

# CAMPUS SECURITY SERVICES



# ANNUAL REPORT 2020-21

Brock University acknowledges the land on which we gather is the traditional territory of the Haudenosaunee and Anishinaabe peoples, many of whom continue to live and work here today. This territory is covered by the Upper Canada Treaties and is within the land protected by the Dish with One Spoon Wampum Agreement.

Today this gathering place is home to many First Nations, Métis and Inuit peoples and acknowledging reminds us that our great standard of living is directly related to the resources and friendship of Indigenous people.

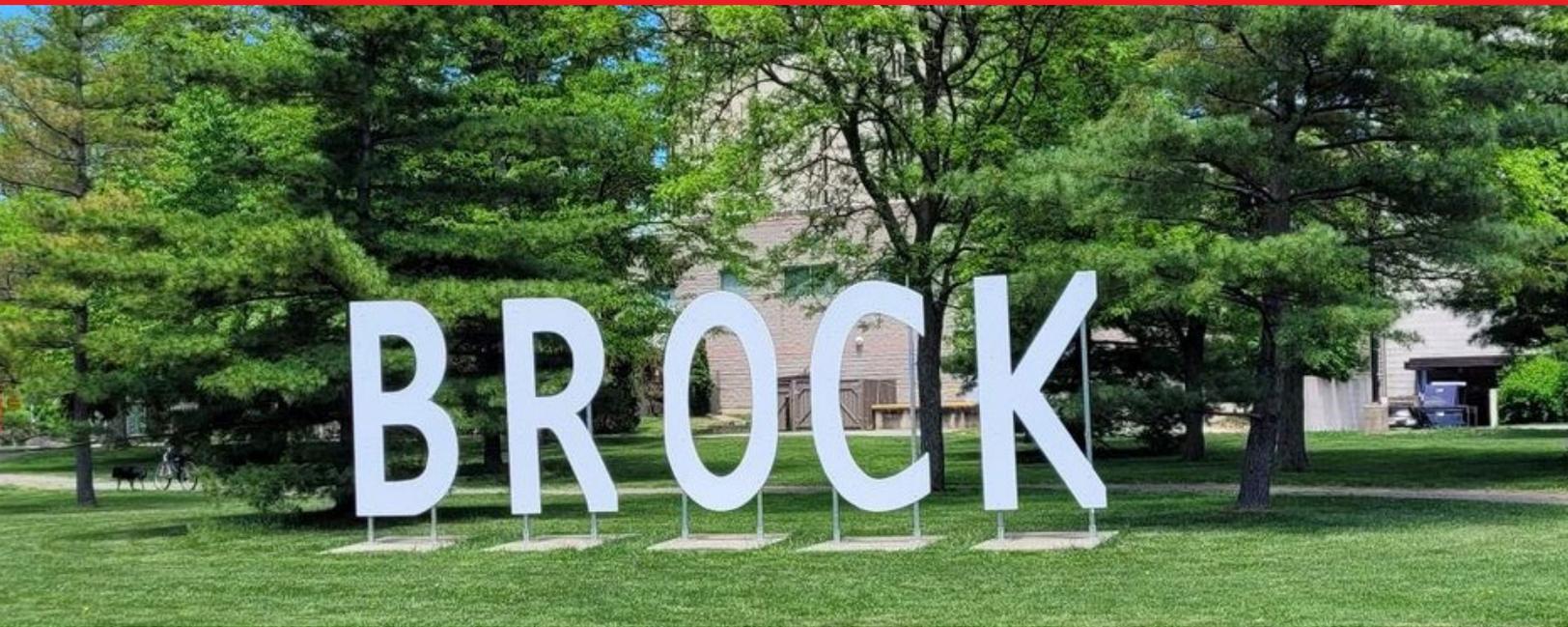


Brock University Campus Security Services takes pride in our dedicated team of experienced professionals who provide a safe and welcoming environment for students, faculty, staff, and visitors. The safety of our Brock community is a priority for us along with promoting community-oriented services to all who live, work, and learn at Brock University. Campus Security Services stands in solidarity with the Brock University Institutional Strategic Plan to foster a culture of inclusivity, accessibility, reconciliation, and decolonization on our campuses. We look forward to focusing on a path of learning to recognize and integrate diversity, equity, and inclusion into our service as we advance and learn together with our Brock community.



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**Brock offers all the benefits of a young and modern university in a safe, community-minded city with beautiful, natural surroundings.**

With more than 19,000 students in seven diverse Faculties, Brock University offers an academic experience that's second to none. Our degree programs are designed with your future in mind. We focus on your career with co-op and service-learning options that provide maximum exposure to your chosen field of study. We are small enough to be intimate, big enough to be world class.

Brock University is more than a school – it's a community. There's a variety of clubs, intramural athletic options, and extracurricular activities to stimulate any interest. Beyond your own participation, cheer on the Brock Badgers in a wide variety of sports. Brock graduates number over 100,000+ our alumni are active in business, entertainment, sports, and academics. 600 Faculty members – including twelve 3M teaching fellowship award winners and 8 Canada research chairs.

Residence is more than just a place to live; it is your home away from home. We accommodate almost 2,800 students in eight residence complexes. We offer four styles of residence living: traditional, semi-suite, suite, and townhouse style.

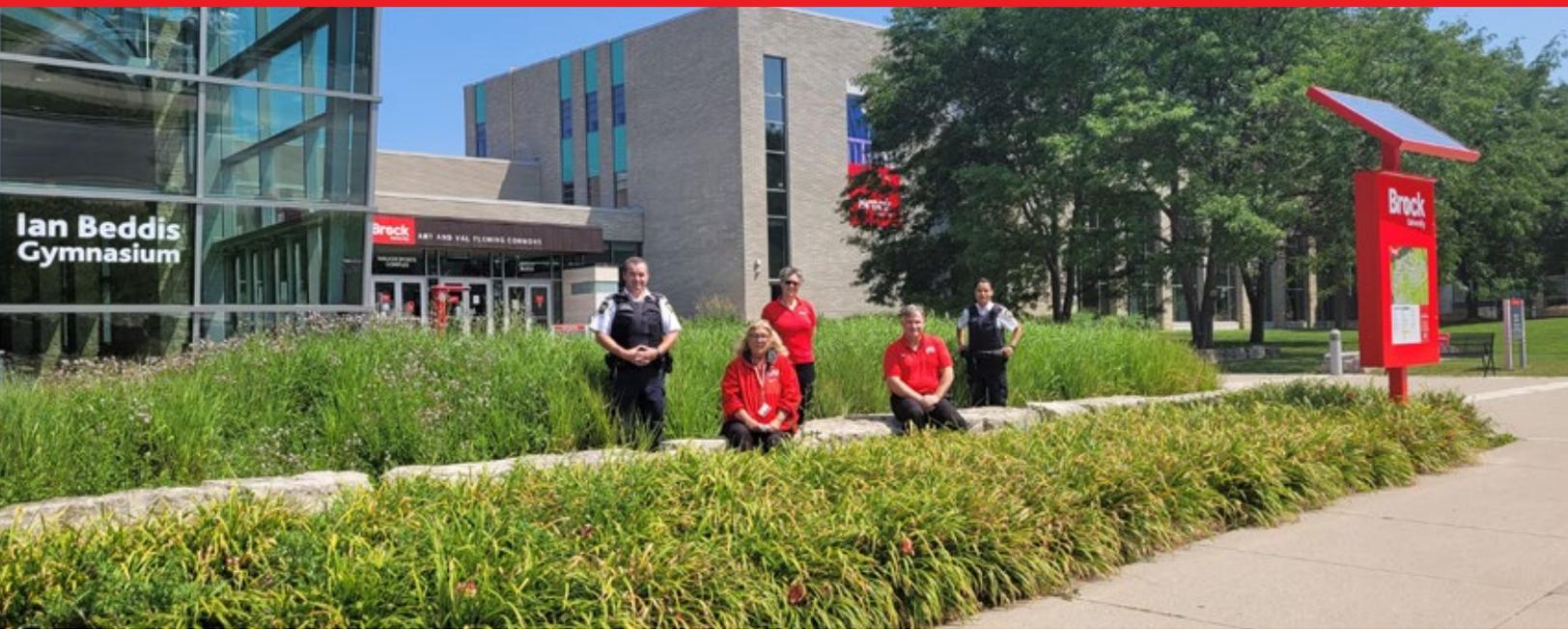
First year students are assigned to live in either traditional (dorms), semi-suite, or townhouse style buildings. One suite style residence is reserved

for upper year and graduate students as well as a townhouse style residence. Most students will find that living in residence is completely different from any previous experience they have had. Two of the key features that distinguish living in residence are the proximity in which many students live and the sense of community that develops as a result.

Brock Research has a heart for community and a head for innovation. Our passion drives us to discover, disseminate and apply new knowledge. Improving quality of life through leading-edge research and scholarship is what we're all about. We are heavily invested in the economic, social, and cultural health of our community and beyond. Scores of partnerships between the community and the faculties within the University make research a two-way process: we learn from one another as we discover and innovate together.

We are very proud of the research that Faculties and departments generate at Brock and the contributions that our researchers make to society. Here, we give an overview of our research themes and provide a few highlights of the innovative and creative work being done across the University.

Come up to Brock University and be a part of this experience!



**Brock University Campus Security Services (CSS) is a Special Constable Service, and our #1 priority is the safety and security of our students, faculty, staff, and visitors to our three campuses.**

However, in 2020 and 2021 we have added wellness to our list of priorities. Over the past year and a half, we entered the era of the COVID-19 pandemic which brought unprecedented times and challenges affecting nearly every aspect of the daily operations of our University.

CSS is part of the essential staff team which maintained full on-site operations at the University since the beginning of the pandemic. We quickly learned that our partnership with Public Health, our communities and emergency responders would be vital to our success through these times.

Our Emergency Management Plan and Emergency Management Group were activated in response to the health emergency. Face to face meetings shifted to virtual platforms including the Emergency Operations Centre where plans were developed, and crucial decisions executed. CSS daily operations also expanded to include creating and managing restricted University access points for essential staff, software to track and trace members, and a new COVID-19 self screening tool available on the Brock Safety App. The COVID-19 screening tool was updated regularly to align with Ministry of Health and Public Health screening standards specific to symptoms and scenarios regarding the wellness of essential staff entering

buildings. Further, CSS ensured personal protective equipment and mask inventory were replenished and readied for expanded use.

During this unprecedented time, partnerships with our external communities and organizations continued to be prioritized as we focused on maintaining goals that we set for our service. Data and statistics are not reflective of a normal operational year. Our format going forward has changed to reflect statistics during the fiscal year May 1st to April 30th.

As we started the year 2021, vaccinations were beginning to roll out in the province and hope for a return of our Brock community for the Fall semester came into reach. On Easter weekend 2021, Public Health held one of its' first mass vaccination clinics right here at Brock University and a second one in July. The essential staff at the University ensured that both clinics were successful with approximately 10,000 vaccinations being administered.

Campus Security Services is looking forward to the return of our Brock community members, our 19,000 Brock students and the day the doors all reopen.

**"Surgite!"**

Donna Moody,  
Director, Campus Security Services

## A SPECIAL CONSTABLE SERVICE



**The service is considered a hybrid service consisting of 13 full-time Brock members with Special Constable status and 21 contract Security Guards.**

This complement of staff covers each of our campuses and satellite locations in St. Catharines and Hamilton. We are open and responding 24 hours a day, 365 days a year. Our Special Constable status is granted by the Ministry of the Solicitor General and governed by a protocol between Brock University and the Regional Municipality of Niagara Police Services Board.

Campus Security Services is also responsible for oversight of Emergency Management and Preparedness at Brock University. With this, we have an Emergency Management and Life Safety Manager who oversees this area and manages the Central Communications and Monitoring Centre (CCMC). The CCMC is also staffed with four full-time dispatchers who monitor and record all our campuses. The CCMC responds annually to approximately 7000 calls for service, which includes 200 emergency phones and monitors more than 800 video surveillance cameras that cover the interior and exterior of our campuses and buildings.

In March 2020, the world changed significantly with the introduction of COVID-19. The virus has altered the landscape in which CSS operates. Normally, campus is bustling, there are students, faculty and staff requiring

daily assistance. The restrictions put in place by the Federal and Provincial governments required Brock University to move students out of residence, put courses fully online where possible and limit access to campus. Although this did provide new opportunities for growth within our organization to assist with multiple committees to prepare and review legislation and interpret policy to ensure compliance. It has left a considerable mark on the statistics and assistance we would normally provide.



**Timely communication is critical during emergency situations and remains a priority for Brock University. Recently, Brock University, with technological support provided by AppArmor (a Canadian technology company), launched an enhanced mass notification system (MNS) to improve communication with the community during emergency situations.**

In the event of an emergency, the University may use the MNS to push messaging to the University community as a whole or to select groups or locations as appropriate. Messaging may be sent to smart phones via the Brock Safety App, SMS text and/or email. Further, messaging may be delivered through office telephone extensions/voicemail and displayed on digital message boards located throughout campus, with audio messaging broadcast where available. Perhaps the most significant change that was introduced is the ability to broadcast emergency messaging on all registered Brock University computer display screens (including those assigned to lecture halls and study areas). Everyone in the Brock community is encouraged to support emergency preparedness efforts and download the Brock Safety App.

At Brock University, the Emergency Management Plan is based upon the Ontario Incident Management System (IMS) and serves as an “all hazards” response and management tool, that may be applied in wide ranging circumstances. The plan identifies staff members who, when required, come together to form the Emergency Management Group (EMG), and assume responsibility for the implementation of a response that prioritizes the health and safety of everyone in our community.

In addition to common IMS functional roles, the EMG also includes Academic and Research representation to ensure that the response to any major incident is collaborative and considers the impact upon all areas of the University.

The Emergency Management Plan has been activated since the outset of the COVID-19 pandemic. The EMG developed, implemented, or recommended action plans while working in consultation with senior administration, whose members remained focused on the strategic leadership of the organization through this protracted emergency. Partnerships and routine communication with community stakeholders and emergency response organizations continue to prove extremely valuable during the response and recovery phases. Our appreciation is extended to Niagara Region Public Health for their leadership, support and commitment to the health and wellbeing of everyone in the community.

A major component of any emergency plan relates to exercises, designed not only to test, but to familiarize staff with their roles and expectations should an emergency occur. In 2020, a tabletop exercise served to validate plans and procedures that were developed specifically to address potential COVID-19 outbreaks with a nexus to campus.





**In early 2020, Campus Security Services (CSS) was closely monitoring the proliferation of a highly contagious respiratory illness abroad.**

Prior to the World Health Organization categorizing the outbreak as a “Public Health Emergency of International Concern”, CSS and Emergency Management were actively assessing risks to the Brock University community and operations. Work began to develop a strategic University Pandemic Plan that would be relevant for the current health threat and into the future.

A pandemic response and planning working group was established in partnership with Niagara Region Public Health. Potential scenarios were examined during tabletop exercises to formulate immediate action plans for specific situations. Membership of this group included expertise from various representatives across the University.

In March 2020, the World Health Organization declared a “COVID-19 pandemic.”

Brock’s Emergency Management Group (EMG) mobilized via video/teleconference. CSS Emergency Management and Life Safety Manager fulfilled the role of Liaison and provided direct support to the Acting Vice-President of Administration who led the team as Director. The Liaison was responsible for providing detailed situational updates in relation to the experience and impact of the health emergency

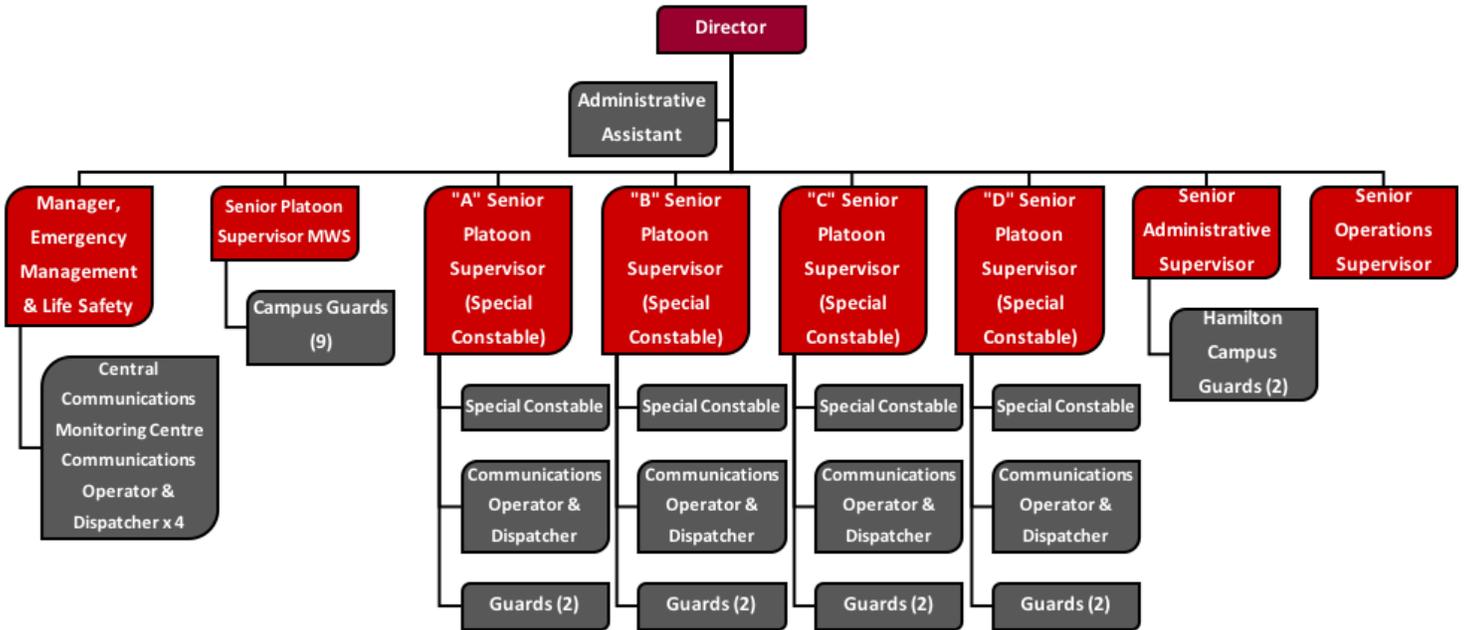
locally, provincially, nationally, and internationally. Further, the Liaison would analyze new or amended legislation and applicable regulations, specifically identifying the subsequent impact on the University. In partnership with Brock Health, Safety and Wellness a Pandemic Response Guiding document was prepared. CSS worked collaboratively with several University departments in the EMG to develop the Brock University Pandemic Response Guiding document and the Outbreak Management Plan.

CSS and Emergency Management maintained full operations on all three campuses as an essential service throughout the pandemic. Controlled points of entry were established and managed by CSS and as the pandemic continued, they also served as health screening check points with active screening measures in place. A check-in system and online health screening tool accessible via the Brock Safety App was developed and maintained which became a requirement for entry into a Brock facility. This system would also assist if contact tracing was required.

CSS and Emergency Management continue to support the COVID-19 Pandemic response and recovery in conjunction with the Brock community and our external stakeholders.

# CSS ORGANIZATIONAL CHART

Campus Security Services and Emergency Management reports to the office of the Vice-President, Administration and operates on a community-oriented, platoon-based system. Each platoon is managed by a Senior Platoon Supervisor who is assisted by a Special Constable as well as contracted Security Guards from GardaWorld.





**CSS has been in operation at the Marilyn I. Walker School of Fine and Performing Arts (MWS) since May 2015.**

This past year we have all experienced a truly unprecedented situation. COVID-19 has affected every aspect of our lives, with many staff working from home. MWS Security continues to operate 24/7 and our top priority is the health and safety of our students, faculty, and staff.

MWS closed its doors in March 2020 with the majority of course materials delivered online. New health and safety measures had to be implemented at MWS, which included a screening point at the lobby entrance. Officers at this station were required to screen faculty and staff before entry. To reduce the spread of COVID-19, everyone inside MWS were required to wear personal protective equipment, face covering, and always maintain a physical distance.

MWS Security responded to all incidents and emergencies with the support of our Special Constables at Main Campus and the Niagara Regional Police. Our CCTV camera system is monitored 24/7 by MWS Security and our Central Communications Monitoring Centre (CCMC) at main campus. We patrol the campus on a regular basis and respond to all alarms, including Rodman Hall.

We have been working closely with our local community partners regarding homelessness, mental health, and addiction. Many homeless people have been severely affected by the pandemic. Our team approached the situation with compassion and understanding. We provide information on valuable resources such as INCommunities, Positive Living and other community outreach programs.

As we look ahead to September 2021, we will continue to build on new strategies to ensure the health and safety of all our students, faculty, and staff.



Under the Police Services Act, 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.

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.

Service calls do not always require an incident report, the total calls for service for the 2020/2021 academic year was 3358, a decrease from 6066 in 2019-2020. Below is a breakdown of the reports created in 2020/21 for various offences.

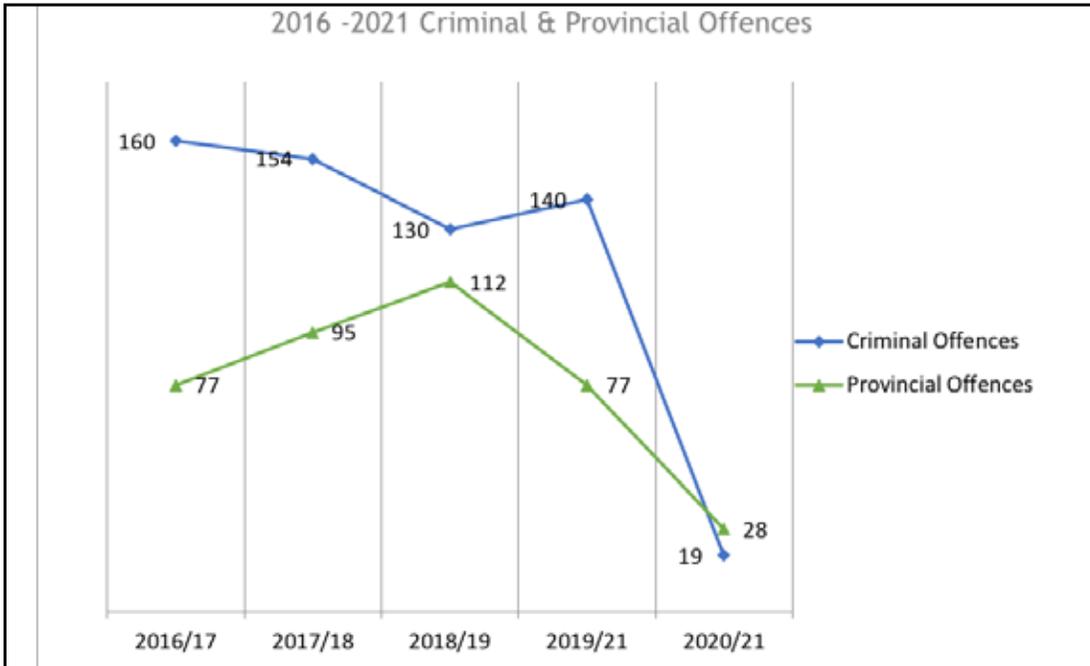
**\*\*Please note that CSS has made changes to our statistical reporting, going forward we will report on a fiscal/academic year (May to April), instead of annual (January to December). Which is in line with the University setting.**

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

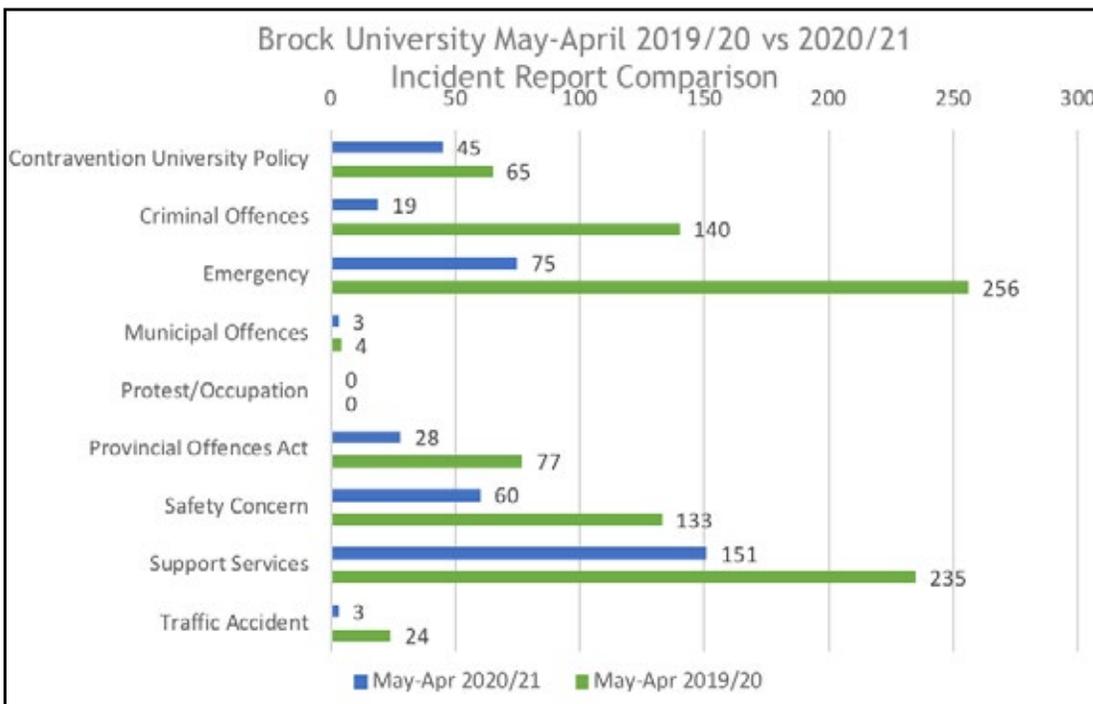
REPORTING REQUIREMENTS	2019/20	2020/21
<b>CONTRAVENTION OF UNIVERSITY POLICY</b>		
Contravention of University Policy	65	45
<b>CRIMINAL OFFENCES</b>		
Assaults (Common, Bodily Harm)	13	1
Bomb Threat	1	0
Breaking and Entering	5	0
Criminal Harassment	3	0
Fail to Stop at an Accident	1	0
Forgery	3	0
Fraud/Attempted	24	1
Harassment by Telephone	1	0
Hate Propaganda	3	0
Impaired Operation of a Vehicle	1	1
Mailing Obscene Matter	0	1
Mischief (over \$5000/under \$5000, University Property/Other)	7	3
Other Criminal Codes	4	0
Possession of a Control Substance	6	0
Possession of a Prohibited Weapon	1	0
Possession of Stolen Goods	0	1
Public Mischief	1	0
Robbery/Attempt	3	0
Sexual Assault/Harassment	1	1
Sexual Offences	0	1
Theft/Attempted	59	5
Uttering Counterfeit Currency	0	0
Uttering a Forged Document	0	1
Uttering Threats	4	1

# REPORTING REQUIREMENTS

REPORTING REQUIREMENTS CONT'D...	2019/20	2020/21
<b>EMERGENCY</b>		
Buildings (Elevator Entrapments, Fire Panels, Floods)	7	4
Fire Alarms	73	37
Medical Calls	171	22
<b>MUNICIPAL OFFENCES</b>		
Mark or Apply Graffiti	0	1
Public Nuisance By-law	3	1
<b>PROPERTY</b>		
Property Damage	48	5
Recovered Stolen Property	2	0
Property claimed from property room	1207	10
Property turned in to property room	2261	106
<b>PROTESTS/OCCUPATION</b>		
Occupation/Demonstrations	0	0
<b>PROVINCIAL OFFENCES</b>		
Cannabis Act	5	1
Highway Traffic Act	4	1
Liquor License Act	23	0
Mental Health Act	9	5
Safe Streets Act	0	0
Trespass to Property Act	36	21
<b>SAFETY CONCERN</b>		
Missing Person	1	2
Personal Safety Concerns	17	9
Safety Hazard	10	12
Suspicious Person or Vehicle	60	26
<b>SUPPORT SERVICES</b>		
Assistance	233	151
Escorts (Person/Currency)	2	0
Vehicle Boosts	0	0
Alarms (Intrusion, Panic Button, Motions, Equipment Theft, Other)		
<b>TRAFFIC ACCIDENT</b>		
Traffic Accident Parking lot	18	1
Traffic Accident Roadway	6	2



	2016/17	2017/18	2018/19	2019/20	2020/21
<b>Criminal Offences</b>	160	154	154	140	19
<b>Provincial Offences</b>	77	95	95	77	28



## FAREWELL FROM CAMPUS SECURITY SERVICES

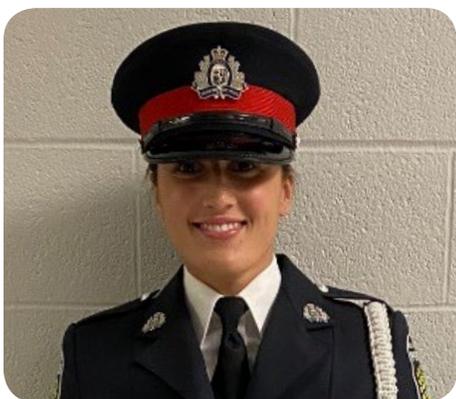


### Rob Drolet

Rob Drolet graduated with a diploma in Police Foundations and Advanced Law Enforcement and Investigations graduate certificate from Niagara College. He dedicated his free time as a volunteer Auxiliary Police Officer for many years with Hamilton OPP. A highlight of his volunteer work was when he went on a humanitarian trip to Nicaragua where he assisted with building a school for the community. Rob started at Brock Campus Security as a private security guard in November 2016. He started at the downtown MWS campus and was promoted to Main Campus in October 2018. He was hired with Hamilton Police Services as a Police Constable in May 2020.

### Chad Howard

Chad Howard graduated Niagara College with a diploma in Police Foundations and a diploma in Advanced Law Enforcement and Investigations in 2014. Chad is a certified Black Belt in Ko-Kon Jiu-Jitsu and Karate and is also a martial arts instructor. Chad actively volunteered with the Hamilton Police Service Crime Prevention Center and was a hockey coach and trainer for the Niagara Falls Canucks/Flyers. He was working as a certified lifeguard until joining the first group of private security guards at Brock's newly constructed, Marilyn I. Walker School of Fine and Performing Arts in May 2015. Chad always demonstrated a high level of professionalism and his commitment to campus safety was evident. He was promoted to Special Constable with CSS in August of 2016. He served the Brock community for 4 years until joining Niagara Regional Police Service as a Police Constable in June 2020.



### Tatjana Lavoie

Tatjana Lavoie graduated with a diploma in Police Foundations from Niagara College in 2016. Shortly after graduating, she started at Brock Campus Security Services as a private security guard in August 2016. During her time at Marilyn I. Walker School of Fine and Performing Arts and Main Campus, Tatjana had a bright and positive attitude, was diligent in her duties and always willing to take on extra work. During her 4 years of service at Brock, Tatjana gained invaluable experience and developed professionally. In 2020, she was successful in the hiring process with Peel Regional Police and was hired as a Police Constable.



## Shayne Stevenson

In 2012, Shayne Stevenson graduated from Niagara College with a diploma in Protection, Security and Investigations. In 2014, he traveled to Australia where he earned a Bachelor of Arts Degree in Criminology and Criminal Justice from Griffith University, Brisbane. Shortly after his return to Canada, Shayne became a private security guard at Brock University Campus Security Services. Shayne remained very active in the community notably, as a Pelham Lacrosse coach and Vice President of the Pelham Minor Lacrosse Association for several years. Shayne was promoted to Special Constable with Brock CSS in 2017, where he served for 4 years until recently joining on as a Police Constable with the Hamilton Police Service in April 2021.

## Brock University President, Gervan Fearon

Campus Security Services participated in the celebration and send off for President Gervan Fearon. Who better than Boomer with a saxophone to say Thank You?



# WELCOME TO CAMPUS SECURITY SERVICES



## Ian D'Amico

In 2015, Ian D'Amico graduated from Niagara College with a diploma in Police Foundations and was on the President's Honour Roll. Ian then earned a Bachelor of Arts degree in Sociology from Brock University in 2018. Shortly after graduation, Ian joined CSS as a private security guard at Main Campus. In his free time, Ian volunteered for several years with Search and Rescue Niagara and Big Brothers and Big Sisters. Ian's methodical approach, willingness to learn and desire to progress professionally within CSS was evident. Ian was promoted to join the Brock University Campus Security Services team as a Communications Operator & Dispatch in March 2020.

## Troy Medalla

Troy Medalla graduated Mohawk College with a diploma in Police Foundations in 2014. Troy is also a Brock University graduate, class of 2019 with a Bachelor of Arts in Sociology. He is active in the community and currently volunteers for Big Brother Big Sisters in Niagara Falls and at his church. Troy worked in the private security industry in both health care and hotel settings before recently bringing his skills to Brock University Campus Security as Special Constable in May 2021.



## Adam Saint-Ivany

Adam Saint-Ivany is a 2015 Brock University graduate with a Bachelor of Arts degree in Psychology and a diploma from Niagara College in Police Foundations. In his personal time, Adam devoted three years volunteering for Camp Trillium, a camp for children diagnosed with cancer. In May 2015, Adam was part of the first group of private security guards working at Brock's new Marilyn I. Walker School of Fine and Performing Arts. Adam always demonstrated great aptitude and willingness to learn. As a private security guard, he worked at all three of Brock's campuses and even worked as an interim Communications Dispatcher. In August of 2020, Adam became a Brock University Campus Security Special Constable.



## Big Move 2020

Despite challenges due to the COVID-19 pandemic, the 16 member Brock University Cyclone team continued fundraising to support the Walker Family Cancer Centre in the 12th annual Big Move Cancer Ride. Thanks to all the generous donations from many staff, faculty, and members of the Brock Community it was another success!

The Big Move Cancer Ride shifted to a “virtual ride” which did little to dampen the spirit of the Brock University Cyclone team. Surpassing previous years donations, team members biked their own routes and distances from September 1st to September 13th, for a combined total of 800km raising \$27,180. This ride and the team get bigger and bigger each year with a goal of ensuring those receiving treatments for all forms of cancer can do so close to home, family and friends for support. The team is already pumped, prepped, and registered for the 2021 ride.

## Ken Chan, Vice-President Administration



Campus Security Services would like to extend a warm welcome to our new Vice-President Administration Ken Chan who started June 1, 2021. In July the VPA volunteered with the Niagara Public Health Vaccination Clinic held at Brock University. He snaps a shot with our Special Constable Supervisors, Catharine Pelletier, and Rick Tollar.

## 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. The following table details the training taken by members of CSS in 2020.

COURSE	DELIVERED BY	DURATION	HOW MANY
Health and Safety Training	Brock University -Focus on Learning	2020/2021	All Staff
Covid-19 Safety Considerations on Campus Training	Brock University -Focus on Learning	2020/2021	All Staff
Workplace Violence Prevention Training	Brock University -Focus on Learning	2020	All Staff
OPVTA Training Videos	Ontario Police Video Training Alliance	2020	All Staff
Qualitative Fit Test Workshop	3M	March 2020	1 Supervisor
PPE Training	Brock University -Focus on Learning	April 2020	All Staff
Emergency Warden	Brock University -Focus on Learning	July 2020	1 Admin. Assistant
Victim Safety Planning	Protect International	August 2020	1 Supervisor
Ladder Safety	Brock University -Focus on Learning	August 2020	1 Supervisor
Drug Stigma Awareness for Law Enforcement	Canadian Police Knowledge Network (CPKN)	October 2020	2 Supervisors 1 Special Constable
Covid-19 Pandemic Awareness	Canadian Police Knowledge Network (CPKN)	October 2020	1 Special Constable
Use of Force (Annual Requalification)	Niagara Regional Police Services	November- December 2020	1 Director 1 Emergency Manager 7 Supervisors 4 Special Constables
Reconciliation Education	First Nation University of Canada	April 2021	2 Supervisors
Advanced Gender Sexual Violence Support and Education (10 Workshops)	Brock University GSV Support, Human Rights and Equity	May 2021	2 Supervisors 1 Special Constable



<b>Director</b>	Donna Moody
<b>Emergency Management and Life Safety Manager</b>	George Bench
<b>Senior Operations Supervisor</b>	Karl Thorp
<b>Senior Administrative Supervisor</b>	Catharine Pelletier
<b>Administrative Assistant</b>	Rebecca Rose
<b>Platoon (A)</b>	
Supervisor:	Sam Dobbie
Special Constable:	Nathan Finlay
Dispatcher:	Alyssa Minicucci
Guards:	John Myers Deven Welsh
<b>Platoon (B)</b>	
Supervisor:	Michael Pataran
Special Constable:	Adam Saint-Ivany
Dispatcher:	Ian D'Amico
Guards:	Mike Gamble Courtney Mancuso
<b>Platoon (C)</b>	
Supervisor:	Todd Stevenson
Special Constable:	Darren Peacock
Dispatcher:	Jordan Geerdink
Guards:	Andrew Phelps Matthew Helmkey
<b>Platoon (D)</b>	
Supervisor:	Terry Thomson
Special Constable:	Troy Medalla
Dispatcher:	Paige Rogers
Guards:	Ryan Wach Jordan Mooney
<b>Guards (Part-Time)</b>	Laney Hessels Jordan Sider
<b>Hamilton Campus Guards</b>	Jayda Childs
<b>Marilyn I. Walker School of Fine &amp; Performing Arts (MWS)</b>	
Supervisor:	Rick Tollar
Guards:	Sean Fortune Daniel Horton Dylann Lavoie Justin Paquette Rebecca Stawnisky Noah Ukrainetz Ethan Wright

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