

2005

Annual Report



Brock University Campus Security Services

Looking to the future

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About Brock University

Located at the centre of Canada's beautiful Niagara Peninsula in St. Catharines, Ont., Brock University is the only Canadian University with the distinction of being part of a UNESCO Biosphere Reserve.

The University offers strong undergraduate, graduate, and interdisciplinary degree programs that include co-op and other experiential learning opportunities to a student population of more than 16,000.

Brock University graduates continue to enjoy one of the highest employment rates of all Ontario Universities at 96.5 percent. Brock celebrates the success of its 50,000 graduates who apply their degrees to careers throughout Canada and around the world. The quality of education at Brock University continues to score high marks with students who gave the University a grade of A- in the *Globe and Mail's* 2005 University Report Card.

Our commitment to the individual student and to the highest standards of teaching and research excellence is reflected in the growing numbers applying to Brock. The percentage increase in student applications to Brock continues to rise and is one of the highest among Ontario Universities. Brock students can expect the close, personal attention of a dedicated faculty and the opportunity to explore their academic interests through participation in seminars and labs.

The University is expanding the number of programs offered at the undergraduate and graduate levels and is introducing new co-op programs across all faculties. Brock offers one of the largest selections of co-op programs in Canada.

To meet an increasing demand for a Brock education, more than \$87 million in construction has been committed or commissioned to expand the campus. Over the last few years, the University completed construction of academic buildings, the Walker Complex, which is Niagara's largest recreational facility, and student residences. Recently, Brock approved the construction of a \$22.6 million facility to house a new bookstore, provide additional academic space and house the Lifespan Development Research Centre, a facility unique in Canada.

The University also operates a campus in Hamilton, Ont. that is used primarily for teacher education.

Brock serves the Niagara Region as a cultural, academic, and recreational centre and offers the community excellent facilities for people of all ages.

Brock's annual economic impact on the Niagara region is \$265 million.

The Brock campus is a safe and friendly environment. The park-like setting of the University, with its wide-open spaces, offers a number of outdoor activities at any time of year.

Opened in 1964, Brock was named for Major General Sir Isaac Brock, who lost his life at Queenston Heights in the War of 1812. His last words are said to be, "Surgite! Push on!" — which have become the University's motto.

CAMPUS SECURITY SERVICES

Brock University Campus Security Services employs ten Special Constables which consists of a Director, Assistant Director, and four Inspectors who are supervisors of the remaining four Special Constables. There are 14 members of the Corps of Commissionaires and one Administrative Assistant. Our Special Constables are governed by a protocol between Brock University and the Regional Municipality of Niagara Police Services Board. The agreement specifies policies and procedures guiding the Campus Security Service, including duties and jurisdiction. In compliance with the agreement, the terms were reviewed with the guidelines as outlined in the '*Special Constables – A Practitioner's Handbook*'.

Our mission statement states:

Brock University Campus Security Services is a dedicated team of experienced and skilled professionals who provide a safe and welcoming learning environment for Brock by preserving the peace, protecting life and property, preventing crime and promoting community oriented services.

Brock University Campus Security Services strives to enhance the quality of life for the Brock community and our surrounding neighbourhoods by utilizing innovative technologies, emphasizing community oriented crime prevention strategies and growing strategic University and community partnerships.

We are committed to moving forward and embracing new opportunities through community partnerships, effective leadership and increased individual responsibility. We will, with the cooperation of our students, staff, faculty, and neighbouring communities, deliver Security Services which will recognize the different needs of our diverse University and the value of partnerships and excellent customer service.

Brock University Campus Security Services will be student, staff and faculty oriented, be efficient, respectful of others, and innovative in our program delivery.

We, the men and women of the Brock University Campus Security Services believe that the key words of Brock's mission statement, "...*Imagination, Innovation and Commitment* ..." guide us to provide our community with exceptional care and commitment to service.

COMMUNITY POLICING AT BROCK UNIVERSITY

People deserve a Security Service that not only commands, but earns respect, by listening to the community's wants and needs, maintaining daily face to face contact, and involving the community in efforts to prevent and control crime on campus. Our goal is to provide effective Security Service with a proactive focus; encouraging the University community and the Brock University Campus Security Services to become a problem solving group.

Community Policing, as applied by Campus Security Services can be defined as:

“A means of Security Service delivery which recognizes that the maintenance of order, the prevention of crime and order problems are the shared concerns and responsibilities of the University community and the Security Service.”

We believe that Community Policing is more than a program or a philosophy. It is a fundamental way of doing business in achieving safety and security goals that are essential to all of us in today's University environment. To achieve these goals, requires fundamental change in organizational structure, management styles, processes and expectations, and relationships with the community and Service members.

Community oriented Policing employs a variety of tactics, ranging from vehicle, bicycle, and foot patrols to immersing the officers into the University community.

Encouraging valuable information flow between students, staff and faculty can help set our Service's priorities and policies. Community Policing initiatives seek to intervene directly with the community in which we work or live.

We will strive to:

- (i) Establish and promote a meaningful University community-service partnership by:**
 - encouraging community participation
 - supporting community initiatives
- (ii) Work together in identifying, prioritizing, and problem-solving issues of concern by:**
 - involving our community in determining objectives
 - strategic initiatives in response to community concerns
- (iii) Be proactive in community relations, crime prevention, and communication initiatives by enhancing:**
 - professional communications
 - professional development
 - supervision consistency
 - professional standards
 - customer service
 - investigations

- (iv) **Identify the present strengths and weaknesses of our Community Policing initiatives by:**
 - relationship building
 - problem solving

- (v) **Identify any systemic barriers that may reduce our effectiveness in:**
 - crime prevention
 - patrols

- (vi) **Identify areas of opportunity that our Service has not yet considered through:**
 - input from our community
 - brainstorming with staff

- (vii) **Identify our training needs to promote and internalize Community Policing:**
 - input from University community
 - made for Brock Community Policing Plan
 - provincially mandated training

SERVICE RECRUITMENT

In 2005, Brock Campus Security Services began a transitional approach to increasing the number of highly qualified, professional Special Constables employed at the University.

While recognizing our longstanding and valued relationship with the Canadian Corp of Commissionaires, the anticipated demand for higher training standards and a provincially mandated code of professional conduct, requires a realignment of our Service to better meet the demands that pending legislation will require.

In 2005 the following members were selected for employment with Campus Security Services through a rigorous competition or review:

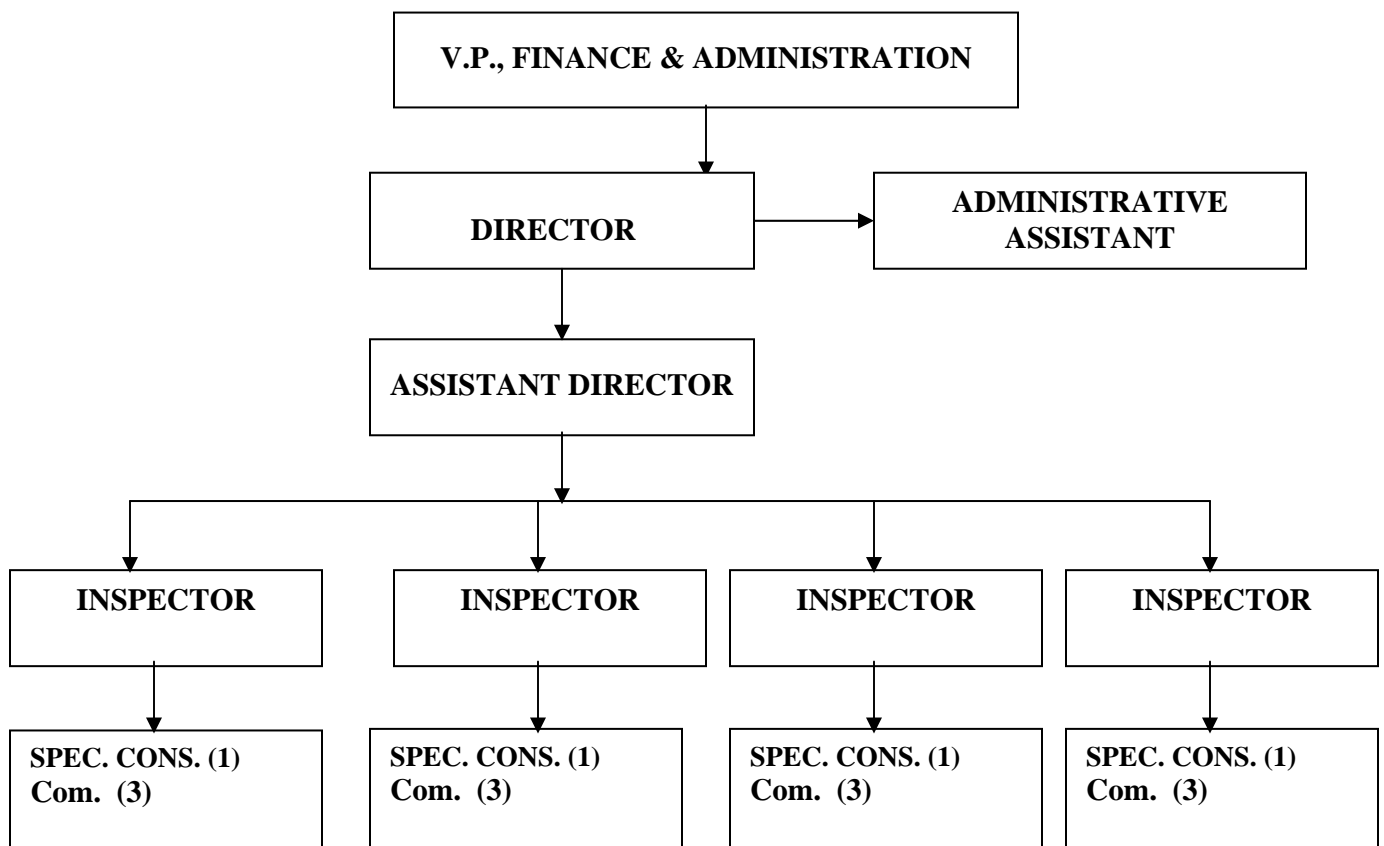
- Gary Nicholls, Director, April 18, 2005
- Richard Geady, Inspector (Supervisor), April 4, 2005
- Bruce Beckett, Inspector (Supervisor), August 8, 2005
- John Trevisonn, Inspector (Supervisor), August 8, 2005
- Kadri Lambert, Special Constable (Security Officer), September 19, 2005
- Karl Thorp, Special Constable (Security Officer), September 19, 2005
- Catharine Luangrath, Special Constable (Security Officer), September 19, 2005
- Richard Tollar, Special Constable (Security Officer), September 19, 2005

SERVICE ORGANIZATIONAL CHART/SUPERVISION

Campus Security Services reports to the office of the Vice-President of Finance and Administration and operates on a community-oriented platoon-based system.

Each platoon is managed by a Supervising Special Constable (Inspector) assisted by a Sworn Special Constable (Security Officer)

The remaining platoon complement is made up of contract members of the Canadian Corp of Commissionaires.



PROFESSIONAL DEVELOPMENT

Personal and professional development is critical in maintaining the high quality of service that the Brock community has come to expect of Campus Security Services.

Brock University Campus Security Services prides itself on our relationship with the Niagara Regional Police Service and acknowledges the unwavering support of the NRPS Training Branch in providing mandated and other law enforcement related courses of training in 2005.

The following table details the training provided to members of Campus Security Services in 2005.

COURSE	DELIVERED BY	DURATION	HOW MANY
Responding to Harassment and Discrimination	Brock University – HR	January, 2005 August, 2005	1 Assist/Director 3 Inspectors 2 Special Constables 11 Commissionaires
It's a Small World	Diversity Training	February, 2005	1 Assist/Director
International Women's Day	Cdn. Federation of University Women	March 8, 2005	1 Assist/Director
The Essential Administrative Assistant	Seminar Canada, Toronto	April 5, 2005	1 Admin. Assistant
Performance Appraisal Training	Brock University – HR	May 27, 2005	1 Director 1 Assist/Director 4 Inspectors
New Legislation – Private Security & Investigative Services Act	OACUSA Annual General Meeting	May 31 to June 3, 2005	1 Director 1 Assist/Director
Best Practices in Campus Security & Emergency Preparedness	Academic Impressions Philadelphia, PA	June 8 – 10, 2005	1 Director
Excel	Brock University - ITS	June 15, 2005	1 Admin. Assistant
54 th Annual Conference	OACP, Toronto	June 18- 22, 2005	1 Director 1 Assist/Director
Emergency Preparedness Conference	Metro Toronto Conference Centre	July 5, 2005	1 Director
Sensitivity Training	Brock University – Harassment Office	July 27, 2005	1 Assist/Director
Positive Space Training	Brock University – Harassment Office	August, 2005	1 Director 1 Assist/Director 4 Inspectors Corp Staff
Counterfeit Training	Niagara Regional Police Service	August 3, 2005	1 Director 1 Assist/Director 2 Inspectors
PR & P Training	Brock University – HR	August 17, 2005	1 Assist/Director
Use of Force Course	Niagara Regional Police Service	August 23-26, 2005	1 Assist/Director 1 Inspector
Traffic Training	BUCSS	March, , August, Sept., Dec., 2005	4 Special Constables 13 Commissionaires
Hazardous Spills	Brock – Environment, Health & Safety	September, 2005	3 Inspectors 2 Special Constables
Protective Services Course	J.E. Judd & Associates (on line)	Sept. 19 – Dec. 16, 2005	4 Special Constables
N.R.P. Community Policing Symposium	Niagara Regional Police Service	October, 2005	1 Assist/Director
Versaterm Computer Training	Niagara Regional Police Service	October 25 & 28, 2005	1 Assist/Director 1 Inspector
Managing Safety: A Conference for Supervisors	Brock University – HR	November, 2005	1 Director 1 Assist/Director 2 Inspectors
Police Labour Liaison Conference	Windsor Police Service	Nov. 3, 2005	1 Inspector
OACUSA Fall Meeting	OACUSA, Waterloo, ON	Nov. 24 & 25, 2005	1 Director 1 Assist/Director
Pepper Spray Awareness	BUCSS	December, 2005	4 Special Constables 13 Commissionaires
Fire & Safety Warden Training – Level 1	Brock University – HR, EHS	December 12, 2005	1 Admin. Assistant
First Aid/CPR Recertification	Swim Fun Aquatics @ Brock University	Dec. 14, 2005	2 Commissionaires 1 Inspector
Lifesaving Society Automated External Defibrillation Responder Level (Full Course)	Swim Fun Aquatics @ Brock University	Dec. 19, 2005	4 Commissionaires 1 Inspector 1 Special Constable

CAMPUS SECURITY SERVICES STRATEGIC PLAN

Campus Security Services supports the goals of the University and respects the dignity, worth and diversity of all persons. We strive to be positive thinkers and encourage new approaches while balancing law enforcement and community service.

In furtherance of the University's long range planning initiative, a strategic planning process was undertaken in 2005. Strategic planning is a process whereby a mission, vision and strategic direction are set for the next two to three years. The planning process includes: identifying Strengths, Weaknesses, Opportunities and Threats (SWOT); conducting a GAP analysis for seven key performance areas; establishing goals, objectives and action plans in support of the mission and vision; and establishing a process for keeping the plan alive.

Fundamental to the development of any Strategic plan is involvement of a broad cross section of staff who will be accountable to implement and revise the plan as necessary. Campus Security Services is unique in the University as a two-tier employee department, including both sworn and contract Security personnel.

Recognizing our own diversity, it was important that we include all personnel to gain insight and perspective from our entire Security complement. A series of Strategic planning sessions were conducted with the support of Mr. James Duff.

MISSION STATEMENT

Campus Security Services is a dedicated team of experienced and skilled professionals who provide a safe and welcoming learning environment for Brock University by preserving the peace, protecting life and property, preventing crime, and promoting community oriented services.

VISION STATEMENT

Campus Security Services strives to enhance the quality of life for the Brock community and our surrounding neighbourhoods by utilizing innovative technologies, emphasizing community oriented crime prevention strategies and growing strategic University and community partnerships.

GOAL STATEMENTS

GOAL 1

Maximize organizational productivity and efficiency by enhancing service practices, policies, and procedures.

GOAL 2

Establish or enhance strategic partnerships to create opportunities for increased operational effectiveness and information sharing.

GOAL 3

Improve the awareness, perception and visibility of Campus Security Services within Brock University and the surrounding community by utilizing effective Community Policing strategies.

SUMMARY

It has been said that, “unless you know where you’re going, you will never know if you get there.”

The Strategic Plan for Campus Security Services sets a course for the service over the next 2 - 3 years and provides clear action steps for meeting our commitments. Specifically, Management and Campus Security Services’ Supervisors identified as a ‘Person Most Responsible” (PMR), will be held accountable for achieving results or recommending necessary adjustments. They will be held responsible to engage necessary staff with respect to the plan and ensure that scheduled deadlines are met.

We look forward to meeting the challenges established in the plan and providing the best possible Security Service to Brock University.

REPORTING REQUIREMENTS

Campus Security Services is accountable to the Regional Municipality of Niagara Police Services Board for all actions taken in relation to the exercise of the powers granted to the University Special Constables under the *Police Services Act of Ontario*.

As a requirement of that accountability, the agreement between the University and the Board sets out that the University will provide an Annual Report with statistical and evaluative information including amongst other requirements, enforcement activity.

Brock University Campus Security Services provides our **Annual Statistics Report** in the following categories:

	2004	2005
CALLS FOR SERVICE		
Ambulance Calls	71	97
Assist General Public	52	62
Assist other University Departments	24	34
Assist other University Security Departments	3	10
Assist Police Force	105	144
Battery Boosts	599	384
Building Premises	317	196
Escorts – Personal	740	460
Fire Calls	44	33
General Information of Importance	47	73
Intrusion Alarms	740	881
COMPLAINT AGAINST MEMBER OF CAMPUS SECURITY	1	0
CRIMINAL OFFENCES		
Assaults	11	18
Attempted Break and Enter	8	4
Attempted Fraud	3	7
Attempted Theft	6	3
Breaking and Entering	11	14
Causing a Disturbance	3	9
Criminal Harassment	10	12
Fail to Stop at an Accident	3	4
Fraud	12	24
Harassment by Telephone	11	15
Impaired Operation of a Motor Vehicle	1	3
Indecent Acts	3	3
Intimidation	0	2
Mischief Under \$5,000 (Other than University Property)	9	22
Mischief Under \$5,000 (University Property)	69	84
Other Sexual Offences	1	0
Possession of Stolen Goods	8	8
Sexual Assault (Level 1)	2	2
Sexual Harassment	2	1
Theft of a Motor Vehicle	6	2
Theft Over \$5,000 (University Property)	0	6
Theft Over \$5,000 (Other than University Property)	2	2
Theft Under \$5,000 (University Property)	33	28
Theft Under \$5,000 (Other than University Property)	46	64
Uttering a Forged Document	2	12
Uttering Threats	5	4

	2004	2005
CONTROLLED DRUGS/SUBSTANCE ABUSE	42	43
PROVINCIAL STATUTES		
Highway Traffic Act	3	0
Liquor Licence Act	44	59
Mental Health Act	3	0
Trespass to Property Act	27	22
PROVINCIAL OFFENCE NOTICES	60	66
MUNICIPAL/UNIVERSITY BY-LAWS		
Parking Tickets issued by Campus Security Services	193	364
MOTOR VEHICLE COLLISION/DAMAGE REPORTS	39	31
PERSONAL/SAFETY RELATED		
Attempted Suicide	1	0
Contravention of Smoking Regulations	1	4
Disorderly Behaviour	15	22
Domestic Dispute	5	7
Hate Incident	1	2
Hazardous Substance	2	4
Missing Person	6	5
Other Incident Involving Injury	16	15
Property Spill	1	0
Safety Hazard	10	14
Sick Person	6	18
Suspicious Person	25	10
Traffic or Parking Complaint	7	1
LOST AND FOUND		
Found Property Reports	257	245
Lost Property Reports	29	25
Property claimed from Property Room	889	764
Property turned into Property Room	3,077	3,248

THE CAMPUS SECURITY SERVICES TEAM – 2005

Director	Gary Nicholls
Assistant Director	Mayla Parrent
Administrative Assistant	Gail Elliott
Corps Staff Administrator and Liaison Officer (Temporary Position)	Norm Redpath
Platoon (A) Inspector Special Constable Commissionaires	Michael Terpak Kadri Lambert Mike McGrillen Sid Milani Wilson Nichols
Platoon (B) Inspector Special Constable Commissionaires	Richard Geady Rick Tollar Don McFarlane Amanda Anderson John Smith
Platoon (C) Inspector Special Constable Commissionaires	Bruce Beckett Karl Thorp John Simioni Vince Fraser/Keith Jamieson Nigel Purvis
Platoon (D) Inspector Special Constable Commissionaires	John Trevisonn Catharine Luangrath Larry Minor/Michael Osier Brian Klein-Horsman Lance Currie