBCV. Terms of Reference and associated procedures have been developed and Committee members and alternates trained in Violence Risk Triage.

The Access Services team was transitioned from Parking Services to Campus Security and provides an opportunity to further enhance safety and security systems.

First Aid Services transitioned from a contracted third party to Campus Security on July 2, 2021.



LOOKING AHEAD – UBCO PRIORITIES FOR 2021

Onboarding our new contract security provider and developing KPIs to monitor success in contract guards fosters a culture of inclusion and supports the diverse experiences of students on campus.

Working closely with Equity and Inclusion, and Human Resources to developing strategies to increase diversity of Campus Security staff.

Increasing EDI literacy of Campus Security team through mandatory training, creating train the trainers, and overall mentorship to new staff and contractors.

Continuing work with our UBCV colleagues on protocol recommendations from the external review.

Participating in a series of stakeholder working groups with the AVP Students portfolio and the RCMP with a focus on improving student and community support and wellbeing.



LOOKING AHEAD – UBCV PRIORITIES FOR 2021

Finalize the formal training matrix for Campus Security and prioritize training identified in the external review including Equity, Diversity & Inclusion (EDI) training and workshop sessions.

Continue work on the gap analysis against the IACLEA (International Association of Campus Law Enforcement Administrators) standard to ensure that SOPs and training align to industry best practices. This work will include identifying relevant KPI's for stakeholders.

Participate in on campus events to provide information on the services of Campus Security, on the UBCV Safe App, first aid services for students, faculty and staff and to promote the services of other departments in Safety & Risk Services (SRS).

Continue to build the relationship with the UBC RCMP Detachment through regular meetings, finalizing the MOU, sharing of appropriate information and orientation for new RCMP members.

Hire a Director of Campus Security to provide **focused** strategic direction to the department.



ACTION PLAN - EXTERNAL REVIEW RECOMMENDATIONS



RECOMMENDATION #1 – POLICY ENHANCEMENTS

ACTION - Update a number of our Campus Security governing Standard Operating Procedures.

Status – In Progress	Timeline
<p>Actioned by leadership to revise and update:</p> <ul style="list-style-type: none">• Four UBCO SOPs CS-001.9 Use of Force/Restraints CS-001.11 – Investigative Interviewing CS-012.2 – Request for Identification CS-008.2 – Racial Biased Policing & Community Awareness• Six UBCV SOP's SOP13 – Access Request SOP14 – Protests and Demonstrations SOP20 – Suspicious Person/Trespass SOP21 – Use of Force SOP32 – Supporting First Responders SOP33 – Sexual Assault Disclosure Protocol	<p>To be approved prior to Sept 2021 with review by appropriate stakeholders including Equity and Inclusion, Office of University Counsel and Human Resources.</p>



RECOMMENDATION #2 – EDI TRAINING

ACTION – Provide continuous learning on racial discrimination, harassment, unbiased policing and investigations, implicit bias, cultural diversity, and communicating with racialized people.

Status – In Progress	Timeline
<p>1. <i>All Campus Security staff and contract guards to complete 6 online canvas courses. First two courses launched:</i></p> <ul style="list-style-type: none">• <i>Foundations in Equity, Diversity, Inclusion and Cultural Safety in the Workplace</i>• <i>Foundations in Anti-Racism</i> <p>2. <i>Campus Security Champions</i></p> <ul style="list-style-type: none">• <i>Workshops (½ day sessions)</i> <p>3. <i>UBCO Facilitators Training</i></p> <ul style="list-style-type: none">• <i>Training the Facilitator session (6 hours)</i>	<p>Completion of first two canvas courses by end of Sept 2021</p> <p>Workshops conducted: Dec – March 2022 UBCV and Sept-Dec 2021 UBCO</p> <p>Facilitators training in Jan 2022</p>



RECOMMENDATION #3 – COMPLAINT INVESTIGATION

ACTION – In accordance with UBC’s Discrimination Policy, SC7, Campus Security will direct any complaints against members of Campus Security staff to the appropriate office.

Status – In Draft	Timeline
<p>Ensure that procedures for how to investigate complaints against Campus Security are explicitly stated in all relevant protocols.</p> <p>Protocol will be drafted in consultation with UBCV/UBCO Campus Security, Equity & Inclusion Office, Independent Investigation Office, Office of the University Counsel and HR.</p>	<p>Drafts complete.</p> <p>UBCO – Approval by Sept 1 2021</p> <p>UBCV – Approval by Oct 1 2021</p>



RECOMMENDATION #4 – DIVERSITY - UBCO

ACTION – The review recommended that UBCO target a campus security team whose racial representation reflects the diversity of the campus community as a whole.

Status – In Progress	Timeline
<p>Action includes:</p> <ul style="list-style-type: none">• Job description – review and revision• Postings and outreach – guideline development• Unconscious bias – interview panel training• Interview questions – review and revision	<p>Start Jul 2021 and complete by Dec 2021</p> <p>(in partnership with Human Resources and Equity and Inclusion)</p>



RECOMMENDATION #5 – CONTRACT SECURITY GUARDS - UBCO

ACTION – improving training and retention of campus guards in order to foster a culture of inclusion and support the diverse experiences of students on campus.

Status – In Progress	Timeline
Develop key performance indicators to ensure continued success in meeting the intent of the recommendation.	KPIs to be approved and monitored before Sept 2021





THE UNIVERSITY OF BRITISH COLUMBIA

