



SUBJECT	UBC Okanagan Annual Campus Security Report 2021
SUBMITTED TO	People, Community & International Committee
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EXECUTIVE SUMMARY

The UBC Okanagan Campus Security 2021 Report provides an update on campus security accomplishments, priorities, and statistics on personal and property crime reported to Campus Security for the 2021 calendar year. Campus Security realized a number of successes in 2021, despite redirecting resources as required to support our pandemic response. Achievements included:

- Managing the student Health Ambassador program, which provided education and positive reinforcement to students regarding COVID-19 requirements and gathered data to monitor compliance, and supporting student ambassadors where enforcement was required.
- Participating in the development of a roadmap aimed at further strengthening UBC's collaborative relationship with the RCMP through the implementation of strategic objectives.
- Implementing recommendations from the 2020 system-wide Campus Security External Review.
- Participating in the creation of an EDI training programme, sponsored by Campus Operations and Risk Management, to be rolled out in 2022.
- Working with campus stakeholders to determine the role of Campus Security and create an appropriate footprint at the new downtown Kelowna site.
- Chairing the core Threat Assessment Team, who provided 11 risk triages and 4 full risk assessments (two of which were supported by an external consultant due to significant complexities associated with the case). These assessments resulted in well researched recommendations to the TAT Advisory Committee for action.

As we look ahead, Campus Security is prepared to meet its challenges going into 2022, including continuing the healing and recovery process associated with the death of a Campus Security guard in late February 2022. Since the matter is before the courts, more information will be provided in the 2022 Campus Security report. Other goals and objectives include:

- Reviewing the guard services model to determine the feasibility of bringing the guard service in-house, in order to address staffing challenges, and improve guard training, retention, and service.

- Recruiting for the new student-facing Campus Security manager, who will provide support to students through proactive education around security and safety initiatives and address safety and security concerns affecting our community. This will happen in conjunction with a transition of student conduct management duties from Campus Security to AVP Students.
- Increasing EDI literacy of the Campus Security team through the training of EDI champions and facilitators, who will play a role in the training and mentorship of staff and contractors going forward.
- Working with the larger faculties to set up and train their administrators in managing keyless access (Salto) within their own space allocations. This will include the development of a training manual as well as a long-term strategy for managing keyless access on campus.
- Participating in the RCMP led emergency management training and exercise “Operation Kickstart” with the aim of further understanding the respective roles of the RCMP and UBCO in managing an escalating incident associated with potential threat to personal safety and security.

Lastly, in the spirit of the UBCO Memorandum of Understanding with the RCMP, Campus Security will work as part of the UBCO/RCMP working group to incorporate feedback from student focus groups into overall recommendations to the Senior Leadership Committee aimed at improving student and community support and wellbeing.

This includes partnering in ‘start by believing’; improving cultural literacy; proactively engaging youth officers to support 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.

APPENDICES

1. Campus Security Annual Report 2021 – UBC’s Okanagan Campus

CAMPUS SECURITY ANNUAL REPORT 2021

UBC'S OKANAGAN CAMPUS



THE UNIVERSITY OF BRITISH COLUMBIA

Campus Operations and Risk Management
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MESSAGE FROM CAMPUS SECURITY

The UBC Okanagan Campus Security team is pleased to present the 2021 annual report. This report highlights events that occurred within the campus community throughout 2021, with the direction for 2022 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 2021, despite redirecting resources as required to support our pandemic response. Achievements included:

- Managing the student Health Ambassador program, which provided education and positive reinforcement to students regarding COVID-19 requirements and gathered data to monitor compliance, and supporting student ambassadors where enforcement was required.
- Participating in the development of a roadmap aimed at further strengthening UBC's collaborative relationship with the RCMP through the implementation of strategic objectives.
- Implementing recommendations from the 2020 UBC Campus Security External Review.
- Participating in the creation of an Equity, Diversity, and Inclusion (EDI) training programme, sponsored by Campus Operations and Risk Management, to be rolled out in 2022.
- Working with campus stakeholders to determine the role of Campus Security and create an appropriate footprint at the new downtown Kelowna site.
- Chairing the core Threat Assessment Team (TAT), who provided 11 risk triages and 4 full risk assessments (two of which were supported by an external consultant due to significant complexities associated with the case). These assessments resulted in well-researched recommendations to the TAT Advisory Committee for action.

As we look ahead, Campus Security is prepared to meet its challenges going into 2022, including:

- Reviewing the guard services model to determine the feasibility of bringing the guard service in-house, in order to address staffing challenges and improve guard training, retention, and service.
- Recruiting for the new student-facing Campus Security manager, who will provide support to students through proactive education and address safety and security concerns affecting our community. This will happen in conjunction with a transition of student conduct management duties from Campus Security to AVP Students.
- Increasing the EDI literacy of the Campus Security team through the training of EDI champions and facilitators, who will play a role in the training and mentorship of staff and contractors going forward.

- Working with the larger faculties to set up and train their administrators in managing keyless access (Salto) within their own space allocations. This will include the development of a training manual as well as a long-term strategy for managing keyless access on campus.
- Participating in the RCMP-led emergency management training and exercise “Operation Kickstart,” with the aim of further understanding the respective roles of the RCMP and UBCO in managing an escalating incident associated with potential threat to personal safety and security.

Lastly, in the spirit of the UBCO Memorandum of Understanding with the RCMP, Campus Security will work as part of the UBCO/RCMP working group to incorporate feedback from student focus groups into overall recommendations to the Senior Leadership Committee aimed at improving student and community support and wellbeing.

This includes partnering in ‘start by believing’; improving cultural literacy; proactively engaging youth officers to support 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.

ABOUT CAMPUS SECURITY AT UBC OKANAGAN

2021 Key Data	
Campus Security Calls for Service	7027
First Aid Requests (July 1 2021 – Dec 31 2021)	190
UBCSAFE Okanagan Alert app subscribers (as of May 16 2022)	6377

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 12,000 students, 1,700 faculty and staff, total capacity for 2,120 student residents, and over 151 hectares and 54 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 (CORM), which is within the AVP Finance and Operations portfolio. 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, i.e. 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 Utility Terrain Vehicle 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.

2021 HIGHLIGHTS AND ACHIEVEMENTS

PANDEMIC RESPONSE

Campus Security managed the campus Health Ambassador program, in which students provided peer COVID-19 education to other students and gathered data regarding compliance (i.e. physical distancing, face covering, room occupancy). This included educating the community on preventative measures such as masking and confirming that those using informal learning spaces had completed health self-assessments prior to occupying buildings on-campus.

The focus of student education was on positive reinforcement of appropriate behaviours. Generally, initial non-compliance was the result of persons not recognizing that they were non-compliant. A small number of non-compliance incidents were escalated to Campus Security and were generally associated with persons not affiliated with the university.



RCMP ROADMAP

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.

It was agreed that a working group comprising of subject matter experts from the RCMP and UBCO be created to move identified priorities forward. The working group reports to a senior leadership committee, comprising of the RCMP Superintendent, the Superintendent's executive staff, and UBCO senior leadership team.

Student focus groups have been created to ensure that the diverse student voice is represented in committee recommendations. These focus groups will be reporting out to the working group by the end of May 2022. The working group will present the integrated roadmap on how to further improve the relationship with law enforcement and ultimately better support students, to the senior leadership team in the summer of 2022.

EXTERNAL CAMPUS SECURITY REVIEW

The Campus Security external review identified 4 key recommendations to ensure that Campus Security standards are in line with current best practices and industry standards. Implementation of these recommendations is nearly complete, with Campus Security having taken the following steps:

- **Policy enhancements:** Campus Security has revised a number of Standard Operating Procedures (SOPs) as per the recommendations of the external review, to include additional language on purpose, responsibilities, command and control, jurisdictions and authorities, critical incident debriefs, and pre-incident indicators. The revised SOPs have been reviewed by stakeholders in areas including Equity and Inclusion, Office of the University Counsel (privacy), the Sexual Violence Prevention and Response Office (SVPRO), and Human Resources. In 2022, Campus Security will publish relevant SOPs to make them available to the campus community.
- **Training:** All staff members within Campus Security completed the first four of six Canvas EDI training modules, which focused on: foundations in equity, diversity, inclusion and cultural safety in the workplace; foundations in anti-racism; incident reporting relating to racial hate or critical bias; and limitations to freedom of expression and the appropriate response when freedom gives rise to safety concerns.
- **Investigations or Complaints against Campus Security:** Campus Security developed and implemented a Standard Operating Procedure addressing professional conduct and formal complaints against Campus Security members. This is a clearly defined process for complaints which outlines investigations conducted internally, independently by the UBC Office of Investigations, UBCO Human Resources, SVPRO, Privacy Office and/or the Client Service Agent of the Security Programs Division, Ministry of Public Safety (as licensed security guards through the Province). A process utilizing Alternative Dispute Resolution (ADI) to address complaints has also been included where appropriate.

To address the fourth recommendation, in 2022 Campus Security will work collaboratively with HR and the Equity and Inclusion office to review hiring practices and develop a strategy to remove barriers for IBPOC candidates, in order to ensure that Campus Security reflects the diverse community we serve. In addition, Campus Security will continue to increase EDI literacy within the department following the 2022 EDI training programme, under the



guidance of a trained EDI facilitator from within Campus Security (see “EDI Literacy Strategy” under 2022 goals and objectives).

THREAT ASSESSMENT TEAM

In 2019, the Threat Assessment Team (TAT), a multidisciplinary team comprising membership from Health & Wellness, HR, SVPRO, 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 2021 the TAT conducted 11 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.

2021 GOALS AND OBJECTIVES

REVIEW OF GUARD SERVICES

Following a comprehensive procurement process in 2020, Paladin Security was selected to provide security guard services for the UBCO campus, effective April 2021. Campus Security worked with Paladin and Securiguard (former contract provider) to ensure a smooth transition and seamless service for the campus community.

However, the contract security market continues to experience significant challenges related to recruiting and retaining staff. In response, Campus Security will undertake a review of the guard services model to determine the feasibility of bringing guards in-house. Potential benefits to the in-house model include additional emphasis on training, the ability to create clear accountability and KPIs, an increased ability to recruit and retain staff by offering salaries in line with the Regional District of the Central Okanagan’s cost-of-living standards and benefits that exceed industry standards, and furthering our commitment to enhancing equity, diversity, and inclusion within Campus Security and the UBCO community in general.

TRANSITION OF STUDENT CONDUCT DUTIES AND NEW SECURITY MANAGER

Campus Security the transition of Student Conduct management duties from Campus Security to the AVP Students portfolio in 2022. This transition will allow the AVP Students to provide more intentional and dedicated resources to resolve allegations of non-academic misconduct, as well as connect students with support resources more seamlessly (i.e., Health and Wellness, Ombudsperson, Equity and Inclusion).

To ensure continued support for students within Campus Security, in 2022 Campus Security will recruit for a new student-facing Security Manager position. The new student-facing position will provide support to students via proactive educational security and safety initiatives and work collaboratively with programs and services that already serve students at UBCO. Additionally, this position will address safety, security and crime-related concerns that affect students or the larger University community.

EDI LITERACY STRATEGY

An online EDI course is underway and will be rolled out in 2022. The course will be strongly encouraged for all Campus Security staff.

Campus Security managers and dispatchers, along with other personnel in the AVP Finance and Operations, AVP Students, and HR portfolios, will be provided detailed EDI “champion” training, facilitated by consultants at Commons Inclusion Strategies. This training will include education on racial discrimination, implicit bias, cultural diversity, and intersectionality. A smaller group of champions will also receive enhanced training on EDI and facilitation skills, including at least one member of Campus Security. CORM will work with stakeholders in all of the above groups to develop a strategy for providing training and mentorship to new staff and contractors.

OPERATION “KICKSTART”

Campus Security will participate in a fall emergency simulation exercise designed to enable the UBCO emergency response organization to practice the response and management of a significant emergency event. The exercise will provide an opportunity to educate, practice skills and identify strengths and areas for improvement.

The 3-hour table top exercise will be led by the RCMP and will test UBCO’s ability to:

- Provide an appropriate level of response (i.e. test escalation criteria)
- Utilize the Emergency Communications Protocol in determining when to use the most appropriate communication channel for response (i.e. UBC Safe, and UBC Alert, website, emergency wardens).
- Achieve successful activation of the Emergency Operations Centre (EOC) post-lockdown, and
- Activate and utilize remote communications with UBCO senior leadership team via the Command app.
- Ensure understanding of jurisdictional issues associated with supporting efforts at Academy Hill versus main campus and navigating appropriately
- Effectively and efficiently respond to direction received from RCMP, such as lock doors, lock down, shelter in place, etc. Ensure that UBCO and RCMP have established shared language with regards to emergency response at UBCO.

2021 SECURITY INCIDENT AND EVENT DATA

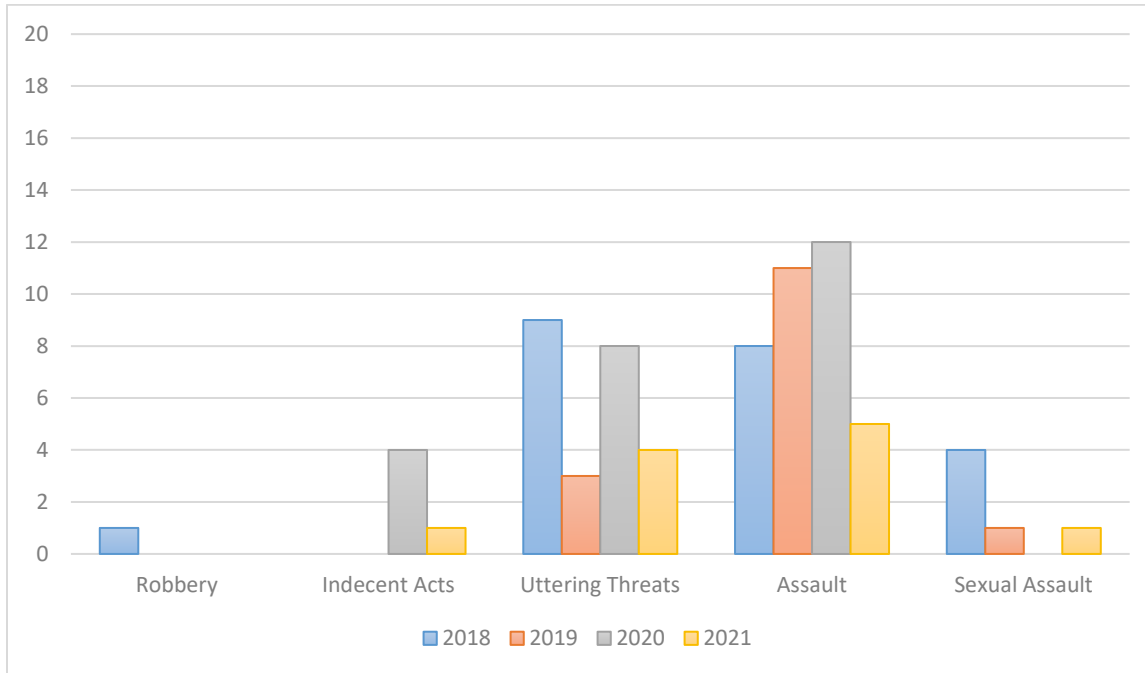
OVERVIEW

The following table presents security incidents and events that occurred during the year as compared to the previous 3 years. Categories in which significant events occurred have been marked with an asterisk and are described in more detail below.

Campus Security Incidents Summary	2018	2019	2020	2021
Assault*	8	11	12	5
Robbery	1	0	0	0
Uttering Threats*	9	3	8	4
Indecent Acts*	0	0	4	1
Break and Enter	6	7	5	7
Theft	42	54	34	34
Theft from Auto	10	17	7	8
Bluephone Calls	5	2	2	1
Safewalk*	83	130	37	47
Insecure Premises	550	819	1036	879
Alarm Response	439	374	418	592
First Aid*	212	247	91	190
Building Access	1646	2176	1135	1533

2021 STATISTICS

REPORTED PERSONAL CRIME



ASSAULT (5 occurrences)

There were 5 assault incidents reported to Campus Security in 2021:

- 2 assaults occurred off-campus at Academy Hill. Both events involved students and took place at outdoor and unsanctioned events. The RCMP attended both incidents and determined that the persons involved were impaired by liquor or other substances.
- 1 assault occurred at the transit exchange between visitors. The persons involved were impaired by liquor or other substances, which may have been a contributing factor. The incident was reported to RCMP and BC transit.
- 1 assault occurred at the Gymnasium during a sporting event, when a spectator became frustrated that another spectator was blocking their view. The perpetrator was asked to leave by Campus Security. The victim declined assistance with reporting the incident to the RCMP.
- 1 assault was reported at the exterior of the Creative and Critical Studies building. No additional information on this incident is available as the participants were gone on Campus Security's arrival and CCTV review was inconclusive. The incident was reported to the RCMP, and no further information was obtained as a result of either RCMP or Campus Security investigation.

UTTERING THREATS (4 occurrences)

Incidents of uttering threats are physical threats where the victim has reason to believe that the threat can and may be acted upon. Campus Security supports complainants by conducting safety planning with them and providing safety escorts and referrals to other support services on Campus.

- A student at the new student orientation event threatened a Resident Advisor by brandishing a knife and making a threat. Campus Security investigated and determined that student did not intend on causing harm, but their actions caused others to fear for their safety. The student was evicted and processed via the non-ac process and the incident was reported to the RCMP.
- A visitor at transit exchange was uttering threats of self-harm and harm to others involving firearms. Campus Security was concerned for the visitor's mental health and care was transferred to BC Emergency Health Services and the RCMP.
- A visitor threatened a Campus Security guard when approached in Parking Lot for operating vehicle in dangerous manner (drifting). The incident was reported to the RCMP.
- A person believed to be a student threatened a Campus Security guard when approached for consuming liquor in a public place in contravention of Liquor Control Act/Student Code. The incident was reported to Student Conduct and the RCMP.

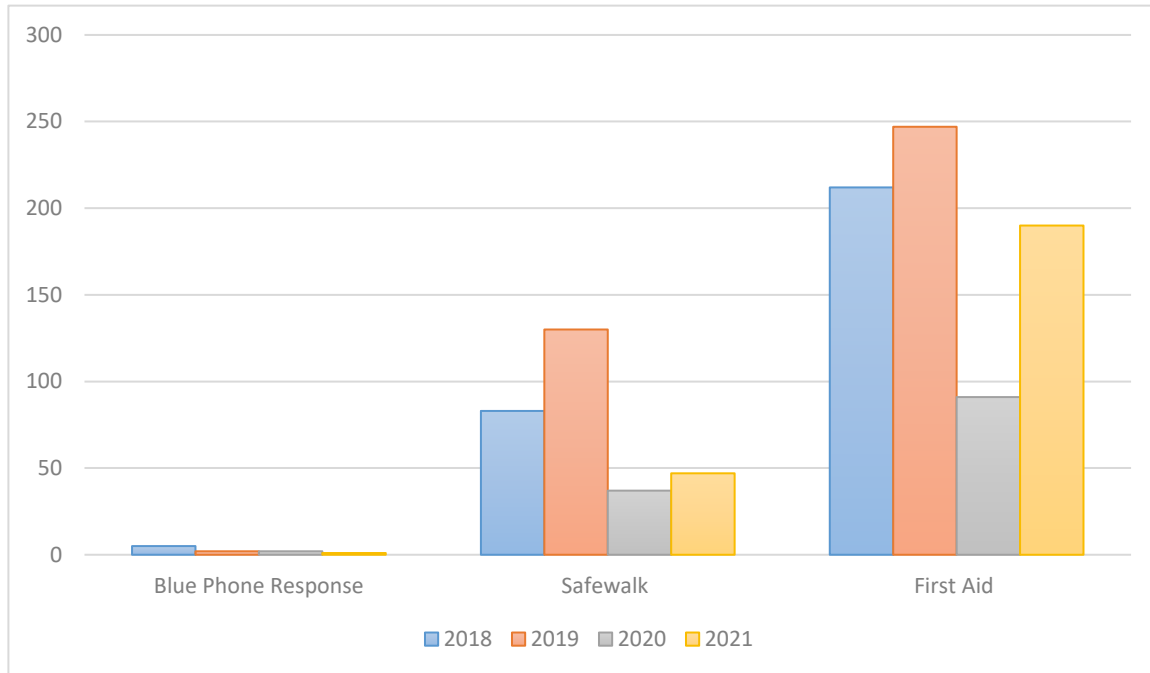
INDECENT ACTS (1 occurrences)

In 2021 there was 1 incident of indecent acts, or persons engaging in sexual or lewd acts in a public place that would be considered offensive to public: 1 incident of consensual sexual intercourse in a public place.

SEXUAL ASSAULT (1 occurrences)

There was one sexual assault disclosed to Campus Security in 2021, in which a female student was assaulted near a student residence. The student was referred to SVPRO and provided with contact information for the UBC Independent Investigations Office (IIO) and RCMP.

PUBLIC SAFETY

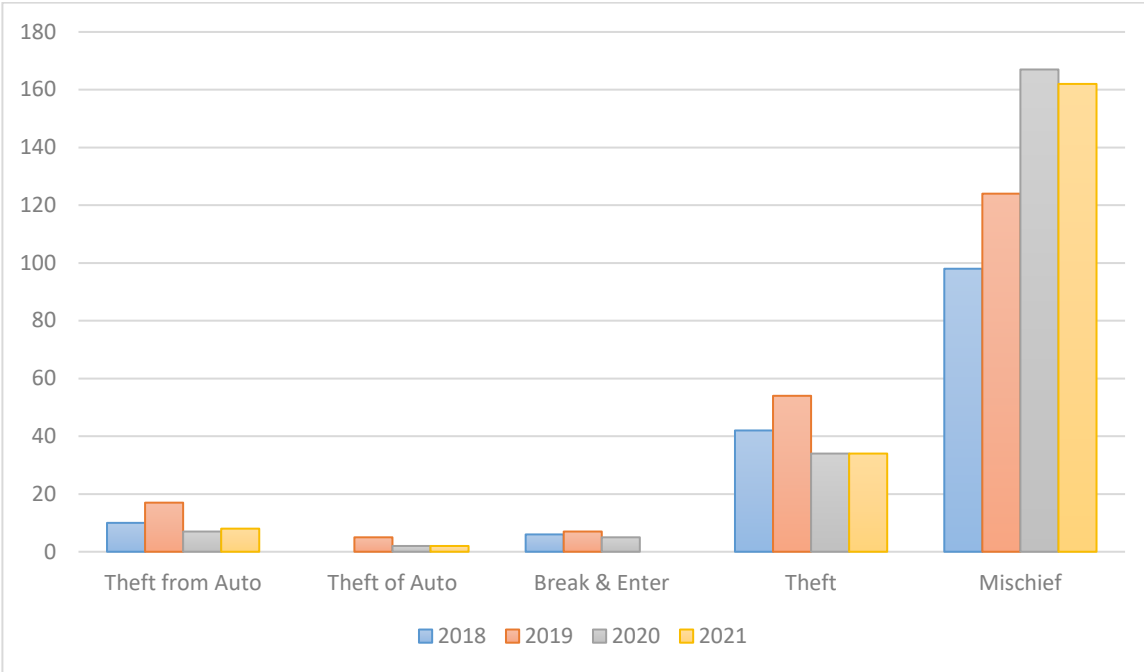


SAFEWALK (37 occurrences) and EFRT

Campus Security provides emergency and non-emergency care to any injured or ill members of the UBC Okanagan community. Since 2016, Campus Security has partnered with the UBC volunteer group Emergency First Response Team (EFRT) to enhance this service. In most circumstances, EFRT will be dispatched alongside Campus Security to provide first aid/medical response in collaboration and with oversight from Campus Security, as well as debrief critical incidents. Recently, EFRT attended and provided lifesaving care (CPR/AED) for a person experiencing full cardiac arrest.

EFRT volunteers also provide Safewalk services for students. EFRT operations were suspended in February 2020 due to the pandemic, but resumed in 2021.

REPORTED PROPERTY CRIME



PROPERTY PROTECTION AND ACCESS CONTROL

