

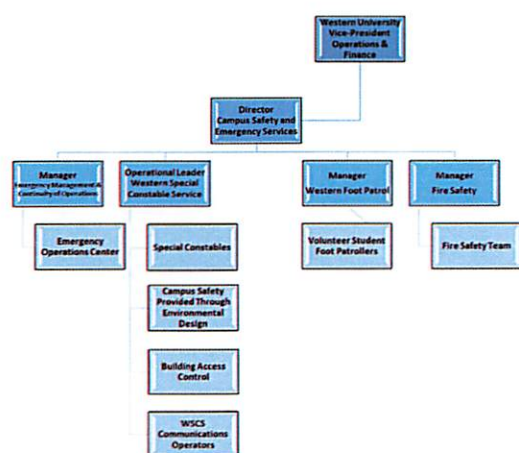
CSES Overview

Campus Safety & Emergency Services (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 students, faculty, staff and visitors at Western.

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).

Western Special Constable Service



SPECIAL CONSTABLES OPERATIONS

The Western Special Constable Service (WSCS) provides proactive patrol, community-based services and response to calls for service on the properties of Western University as well as Brescia University College, Huron University College and King's University College.

The WSCS provides these services with four Special Constable Patrol Sections, each consisting of one Sergeant, three Special Constables, and one Communications Operator (dispatcher). The Patrol Sections are led by the Patrol Staff Sergeant and supported by the Operational Leader, Investigative Staff Sergeant, two Administrative Sergeants, four Campus Community Resources Officers, the Communications Centre Coordinator, and an additional support Communications Operator.

General patrol and calls for service response are provided by the WSCS 24 hours a day, 365 days a year.

Western Special Constables are granted specific public safety and law-enforcement authorities under the Ontario Community Safety and Policing Act, 2019 and are appointed Special Constable status by the London Police Services Board (LPSB). Further, the authority to conduct law enforcement activity is granted to WSCS through a Memorandum of Agreement (MoA) between the LPSB and Western University.

Through the MoA Western Special Constables have authorities to respond to law enforcement related calls for service as well as conduct investigations and take law-enforcement actions related to some criminal offences.

Western Special Constables also have authorities under some provincial legislation including the Highway Traffic Act, Liquor Licence Act, Trespass to Property Act and the Mental Health Act.



Table 1 identifies total responses for the most frequent WSCS occurrence types. The WSCS responded to 5,324 incidents during 2023.

Table 1

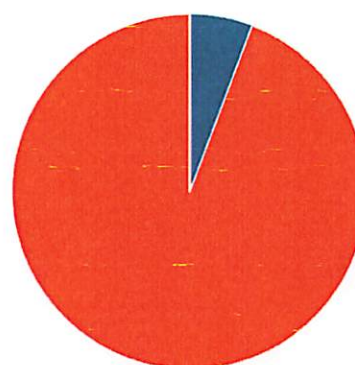
Type	2023
Total WSCS Incident Responses	5,324
Top 10 Responses	
Assistance	1,562
Trades Call-Ins	694
Suspicious Persons, Vehicles or Activities	518
Lost and Found Property	345
Intrusion Alarm Responses	290
Criminal Investigations	281
Insecurities	178
Community Services	160
Advice	126
Fire Responses	105

Table 2 reports the frequency of specific criminal code related incidents investigated by WSCS Special Constables, which rose from 253 during 2022 to 281 in 2023, an 11% increase. This increase primarily involved property offences, including theft and mischief, however assault occurrence also increased from 5 to 9.

94% (264 of 281) of all reported criminal occurrences were property offences or offences of another nature.

Table 2

	2020	2021	2022	2023
Total Criminal Incidents	137	187	253	281
Type of Incident	2020	2021	2022	2023
Theft/Attempt Thefts	72	107	159	167
Mischief	24	35	47	63
Assault	4	3	5	9
Fraud	16	5	4	9
Break and Enter	10	10	20	7
Harassment	2	5	3	5
Arson	0	0	1	3
Extortion	0	0	0	3
Threats	3	4	2	2
Sexual Assault	1	6	1	2
Possession Stolen Property	0	6	2	1
Robbery	0	0	0	1
Other	2	0	1	9



■ Offences Against Persons ■ Property & Other Offences

Table 3 reports the frequency of provincial offences, municipal by-law, and Mental Health Act incidents investigated by the WSCS. This table informs of increasing incidents relating to trespassers (107% increase) and **mental health** (37% increase – **Table 4**).

The rise in trespass incidents is associated to a large increase in suspicious person reports involving our campus (**Table 5**).

Municipal Bylaw incidents, which generally involve noise complaints, have remained stable.

Table 3

	2020	2021	2022	2023
Provincial Statutes and Municipal By-law	145	128	103	153
Totals				
Types	2020	2021	2022	2023
Trespass to Property Act	45	55	42	87
Mental Health Act	26	22	30	41
Municipal By-law	58	48	23	22
Liquor License Act	9	1	2	2
Provincial Statutes - Other	0	0	0	2

Table 4

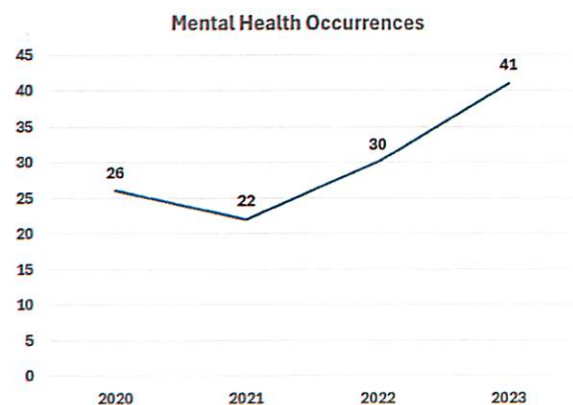


Table 5 reports the number of WSCS investigations involving suspicious persons, with 396 in 2023. 2023 experienced a substantial increase in comparison to previous years, including a 116% increase over 2022 which had 183 suspicious person occurrences.

These incidents were primarily related to issues in the broader community regarding unsheltered individuals and these individuals making their way on to the Western and Affiliates' campuses.

Table 5

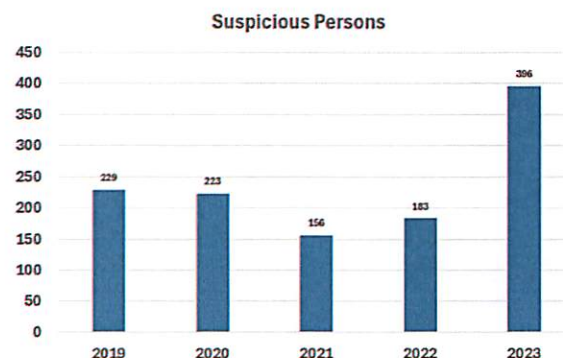
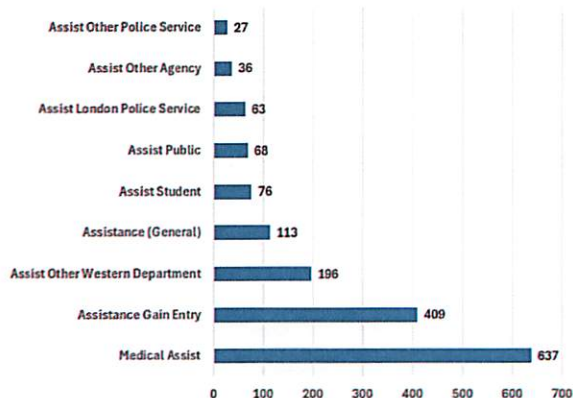


Table 6 identifies assistance activities the WSCS provided to the University community. There were a total of 1,562 assistance activities with 67% involving support for the Student Emergency Response Team (637) and assisting community members who were locked out of their spaces (409).

Table 6



CAMPUS ROADWAY SAFETY

Western’s main campus is transected east, west and north by approximately 14 kilometers of publicly accessible roadways. The roadways on our campus are indiscernible from municipal roadways and include lane markings, traffic lights, stop signs, and a posted speed limit of 30km per hour.

In 2015 a vehicle traffic on campus study was conducted that determined an average of more than 12,000 vehicles entered Western campus roadways on a daily basis. It is currently estimated that more than 20,000 vehicles per day enter Western campus roadways.

More than 50% of the vehicular traffic on campus results from the general public using campus roadways as a “cut-through” east and west between the two major municipal roadways of Western Rd. on the west side of campus and Richmond St. on the east side of campus.

In addition, our campus roadways are very frequently accessed by members of the general public and Paramedic/Ambulance services attending the London Health Sciences Centre hospital located adjacent to Western University property on the north side of our campus.

The London Transit Commission (LTC) also significantly utilizes Western campus roadways with approximately 45 LTC buses on campus roadways per hour during peak service periods.

Traffic safety (both motor vehicle and pedestrian) is a critically important issue to the Senior Administration, WSCS, and our entire campus community.

Numerous measures have been taken to enhance traffic safety on campus including: barriers to protect pedestrians along higher risk walkways; traffic calming measures such as speed bumps and stop signs; and education initiatives including use of the Speed Watch program.

Traffic safety initiatives and traffic enforcement conducted by the WSCS are critical components of our campus roadways safety strategy and ensuring we are doing our utmost to provide for the safety of our campus.

GENDER-BASED & SEXUAL VIOLENCE

WSCS is an important partner in Western's response to Gender Based and Sexual Violence (GGBSV) that includes education, prevention and trauma informed 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. The Investigative Staff Sergeant possesses the prerequisite knowledge, skills, and abilities related to GBSV and other serious criminal offence investigations, ensuring that the appropriate response occurs.

The Investigative Staff Sergeant will liaise with the victim/survivor, Western support services, and the London Police Service 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.

The Investigative Staff Sergeant is a member of the Western Safety & Well-being Gender Based & Sexual Violence (GBSV) Review Team thereby ensuring a collaborative and supportive response to survivors of GBSV.

The Investigative Staff Sergeant is also involved with Western prevention and safety initiatives, such as the Gender-Based & Sexual Violence Action Committee (AC-GBSV).

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

Community-Based Services

CAMPUS COMMUNITY RESOURCE OFFICER (CCRO) PROGRAM

In 2022 the Residence Liaison Officer program, which was primarily focused on first year students living in residence, was transitioned and expanded to become the Campus Community Resource Officer (CCRO) program.

The CCRO program now includes the entire campus community including our student residence communities and our diverse campus community groups. This change provides WSCS the opportunity to enhance and support a positive student experience on a broader scale.

In 2022, the CCROs were embedded within the Special Constable Patrol Sections, with 1 designated CCRO on each of the 4 Patrol Sections. In 2023 the organizational structure of WSCS was modified to create a CCRO Unit outside of the 4 Patrol Sections.

The CCRO Unit is comprised of 4 Special Constable, supervised by the CSPTED Sergeant, who are specifically dedicated to building positive community relationships, providing collaborative community-based solutions to safety and security concerns, and providing safety and well-being support services to Western students, staff, faculty and guests.

The CCRO Unit is a highly motivated and committed group who contribute to an inclusive

and safe campus environment and the overall Western student experience in a positive and meaningful way.

Members of the CCRO team facilitate community connections by participating in campus wide events, providing safety education and presentations, and engaging in meaningful conversations with the valued members of our campus community.

CAMPUS SAFETY PROVIDED THROUGH ENVIRONMENTAL DESIGN (CSPTED)

Campus Safety Provided Through Environmental Design (CSPTED) has been successfully applied on Western's campus since 2006. There is a significant and ongoing demand CSPTED service with the continuing development of new buildings and spaces on campus as well as the need for ongoing safety and security audits and updates of existing buildings and spaces.

CSPTED assessments are conducted by the WSCS CSPTED Sergeant. CSPTED assessment consider how the physical environment of a building, office or other space can be altered to improve and promote safety and security.

CSPTED assessments provide strategies to mitigate safety and security risk by identifying vulnerabilities and insecurities related to the physical aspects of a location and making recommendations related to enhancing safety and security.

Typically, CSPTED assessments are conducted for buildings under construction / renovation and other locations throughout campus such as an office, study area or work area that has been

identified as high risk, has some safety/security vulnerabilities, has been subjected to unauthorized activity, or where a person may feel unsafe.

CSPTED assessments are also completed for exterior walkways, roadways, parking lots and areas where the community may congregate as well as isolated spaces where an increased opportunity for unlawful activities may exist.

CSPTED recommendations may include: security of perimeter access points; lighting; target-hardening; improve lock hardware; install access control systems; alarm monitoring and response protocols; improving lines of sight and natural surveillance opportunities; increasing security patrols; and, installation of CCTV video monitoring and recording technology.

When implemented, CSPTED recommendations have been proven to enhance safety and security; mitigate unwanted and illegal behaviour; and provide an enhanced sense of safety and security for our campus community.

VIDEO MONITORING & RECORDING TECHNOLOGY

The CSPTED Sergeant is responsible for the overall management of the Video Monitoring and Recording Technology (VMRT) utilized by the WSCS.

The CCTV cameras and VMRT have proven successful in deterring unauthorized activity, improving safety and security, and supporting investigations.

CCTV cameras and VMRT are utilized on campus in strict accordance with Western's Video Monitoring and Recording Policy. Accessing and viewing video records is strictly controlled and

video records are destroyed after a 30-day retention period (unless retention of the video record is required for a specific, authorized, purpose) in accordance with Western's Video Monitoring and Recording Policy and the Freedom of Information and Protection of Privacy Act (FIPPA).

SAFETY PRESENTATIONS

Although very unlikely to occur, individuals must proactively consider their own personal safety and be psychologically prepared in the event that a serious personal safety situation arises.

This proactive approach is an important and effective strategy towards ensuring safety on campus.

The WSCS provides safety presentations to a variety of students, faculty and staff across campus.

Safety presentations focuses on the importance of mental preparedness, situational awareness, and effective de-escalation techniques in a variety of crisis situations.

In 2023 the WSCS general safety presentation was significantly updated. The safety presentation is provided on request to groups of students, faculty and staff and was provide 25 times in 2023.

WOMEN'S SELF DEFENCE

The Women's Self Defence Clinic



The Women's Self Defence (WSD) Clinic is a free, 12-hour course offered to female, or people who identify as a female, community members who are 12 years of age and older.

The WSD Clinic is a proven program that teaches participants how to take an active role in their own self-defence and psychological well-being by providing realistic self-defence tactics and techniques.

WSD is comprehensive self-defence course that teaches awareness, prevention, risk reduction and avoidance before progressing on to the basics of hands-on defense training. The program is taught by 3 Western Special Constable Service members who are certified instructors. The self-defence tactics are easy to learn, easy to retain and easy to employ. Simulation training exercises are included at the end, which provides each participant the option to practice what they have learned.



Campus Safety & Emergency Services **2024 Annual Report**

Building Access Control

BUILDING SECURITY

BAC is responsible for providing and managing card access for approximately 72 buildings and approximately 391 alarm systems, including high-risk locations, campus wide.

BUILDING ACCESS CONTROL SUPPORT

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

During 2023, BAC responded to over 12,000 emails, sent to the card access email account (Not including emails and phone calls 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.

BAC SERVICE CALLS

In 2023 BAC Logged 357 calls for service, Service Calls (card access and alarms) ranging from equipment and hardware failure to battery changes.

BAC also supported several small projects, supporting FM project managers with renovation/construction projects,

NEW AFx ENTERPRISE ICT (card-reader) SYSTEM

During 2023 Western continued with a major conversion project to update and enhance the building card access system.

The new Bio-medical building was added to the ICT system and University College was converted in November, Card access conversion is in progress 3M and Sommerville house, these buildings should be completed soon.

Emergency Management & Continuity of Operations (EM)

Throughout 2023 EM successfully completed several projects while focusing on life safety of students, faculty, staff, and visitors on campus in addition to monitoring threats to infrastructure and environment.

ALERT WESTERNU

Through an RFP process a new vendor, OnSolve with their MIR3 product, was selected to support Alert WesternU with service commencing May 1, 2023. Since that date, through to year-end, there have been zero service outages or errors, a marked improvement in reliability of the mass emergency notification system. A successful test of the system on September 13th saw 92,007 contacts made by MIR3 Mobile App, SMS text messaging, and email to 66,602 students, faculty, and staff. App users received their notification within seconds, SMS text messages within minutes, and email in less than 10 minutes.

December saw the successful launch of the MIR3 SOS feature that allows the campus

community to instantly connect with a live Western Special Constable Service dispatcher.

CONTINUITY of OPERATIONS & RISK MANAGEMENT

In January the Western University Emergency Management Disaster Risk Matrix was updated. This matrix uses a Hazard Identification Risk Analysis (HIRA) to quantify likelihood and severity rankings for human, natural, and technological threats, and risks. Inputs include data from Emergency Management Ontario (EMO) and City of London Emergency Management.

As in 2022 Cyber Attack, Severe Weather (Summer and Winter Incident), as well as Hazardous Material Incident remain the top three threats. The Civil Disorder incident type rose in the rankings due to risks associated with an increase in demonstrations and protests frequency.

In February the Emergency Manager facilitated a tabletop exercise for the Emergency Operations Control Group (EOCG) with a focus on overland flooding. This exercise built upon the Emergency Managers flood experience and design input into the 2022 City of London “Great Flood” Exercise, testing Western’s Flood Response Plan. Post exercise this plan was updated to capture lessons identified by the EOCG.

May 2023 saw an update to Western’s Severe Weather (Spring, Summer, Fall) plan working with several internal Western departments, and external agencies. Inputs into the plan included Environment & Climate Change Canada, Upper Thames River Conservation Authority, and City of London.

In August the number of EOCG Scribes increase as they completed training to enhance their skills and readiness to support response to incidents. This training was beneficial prior to Orientation Week and Homecoming allow the Scribes to exercise their new skills.

Through the summer and into September the Emergency Manager provided support to several departments in planning, preparing for, and executing Orientation Week. This included staffing the CSES Mobile Operations Centre trailer educating students on Alert WesternU and supporting WSCS.



Western Mobile Operations Centre trailer at Orientation Week 2023 (photo: SD)

During the month of October, a social media collaboration between Western Technology Services (WTS) and Emergency Management focused on educating the campus community to the threat of Cyber Security and increase awareness to this increasing risk.

EMERGENCY OPERATIONS CENTER

Throughout 2023 Emergency Management worked with the City of London Emergency Operations Centre (EOC) providing support and opening the CSES Boardroom in-person and virtually as an Emergency Coordination Centre

(ECC) for St. Patrick’s Day in March, Unsanctioned (Broughdale) Street Party in September, and various protests and demonstrations that took place on campus.



Western CSES Boardroom (photo: SD)

SEVERE WEATHER EVENTS

In 2023 the impacts of climate change were witnessed. A total of 143 warnings or watches received from Environment & Climate Change Canada and Upper Thames River Conservation Authority were monitored including:

Incident Type	Number
Severe Thunderstorm	24
Fog	23
Flooding	21
Rain	19
Freezing Rain	18
Snow	16
Air Quality	7
Heat	7
Funnel Cloud	4
Wind	4
Total	143

The following incidents were Planned, Monitored, or Responded (PMR) to by EM in 2023:

Incident Type	Number
Protest / Demonstration	7
Power Failure	5
Cyber Security	4
Everbridge Outage	4
Critical Infrastructure – Internal Flooding	2
Hazmat / Chemical Spill	2
Labour Disruption	2
Sporting Events	2
Ammonia Detection Sensor Failure	2
Chlorine Sensor Failure	1
Homecoming Weekend	1
Natural Gas Leak	1
Orientation Week	1
St. Patrick’s Day	1
Total	33



Foot Patrol

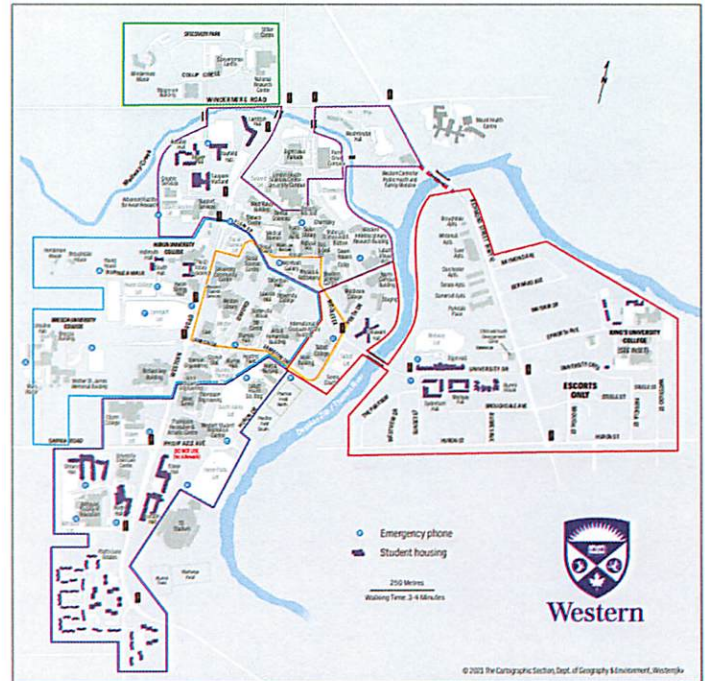


Western Foot Patrol (FP) is a student volunteer-based service, supervised by a full-time manager. This team of volunteers provide safe campus escorts, both on foot and by vehicle, wear high visibility vests to deter crime, and promote safety awareness across the main and affiliate college campuses.

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.



Campus Foot Patrol – Patrol Areas



Although the echo of pandemic restrictions continues to be felt, volunteer numbers and hours of service continue to increase and meet community needs. Winter 2023 saw the service operating on Friday's again, with further expansion of hours anticipated for 2024. Between September-December, FP conducted an average of 5 regular or plain clothes escorts per night.

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

<https://youtu.be/cdyBFboQJHU>

Fire Safety (FS)



FS provides expertise in fire safety and fire prevention to ensure safety, security, and quality of life for the Western Community. FS members are responsible for the testing, inspection, and maintenance of fire and 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 4,228 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.

Having 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 2023 to ensure that Western is meeting all legislative obligations and safeguarding the campus community.

2023 FIRE ALARM OCCURRENCES

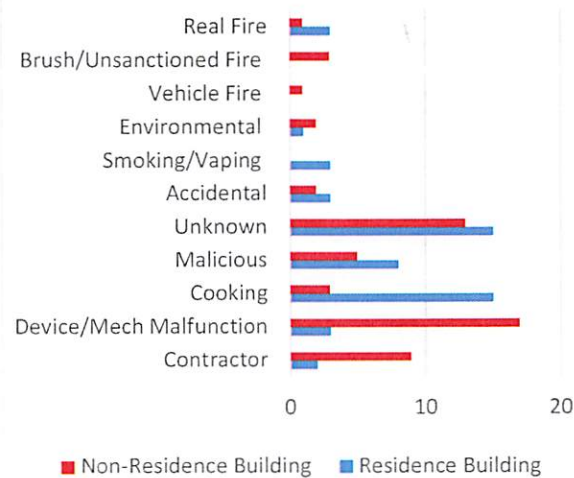
In 2023, there was a notable decrease in false fire alarm occurrences of 28 (21%) from a year earlier in 2022. In addition, 2023 saw the least number of occurrences in the last 5 years aside

from 2020 which was an outlier due to the pandemic.

	2019	2020	2021	2022	2023
Total Actual Fires	4	2	4	6	4
Total FA Occurrences	131	97	114	131	109

Of the actual fire occurrences, we also observed a decrease of ~33% bringing the total for 2023 to four. Of the four occurrences 1 fire was caused by a building occupant at Lambton Hall maliciously setting a bulletin board on fire, in another similar event a building occupant purposely started a small fire on top of a microwave in another occupant's suite. The remaining two real fires were minor in nature.

2023 Fire Alarm Occurrences



There was a significant decline in malicious fire alarm occurrences in residence buildings when comparing 2023 data with 2022 and previous years. In 2023 there were 6 malicious fire alarm occurrences down from 13 a year earlier in 2022.

In addition, the residence buildings “unknown” and “smoking/vaping” fire alarm occurrences also ended the year down 30% and 50% respectively which points to the broader change in student behavior in residence buildings in 2023.

The reduction in residence building malicious fire alarm occurrences is an important element in providing a safe environment to our students and staff in residence.

The reduction in malicious fire alarm occurrences in the residence buildings can be significantly attributed to the efforts of FS staff working collaboratively with on-campus colleagues at Housing, Facilities Maintenance and Western Special Constable Service, as well as off-campus colleagues at the London Fire Department to implement strategies and solutions that ensure adequate and appropriate fire detection/protection coverage is in place for an actual fire event, while at the same time preventing unwanted malicious nuisance alarms.

FS continues to actively work with our Western colleagues and the London Fire Department on the implementation of fire safety and prevention initiatives to mitigate fires and keep our community safe.

FIRE ALARM SYSTEM UPGRADES

In 2023 FS was made aware of various fire alarm system hardware end-of-life updates from our two main fire alarm system manufacturers on campus Johnson Controls (JCI) and Chubb. In 2024 FS will begin upgrading identified systems and will continue upgrading systems over a ~10-year period until all systems are upgraded to the new equipment.

FIRE PROTECTION

FS continued to address new fire code requirement related to hydrostatic (pressure) testing of fire department connections at our various campus sites. This has been a multi-year project due to the age and physical location of some of the infrastructure needing to be accessed/modified for testing. In 2023 we were successful in completing this project, a total of 38 fire department connect sights were tested and updated as needed. An on-going 5-year inspection plan has been implemented to ensure compliance with the Fire Code.

HAZARDOUS MATERIALS (HazMat) RESPONSE TEAM

Western’s HazMat Response Team is comprised of one Team Leader and ~16 volunteer members with various backgrounds, expertise, and competencies related to the areas of chemical, biological, radiological, nuclear, confined space, and mechanical/electrical hazards. The team has a large inventory of related equipment and resources available to support research and operations on campus in case of an emergency.

Services provided by Western's HazMat Team on campus include:

- 24 x 7 x 365 hazardous materials emergency response.
- Spill assessment and remediation.
- Air quality and natural gas odors assessment and remediation.
- Confined space emergency response and support.

In August 2023, following the retirement of Tony Hammoud, the longtime leader of the HazMat Response Team, the HazMat Response Team became the responsibility of CSES with FS Manager, Mark Widmeyer now responsible for the management and operations of the Hazmat Response Team.

The HazMat Response Team members meet on a monthly basis to establish team structure, updated base-line training requirements, updated respirator fit-testing, reviewed/consolidated existing inventory of HazMat Response Team equipment, and participated in various related training and team-building exercises.



HazMat Team with Tony Hammoud July, 2023