



# COMMUNITY SAFETY UPDATE

VARI HALL

Samina Sami  
Community Safety Department, VPFA  
September 21, 2016

# Background



- Executive Director started in January 2016
- Building on a bedrock of safety as a priority for York
- Taking the Community Safety Department forward in collaboration with the York community

# Community Safety Department

Safety Initiatives/Safety Program and Policy Development

goSAFE

Security Services

Crime Prevention and Community Relations

Investigations and Threat Assessment

Emergency Preparedness

# Building Upon a Bedrock

- 2010-2015
  - York's investment in safety
  - Safety as an institutional priority
  - METRAC audit – holistic approach to safety
- 2016 Onwards
  - Consolidated Department with a vision and five-year strategic plan
  - Collaborative work with other York departments and external partners
  - Community engagement and communications

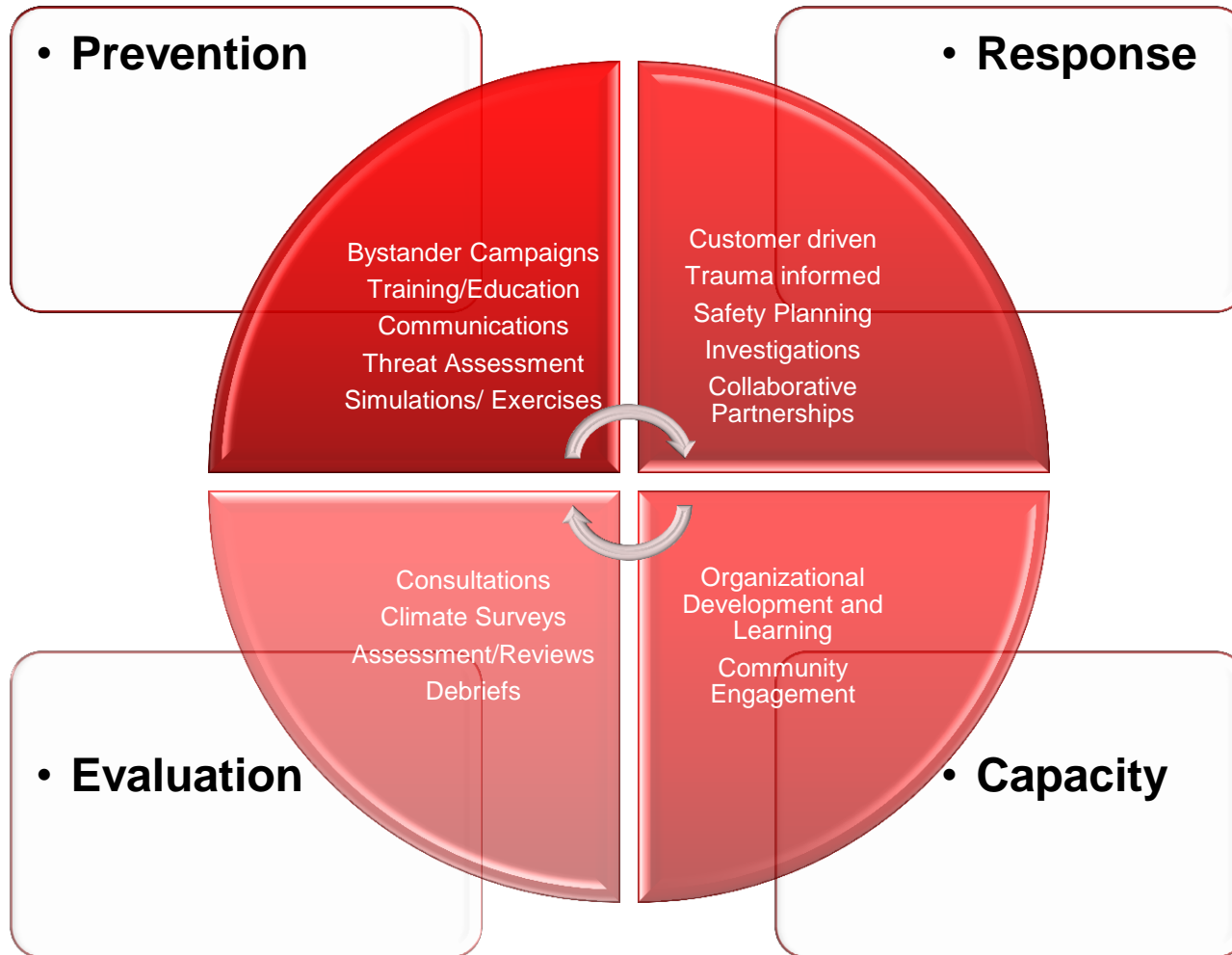
# Safety Investments

<b>Exterior Emergency Blue Light Phones</b>	<ul style="list-style-type: none"><li>• 56 at Keele</li><li>• 6 at Glendon</li></ul>
<b>Emergency LCD screens</b>	<ul style="list-style-type: none"><li>• 70 at Keele</li><li>• 2 at Glendon</li></ul>
<b>Emergency PA system commitment for over 40 Keele campus buildings</b>	<ul style="list-style-type: none"><li>• Phase 1: 12 Complete</li><li>• Phase 2: 14 Complete</li><li>• Phase 3: 17 Complete</li></ul>
<b>3 Phases of Work Projects</b>	
<b>Security Staff</b>	<ul style="list-style-type: none"><li>• 10 New Security Officials (2011-12)</li><li>• 2 New Security Supervisors (2011-12)</li><li>• 2 New Security Officials in each of 2012-13, 2013-2014, 2014-2015</li></ul>
<b>2015-2016 Lighting Upgrades Budget</b>	<ul style="list-style-type: none"><li>• \$100,000</li></ul>
<b>goSAFE expanded to include use of golf carts to decrease wait times</b>	
<b>Campus Shuttles have made route expansions into the Village and have expanded service to Jane and Shoreham.</b>	

# Priorities Going Forward

- Community-centered and customer-focused
- Inclusion and Intersectionality
- Prevention of and effective response to sexual violence
- Collaborative approach
- Proactive community engagement and communications
- Capacity building- training and education
- Centre of excellence – evidenced based, innovative, efficient
- Positioned for effective prevention and response strategies

# Priorities & Linkages



# Community-Centered – “Safer Together”





# Community Centered Strategic Planning Process



# Community-Centered Service Delivery

- Current:
  - Enhanced training for Community Safety staff over the summer of 2016 includes:
    - Customer service training
    - Updated inclusion and human rights training
    - Sexual violence trauma-informed training through the Centre for Human Rights, Toronto Rape Crisis Centre, Centre for the Education and Prevention of Violence Against Women and Children and Women's College Hospital
    - Focus on care and support for community members
- Future Training:
  - Build more collaborative and community-oriented training and education programs for staff, students and faculty

# Community-Centered Service Delivery (Cont'd)

- Current:
  - New Community Safety Centre:
    - Opening October 4, 2016
    - More welcoming and open engagement space for community members
- Future Priorities:
  - Engage community in safety planning and activities
  - Hold community consultations to help shape the vision and mandate of the new department

# Inclusion and Intersectionality

- Current:
  - Our vibrancy comes from our diverse community
  - Intersectional experiences with respect to safety (e.g., race, gender, sexual orientation, ability, age, place of origin etc.)
  - Social culture of safety:
    - Proactive response to social issues and needs (e.g., Orlando tragedy and aftermath for campus)
    - Preventative education and collaboration with other departments (e.g., Lassonde and Community Safety collaboration)
    - Address perception of safety – acknowledging and responding to concerns
- Future Priorities:
  - Build inclusion and intersectionality into Community Safety vision and plan
  - Work with the Community Safety Council on inclusion

# Collaborative Approach

Example of Inter-linkages



# Sexual Violence Prevention and Response

Sexual Assault Awareness, Prevention, and Response Policy and Procedures

Active Bystander Program: Addressing Sexual Violence

# Education and Training

- Current:
  - Recently developed safety session for new employees as part of onboarding program
  - Safety education for new students as part of Orientation Week
  - Emergency Response Warden training for Wardens or Building Captains
  - Emergency procedures for faculty, staff and students
  - Sexual violence bystander training – Active Bystander Training for students
- Future Priorities:
  - Greater emphasis on training for all community members

# Communications

- Current:
  - Security Bulletins
  - Safety App
  - PA System
  - LCD Screens
  - Safety Website
    - Services and supports
    - Recently included informational updates
- Going forward:
  - Greater emphasis on proactive channels of communications and outreach
  - Updates to safety website
  - Review crisis/incident communications



## Safer Together

### HOME

- Security Services
- Resources, Training & Materials
- Safety Related Policies
- Community Safety Council
- METRAC Safety Audit
- Reporting Safety Concerns
- Book A Presentation

### SAFER TOGETHER



Welcome to York University Safer Together.

Designed for York U students, faculty and staff, this site provides one-stop access to all of the University's safety resources that will help you be more informed and take action about your safety.

You'll find information on the tools and services available to the York U community, as well as educational components to support the community as we aim to prioritize value and respect for all of our members.

We're committed to building a safer campus and community together.



### LINKS

- ▶ Download the York U Safety App
- ▶ Take the REDI Tutorial
- ▶ Submit Safety Concerns
- ▶ Safety Resources for Students (PDF)

### IMPORTANT NUMBERS

Emergency -- 911

York Security, URGENT  
416-736-5333 or ext. 33333

York Security, GENERAL  
416-650-8000 or ext. 58000

# SAFER TOGETHER: York U Safety App



- Launched in February 2013
- Safety tool for York community members
- Provides information regarding safety resources
- Direct calls to York Security and 911
- Accessibility updates completed
- Available on Apple, Android, and BB devices

20,000 downloads

# SAFER TOGETHER: York U Safety App



20,000 downloads

## Push Notifications

- An active mass notification tool through the York U Safety App.
- Sends a direct message to all users who have the feature enabled and are on Wi-Fi or data.
- Informs users directly of emergency situations.

## Campus Alert Feature

- A passive notification feature within the York U Mobile Safety App.

# Emergency Preparedness

- Current:
  - Preparation and training for emergencies
  - Simulation exercises and training
  - Collaboration with fire, ambulance, police, municipalities
- Going Forward:
  - Preparation for implementation of subway in 2017
  - More training and education on emergency procedures
  - Review of infrastructure needs and upgrades
  - Simulation exercises

# Crime Prevention and Community Relations

- Current:
  - Safety planning
  - Safety audits/CPTED
  - Event planning and support
  - Community education
  - Data analytics
- Going Forward:
  - Greater emphasis on proactive community engagement and education
  - Strategic analytics and surveys
  - CPTED Policy

# goSAFE

- Current:
  - Safe evening transportation services
  - Regularized audits of safety equipment
  - Climate surveys on safe transportation services and needs
- Going Forward:
  - Review of climate survey and identification of updates or improvements
  - Potential linking of goSAFE with other applications (e.g., service response time updates)

# Security Services

- Current:
  - 24/7 security service support (in-person and phone)
  - Foot and bicycle (summer) patrols
  - Targeted patrols based on incident trends
  - Property Watch
  - Updated Security Control Centre and Community Safety Centre
- Going Forward:
  - Greater emphasis on community engagement and support
  - Review and updating of infrastructure needs (CCTV, access controls, lighting etc.)
  - Updating procedures to align with vision/mandate

# Community Safety Week

- October 3-7, 2016
- Grand opening of the new Community Safety Centre
- Tabling events
- Bystander education
- MADD Canada demonstration
- Mental health session



# Contact Information

- Samina Sami, Executive Director, Community Safety Office of the Vice-President Finance and Administration  
samisa@yorku.ca