Security for everyone. 24/7.

Campus Security
Annual Report 2014
Welcome/Director’s Message

The year was spent undertaking a re-organization of Campus Security Services. Promotion from within the department and succession planning were very important considerations as well as a focus on developing knowledge, skills and abilities in our staff. We welcomed Daphne Donaldson, the Manager of Emergency Planning into our department in February. The addition of Emergency Planning is a natural fit due to the crossover between our departments.

Moving forward, we will be looking at improvements in parking technology and continuing our work in offering information on Active Threat to the campus community. Campus Security was proud to be involved with the development of the Student Mental Health Initiative and we want to remind our community that we’re a valuable 24/7 resource for any concerns regarding mental illness on campus.

It’s been a busy year working with Facilities Management, preparing for the opening of the McKenzie Avenue Parkade. The expected opening date is Spring 2015.

Campus Security continues to welcome feedback, it’s only through this information that changes and improvements can be made to ensure we meet our community’s needs.

Tom Downie
Keith Cascon—Security Manager

Keith has spent the majority of his adult life at UVic, first as a student and then as an employee.

Keith originally came to the University in September of 1987 as a student and in May of 1988 he became an employee of UVic, initially working as a casual employee in the Electrical Shop for Buildings and Grounds. The other trade shops that he worked in included the Carpentry shop and the Paint shop. He was employed in the Janitorial department in 1994 when the Buildings and Grounds department expanded and became what is known today as Facilities Management.

In 1998 Keith left Facilities Management to begin work at Campus Security Services. His first position in Campus Security was as a Security Officer and two years later he became a Team Leader. After serving almost 14 years as a Team Leader, he again changed roles and in May of 2014 he moved to the position of Security Manager. The Security Manager is a new position in the department and his primary responsibility is to oversee the day to day security operations for the department.

Aside from being a member of the UVic Alumni, he is also a retired member of Langford Fire Rescue. While with the Langford Fire department he was employed as a Firefighter and Lieutenant. His educational background includes a BA in Geography, an advanced diploma in Human Resource Management and a diploma in Business Administration.

2014 Statistics

Statistics for 2013 (*)

<table>
<thead>
<tr>
<th></th>
<th>2013 (*)</th>
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<tbody>
<tr>
<td>Fire alarms</td>
<td>79 (*)</td>
</tr>
<tr>
<td>Medical Emergencies</td>
<td>477 (*)</td>
</tr>
<tr>
<td>Intrusion alarms</td>
<td>1481 (*)</td>
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Fire alarms are typically caused by intentional pulls or smoke from cooking or construction, with the majority of alarms being construction related this year. The number of intentional pulls has been drastically reduced in the last four years after the installation of pull station covers in Residence. The average time spent by Campus Security at fire alarm calls is 40 minutes, with a minimum of two officers attending. For every fire alarm both Saanich and Oak Bay Fire departments attend campus. If you have information about the cause of the alarm please advise Campus Security or Fire departments when they arrive on scene.

Medical emergency calls range from providing a bandage for a minor cut, to a cardiac situation that requires oxygen and a defibrillator. Typical response time is two to five minutes and is attended by two officers. The average time spent at a call is 45 minutes. We advise callers to notify 911 if the situation is serious or unknown and Campus Security will assist responders in locating the building. Callers should give a building name and room location to the 911 Dispatcher, as most off campus responders are not familiar with location of UVic departments. 25% of these calls are alcohol related.

Intrusion alarms response protocol requires two or more officers to attend and are always treated with priority and caution. A helpful hint for reducing the required response is for users to call Campus Security if they suspect they have activated the alarm. This allows the Campus Security Dispatcher to confirm identity and information and adjust the response accordingly. The average time spent at a call is 20 minutes. Each alarm generates an incident report.
Building Checks | 10,518 (*10,873)
Security Officers do regular patrols of every building on campus and use the strategy of ‘floor by floor, door by door’ to ensure thorough coverage. Each building check takes an officer 15-20 minutes to complete. As Security Officers cannot be everywhere at all times on campus, it is very important that UVic community members report suspicious activity immediately.

Assist Police | 141 (*245)
The majority of assist police reports are for abandoned 911 calls, which require the Campus Security Dispatcher to use a program that traces calls placed from campus to determine location and time placed. Security Officers then attend or call the location to determine if the caller is in need of assistance. A helpful hint to reduce these calls is for users to stay on the line if they think they have unintentionally called 911 so they can clarify that they are not in need of police or security assistance. Don’t hang up! The average time spent by Campus Security Officers is 22 minutes. Many 911 calls are the result of misdials or attempts to call long distance or toll free phone numbers.

Assist other Departments | 3083 (*2360)
The majority of these calls are for access requests for UVic community members that have forgotten their keys, or for work to be done after hours by off campus contractors. Access into locked or restricted areas requires identification which is documented in a report; average time spent by officers is 20 minutes. Security Officers are required to ask for identification. Cooperation in these situations, usually by simply providing your name and proof of UVic affiliation assists Campus Security in promoting a safe and secure environment. A reminder to always take your keys with you and lock your office door when leaving, even if it is just for a short time away.

Assist Residence | 1275 (*853)
These types of calls vary but are most often for noise complaints, maintenance issues, intoxication of individuals by alcohol or drugs and personal safety issues. Most require attendance by two officers and the average time spent is 26 minutes, with complex issues requiring much more time.

Theft | 95 (*105)
The majority of theft on campus is opportunity theft, meaning someone has left a valuable such as bike, laptop, purse or wallet unattended or unlocked, and a thief has used that opportunity to take that item. Of the 95 reports of theft, most were for bikes stolen from campus. The average time officers spend on a theft report is 40 minutes. Campus Security does offer a free engraving service in which a number personal to the owner (usually drivers’ license) is engraved on the item, making it easier for police to trace ownership and return the item to the rightful owner. Please report to Campus Security anyone you feel may be prowling around other people’s property and never leave your valuable unlocked or unattended.

Property Damage | 84 (*93)
Most reports of property damage occur in Residence, and involve windows, doors, lighting and drywall. Without a witness to the damage it is difficult to determine the person(s) responsible, resulting in unnecessary cost to the University. If a responsible party is found, costs for repair can be assigned to that individual. The average time officers spend on property damage reports is 37 minutes. Both Police and Campus Security spend a great deal of time investigating this senseless crime.

Assaults | 11 (*7)
The average time spent was three and one half hours for each report. Alcohol appears to be a factor in most reported assaults.

Break and Enter | 6 (*9)
The reports of break and enter involved departmental offices and Residence rooms and resulted in the loss of valuables such as computer equipment and personal property. The average time spent on the investigations by Campus Security Officers was four hours. Please ensure that your property is marked and serial numbers recorded, often Security Officers find doors unlocked and property unsecured.
Parking and transportation services
Patrick Seward — Parking & Transportation Manager
Patrick came to Campus Security in 2007 from the private sector where he was the operations manager for a large parking company. Starting as Parking & Transportation Coordinator and now as Parking and Transportation Manager, Patrick is responsible for parking operations, departmental administration, budget and transportation on campus. With a diverse background in retail sales, customer service, event security and emergency services, Patrick has over 15 years’ experience in the parking industry.

Alexis Osmond — Administrative Coordinator
Alexis started with Campus Security in 2007 as a casual clerk at our front counter. Alexis has been promoted to be our new Administrative Coordinator after her role as Office Supervisor. Alexis has a strong background in customer service and service delivery, both within a parking operation and a retail environment. As our Administrative Coordinator, Alexis is responsible for front office services and special event parking on campus.

Notable Achievements
2014 was a year in which many projects were completed while others will continue into 2015.

- Installation of new parking dispensers in Lots B & C to serve evening and Saturday parkers.
- Modern upgrades to parking dispensers, providing faster credit card authorization times and improved reliability.
- A new patrol vehicle better suited to campus operations. Our five seat pickup truck has a sealed bed to transport.
- Put three new utility ATV’s and one passenger golf cart into service and completed secure facility underneath the University Center for storage.
- Installed a digital display at our front counter to provide rotating information on Campus Security and University services, news and programs.
- Newly expanded transit exchange completed, providing additional space for buses and future expansion of transit service to and from campus.
- Through consultation and testing, selected a new parking dispenser for installation in 2015.
- Continued planning and implementation of systems related to the new McKenzie Avenue Parkade, scheduled to open in the spring of 2015.
- Implemented the Motorist Assistance Program for the campus community. The service provides battery boosts at no charge and a discounted rate on other motorist services. Campus Security responded to 125 calls for service in 2014. See chart next page for a breakdown.
Motor Pool
Campus Security is responsible for managing the University’s motor pool vehicles. In addition to departmental vehicles rented on an ongoing basis, we maintain a fleet of short term rental vehicles. In 2014, our vehicles were rented for a combined 884 rental days, a 127% increase over rental days in 2013. This service is offered as a convenient alternative to renting off campus, saving employees time.

We added three new electric vehicles to the fleet this year, electric John Deere Gators. These vehicles will be used by various departments on campus in place of larger, gas burning vehicles. One of these is available to rent on a short term basis to any UVic department.

The rental fleet now consists of a 16’ cube van, two 7 passenger mini vans, a hybrid sedan and an electric utility vehicle.
Did you know?

- Full time employees at the Gordon Head campus may be eligible for an employee bus pass. Please attend Campus Security for further details.
- As an ancillary, Parking Services must fund its own capital projects. Parking revenues go towards parking lot maintenance, new construction of parking facilities, lighting and parking equipment.
- While parking some days appears to be in short supply, there are often spaces available in Lot 5, adjacent to Residence and a short walk to the center of campus.

Enforcement

Parking is at a premium many weekdays during the school year. In order to ensure those who pay for parking have a spot to do so, our Security Officers are in the field seven days a week ensuring that this can happen. In addition, we continue to use licence plate recognition technology as a tool to enforce the University’s parking regulations.

The chart above illustrates the types of violations our officers issued in 2014, these numbers were comparable with the previous year. As shown, six out of every ten violations issued were to vehicles not displaying a valid parking permit. This is an important number to note is that the simplest way to avoid a parking citation is to have a permit displayed on your vehicle. We prefer to provide compliance-based enforcement, meaning our staff would prefer to not write a parking citation if through education, we can gain voluntary compliance. A description of the various violation types is outlined next page.
No Valid Permit Displayed — Citations can be issued for either not displaying a permit, having an expired permit or a permit partially obscured or unreadable.

Expired Meter — Meters on campus range from 1 hour to 4 hours. There are 186 meters intended for short term parking. Please ensure you read the time limit on the meter you park at to avoid a citation.

Reserved Parking — Reserved parking lots are found inside Ring Road and are restricted to Reserved permit holders until after 4:30 PM Monday to Friday and all day on Saturday. There are also reserved parking stalls in many lots outside Ring Road. Not displaying the appropriate permit will result in a citation being issued.

Non Designated Area — Parking on campus is described as either:

a) Parking in a manner indicated by sign or marking as to the proper positioning of the vehicle.

b) Parking in a designated parking space between two white delimitation lines.

Parking outside of these designated areas, such as on a roadway, landscaped area or lane is considered a hazard and may cause the issuance of a parking citation.

Immobilization — Under certain circumstances, we may immobilize a vehicle parked on campus. This may be done if normal enforcement measures are not proving effective or an altered or stolen permit is displayed. This is done as an alternative to towing which can be seen as more costly and time consuming for the driver.

We are expecting a lot of activity in 2015 with the opening of the McKenzie Avenue Parkade and the introduction of new parking equipment and other related service enhancements. Please continue to check the Campus Security web page, or Twitter Feed for the latest information.
Daphne Donaldson — Manager of Emergency Planning

An exciting change in 2014 was the shift of the Emergency Planning Program to Campus Security Services. As Campus Security provides immediate assistance and medical response to our campus community and visitors, they would naturally take a leadership role in a major emergency impacting the campus. The focus of the Emergency Planning Program continues to be twofold; educating UVic’s students, staff and faculty about personal preparedness and emergency procedures, and building the university’s capacity to respond to significant disruptions and large emergencies.

Personal Preparedness:
In order to encourage all members of our campus community to become more resilient, two major events, national Emergency Preparedness Week (in May) and The Great BC ShakeOut earthquake drill (in October) were focal points of the year. New procedures were also released. Highlights for 2014 were:
- New Emergency Procedures and “What to do when all eyes are on you” posters were promoted and distributed to all staff and faculty. The popular mini wallet cards of the procedures were also made available.
- There were six viewings of the “Surviving Disaster” documentary, and an opportunity to learn from experts about home earthquake insurance.
- Emergency planning procedures were shared with new students at several orientation and special events in September and October. More student volunteers were recruited to be part of the UVic Disaster Ambassadors.

Campus Preparedness:
Emergency response at UVic is based on the provincial BC Emergency Response Management System. There are four levels of response; Building Emergency Teams, Site Response Team (SRT), Emergency Operations Centre Team (EOC), and the Executive Policy Group (EPG). As the scale of the emergency increases, so does the requirement for more levels of response. Approximately 500 staff and faculty are involved with one or more of these groups. Highlights for 2014 were:
- Three Building Emergency Team orientation/refresher sessions on building evacuation were held. A small-scale Campus Evacuation drill was conducted involving about 175 employees from the Building and Site Response Teams.
- The Site Response Team manual was revised and shared with the CSEC Team Leaders; Facilities Management hosted an ammonia facility exercise for CSEC and FMGT staff.
- Emergency Operations Centre training focussed on specific meetings for each section. The 11 sessions offered have been a valuable tool for learning more about the unique roles and responsibilities of each EOC section. The EOC Directors met 4 times during the year and were invited to attend the section meetings.
- The Executive Policy Group (President and Vice-Presidents) participated in an information session and two exercises in 2014.
- The Emergency Planning office participated in Emergency Management BC’s earthquake consultation process, and UVic and the University of BC began an earthquake preparedness review process that will continue into 2015 and include Simon Fraser University. UVic continues to strategically stock the shipping container with emergency supplies and to develop campus evacuation protocols.

Objectives for 2015 include identifying a process for emergency medical response during a disaster, a larger campus evacuation exercise and identifying an internal emergency information flow process as part of crisis communications on campus.
Allison Eddy and Fiona Puszka — Personal Safety Coordinators

Allison and Fiona share the position of Personal Safety Coordinator in Campus Security, with Fiona working Monday to Wednesday and Allison working Wednesday to Friday. They are responsible for the coordination of crime prevention and personal safety programs on campus and are the Campus Security liaison for all Local Safety Committees. Allison and Fiona are also the liaisons in Campus Security for UVic community members who experience personal safety issues such as criminal harassment (stalking) and assault. They are involved with the new Student Mental Health Initiative and can be contacted to consult or report any concerns. Any urgent concerns or requests for immediate assistance should be directed to the CSEC emergency line at 250-721-7599.

Did you know?

If faced with a disruptive person in a department, classroom or during a presentation, members of the UVic community are encouraged to contact Campus Security who will attend and assist in diffusing the situation or having person removed. If you believe there is a threat of violence call 911 followed by CSEC’s emergency line at 250-721-7599.

Active Threat session information

In October 2013 we began offering active threat information sessions to the UVic community. From then until December 2014 we have provided 44 sessions to approximately 675 staff and faculty in over 29 different departments. The material covered in the sessions is based on consultation with local police agencies and ranges from the options available during an active threat situation (run, hide or fight) to what campus community members can expect from Campus Security and Police response. The sessions are informal which provides the opportunity for questions and discussion, and feedback from those who participated has been very positive. Most people feel a sense of reassurance that UVic has a plan in place and that although these situations can’t be predicted or prevented, it is possible to plan and prepare for them.

Any campus community member that is interested in attending or coordinating a session for their department can contact the Personal Safety Coordinator at psc@uvic.ca. The sessions are approximately one hour in length and the recommended group size is 5-15 people.
HOW TO RESPOND WHEN AN ACTIVE THREAT IS IN THE VICINITY

What is an active threat?
An active threat is an individual or individuals actively engaged in attempting to harm or kill people in a confined space or other populated area. In most cases, active threats use firearms and there is no pattern or method to their selection of victims.
Active threat situations are unpredictable and evolve quickly.
Active threats usually will continue to move throughout a building or area until stopped by law enforcement, suicide or other intervention.

Quickly determine the best way to protect yourself:

<table>
<thead>
<tr>
<th>EVACUATE</th>
<th>HIDE OUT</th>
<th>TAKE ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have an escape route and plan in mind. Leave your belongings behind if necessary. Keep your hands visible.</td>
<td>Hide in an area out of view. Block entry to your hiding place and lock the door. Silence your cell phone.</td>
<td>As a last resort and only when your life is in imminent danger: Attempt to incapacitate the threat. Act with physical aggression and throw items at the threat or use other means to stop the individual(s)</td>
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</tbody>
</table>

CALL 911 WHEN IT IS SAFE TO DO SO

How to respond when the police arrive on the scene:

HOW TO REACT:
- Remain calm and follow officers’ instructions.
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers, such as attempting to hold on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating. Proceed in the direction from which officers are entering the building.

INFORMATION TO PROVIDE TO THE POLICE OR 911 OPERATOR:
- Location of the active threat.
- Number of people, if more than one.
- Physical description of the person(s). Number and type of weapons held by the person(s).
- Number of potential victims at the location.
Emergency Procedures

Register for UVic Emergency Alerts: www.uvic.ca/alerts | Download the UVic Mobile App for emergency procedures information anytime.

Fire
- Pull fire alarm. Call 911 and Campus Security.
- Use an appropriate extinguisher if the fire is small.
- Proceed to nearest exit using stairs, not elevators. Close doors and windows.
- Meet at building assembly points.
- DO NOT re-enter the building until directed by emergency personnel.
- IF YOU CANNOT EVACUATE: Use stairwells as refuge areas and stay low.

Earthquake
- DROP, COVER AND HOLD ON under a table, desk or inside wall until the shaking stops.
- If shaking lasts for more than 30 seconds or there is visible damage to the building, evacuate AFTER the shaking stops to the Campus Assembly Area.
- DO NOT use elevators.
- DO NOT pull fire alarm unless there is a fire.
- Prepare for aftershocks.

Threat of violence
- Quickly determine the best way to protect yourself and call 911 when safe to do so.
EVACUATE
- Consider safe evacuation of the area only if you know the location of the threat. When evacuating, keep your hands visible and follow police instructions.
HIDE OUT
- Barricade doorways and entrances using any means available.
- Close window/door blinds.
- Stay behind solid objects away from the door and turn off the lights.
- Minimize noise from your location. Turn off your cell phone ringer, alarms and vibration.
TAKE ACTION
- Only confront a violent or potentially violent person as a last resort. Attempt to incapacitate the threat using physical aggression and any items/means available.

Medical emergency
- Call 911 and ask for an ambulance. Provide your name and location on campus, including building and room number.
- Call Campus Security.
- If trained, administer CPR or first aid.
- If not trained, direct first responders to the incident location.

Building flood
- DO NOT walk through flood water—it could be electrically charged or contaminated.
- Call Campus Security.
- If possible, shut off power to the affected area.
- Move all hazardous chemicals and vulnerable equipment to countertops.

Hazardous materials
- If not properly trained to manage the release or spill clean-up, call Campus Security.
- If there is risk of fire or explosion, call 911.
- DO NOT operate any electrical devices, phones, light switches or equipment in the spill area.
- Alert people in the immediate area to evacuate if toxic materials have spread.
- Evacuate to building assembly points.

Power outage
- Turn off computers and other voltage-sensitive equipment.
- If in science labs, secure experiments and shut off research gases.
- Move cautiously to an emergency exit and evacuate the building if safety is a concern.
- DO NOT re-enter the building until directed by emergency personnel.

Natural gas leak
- DO NOT pull fire alarm. Call Campus Security.
- Due to explosion risk, verbally announce the need to evacuate and assist with the evacuation.
- Once outside, move to designated building assembly point and DO NOT re-enter the building until directed by emergency personnel.

FIRE, POLICE, AMBULANCE
911
Campus Security
250-721-7599

Suspicious person/object
SUSPICIOUS PERSON
- DO NOT confront the person.
- DO NOT block the person's access to an exit.
- Call 911 and Campus Security.

SUSPICIOUS OBJECT
- DO NOT touch or disturb object.
- Call 911 and Campus Security.

YOU ARE HERE:
Building name: ___________________
Room #: _______________________
Phone number: ___________________
Building Assembly Point: ________________
Campus Assembly Area: ________________

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Contact information:

Tom Downie
Director
Phone: 250-721-6107
Email: tdowdie@uvic.ca
Tom is responsible for the direction and leadership of the department and crime prevention initiatives on campus.

Pat Seward
Parking & Transportation Manager
Phone: 250-721-6685
Email:eward@uvic.ca
Patrick is responsible for parking operations, departmental administration, budget and transportation on campus.

Keith Cascon
Security Manager
Phone: 250-721-6062
Email: kcascon@uvic.ca
Keith is responsible for the day to day security operations on campus.

Daphne Donaldson
Emergency Planning Manager
Phone: 250-721-6355
Email: ddonald@uvic.ca
Daphne is responsible for UVic's emergency planning program, ensuring that plans and procedures are in place if and when large emergencies occur on campus.

Allison Eddy & Fiona Puszka
Personal Safety Coordinators
Phone: 250-721-8981
Email: psc@uvic.ca
Allison and Fiona provide support and referral for all personal safety related concerns, as well as coordinating the crime prevention programs for the campus.

Jay Bowles
Alarms & Scheduling
Phone: 250-721-6618
Email: jayb@uvic.ca
Jay is responsible for alarm systems, Security Officer scheduling and the CSEC website.

Alexis Osmond
Administrative Coordinator
Phone: 250-721-6381
Email: aosmond@uvic.ca
Alexis is responsible for coordination of Front office services and special event parking on campus.

Team Leaders
- Mike Brosseau: mbrosseau@uvic.ca
- Darren Chequer: chequer@uvic.ca
- Amrit Gosall: agosall@uvic.ca
- Trevor Jones: trevorj@uvic.ca

Non-Emergency Phone: 250-721-6683
Fax: 250-721-6612

Emergency information updates
www.uvic.ca 1-888-721-8620
CFUV 101.9 FM

Location and address
Location:
Campus Security Building
(near the Bookstore)