



**CAMPUS SAFETY AND  
PREVENTION SERVICES**

**2022/23 ANNUAL REPORT**

August 1, 2023

Dear Members of the Concordia Community,

It is with great pleasure and a deep commitment to our community's safety and security that we present the Campus Safety and Prevention Services (CSPS) Annual Report. This report outlines the efforts, achievements, and ongoing initiatives undertaken by the dedicated CSPS personnel to provide a secure and welcoming campus environment for all students, faculty, staff, and visitors.

At Concordia we understand the vital importance of maintaining a safe and secure campus. We firmly believe that a strong commitment to campus safety is fundamental in promoting an inclusive and conducive learning environment where individuals can thrive academically, intellectually, and socially. As we navigate in an ever-changing world, it becomes increasingly crucial to evaluate our safety protocols, address emerging challenges, and proactively implement strategies that prioritize the well-being of our campus community.

In this annual report, we aim to provide an overview of our efforts to enhance campus safety, showcasing our achievements and sharing key data and insights regarding incidents, prevention measures, and community engagement. By adopting a transparent and data-driven approach, we strive to foster trust and accountability while ensuring that our community is well informed about our ongoing safety initiatives.

We invite you to review this report, as it demonstrates our unwavering commitment to creating an environment where all members of the Concordia community can pursue their educational goals without compromising their safety. By working together, we can continue to foster a campus community that prioritizes well-being, resilience, and inclusivity.

I extend my sincere gratitude to our CSPS personnel, administrative staff, and the entire community for their ongoing cooperation, support, and dedication to maintaining a safe campus environment. I look forward to another year of progress and collaboration as we strive to uphold the highest standards of campus safety.

Sincerely,

*DARREN DUMOULIN*

Darren Dumoulin  
Director,  
Campus Safety and Prevention Services

## A New Beginning

The 2022 /23 academic year was marked by positive change. Students and staff began returning to campus as pandemic measures were lifted.

On December 20th, 2023 Vice President Services and Sustainability, Michael Di Grappa, appointed Darren Dumoulin as the Director of the newly named Campus Safety and Prevention Services. Formerly known as the Security Department, the new department name is but one element in an important shift for the department as highlighted in the new department mission statement.

*Campus Safety and Prevention Services is dedicated to ensuring a safe and secure environment where teaching, learning, and research can happen within a positive and vibrant university and campus life experience.*

*Our personnel are committed to excellent customer service, crime prevention and the protection of those who visit, live, work, and study on our campuses.*

*We build partnerships, solve problems and improve public safety in a manner that is kind, consistent, impartial, transparent and sustainable.*

## Organizational Changes

As part of the realignment, the department organizational structure was adjusted to adapt to the changing needs of the community and environment. As such, four new positions were created and the department was divided into three functional sections: Uniform operations, emergency management and support services.

- A manager of emergency preparedness was recruited to oversee emergency management and fire prevention challenges.
- A fire prevention technician was hired to improve our emergency management and fire prevention initiatives on both campuses.
- A department assistant was recruited to support the newly acquired key request management function and to address the growing access card service demands.
- The support section, which includes investigations, technical services, event analysis and key and card services, was placed under the supervision of the assistant director of CSPS.

These changes will better align the department to address the challenges and ensure a customer service focus for the coming years.

## Campus Safety Advisory Group (CSAG)

As part of our commitment to *build partnerships, solve problems and improve public safety in a manner that is kind, consistent, impartial, transparent and sustainable*, we launched the campus safety advisory group this year. The advisory group serves as a resource and liaison between Campus Safety and Prevention Services (CSPS) and representatives from the community it serves.

The advisory group is comprised of faculty, staff and student organizations, cultural centers, and members with diverse backgrounds and perspectives. Through this group, CSPS seeks to share information and receive input from the University community to enhance public safety. The group will serve as a bridge to understand and build trust by cultivating awareness and communicating concerns and needs to CSPS.

The group met three times last year and will continue to meet in the coming year.

## **New Service Provider Contract**

This past year marked the end of a five-year contract with our external security service provider, the Corps Commissionaires, and thus the preparation of a new call for tenders for the years 2023 to 2028. To this end, a rigorous analysis of the old contract and CSPS operation was undertaken to identify gaps and areas of improvement. Several improvements were made to the new contract and operations:

- **Existing agent resources:** Our analysis indicated that we could better address the volume of community calls, incident trends, and newly acquired property by adjusting and redistributing our existing patrol agent resources. Through this exercise we determined that we could continue to serve the community with existing resources. As a result, no additional patrol agent hours were added to the new contract.
- **Dispatch center:** The department runs a 24/7/365 dispatch center with a dedicated team of trained dispatchers. The dispatch center is critical to our emergency response capabilities. Our dispatchers coordinate and document our internal response, monitor cameras, alarms and access control systems, communicate with external emergency services, and manage alerts and notifications to the community. Through the analysis, we recognized that our dispatch center was unable to perform adequately during critical incidents. Our dispatch personnel were quickly overwhelmed by the volume of calls and information. To this end, resources were added to the new contract to ensure that a minimum of two dispatchers would be on duty at all times, and a third senior dispatcher would be added to the team during peak periods on weekdays and evenings.
- **Training:** Agent training was also identified as an area of improvement for the new contract. Agents were receiving 40 hours of training that consisted of a physical orientation of the campuses, policy and operating procedures as well as an orientation on working in a university environment. In the new contract, we added an additional 40 hours, bringing the new agent training to 80 hours. The extra time will allow us to better prepare the agents and introduce subject matter experts from the Equity Office, Centre for Gender Advocacy, the Office of Indigenous Directions, and the Sexual Assault Resource Center. The new training program will also incorporate a new crisis management course and role play scenario to better prepare our personnel when responding to crisis situations. On the job / development training will continue to be offered throughout the agent's career as part of our commitment to ongoing professional development.
- **Apparel:** A new look was also identified to move away from the traditional security uniform appearance. Agents will be sporting burgundy polo shirts under their personal protection vests

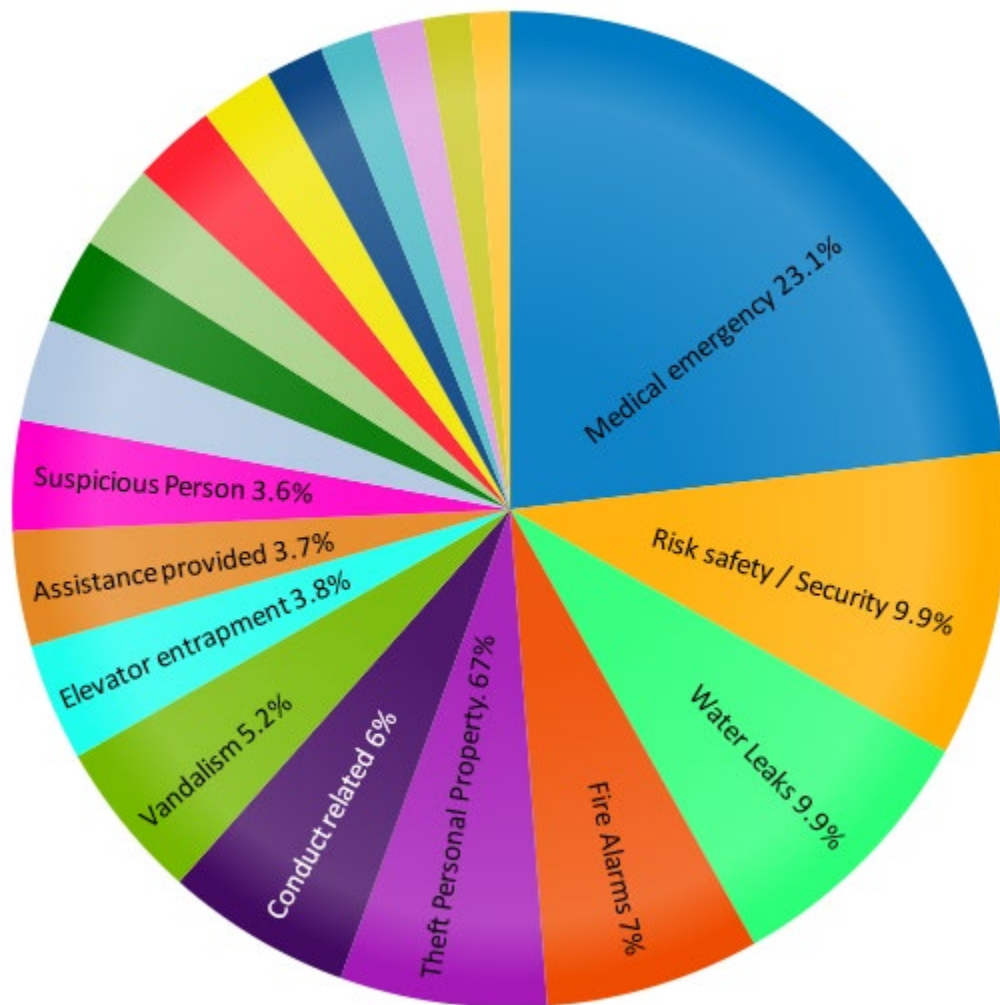
and the words “protection” and “prevention” will replace the “security” branding of the previous uniforms. All agents will also be identified with a name badge worn on their uniforms.

On May 18, the Board of Governors gave its approval for the new service provider contract with the Commissionaires following the tender process. The contract took effect on July 1, 2023.

### Incident Statistics

This year's statistics demonstrate that the University is largely back to regular, in person activities. 1,302 incidents were recorded this year which is slightly up from the 1,244 incidents reported in 2019/20, pre-pandemic.

### Top ten incident type occurrences



### Incident Trends and Analysis

Tracking incidents trends is an important exercise which helps identify recurring issues, guides the deployment of CSPS personnel and/or the implementation of mitigation measures.

Based on a five-year incident comparison, incident occurrences appear largely stable, however, we have identified two incident types that are trending up and two that are trending down. Note that 2020/2021 and 2021/2022 are pandemic periods when activities on campus were largely reduced and do not reflect a “normal” pattern of activities and incidents.

## Five-year Incident Report Statistics

Incident type	2018 / 2019	2019 / 2020	Pandemic		2022 / 2023	trending
			2020 / 2021	2021 / 2022		
Medical	311	297	43	189	272	↓
Risk security / public safety	75	40	25	68	144	↑
Water Leak	64	62	64	80	103	↑
Fire Alarm	71	67	26	52	82	↑
Theft - Personal Property	192	110	9	48	81	↓
Conduct	89	77	25	87	71	↓
Vandalism - University	28	38	14	37	61	↑
Assistance Provided To...	56	54	17	20	46	↓
Elevator Entrapment	31	44	23	36	45	–
Suspicious Person	40	42	4	22	41	–
Damage - University Accidental	44	55	17	36	39	↓
Emotional / Psychological Distress	30	26	16	20	34	↑
Remove From Premises	14	20	11	21	33	↑
Key Control	21	14	2	16	32	↑
Drug-Related	16	27	13	16	22	–
Assault	8	19	5	11	20	
Alarm	3	1	3	2	8	↑
Harassment	22	18	3	5	18	–
<b>Incident type</b>	<b>2018 / 2019</b>	<b>2019 / 2020</b>	<b>2020 / 2021</b>	<b>2021 / 2022</b>	<b>2022 / 2023</b>	<b>trending</b>

Sexual Violence (reported to CSPA)	11	6	1	3	15	↑
Damage - Personal Property	11	6	1	8	15	↑
Theft - University Property	14	27	3	12	15	↓
Threats	16	20	10	8	14	↓
Power Failure	15	20	5	8	14	↓
Odor (Burn, Gas Etc.)	41	14	6	7	13	–
Non-Authorised Access / use	24	24	19	17	12	↓
Breaking & Entering – University	5	11	0	9	11	–
Vandalism personal property	4	4	1	7	9	↑
Demonstration	2	5	0	2	6	–
Hazardous Material Incident	5	11	4	7	6	–
Vehicle accident	9	5	5	8	6	–
Alcohol-Related	29	34	3	13	5	↓
Fire	9	2	9	8	5	–
Fraud	5	10	4	1	2	↓
Suicide Threat /attempted	4	6	1	0	2	↓
Threats of terrorism	1	0	0	0	0	–
Missing person	1	2	0	0	0	–
Robbery	0	1	0	0	0	–
<b>Incident Totals</b>	<b>1,321</b>	<b>1,219</b>	<b>392</b>	<b>884</b>	<b>1,302</b>	

## Incident Trends

The **theft of personal property** largely impacts our students and is a preventable crime. CSPA has been increasing its prevention efforts to reduce this type of incident on campus. By identifying where and when these crimes occur and tasking our prevention officer, we have increased patrols and actively engaged and educated students to the risk of theft. We are confident that because of these efforts, the number of personal thefts on campus is diminishing. We will continue to actively target this type of incident on campus to further reduce the occurrence.

**Risk security / public safety.** In an effort to mitigate risk to people and property, CSPA personnel have been instructed to proactively identify, document and take immediate steps to address any risk to personal security and public safety. The number of incidents reported may be up significantly, however, this is largely due to a change in reporting directives communicated to

CSPS personnel. It is the change in the reporting instructions that we believe account for the significant increase in reports; however, we will continue to monitor this trend closely.

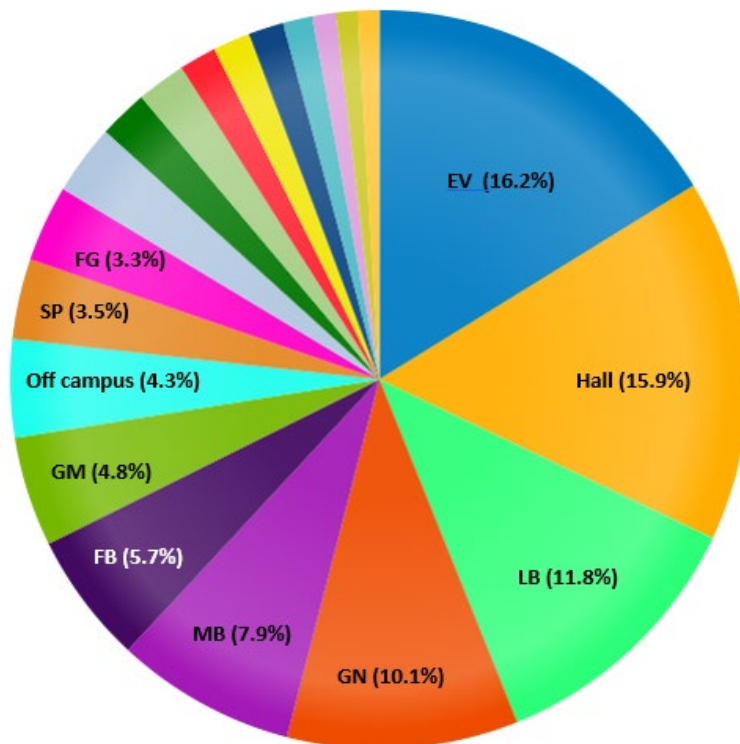
**Vandalism of University property** incidents have increased and are largely related to graffiti on our buildings. We know that the presence of graffiti will often attract more instances of graffiti and therefore we are working with Facilities Management to expedite their removal.

**Alcohol-related;** Both alcohol and drug-related incidents are a subcategory of medical emergency incidents that occur on campus. They are identified as suspected root causes during a medical emergency to help identify possible trends and guide education programs on campus. While the number of drug-related medical emergencies remained stable, most were not related to our students or employees. Alcohol-related medical emergencies have seen a significant decrease from previous years which may be a result of education efforts that target student orientation activities and residence life.

### Incidents by Location

Determining where incidents are occurring is important information. This data helps CSPS to enhance public safety in specific areas by allocating resources and engaging students and building occupants.

#### The top 10 locations of incident occurrences:



### Investigations



CSPS has a team of two investigators. Closely connected to the field operations team, their investigations are initiated for incidents that are serious in nature and/or have sufficient elements and facts to support an investigation. The goal is to examine an incident in greater depth and identify the facts, root causes, suspects, or generate recommendations that help improve methods and better prepare for and mitigate similar situations in the future. Investigations are often conducted in collaboration with the university's Office of Rights and Responsibilities, the Sexual Assault Resource Center as well as other departments. The priority, however, is always to support the victim/plaintiff/survivor by providing guidance and support towards available internal and external resources and possible avenues of resolution.

During the 2022 /23 academic year, 271 investigations were initiated.

<b>2022 / 2023 Investigations</b>	
<b>Theft university property</b>	<b>55</b>
<b>Non-authorized access / use / publication</b>	<b>41</b>
<b>Conduct</b>	<b>29</b>
<b>Assault</b>	<b>19</b>
<b>Harassment</b>	<b>18</b>
<b>Suspicious person</b>	<b>15</b>
<b>Emotional /psychological distress</b>	<b>14</b>
<b>Vandalism</b>	<b>12</b>
<b>Threats</b>	<b>11</b>
<b>Sexual violence</b>	<b>9</b>
<b>Breaking and entering</b>	<b>8</b>
<b>Trespassing / persona non grata</b>	<b>6</b>
<b>Criminal act / activity</b>	<b>5</b>
<b>Damage to university property</b>	<b>5</b>
<b>Damage to personal property</b>	<b>4</b>
<b>Vehicle accident / damage</b>	<b>4</b>
<b>Missing person</b>	<b>3</b>
<b>Theft personal property</b>	<b>3</b>
<b>Fire / fire alarm</b>	<b>2</b>
<b>Fraud</b>	<b>2</b>
<b>Non-authorized publication</b>	<b>2</b>
<b>Student of concern</b>	<b>2</b>
<b>Death of a community member</b>	<b>1</b>
<b>Robbery</b>	<b>1</b>
<b>Total</b>	<b>271</b>

## **Uniform Operations**

CSPS uniform operations represent the front-facing services and prevention efforts of the department. It is the largest section and is comprised of 10 teams, 13 shift supervisors, approximately 110 security agents, and 10 dedicated dispatch personnel.

The Uniform operations are overseen by two managers who ensure that resources are responsive to the day-to-day needs of the University community and allocated based on events, incidents and trends. The backbone of our operations are the preventive patrols where agents interact with the community, provide a variety of services, prevent crime, report on and mitigate safety, security and maintenance issues, and enforce university policies.

In the last year, the operations section opened and documented 94,286 service calls, some of which are highlighted in the graph below. Our dispatch center received and managed 58,686 telephone calls, 5,645 alarms and over 461,800 radio communications.

Agents perform a variety of services while on patrol. Below are the top 10 activities and tasks that agents perform while on duty.

<b>Top 10 patrol agent service calls and activities</b>			
<b>Activity</b>	<b>Description</b>	<b>2022/23</b>	<b>2019/20</b>
<b>Patrols</b>	Agents conduct predefined building rounds which are recorded utilizing a handheld device.	<b>23,816</b>	<b>27,012</b>
<b>Door opening and closings</b>	Request from the community to unlock and/or lock doors for authorized individuals	<b>27,921</b>	<b>24,639</b>
<b>Expulsions</b>	Asking a “visitor” engaged in disruptive or illegal behavior to leave campus.	<b>4,464</b>	<b>5,170</b>
<b>Alarm response</b>	Responding and investigating alarms such as intrusion, panic buttons, fire, and carbon monoxide.	<b>5,645</b>	<b>5,729</b>
<b>Visibility / prevention positions</b>	Agents assigned to maintain a visible presence in high traffic areas to provide information, prevent crime and reassure the community. An example would be when agents are assigned to the metro and tunnel entrances.	<b>4,282</b>	<b>-</b>
<b>Unsecured areas</b>	Agents reporting areas that are found unlocked and unattended which are then secured by the agent.	<b>2,318</b>	<b>1,668</b>
<b>Infraction warnings</b>	Agents issue verbal warnings to individuals who are in violation of university polices.	<b>2,192</b>	<b>1,350</b>
<b>Maintenance reports</b>	Agents report building maintenance issues to facilities management.	<b>1,921</b>	<b>-</b>
<b>Prevention activities</b>	Agents will warn and educate individuals who are at risk of being a victim of crime.	<b>965</b>	<b>-</b>
<b>Accompaniment services</b>	Upon request, agents will escort a community member to a location on or off campus, within a defined perimeter, often to their vehicle or residence.	<b>279</b>	<b>423</b>

## **Operations and environmental challenges**

Maintaining the community's sense of security is a CSPS priority. The patrols, especially on the SGW campus, bring us face to face with the reality of a vulnerable and marginalized population living around and regularly visiting our campuses. For several years now, CSPS has been attentive to this situation, being proactive and finding a balance between ensuring the safety and security of our community and the well-being of this vulnerable group.

As a result, 4,464 interventions were undertaken, asking individuals or groups to leave our buildings for disruptive and/or criminal behavior. It's worth noting that 88% (3,928) of these interventions were proactively done by our agents while on patrol. Twelve percent of expulsions were undertaken by our agents following a complaint call from the community and in 98% of interventions were resolved without further incident.

CSPS personnel are conscious that these individuals are vulnerable and, despite regularly and repeatedly asking them to leave our buildings, they ensure that they are not in need of medical attention, that they are dressed appropriately for the weather and regularly offer to call the different social services that are available. Furthermore, agents are particularly attentive during periods of high heat and humidity by checking on individuals and offering bottled water. During periods of extreme cold, blankets are sometimes offered and building lobbies are made available so they can warm up.

Unfortunately, and because drug abuse is increasingly common among this group, CSPS agents responded to 19 opioid overdoses on campus, administering Narcan and saving 18 lives in the past year. Moving forward, CSPS is looking to partner with a non-profit organization to bring social workers on campus as an extra measure to help secure our campus and provide outreach and support to this group.

## **Recruitment, Training and Promotions**

During the year, 54 new contract security agents were interviewed, selected and trained to work at Concordia. Eight contract agents were promoted to supervisors and received an additional forty hours of supervisor training. Four agents were selected and received forty hours of dispatcher training.

Additionally, during the year, all CSPS uniform personnel underwent on the job, professional development training on racial profiling, active assailant response procedures, medical intervention refresher training and carbon monoxide response training.

## **Complaints against CSPS personnel**

CSPS takes every complaint made against its personnel seriously. Complaints are addressed in a spirit of self-assessment and improvement. An online complaint form can be easily found on the department website and complaints and/or comments are welcome by any other means.

Complaints are separated into 3 categories.

- **Customer service:** a person felt they did not receive an adequate service and/or the agent acted in an unprofessional manner.
- **Procedural:** the agent did not follow established procedures resulting in a complaint.
- **Conduct:** the agent was accused of inappropriate conduct defined under the University code of rights and responsibility.

During the 2022/23 academic year, CSPS received and investigated 10 complaints filed against 5 CSPS personnel. One agent received 6 complaints: 2 conduct and 4 customer service complaints. The 4 other complaints were individual customer service complaints made against 4 agents.

The complaint investigations resulted in the 2 conduct complaints being transferred to the Office of Rights and Responsibilities for investigation and follow up. Of the 5 agents who received complaints, 2 were removed from the contract by the service provider, and 3 received intervention and customer service coaching. Additionally, 1 agent was transferred to another assignment at Concordia.

## **Emergency Management and Fire Prevention**

The emergency management and fire prevention unit identify and mitigate risk through preparedness, training and emergency response coordination and recovery. The unit manages the university-wide, emergency response plan, department emergency preparedness planning, the emergency notification system, fire prevention activities, the emergency responder program (CERT), community training and exercises and drills.

The unit coordinated fire evacuation drills following a two-year pause due to the pandemic. Adjustments had to be made to reflect/respond to the new reality of a hybrid work model which impacted the presence of trained emergency responders (CERT) who normally assist during building evacuations and other emergencies. Despite the obvious lack of emergency responders, the 2022 fire evacuation drills were successful, and the measures put in place to address the uncertain CERT presence worked.

The Emergency Operations Center (EOC) is activated for significant emergencies that impact university operations. It is the central command and control organization and is staffed by a wide range of representatives from across the university. The EOC is responsible for carrying out emergency management, business continuity and communication functions at a campus or university-wide level. The EOC experienced 5 activations during the 2022/ 2023 academic year.

Emergency Operation Center activations:

- LB Power outage – January 9, 2022
- Water leak FG – January 10, 2022
- Winter storm closure – January 17, 2022
- LB Water Leak – January 18, 2022 (4 meetings)
- FG ventilation outage – February 2, 2022

## **Community training**

CSPS also provides a variety of training opportunities to the community. This year, 48 training sessions were held with 637 people receiving training.

Course Title	Number of sessions	Number of people trained	Format
First Aid in the workplace	4	65	In person
Emergencies at Concordia – What you need to know	-	181	Moodle
DEPP training	12	Unknown	Hybrid
Emergency First Aid	3	32	In person
CERT orientation training	6	105	In person
Evacuation training for people with reduced mobility	1	4	In person
Emergency procedures for cleaners	3	11	In person
Portable extinguisher training on real fire	5	65	In person
De-Escalation training for frontline staff	13	160	Hybrid
EOC training	1	14	Online
<b>Total</b>	<b>48</b>	<b>637</b>	

## Support Services

**Access control:** Keys and access cards are the backbone of managing access control at the university. In 2022/2023, the access card system deployed on our campuses, acknowledged, and treated over 4.6 million card transactions.

With an emphasis on customer service, CSPS’s two department assistants processed 2,174 key requests in collaboration with the university locksmiths. In addition to this work, 9,850 requests were analyzed and treated during the 2022 / 2023 academic year.

**Security systems:** Keeping abreast of the ever-changing technologies is a real challenge. Besides managing the day-to-day technical and support needs within CSPS and its security systems, our technical team supports Facilities Management projects. For each new renovation or construction project, our team's expertise is called upon to review the existing measures and suggest improvements. Their analysis report contains recommendations, to the project manager, on the safety measures needed to create a stimulating environment and maintain the overall sense of security. Once the project is underway, our technicians monitor the implementation of the measures adopted. This process of consultation and partnership with the Facilities Management team has led to 84 collaborations in the past year. They also oversaw a large project to update a significant portion of obsolete analog surveillance cameras.

**CSPS event analyst:** Contributing to a stimulating and vibrant campus life is the motto of this dedicated team. The purpose of the risk assessments and planning support is to ensure a successful and safe event for participants and the university community. Our team evaluated the risk and provided planning support for 1,132 events held on campus. In 96.6 % of cases, we were able to ensure the safety and security of events with either minor changes to event logistics and/or special attention mention to the regular patrol agents at no cost to event organizers. Only 39 events (3.4 %) required additional security personnel at the expense of the event organizers.

## Conclusion

In conclusion, this annual report provides a comprehensive overview of our steadfast commitment to fostering a safe and secure learning environment for our students, faculty, staff, and visitors. Through collaborative efforts, cutting-edge technology, and well-trained personnel, we will continue to enhance our safety and prevention measures to effectively respond to challenges and adapt to the ever-evolving landscape of safety and security concerns. As we reflect on the past year's achievements and challenges, we acknowledge the unwavering dedication of CSPA personnel, and the vital role played by the entire university community in promoting a culture of safety. Looking ahead, we remain resolute in our pursuit of excellence and continuous improvement, committed to prioritizing the well-being of everyone on campus. Together, we will continue striving for excellence in campus safety, ensuring that Concordia remains a place where individuals can thrive, learn, and flourish while ensuring their safety, security, and peace of mind.

Thank you,

*DARREN DUMOULAIN*

Director, Campus Safety and Prevention Services