

Overview

Campus Safety & Emergency Services (CSES) consists of the following Units:

- Western Special Constable Services (WSCS);
- Emergency Management & Continuity of Operations (EM);
- Fire Safety (FS);
- Foot Patrol (FP); and,
- Building Access Control (BAC).

CSES are values driven services, focusing on collaborative, community-centric, problem-solving, approaches to create, maintain and support an environment of safety, security and well-being for all on campus.

2021 was a year of significant change and strategic growth for CSES. During 2021 a new Director, Campus Safety & Emergency Services, a new Manager, Emergency Management & Continuity of Operations, a new Communications Operator (dispatcher) and 6 new Special Constables joined the CSES team.

Brent Shea stepped down from his position as Director, Campus Safety & Emergency Service and William (Bill) Chantler was appointed Director, Campus Safety & Emergency Services.

Scott Davis joined CSES in the new position of Manager, Emergency Management & Continuity of Operations. The addition of Scott in this position significantly enhances the ability of CSES to plan for, respond to, manage, and recover from major events, critical incidents, and natural disasters that may impact on Western.

Western Special Constable Service



Special Constables

Within the WSCS, the transition and re-branding from “Campus Police” to “Special Constable Service” was completed in 2021. This change was required to comply with changing Provincial legislation related to the *Police Services Act* and associated Regulations regarding Special Constables employed outside of provincial or municipal police services.



In 2021, WSCS recruited and hired 2 Special Constables and 1 Communications Operator (dispatcher) to fill on-going vacancies in these positions. In addition, 4 new Special Constable positions were hired.

The fulfilment of the Special Constable authorized complement and increase of staffing of WSCS has significantly enhanced our capacity and capability to provide for safety security and well-being on campus.



Campus Community Patrol and Response

WSCS campus community patrol and response is provided by 4 Special Constable Patrol Sections each consisting of 1 Sergeant, 4 Special Constables, and 1 Communications Operator (dispatcher). Patrol and first response are provided by WSCS 24/7, 365 days a year to Western University central campus, the 3 Affiliates – King’s University College, Brescia University College and Huron University College, as well as Research Park.

Table 1 reports the number of and type of incidents investigated by WSCS. In 2021 there were 4,588 incidents investigated by WSCS compared to 5,760 in 2020, 4,376 in 2019 and 13,293 in 2018.

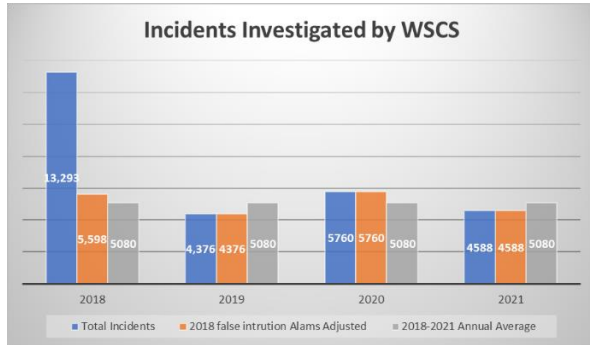
Table 1

Type	2018	2019	2020	2021
Total Occurrences	13,293	4,376	5,760	4,588
General	2,004	1,834	1,495	1,282
Administrative Reports	378	395	385	369
Criminal	302	296	137	187
Provincial Statutes	208	187	145	128
Traffic	166	160	131	68
Intrusion Alarms	10,000	1,274	3,264	2,378
Fire and Fire Alarms	153	135	99	115
CPTED	51	51	49	45
Residence Liaison Officer Reports	19	27	43	10
Other	12	17	12	6

The disproportionately high number of occurrences investigated by WSCS in 2018 is attributable to the unusually high volume of false intrusion alarms during 2018.

With the disproportionate number of false intrusion alarms in 2018 removed (and replaced with the 2019-2021 average number of intrusion alarms – 2,305) the average number of incidents investigated by WSCS annually is 5,080.

In 2021 there were 10% fewer incidents investigated by WSCS than the 4-year average 2018-2021.



Special Constables are granted specific law-enforcement authorities under the Ontario Police Services Act which are provided to Western Special Constables through the London Police Services Board. Western Special Constables have authorities to investigate and take law-enforcement actions related to various sections of the Criminal Code as well as provincial legislation including the Highway Traffic Act, Liquor Licence Act, Trespass to Property Act and the Mental Health Act.

Table 2 reports the frequency of specific criminal code related incidents investigated by WSCS. In 2021 there were 183 of these types of incidents investigated by WSCS compared to 133 in 2020, 280 in 2019 and 284 in 2018.

Table 2

Type	2018	2019	2020	2021
Criminal Occurrences	284	280	133	183
Theft/Attempt Thefts	210	213	72	107
Mischief	29	22	24	35
Break and Enter	12	13	10	10
Sexual Assault	2	4	1	6
Possession Stolen Property	1	2	0	6
Criminal Harassment	5	3	2	5
Fraud/False Pretences/Forgery	7	9	16	5
Threats	2	2	3	4
Assault	13	10	4	3
Indecent Exposure/Act and other Public Morals	2	2	0	2
Impaired Driving	1	0	1	0

Of the 183 criminal occurrences reported 20, or 11%, were offences against persons while 89% were property offences or offences of another nature.

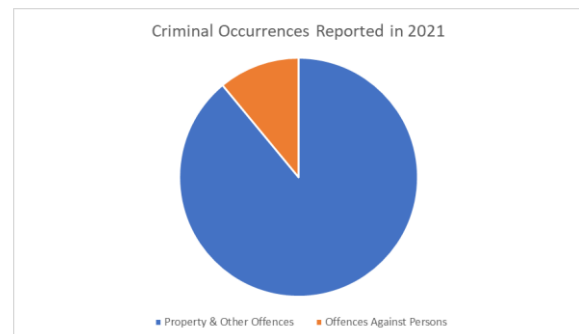
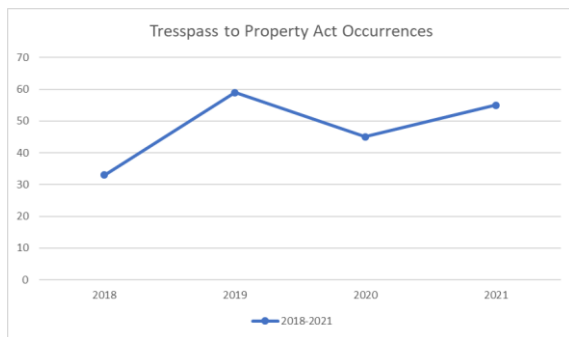


Table 3 reports the frequency of provincial offences, municipal by-law, and Mental Health Act incidents investigated by WSCS. In 2021 there were 128 of these incidents investigated by WSCS compared to 145 in 2020, 187 in 2019 and 208 in 2018.

Table 3

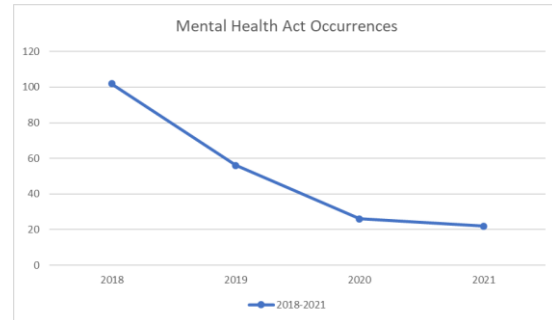
Type	2018	2019	2020	2021
Provincial Statutes	208	187	145	128
Trespass to Property Act	33	59	45	55
Municipal Bylaw	40	40	58	48
Mental Health Act	102	56	26	22
Highway Traffic Act	10	13	7	2
Liquor License Act	24	18	9	1

There was an 22% increase in Trespass to Property Act incidents in 2021 (55) compared to 2020 (45). This is a result of issues in the broader community in relation to unsheltered individuals and these individuals making their way on to Western and Affiliates campuses.



WSCS responded to 22 Mental Health Act (MHA) incidents during 2021 which was a small decrease in these types of incidents from 26 in 2020. MHA incidents in both 2021 and 2020 were significantly lower than those in 2018 (102) and 2019 (56). The downward trend in MHA incidents on campus between 2018 to 2021 is positive but may be the result of fewer

people on campus over this time period due to the Covid19 pandemic.



There were 48 Municipal By-law incidents investigated by WSCS in 2021 compared to 58 in 2020, 40 in 2019 and 40 in 2018. These charges are related to noise complaints in student apartment units.

Campus Safety Provided Through Environmental Design (CSPTED)

Environmental design looks at how the physical environment can be altered to improve and promote campus safety. CSPTED strategies that reduce these risks include target-hardening, improved sight lines and natural surveillance, proper maintenance, territorial reinforcement, and additional surveillance. Not all illegal and unwanted behaviour can be prevented entirely by design alone, however safe practices can assist in loss prevention, and provide an overall safer environment and quality of life on campus.

CSPTED has been successfully applied on Western's campus since 2006. Every year the demand for these reviews increases with additional high-risk locations identified within a growing community. While areas

deemed high-risk are priority locations, maintaining an overall safe and secure environment for all of campus and affiliates always takes precedence.

In 2021, 55 CSPTED reports were completed and approximately 75 locations were reviewed. CSPTED reviews can be requested by anyone on campus who has identified a safety risk and/or would like to improve the safety of any Western University space. Typically, these reviews are conducted for an office, study or work area that has been identified as high risk, is vulnerable, has been subjected to unauthorized activity, or where a person may feel unsafe. These reviews are also completed for exterior walkways, roadways, parking lots and areas where the community may congregate, or isolated spaces where an increased opportunity for unlawful activities may exist.

The goal of these audits is to review each perimeter access point, issue the most appropriate target-hardening components, improve lines of sight and natural surveillance opportunity, increase patrol and when appropriate, add video surveillance cameras.

Recommendations often include improved lock hardware, access control, alarm monitoring and response protocol and other relevant security features that will assist in identifying vulnerabilities and insecurities.

All reviews must be completed by the CSPTED Coordinator and must all be approved by the Director, CSES.

Video Monitoring Cameras

In 2021, approximately 200 cameras were installed with a total of 1,261 cameras to date.

In accordance with Western's Video Monitoring Committee, a CSPTED report must be completed for any video surveillance camera that is added, relocated, or removed. The camera locations and images must receive the final approval from the Director, CSES. Security cameras have proven to assist in deterring unauthorized activity, improving safety, and detecting and identifying potential suspects. The footage is restricted primarily to the WSCS, is used for investigative purposes, and can be used as evidence if necessary.

Safety Planning, De-escalation, and Emergency Response

The CSPTED Coordinator continues to provide safety presentations to the Western campus community. In 2021, many safety presentations took place for a variety of staff and faculty across campus, including most of the Dental Sciences department staff, faculty, and students.

This approach focuses on the importance of mental preparedness, situational awareness, and effective de-escalation techniques in a variety of crisis situations. Although very unlikely, individuals and organizations must be logistically ready and psychologically prepared in the event that a dangerous and potentially life-threatening situation arises on campus. This proactive approach to safe planning is one of the most important and effective strategies in ensuring one's personal safety. These sessions aim to increase individual awareness of

surroundings and assist in developing an environment that promotes personal safety.

Residence Liaison Officer Program

Western provides housing accommodations to approximately 7200 students on campus, approximately 5800 of which are first-year students. In order to meet Western's commitment to provide all interested first year students with residence accommodation the number of undergraduate residence buildings was expanded from 9 to 10 this past fall and will increase to 11 buildings in September 2022. Many of the first-year students are in the 17-18-year age group, living away from home for the first time.

The Residence Liaison Officer (RLO) program is designed to ensure positive interaction and relationship building between first-year students and Special Constables. The RLO program facilitates collaboration and coordination within the various Western Housing communities. It is based on a mutual understanding of expectations, effective communications, education, training, and the professionalism of each individual. Special Constables are encouraged to engage residents in dialogue, as well as participate in meetings and programs promoting campus objectives.

During the 2021 school year, the various covid related health parameters eliminated most, if not all, in person community events in Residence. Despite this, our Special Constables remained in close communication with Residence staff and participated in directed floor meetings and covid compliant special events when appropriate.

The WSCS proactive approach continues to enhance the opportunity to engage student residents and develop positive relationships.

Gender-Based & Sexual Violence

WSCS is an important partner in Western's Gender Based and Sexual Violence (GGBSV) approach that includes prevention and response. WSCS is a designated safe & supportive location for individuals wanting to disclose GBSV incidents. WSCS Supervisors respond to disclosures of GBSV with oversight provided by the Investigative Staff Sergeant. This member has the prerequisite knowledge, skills, and abilities related to GBSV and other serious criminal offences, and ensures that the appropriate response occurs. Further, the Staff-Sergeant liaises with the victim/survivor, Western staff, and the London Police Service. This process is designed to ensure the victim/survivor is fully informed of all available community resources and supports.

Where the victim/survivor requests formal police involvement, in compliance with provincial guidelines, the London Police Service or the police service of jurisdiction, assumes responsibility for the investigation.

WSCS members participate in ongoing GBSV training as it relates to a trauma informed approach, dating/domestic violence, harassment, informed consent, and sexual violence.

The Investigative Staff Sergeant is a member of the Sexual Violence Review Team thereby ensuring a collaborative response to Sexual Violence. The Investigative Staff Sergeant is also involved with Western prevention and safety

initiatives, such as the Gender-Based & Sexual Violence Action Committee (AC-GBSV).

Building Access Control

Building Security

BAC is responsible for providing and managing card access for approximately 68 buildings and alarm systems, including high-risk locations, campus wide.

Support Service

BAC is a resource to and support for the card access administrators throughout campus (Affiliates and Departments) to ensure required user access is provided, buildings lock and unlock on master schedules, as well as providing for unique classroom-booking automated unlocking and locking.

2021 was a challenging year for BAC due to COVID causing campus buildings to locked down a number of times and significant, frequent user access changes.

During 2021, BAC responded to over 12,107 emails, sent to the card access email account. (Not including emails sent directly to the members of BAC). The requests for support include hardware / system service; user access (often for 100 or more users) additions, deletions, or changes; and, automated unlock / lock schedule additions, deletions or changes.

Service Calls

In 2021 BAC responded to approximately 300 Service Calls (card access and alarms) ranging from equipment failure to battery changes.

In addition, BAC supports renovation and new building projects, relocating and adding equipment as directed by FM project managers.

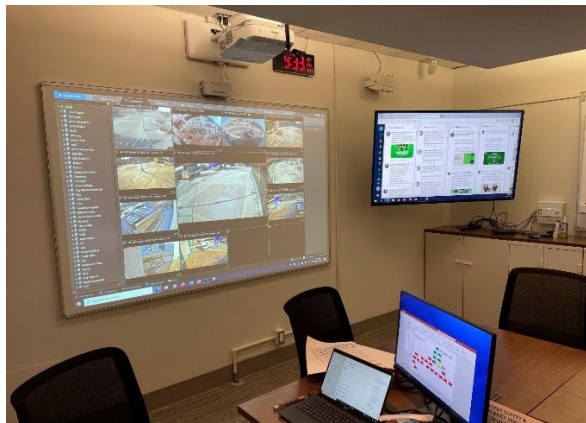
New AFx Enterprise ICT System 2021

During 2021 Western initiated a major project to update and enhance the building card access system. The installation of the new AFx Enterprise system has required the BAC Team to learn a new system working along side the Chubb Installation Team and FM project manager. This project is very challenging and requires a significant amount of time and focus of the BAC team.

Emergency Management & Continuity of Operations

To enhance Western's emergency preparedness, and ability to respond to and recover from emergencies, a new position was added to the CSES team in 2021. The Manager, Emergency Management & Continuity of Operations commenced in September and has been building a sustainable emergency management program focusing on life safety of students, faculty, staff, and visitors on campus while protecting infrastructure and environment. A review of natural, technological, and human caused emergencies on campus and their frequency and consequence is being undertaken to prioritize emergency preparedness activities. Collaboration with the City of London – Emergency Management Department is identifying off-campus identified threats, risks, and stressors that could impact the campus community. This position is also reviewing Western faculty and departmental continuity of

operations plans to identify gaps and bring them up to date to build Western’s resilience in the event of an emergency or disaster. The Manager supports Western’s senior leadership who are members of the Emergency Operations Control Group (EOCG). This coordination can occur virtually or in-person at Western’s Emergency Operations Centre (EOC).



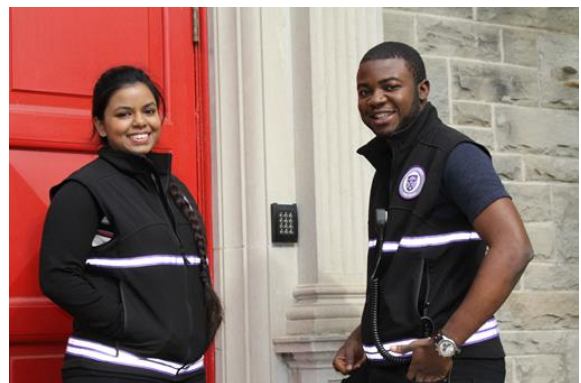
Western’s Emergency Operations Centre

Foot Patrol



Western Foot Patrol (FP) is a student volunteer-based service, supervised by a full-time manager. This team of volunteers provide safe campus escorts, both on foot and by vehicle, wear high visibility vests to deter crime, and promote safety awareness across the main and affiliate college campuses.

In addition to Foot Patrol escorts, the team also completes emergency blue phone and monthly exterior light audits. These services assist in reducing crime and enhancing campus safety. Foot Patrol also operates Western’s main Lost & Found, handling hundreds of requests each year. Only items of value are managed by WSCS.



Pandemic restrictions and campus closures affected all metrics and hours of service in 2021. Despite these challenges, FP continued to provide services. The return of in-person classes in September and student concerns for personal safety saw an increase in demand for the service. For the first two months of school, FP averaged four escorts per hour – a significant increase over previous years.

Program videos, highlighting services and volunteering, can be found at:

<https://youtu.be/cdyBFboQJHU>

Fire Safety

FS provides expertise in fire safety and fire prevention to ensure the safety, security, and quality of life for the Western Community.



FS members are responsible for the testing, inspection, and maintenance of life safety equipment such as fire alarms, sprinklers, standpipes, kitchen suppression systems and fire extinguishers. Fire Safety is responsible for the testing and inspection of 84 Fire Alarm Systems, 28,580 Fire Alarm Devices, 64 Sprinkler Systems, 9 Pre-acting Suppression Systems, 27 Kitchen Suppression Systems, and 4,424 Fire Extinguishers.

FS members also provide education and training to faculty, staff and students. FS Personnel are accredited through the National Fire Protection Association and technicians are certified through the Canadian Fire Alarm Association. Throughout 2021, FS continued to build on the concept of creating and maintaining strong collaborative

working relationships with our Western colleagues and external partners as the foundation for our team dynamic moving forward.

2021 was a year of continued transition within FS with ongoing integration of the Fire Safety Emergency Specialist and Fire Protection Coordinator positions hired in 2020 and the reduction Fire Alarm Technicians from 2 to 1.

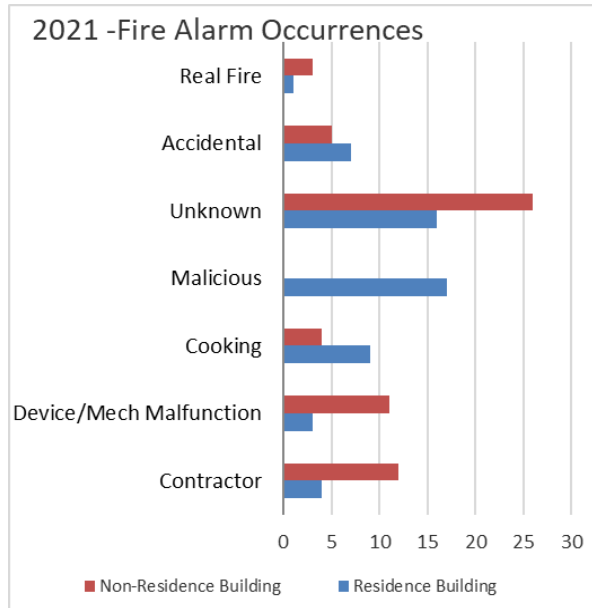
FS has a very capable level of in-house expertise in all areas of Fire & Life Safety, our team was able to navigate and adapt to the various challenges presented in 2021 to ensure that Western is meeting all legislative obligations and safeguarding the campus community.

2021 Fire Alarm Occurrences

In 2021, false fire alarm occurrences increased by 19 from a year earlier in 2020, but decreased by 17 from 2019 representing a 13% decline in total occurrences from our last pre-Covid year of data. The increase in occurrences from 2020 to 2021 represents a return to more normal activities in residences and the increase in building renovation activity on campus.

	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Actual Fires	6	4	2	4
False Fire Alarms	147	131	97	114

Of the actual fire occurrences in 2021, one was a vehicular fire on a campus street, one was a small fire started outside by an unsheltered person, one was a cooking incident, and one was a small fire in a fume-hood cabinet in a research setting.



Overall, the decline in occurrences from pre-Covid years can be partially attributed to a decrease in overall campus activities due to Covid19 in addition to proactive measures employed by FS. Specifically, FS staff continued to work collaboratively with FM colleagues to establish solutions unique to each site, ensuring adequate and appropriate fire detection coverage was in place for an actual fire event, while at the same time preventing nuisance alarms.

Fire Alarm System Upgrades & Enhancements

During 2021, in collaboration with Facilities Management (FM), FS completed the upgrade of three fire alarm system control panels and two fire alarm system annunciator panels, including all required testing and commissioning. Additionally, FS has begun work in the Science Complex (CHB, B&G, NSC, TL) for system enhancements to this large networked fire alarm system.

Western has primary responsibility and control over 84 fire alarm systems – following these upgrades all 84 systems will now have contemporary head-end fire alarm control panels.

By leveraging the modern technology established in all head-end control panels and our increased internal capabilities, FS is able to customize the fire alarm system functions to address operational issues and improve efficiencies. Together this large number of small efficiencies continues to reduce testing/maintenance time and improve system performance simultaneously allowing the focus of resources to other areas of need. Perhaps most importantly these enhancements will improve response time to emergencies for our first responders.

Fire Protection

FS, in collaboration with FM, is continuing to address new fire code requirements related to hydrostatic (pressure) testing of fire department connections at our various campus sites. This will be a multi-year project due to the age and physical location of some of the infrastructure needing to be accessed/modified for testing.