



May 2008 to April 2009

**“Our Service is Student Focused”**



**“Year In Review”**


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# Wilfrid Laurier University Special Constable Service *“Making Your Campus Safer”*

Community Policing



Physical Patrol:  
Foot, Bicycle and Cruiser



*Special Constable Robbie Wilson*

Technology:  
Video Surveillance,  
Records Management  
and Computer Aided  
Dispatch



*Special Constable Service Laurier Brantford*



*Waterloo Campus*



*Kitchener Campus*



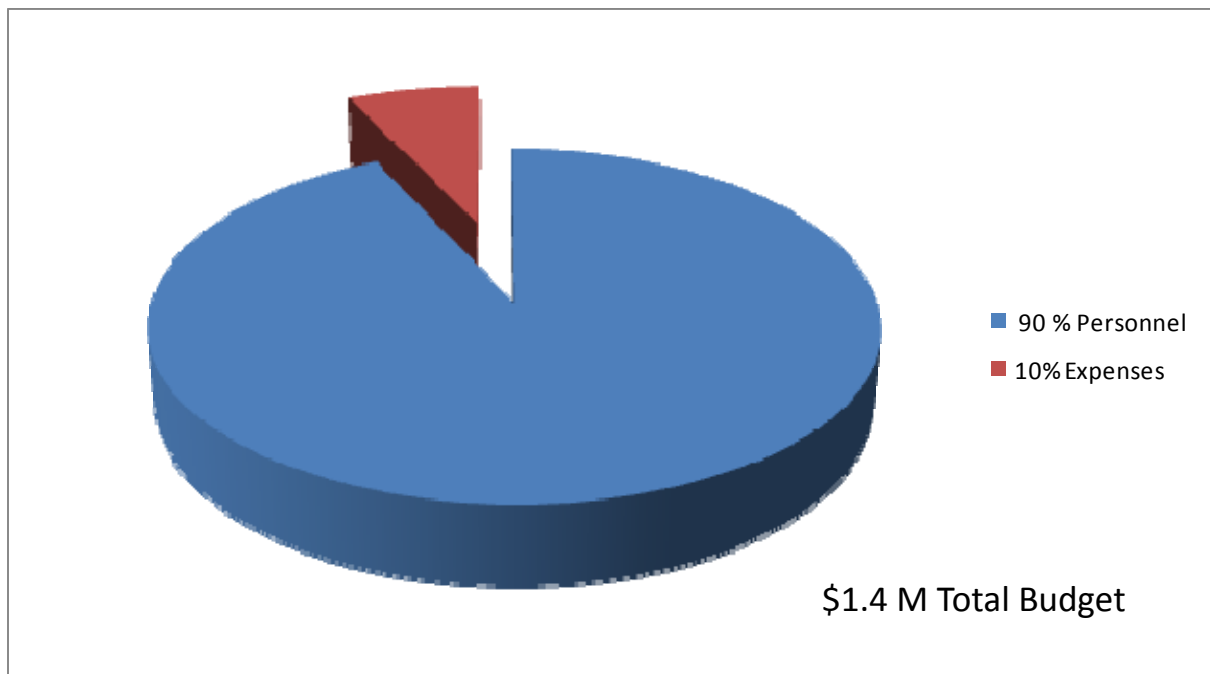
*Brantford Campus*

## Introduction

Wilfrid Laurier University's main campus is situated in the City of Waterloo, which has a population of approximately 120,000 people. Special Constable Service employs four Supervisors and eight Special Constables in Waterloo, and one Special Constable in Kitchener, who are appointed by the Waterloo Regional Police Service Board. Special Constable Service also employs one supervisor, two full-time Special Constables and one part-time Special Constable in Brantford, who are appointed by the Brantford Police Service Board. There is a contract in place between Special Constable Service, the Waterloo Regional Police Service and the Brantford Police Service, that outlines guidelines for operation. Special Constable Service carries out proactive/preventative patrols of the grounds and facilities, and also responds to incidents and calls for service.

Wilfrid Laurier University has grown in the past couple of years and now has three campuses; Waterloo, Brantford and Kitchener. The University owns or controls 80 buildings in Waterloo, containing 60 multi-media rooms and micro-computer labs. The University also has one building in Kitchener and 19 buildings in Brantford. Special Constable Service has an annual operating budget of \$1.4 million of which approximately 90% is for personnel.

### Special Constable Budget 2008/2009





## Director's Message

It is my pleasure to present my 5<sup>th</sup> annual report on the activities of the WLU Special Constable Service. This report will cover from May 1<sup>st</sup>, 2008 to April 30<sup>th</sup>, 2009.

In September of 2008 members of our service did presentations to first year students on safety and we also handed out a Safety Tips and Awareness booklet which was produced by the Special Constable Service and the Office of Environmental / Occupational Health and Safety.

On November 26<sup>th</sup>, 2008 a live exercise of an active shooter was conducted on the Waterloo Campus at Willison Hall Residence. This exercise involved the Waterloo Regional Police, Residence Life, EMS, ERT, WLU Special Constable Service and the Presidents Group. The live exercise tested our emergency plan, police response, lock down procedure, dispatch centre and our emergency operations group. This exercise was a huge success and many lessons were learned.

In January of 2007 WLU Special Constable Service did a comprehensive Crime Prevention Through Environmental Design review of the existing security measures on the Waterloo Campus. As a result of this review, a 5 year plan recommending security upgrades was submitted to the Presidents Group. This involved improvements to CCTV, lighting, emergency poles and phones in the amount of \$530,130. WLU received money from the Ministry for security enhancements on campus and I am pleased to report \$471,165 dollars was spent over two years and we only have \$49,000 worth of upgrades left to accomplish our goal.

Our Dispatch Centre was upgraded with a UPS Switch, 200 amp service, air conditioning and server room. We currently monitor our three campuses 24/7 with our CCTV system. This system has 10 Sun Blade Servers, 7 computers, 28 DVR's, 40 monitoring screens which feed 236 cameras. In September of 2005 WLU only had 10 cameras on the Waterloo campus. This system is digital and very reliable. WLU Special Constable Service employed 32 Student Dispatchers who monitored our systems 24/7.

Criminal incidents were up 11 percent on the Waterloo Campus and 63 percent on the Brantford Campus. Kitchener Campus remained the same with very little activity.

	2008-2009	2007-2008
Waterloo	465	417
Brantford-	54	33
Kitchener-	2	2

On the Waterloo Campus we had three major break and enter to our academic buildings during the year which resulted in damage and loss of equipment. On the Waterloo Campus we had 4 fires and 3 of them were arson related. Through investigation and the use of our CCTV system we were able to solve two of them and a part time WLU student was charged by Waterloo Regional Police.

False fire alarms and pulled stations were down slightly but remain a concern and we need to develop a program to inform students of the liability issues. Dispatch currently monitors 77 fire alarms for buildings.

	2008-2009	2007-2008
Waterloo-	63	76
Brantford-	7	6
Kitchener-	1	0

On our campuses we have 36 burglar alarm systems that are monitored through our Dispatch Centre. Total alarms responded by our Special Constables.

	2008-2009
Waterloo-	142
Brantford-	15
Kitchener-	7

Drugs seem to be a concern and we are seeing more seizures by Residence Life Staff.

	2008-2009	2007-2008
Waterloo-	81	34
Brantford-	15	4
Kitchener-	0	0

There was a slight increase in liquor related offences on the Waterloo Campus and a small decrease in Brantford.

	2008-2009	2007-2008
Waterloo-	85	70
Brantford-	8	9
Kitchener-	0	0

Property damage was up slightly on the Waterloo and Brantford Campuses.

	2008-2009	2007-2008
Waterloo-	120	104
Brantford-	15	9
Kitchener-	1	1



The total calls for service received in our dispatch centre were up slightly over last year which required a Special Constable response. This total includes both criminal and non criminal incidents on all 3 campuses.

2008-2009

2007-2008

11900 incidents

11436 incidents

In summary our campuses remain safe due to the hard work of our Supervisors, Special Constables and Student Dispatchers. Wilfrid Laurier University has invested in security systems, CCTV and developed policies which have led to a safe community. The relationship we have with the Waterloo and Brantford Police Service is excellent and this leads to a positive response to any of our criminal concerns on our campuses. In the future WLU will have a trained Threat Assessment Team which is being funded through OACUSA and a one time grant from the Ministry of Training for Colleges and Universities.

Rod Curran  
Director



*Critical Incident Exercise November 2008*



## Message from the Vice President Finance & Administration

Wilfrid Laurier University's Special Constable Service has continued to change to meet the growing needs of its communities. Under the leadership of Rod Curran, the Service has had another productive year. Some of the Service's many accomplishments and activities were:

- O.C. Spray was reviewed and recommended by an external consultant for officer safety. This was passed by the Board of Governors in November 2008 and we are awaiting police approval and training.
- Communication centre underwent improvements in the area of power, air conditioning, 10 sun servers and a UPS Switch. Also, student dispatchers were increased from 16 to 32 to better monitor the growing system.
- A critical incident exercise was conducted in November of 2008. The exercise tested our emergency plan, lockdown procedure and police response to our campus.
- Special Constable Service and WLUSU E.R.T. formed a partnership to better serve the Laurier Community and to have a tiered response to emergency medical situations.
- A joint production of a "Safety Tips and Awareness" booklet by Special Constable Service and the Office of Environmental/Occupational Health & Safety.
- Opening of the Victim Services Soft Interview Room at 232 King St.
- New Ford patrol vehicle for the Waterloo Campus equipped with a P.A system for notification during emergencies.
- Enhanced training to develop leaders within the organization.
- Partnership with Advanced Police Studies Program Conestoga College.
- Safety enhancements on the Waterloo Campus in CCTV, lighting, emergency poles and phones.
- Development of a Crime Prevention Officer position.

The focus of the Service continues to be the pursuit of the strategy laid out in 2004. This strategy was and is to provide a safe and secure campus by creating and enhancing programs / services that underscores prevention and educates our community but provides for an effective enforcement capability if required. They have been carried out by a dedicated group of professionals whose contribution I would like to recognize on behalf of the University.

Many thanks

Jim Butler



## **Message from the Director Campus Operations Brantford Campus Tony Araujo**

The Laurier Brantford Special Constable Service continues to strive to meet the safety and security needs of students, staff, faculty and visitors through community partnerships, fostering education and promoting crime prevention strategies. In collaboration with the Wilfrid Laurier Special Constable Service (Waterloo), the Brantford Police Service and various University and community partners, Special Constable Service has developed new strategies and programs to meet the needs of our diverse university.

The introduction of a Special Constable cruiser in September 2008 has made a positive impact to the department and University as a whole. Increased visibility and patrols, faster response times and increased officer safety are significant improvements in the quality of service afforded by the utilization of the cruiser. The Brantford Police Service supported the implementation of the cruiser and will be partnering with Special Constable Service in a new store front office for their Downtown BEAT Unit. Special Constables have participated in various training opportunities in Emergency Response, Threat Assessment and Crisis Intervention Team Training. Working with various members of the university community, a Campus Support and Security Team will be developed and implemented for September 2009 to effectively assist students involved in crisis situations. Residence Life partnerships continue to be developed to assist Residence Life staff and Dons to create a safe and inviting living environment for first year students.

From May 2008 to April 2009, Special Constable Service saw a 66% increase in reported incidents and calls for service. The rising number of students on campus, the increased visibility and community partnerships coupled with enhanced communication strategies are factors which contributed to the significant rise in reported incidents. New on call procedures have been introduced allowing Special Constable Service to efficiently respond to all calls for service while not on duty. The increased utilization of services by the Campus has had a direct affect on the rise in number of reported incidents.

Fostering partnerships within the local community will assist Special Constable Service deliver a continued high level of service. Special Constable Service will continue to take proactive measures to ensure we meet the safety and security needs of the Laurier Brantford community.

Tony Araujo



## Special Constable Service Management Team



Rod Curran  
Director  
Special Constable  
Service



Antonio Araujo  
Director  
Campus Operations  
Brantford



Chris Hancocks  
Operations Manager



Richard Cousineau  
Supervisor  
Team 1



Peter Jorg  
Supervisor  
Team 2

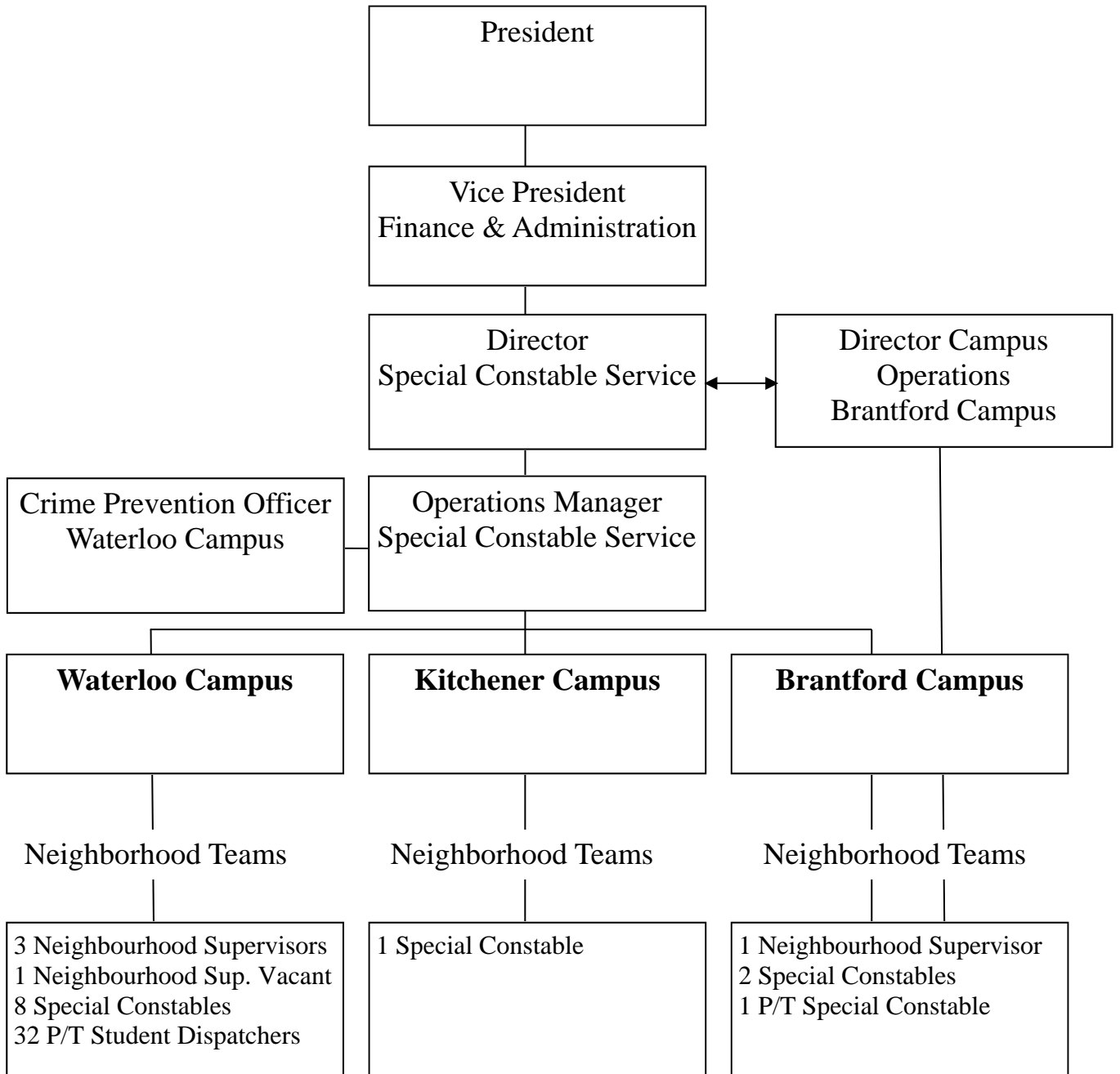


Clayton Vokey  
Supervisor  
Team 3

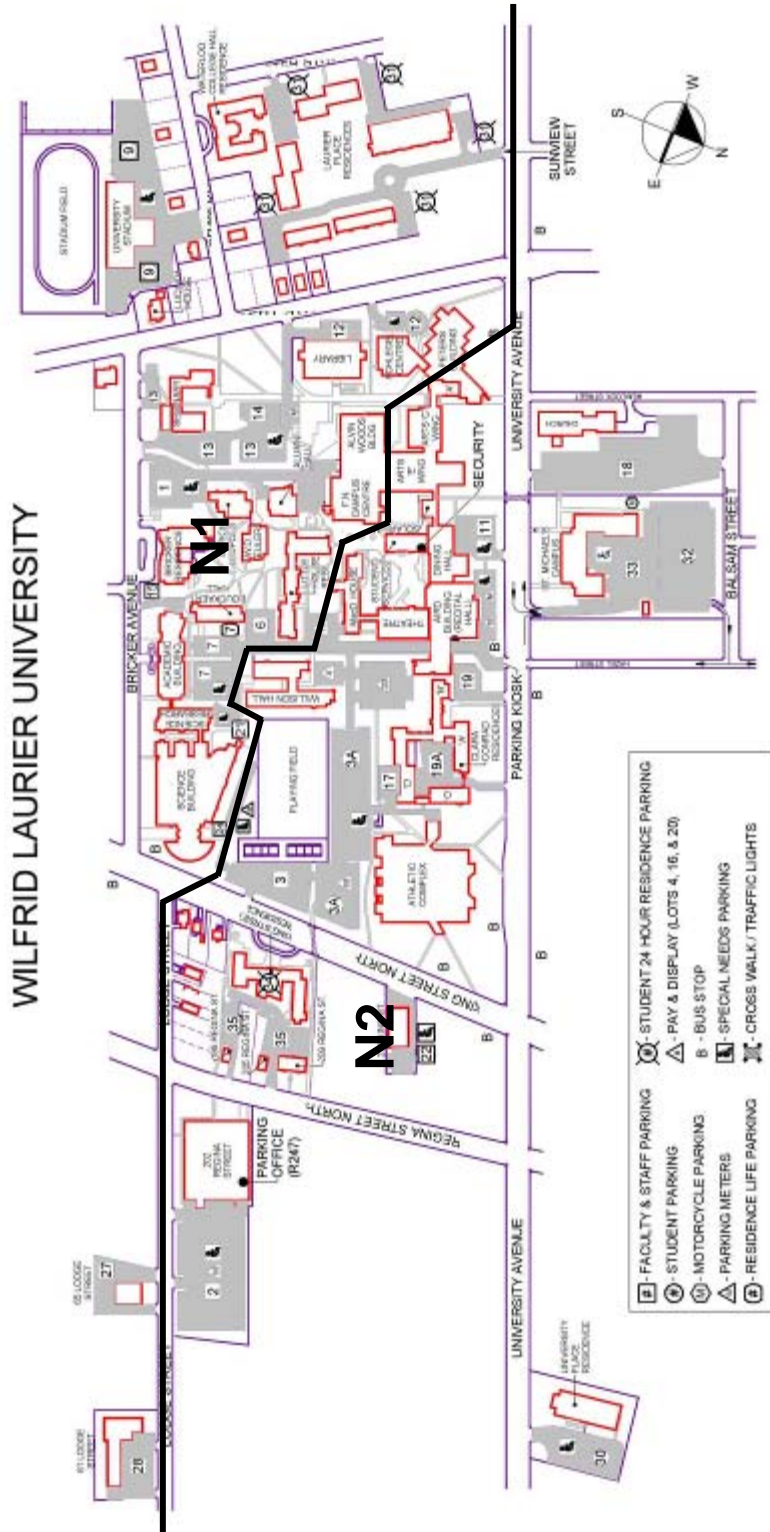


James Yuhasz  
Supervisor  
Brantford

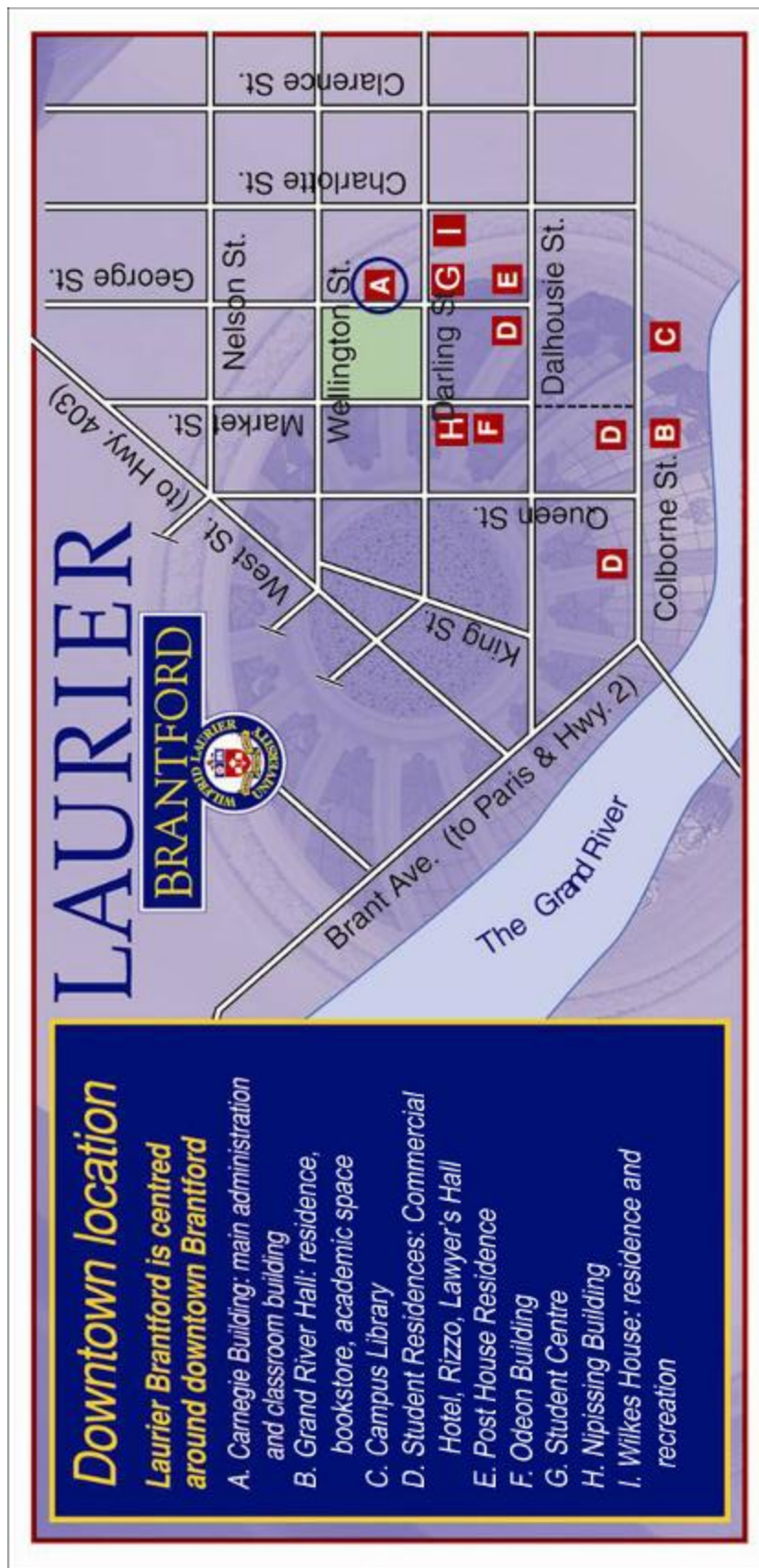
# Organizational Structure Special Constable Service



# Neighbourhood Map—Waterloo Campus



# Neighbourhood Map—Brantford Campus



  
**Mission**

Special Constable Service is committed to:

- The prevention of crime, education, customer service, encouraging partnerships and the protection of rights, which will enhance the quality of life for our students, faculty, staff and visitors.
- The Neighbourhood Policing Model was adopted to solve and prevent crime through education and the formation of partnerships to make Wilfrid Laurier a safe place to learn, live and work.

**Vision**

We will promote a working relationship with students, staff, faculty and the Waterloo community that encourages prevention, education, partnerships and participation supported by opportunities to achieve high levels of personal and organizational performance.

We will, with the cooperation of our university, students, staff, faculty and the city communities, deliver security services which recognize the different needs of our diverse university and the value of partnerships and excellent customer service.

Our service will be:

- Student, staff and faculty oriented
- Provide excellent customer service
- Educational
- Efficient
- Respectful of others
- Innovative in our delivery and program

**Values**

We, the men and women of Special Constable Service, believe strongly in the following values:

- Academic Excellence
- A caring community
- Innovation
- Respect
- Student-centered environment
- Customer service



## Special Constable Service: Who We Are

The Special Constable Service Communication Centre, Waterloo Campus, is located on the ground floor of the Student Services Building directly across from the Dining Hall, and is open 24 hours a day 365 days a year. Our community policing office is located at 232 King Street N in Waterloo. This location contains the administrative offices, report writing room, interview room, locker rooms, and Victim Services Soft Interview room. Special Consta-



*Operation Identification*

ble Service has also has a Kitchener and Brantford Office, with the Brantford office being located in the Odeon Building and the Kitchener office located on the first floor of the Kitchener Campus. Waterloo and Brantford campuses can reach us by phone at extension 3333 (internal) or 519-885-3333 (external). The Kitchener campus office is open Monday to Friday till 10pm. The Waterloo department consists of four teams of one Supervisor, one position currently vacant), and two Special Constables each, and also a Crime Prevention Officer, who are dedicated to providing professional first class service to the Laurier community. Our Kitchener campus is staffed by one Special Constable, while the Brantford Campus is staffed by one supervisor, two full time Special Constables and one part time Special Constable.

Special Constables are employed for the preservation and maintenance of the public peace, to safeguard members of and visitors to the Laurier community. They are empowered to enforce federal and provincial statutes including the Criminal Code, Liquor License Act, Trespass to Property Act, Mental Health Act and City of Waterloo by-laws, when necessary. We receive this authority from the Ontario Ministry of Community Safety and Correctional Services and the Region of Waterloo Police Services Board, with respect to Brantford their authority is also granted by the Brantford Police Board. Officers are available to make presentations and conduct workshops on safety and security issues. Laurier Brantford and the Brantford Police Service entered into a partnership whereby they also use the Odeon office space for their officers who are on duty in the downtown core area. Discussions are taking place between Laurier, the Brantford Police Service and the City with regards to a joint Community Policing Office located near campus.

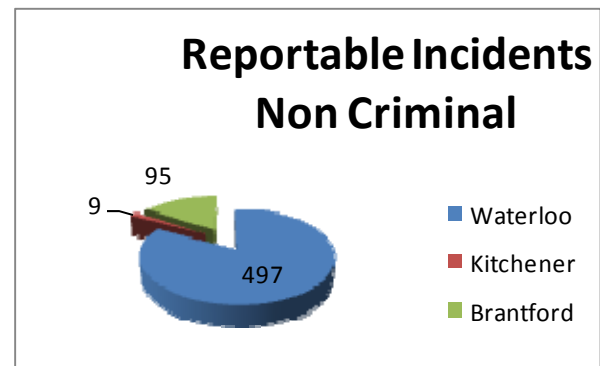
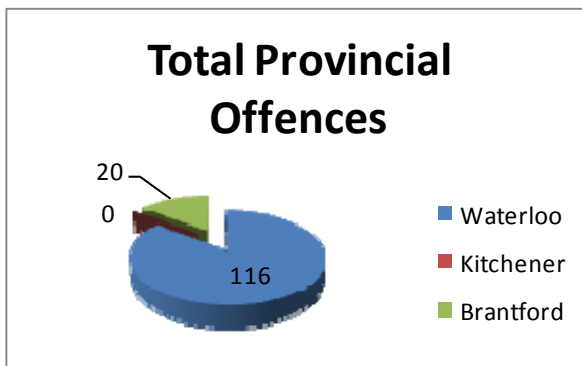
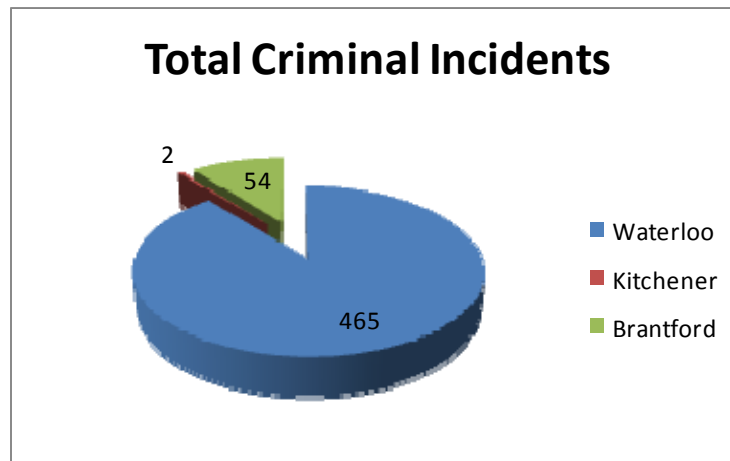
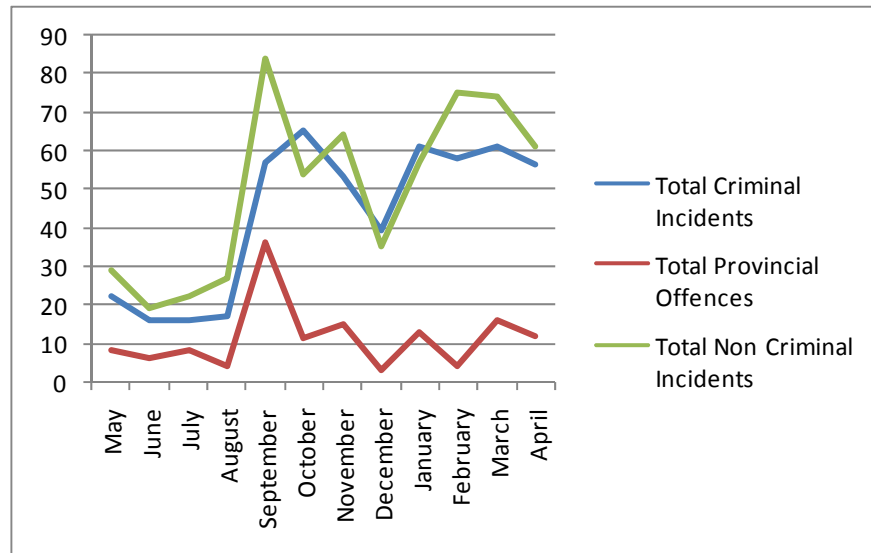
# When Duty Calls!

## Waterloo, Kitchener and Brantford

From May 2008 to April 2009, Special Constable Service responded to 11,900 calls for service. Of those calls, Special Constable Service Special Constables investigated 521 criminal incidents: Waterloo - 465, Kitchener - 2, Brantford - 54. Our Special Constables dealt with 136 provincial offences including liquor and trespassing: Waterloo - 116, Kitchener - 0, Brantford - 20. Special Constables in Waterloo also dealt with 51 by-law related incidents which were primarily for Urinating in Public. We also dealt with 96 incidents of drugs or drug related offences, (81 Waterloo, 15, Brantford) which is an increase from 2007/2008. Our Special Constables responded to 122 security and fire alarms at our various buildings. Our Special Constables also responded to 195 medical incidents, (174 Waterloo, 21 Brantford) which varied from a slip on the ice or fall, to seizures, to alcohol related emergencies. Special Constables also responded to 18 calls regarding a disturbance which is a 10% decrease over 2007/2008. Incidents of Property Damage increased 15% during this period. Special Constable Service as a whole completed 1309 incident reports broken down as follows: Waterloo - 1129, Kitchener - 11, Brantford - 169.



# Waterloo, Kitchener and Brantford



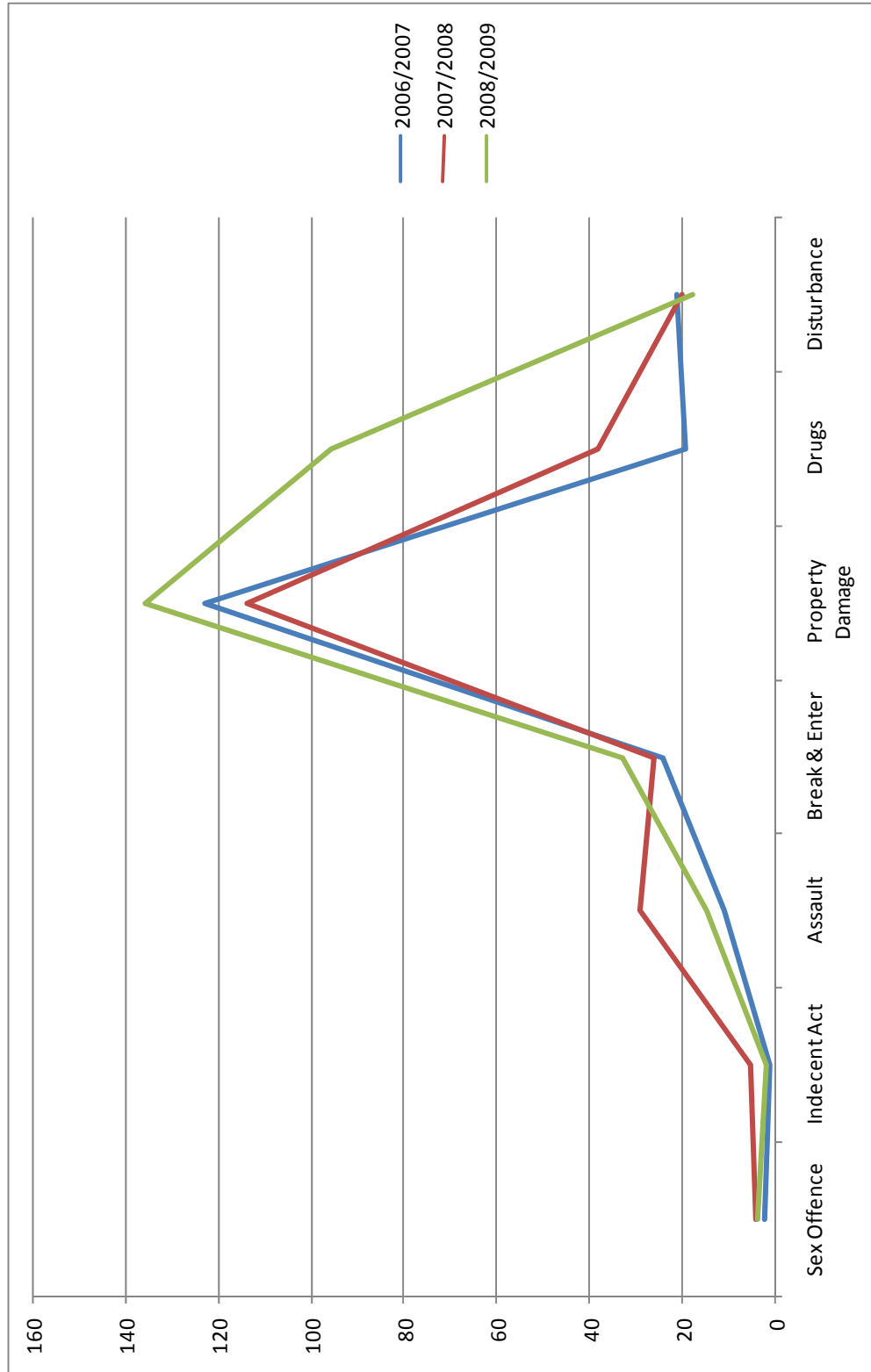
# Breakdown of Criminal Incidents / Campus

	Waterloo	Brantford	Kitchener	TOTAL
903 - Attempt Suicide	3	0	0	3
904 - Sex Offence	2	1	1	4
905 - Indecent Act	0	0	0	0
906 - Threatening	5	2	0	7
907 - Assault	13	2	0	15
911 - Break and Enter	33	1	0	34
912 - Theft Over \$5000	1	0	0	1
913 - Auto Theft	2	0	0	2
914 - Have Stolen Goods	5	0	0	5
915 - Fraud	8	1	0	9
916 - Counterfeit Money	0	0	0	0
918 - Property Damage	120	15	1	136
921 - Drugs	81	15	0	96
924 - Fire	4	0	0	4
925 - Alarm (Fire Only)	63	7	1	71
930 - Disturbance	18	0	0	18
933 - Domestic Dispute (Intimate)	8	1	0	9
938 - Public Mischief	0	0	0	0
952 - MVC - H and R	8	0	0	8
957 - Impaired Driver	3	0	0	3
979 - Theft Under \$5000	64	9	0	73
988 - Theft From Vehicle	6	1	0	7
990 - Criminal Harassment	4	1	0	5
991 - Hate Crime	4	0	0	4
992 - Graffiti	34	6	0	40
993 - Domestic Dispute (Family)	1	0	0	1
996 - 911 (Administrative)	2	0	0	2

# Criminal Incidents Over Three Campuses Comparison

	2006/2007 Reference Only	2007/2008	2008/2009	Difference	% Increase/ De- crease
903 - Attempt Suicide	1	2	3	1	50
904 - Sex Offence	2	4	4	0	0
905 - Indecent Act	1	5	0	-5	-100
906 - Threatening	6	8	7	-1	-12
907 - Assault	11	29	15	-14	-48
911 - Break and Enter	24	26	34	8	30
912 - Theft Over \$5000	0	7	1	-6	100
913 - Auto Theft	1	2	2	0	0
914 - Have Stolen Goods	6	3	5	2	66
915 - Fraud	7	3	9	6	200
916 - Counterfeit Money	2	1	0	-1	-100
918 - Property Damage	123	114	136	22	19
921 - Drugs	19	38	96	58	152
924 - Fire	3	7	4	-3	-42
925 - Alarm	85	33	71	38	115
930 - Disturbance	21	20	18	-2	-10
933 - Domestic Dispute (Intimate)	4	3	9	6	200
938 - Public Mischief	1	2	0	-2	-100
952 - MVC - H and R	5	6	8	2	33
957 - Impaired Driver	1	3	3	0	0
979 - Theft Under \$5000	102	74	73	-1	-1
988 - Theft From Vehicle	4	12	7	-5	-41
990 - Criminal Harassment	3	6	5	-1	-16
991 - Hate Crime	2	4	4	0	0
992 - Graffiti	24	38	40	2	5
993 - Domestic Dispute (Family)	0	1	1	0	100
996 - 911 (Administrative)	2	1	2	1	100

# Major Incidents Three Year Comparison



## Lost & Found

On June 1, 2008, Special Constable Service will began using a new computerized Lost & Found software program, Returnity, which will enhance and streamline the lost and found process. We will be able to better serve our community by bringing organization to an often chaotic process of dealing with lost and found articles. We will know with certainty what has been reported as lost and found. For the first time, we'll be able to respond more quickly to inquiries about lost items.

### **Highlights:**

- Completely customizable. It can be tailored to fit our environment,
- New "Lost" item records are automatically matched with existing "Found" item records, and vice versa.
- Records can be searched by room number, location, date, item type, tag number and / or text.
- Can track owner notifications of found items.
- Print a receipt for signature when an item is claimed.
- Print reports from the found item inventory indicating items that have been in our possession for longer than 90 days.

Because users are required to use logins and passwords, an audit trail is created providing the following information:

- "Created By" and "Created When" (date and time) are recorded for all records.
- All record changes are recorded: edited by, edited when (date & time), and fields changed.
- Deleted by and when are recorded for all deleted records.
- Deleted records are maintained in a separate table. They remain available to the administrator.

The software provides complete traceability and secure protection against inadvertent or ill intentioned manipulation of records.

### **2008/2009 Audit of Lost & Found Findings**

Property Taken In	Total	Returned	Not Returned	Donated/Disposed
Items	1434	494	675	265
Value of Property Returned to Owner		\$24,106.00		
Value of Property Donated		\$9,754.00		

\*All values are approx.

## Special Constable Service and Waterloo Regional Police Service Partnership

This partnership has developed over the years and has made the Laurier and Waterloo community a safer place. Division 3 officers regularly patrol on bicycle with our Special Constables out in the residential areas where students live off campus. Our Special Constables and Waterloo Regional Police are involved in the Door Knock Program each September 11th and 12th and 1500 houses are visited over a two day period. Members of the Waterloo Regional Police take part in our alcohol awareness day on campus and the planning for our Frosh Week activities.

Staff Sergeant Warren Haasnoot and his team offer assistance and guidance in our criminal investigations on campus. Superintendent Dave Mazurek, Inspector Brian Atchison and Staff Sergeant Rudy Smith take an active part in meetings and concerns raised by the Laurier community.

Training is an important part of our Community Policing model and Staff Sergeant Norman Yu of the training branch meets regularly with Operations Manager Chris Hancocks to discuss issues and plan our training needs. This year a new and improved training program is being developed in cooperation with the Waterloo Regional Police for all our Special Constables.

This partnership is essential to a safe campus and discussion of community concerns.



*Above: Waterloo Regional Police Traffic Branch and the Drunk Driving Simulator  
Right: Special Constable Eldred and two Waterloo Regional Police Officers attending the Police Memorial in Ottawa*





## Special Constable Service and Waterloo Regional Police Hold a Active Shooter Training Exercise in November

In November 2008 Special Constable Service in cooperation with Waterloo Regional Police conducted an Active Shooter exercise on the Waterloo campus. In the scenario an armed intruder (WRPS Officer) stormed into Willison Residence and shot a few people and took one person hostage. Members of the WRPS Emergency Response Unit as well as other emergency services such as Paramedics and WLU ERT took part in the scenario. The Waterloo Regional Police command unit was tasked and professional negotiators also used this as a training exercise, with Supt. Bryan Larkin as the Incident Commander. For the University this exercise helped us identify weaknesses in our emergency plan and also, showed senior administration the pressures that they will be under should this type of incident ever happen. The University also went into 'lock-down' for 20 minutes at the very beginning of the scenario. The entire exercise was a tremendous learning experience not only for the University but also for the Police who do not often find themselves responding to calls on the campus.



## Special Constable Service and Victim Services of Waterloo Region Partnership

Special Constable Service and Victim Services of Waterloo Region continue to enjoy a partnership that will greatly enhance our Special Constables' response to victims. With this partnership, Special Constables have access to counselors 24 hours a day 7 days a week. Victim Services has guaranteed a 30 minute response time should they ever be needed at the University.

The soft interview room is state of the art and is fully furnished with a love seat, two chairs and a 32" flat screen television with a built in DVD player. The room is available to all members of the University community, Victim Services and Family and Children's Services to hold private interviews and also to members of the local Police Service. The room is also equipped with video recording equipment for the purposes of sensitive investigations.

Victim Services were called out once during 2008/2009 to help with the victims of the Waterloo College Hall fire.



 **Website**  
A comprehensive site, dedicated to providing 24 hour assistance to victims, emergency service providers, helping agencies and members of the community. The site features fact sheets, news, agency information and links to community resources.  
Visit us at [www.vswr.ca](http://www.vswr.ca)!

 **Office Staff**  
During office hours all calls referred to Victim Services are attended to by the Victim Services Unit of the Waterloo Regional Police Service.  
Monday to Friday  
8:00 a.m. to 6:00 p.m.  
(519) 653-7700  
ext. 8858 or 8859

 **Volunteer Program**  
Volunteering for Victim Services of Waterloo Region is both challenging and demanding. Volunteers may be called to scenes such as a family dispute, sexual assault, traffic fatality, suicide or sudden death. Due to the sensitive nature of the services we provide, candidates undergo an extensive screening and training process. Volunteer placement is contingent upon interest as well as the agency's requirement.  
Volunteers attend to calls referred during evenings, weekends and holiday hours.

 **Contact Us**  
Division One:  
134 Frederick St. Kitchener, ON  
Division Two:  
176 Hespeler Rd, Cambridge, ON  
Division Three:  
14 Erb St. W., Waterloo, ON  
Phone: (519) 585-2363  
Fax: (519) 579-5593  
Hours of Operation: 24 Hours  
Office: Monday to Friday 8:30 a.m. – 4:30 p.m.  
Mail:  
Victim Services of Waterloo Region  
P.O. Box 3070 200 Maple Grove Rd  
Cambridge, ON N3H 5M1  
Attn: Division 1  
Funded by the Ministry of the Attorney General, funded in kind by the Waterloo Regional Police  
The views and opinions expressed in this publication do not necessarily reflect the views and opinions of the Ontario Government or the Ontario Ministry of the Attorney General.

 The Ontario Network of Victim Services Providers (ONVSP)

 The National Organization for Victim Assistance (NOVA)

 **VICTIM SERVICES**  
of Waterloo Region

Our response is caring,  
skilled and effective.

(519) 585-2363  
[www.vswr.ca](http://www.vswr.ca)

## Special Constable Service and Conestoga College Partnership

Special Constable Service is proud to announce a partnership with Conestoga College and their Advanced Police Studies program. This partnership will see students from this program team with our Special Constables to gain hands on experience at the University level. This opportunity will give the students a broader view of law enforcement and Special Constable and security opportunities available at Universities and Colleges throughout Ontario. This year Special Constable Service accepted 3 students from the program. This was a rewarding experience not only for the students but also for our Special Constables.



Conestoga College Institute of Technology and Advanced Learning  
Doon Campus - 299 Doon Valley Drive, Kitchener, ON N2G 4M4 Canada, 519.748.5220, [www.conestogac.on.ca](http://www.conestogac.on.ca)

15<sup>th</sup> January 2009

Dear President Blouw and Vice President Butler;

I am the coordinator for the Advanced Police Studies program at Conestoga College. As part of this new post diploma program, students complete practicum experiences with a University Special Constable service, as well as a Regional Police Service. To this end, Wilfrid Laurier University, namely: Director Rod Curran assisted and supported our program by offering placement for two of our students. These students spent a total of 5 weeks with your Special Constable service and benefited tremendously from spending time with the Special Constables during their shifts. Not only did this experience give the students insight into university security but also the university itself. I received comments from the students such as;

*“The placement provided me with the experience of working 12 hour shifts. It revealed to me that there can be periods of inactivity followed by a flurry of calls. I enjoyed the officers sense of humour and respected their ability to act in a professional manner when required.” “The personal growth that I realized from this experience is a greater understanding of the basics of policing. Also, I have a better perception on how to deal with the public.”*

Students would not be afforded the above practical experience if it was not for your community-minded philosophy and support. The professionalism of your Special Constable Service was extremely evident and promoted your university as a leader in community support for our students.

A sincere thank you on behalf of our college and students is extended.

Carolyn Harrison  
Advanced Police Studies  
Conestoga College

## Reporting Criminal Activity and Other Emergencies

We encourage all faculty, staff, students and visitors to promptly report any criminal or suspicious activity, accidents and other emergencies to Special Constable Service by dialing ext 3333 (internal) or 519-885-3333 (external) or in person at our office across from the Dining Hall on the ground floor of the Student Services Building. Thirteen, expanding to eighteen by September 2008, two way emergency call boxes are located throughout the campus. There are also 28 emergency phones, including elevators that connect the caller directly to our communications center, or you may use any pay phone on campus free of charge by pushing the direct dial button or dialing our number directly 519-885-3333.

These emergency poles and phones are checked once a week by our Special Constables to ensure they are working properly, any malfunctions are corrected immediately.



## Special Constable Service: Student Dispatchers and CCTV Cameras

Trained student dispatchers are employed to answer calls for service, dispatch officers and other emergency services to incidents. They monitor 54 alarm systems which include intrusion, motion and personal panic buttons, 77 fire alarms on campus, operate and monitor the department's 236 CCTV cameras, 197 cameras in Waterloo, 16 cameras in Kitchener and 23 cameras in Brantford, as well as receive and document lost & found items.

Student Dispatchers also enter all calls for service into our computer aided dispatch system D3. Dispatchers are also able to take calls for service and dispatch for the Brantford and Kitchener officers through our communications center in Waterloo. This added feature allows for the quick and timely response of officers to calls for service at all three campuses. Student dispatchers receive annual training in customer service from Human Resources and 'call taking' training from a Guelph Police Service Communications Dispatcher.



Dispatch Centre 2005



Communication Centre 2009

*“Congratulations to you and WLU for the incredible investment you have made in campus safety and security. Beside the fact that cameras and monitoring have resulted in numerous arrests, the deterrence and crime prevention factor is invaluable. No question, your systems and deployment have resulted in an overwhelming feeling of safety on campus.”*

*Superintendent David Mazurek, Commander Division #3 (Waterloo)*

## **Dispatch- Student Perspective**

The position of a student dispatcher comes with great responsibility. As the first point of contact for the department in the university, we must maintain high levels of professionalism, organization and communication at all times. We must use the skills we gain from provided training and the knowledge gained from first-hand experience to assist the Laurier community as best we can. This would be a very difficult goal to achieve if we did not have the opportunity to work in such an exceptional dispatch environment.

The Communications Centre allows for a quick and efficient response to calls for service and alarms. All alarm monitoring systems are easy to understand and easy to use, which prove to be highly beneficial in an emergency situation when time is of the essence and there is no room for confusion and misunderstanding.

Lost & Found in the Communications Centre is very organized. Through the use of Returnity+, I am able to input finder and owner information with ease. It is also very helpful to use for lost item inquiries as it allows me to search quickly through the database of found property for a specific item. The goal of the Lost & Found system is to return found property items to their rightful owners. With an organized system such as this, this goal can be easily achieved. It is always nice to see the relief on someone's face when they are reunited with their lost item, especially when the item is of sentimental value.

The D3 Incident Recording System is also a valuable tool within the Communications Centre. This system allows me to easily record and input information into the computer system without issue. The system's provided templates and guidelines not only ensure all information is kept organized, but it helps to ensure that all necessary information regarding an incident is obtained and nothing is missed. When things get a little hectic, I know I can quickly enter information into D3 to keep it organized and not worry about getting overwhelmed.

The impressive CCTV Camera system has proven helpful on many occasions for capturing incidents on campus and ensuring the safety of all members of the Laurier community. I have worked on several occasions where something or someone suspicious has been seen on the CCTV cameras – something or someone that could pose a threat to the safety of the Laurier community. Officers are dispatched immediately and in most cases they are able to de-escalate a situation and diminish the threat. Without the CCTV Camera system, these cases may fly under the radar...ultimately jeopardizing the safety of the campus and at the end of the day, making sure all members of the Laurier community are safe is what matters most.

## Dispatch- Student Perspective

Overall, I feel very privileged to be employed as a Student Dispatcher with the WLU Special Constable Service team, and to be able to work in such an amazing communications centre. This is a highly respectable position and not your typical part-time student job. Days can be fast-paced and stressful and I sometimes wonder what I have gotten myself into. But then, I realize that I am part of a service that assists and keeps people safe everyday...and to know that you have made even the slightest difference in someone's life makes it all worth it.

Emily Ritchie

Student Dispatcher



## D3 Records Management and Computer Aided Dispatch System

Through the use of the records management system and computer aided dispatch system, dispatchers can quickly and efficiently assign officers to various types of calls in a priority sequence. During this time period, **11,900** calls were registered through our communications center.

Staff, faculty and/or students can also report non-emergency incidents through our website at [www.wlu.ca/communitysafety](http://www.wlu.ca/communitysafety). This service allows the user to enter pertinent information regarding a situation they feel warrants the attention of a Special Constable. Once on our website, the user simply chooses the “report a crime” link and follows the online instructions. Types of incidents may include but are not limited to, stolen property, suspicious activity, or other community safety related matters. When completing the narrative section you may also post any questions that you have for our Special Constables. A Supervisor will then review the call and determine if further action is required by a Special Constable or another department on campus.

### Campus Crime Alerts

To notify the Laurier community about significant incidents on and around the campus and to prevent crimes, Special Constable Service issues periodic “Crime Alerts” in a timely manner. Members of the community who know of a crime or other serious incident should report that incident as soon as possible to Special Constable Service so that a “Crime Alert” can be issued, if warranted. Crime Alerts are issued in various ways. Once the department determines that a crime alert should be issued a campus wide email is sent, it is posted on the department’s web page ([www.wlu.ca/communitysafety](http://www.wlu.ca/communitysafety)) and paper copies are posted throughout the campus. In certain cases, we may ask Radio Laurier to broadcast the alert.





# Members

During the past year, Special Constable Service saw a number of changes with staff, the following summarizes those changes:

Special Constable Jennifer Lehman resigned her full time position to pursue her education. Special Constable Harry Oldengarm and Greg Mudry were hired. S/Cst. Oldengarm joins us after a 40 year distinguished career with the Guelph Police Service. S/Cst. Mudry is on an 18 month contract and came to us from a previous position in loss prevention.

## **Director**

Rod Curran

## **Operations Manager**

Chris Hancocks

## **Crime Prevention Officer**

Special Constable Jennifer Laurie

## **Supervisors**

Vacant - Team 1

Peter Jorg - Team 2

Clayton Vokey - Team 3

Rick Cousineau - Team 4

James Yuhasz—Brantford

## **Special Constables**

### *Waterloo*

#### Team 1

Robbie Wilson

Adam Parsons

#### Team 3

Ryan Eldred

Harry Oldengarm

#### Team 2

Dennis Willfang

David Borch

#### Team 4

Craig Murray

Greg Mudry

32 student Dispatchers

### *Brantford*

Tamara Maertens

John Clement

Trish Kalka

### *Kitchener*

Tammy Horton-Drago

# Training

Training is an integral part of the Community Policing model and our service is committed to giving our personnel the best training possible to assist them in their duties. The following is a list of training provided to our members during the past year:

## **May 2008**

IPMBA Police Cycling Course	Borch Cousineau
OACUSA Conference	Curran Hancocks
Team Building Course	Cousineau
Liquor Licence Symposium	Hancocks
Police Leadership and Management Development Course	Murray

## **June 2008**

OACP Conference	Curran
Reid Interview and Interrogation Course	Laurie

## **July 2008**

Use of Force	All Members
Radiation Awareness Training	All Members

## **August 2008**

Edwards Fire Alarm Training	All Members
International Crimestoppers Training Conference	Curran
CACP Conference	Curran
Use of Force	Oldengarm

# Training (con't)

## September 2008

Building Strength Through Self-Awareness	Cousineau
Financial Management and Budgeting—CHERD Dist. Ed.	Hancocks
Emergency Planning	Hancocks

## October 2008

WHMIS Training	Cousineau
Emergency and Disaster Planning	Curran
Strategic Planning Unit Level—CHERD Dist. Ed.	Hancocks
BOWMAC—Incident Command Training	Hancocks
OACUSA Conference	Curran Hancocks
IRD Training	Hancocks
WRPS Investigative Interview and Interrogation	Murray Wilson

## November 2008

Canadian Critical Incident Conference	Curran
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## December 2008

Advanced Patrol Training	Cousineau
Police Leadership and Management Development Course	Laurie
Fire Arms Identification for Public Agents	Parsons
Recognition of Emotionally Disturbed Persons	Wilson
Characteristics of Armed Persons	Wilson
Police Leadership - Service Delivery	Wilson
Strategic Policing Course	Wilson

# Training (con't)

## January 2009

Senior Risk Management	Curran Hancocks
QPR Gate Keeper Training (Suicide Prevention)	Laurie
Aboriginal Awareness	Wilson

## February 2009

CPR/AED Training	All Members
Powerful Communication through Writing—CHERD Dist. Ed.	Hancocks

## April 2009

WRPS Fraud Seminar	Vokey
OACP 'Millenials'	Hancocks
Incident Command Refresher Course	Curran
Reid Interview and Interrogation Course	Borch Horton-Drago
Advanced Patrol Training	Parsons Eldred
Protective Services Advanced Special Constable Course	Mudry

*Special Constable Service is also a member of the Niagara Regional Police Video Training Alliance. As a member, the Service receives video training DVD's on a continuing basis, covering such topics as Domestic Violence, Statement Taking, When Trauma Doesn't Bleed. These DVD's are a supplement to the training received through other sources throughout the year.*

# Recognizing Our Staff

The Director would like to commend Special Constable Dennis Willfang, Special Constable David Borch and Special Constable Harry Oldengarm for their performance this year.

Special Constable Willfang put countless hours into building a Crime Prevention Through Environmental Design report that was presented to the President. This report outlined a five year plan and to date most of the recommendations have been implemented as a result of the continued support of the University and senior administration.

Special Constable Borch also spent numerous hours re-viewing video footage from all over the campus in order to assist in both his own investigations and those of other officers. In one instance Special Constable Borch was able to piece together footage of a suspects movements over seven floors in the Library.

Special Constable Harry Oldengarm promoted the use of POP's, problem oriented policing. Special Constable Oldengarm, has started numerous POP's and is analyzing the trends that he is developing from the incident reports of other officers.

## **Professional Development - Encouraging Leadership**



Special Constable Service would like to congratulate Special Constable Robert Wilson for successful completion of the Certificate in Police Leadership - Service Delivery from Dalhousie University.

We have several members currently enrolled in the program that is being funded through our training budget.

# Professional Memberships and Committee's

The Director of WLU Special Constable Services during 2008-2009 sat on several Provincial Committees and is a member of several professional organizations which benefit our Service.

## **Professional Memberships 2008-2009**

Ontario Association of Chiefs of Police

Canadian Association of Chiefs of Police

International Association of Campus Law Enforcement Administrators

President, Ontario Association of College and Universities Security Administrators

Director, Ontario Police Video Training Alliance

Vice Chair, Waterloo Regional Crime Stoppers

Canadian Critical Incident Association

## **External Committees**

OACP Lockdown Committee

OACP Special Constable Committee

OPVTA Executive Committee

C.O.U Round Table on Safety

Ministry of Community Safety and Correctional Services- Development of Security Guard and Private Investigator Test

## Equipment

Special Constable Service utilizes the following equipment:

Waterloo Campus - 2 vehicles and 3 bicycles

Brantford Campus - 1 vehicle and 2 bicycles

We also have a state of the art Motorola radio system that is equipped with both a GPS, on our portable and patrol vehicle radios, and an emergency button. Our radios are monitored at all times through our dispatch center and if an emergency occurs our Dispatcher on duty can locate the officer in need by viewing the 32" screen which is mounted to the wall in our communications center. Our two patrol vehicles are also equipped with portable defibrillators to respond to emergency medical situations. We are currently looking at expanding this program to include Kitchener and Brantford once Motorola releases the next phase of the production.



## Professional Standards

In July 2008, three Special Constables were investigated by Operations Manager Chris Hancocks and Human Resources for displaying inappropriate material. All three members received a letter of discipline and the findings were forwarded on to Vice President James Butler and the Waterloo Regional Police as per our contractual agreement.

In March 2009, a member of the Laurier community lodged a complaint against two Special Constables in relation to an incident that happened off campus. The matter was investigated by Operations Manager Chris Hancocks and the members were deemed to be not at fault. No further action was taken and the results were passed on to Vice President Finance and Administration James Butler and the Waterloo Regional Police.

## Judicial Affairs Council (JAC)

The Judicial Affairs Council is comprised of senior WLU students who hear cases of non academic misconduct of students which is contrary to the Student Code of Conduct and are authorized to hand out disciplinary sanctions where appropriate. During the time period from May 2008 to April 2009, 46 cases were sent before the JAC, which is a decrease from 2007 / 2008.

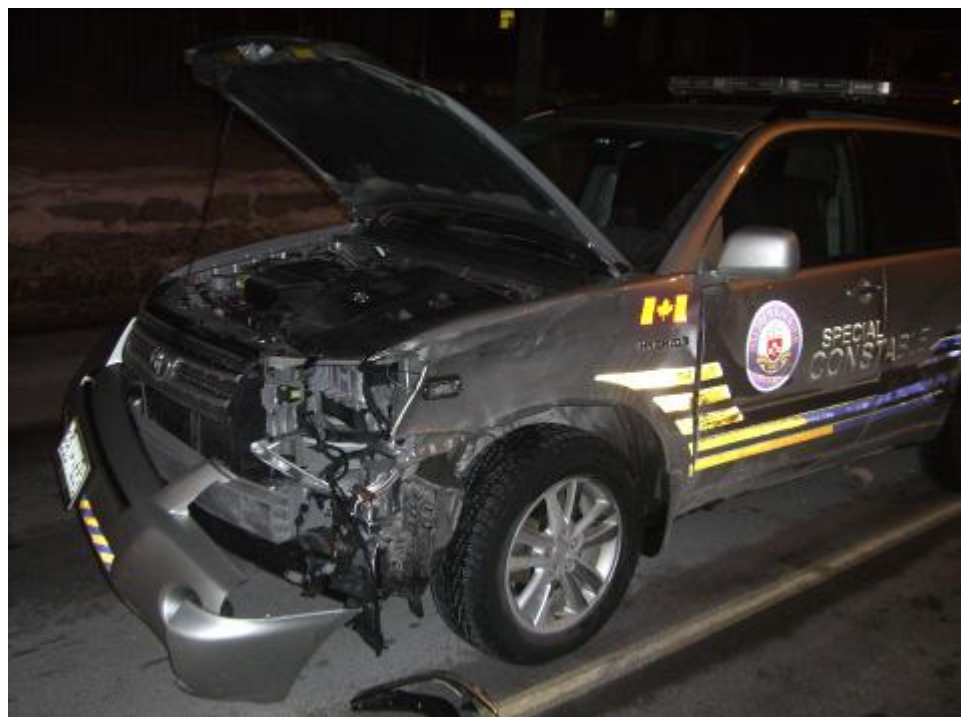


*Operations Manager Chris Hancocks, thrown in jail with a motley bunch by the Director... What does he want?*





Above: Special Constable Adam Parsons volunteers at a MADD Canada event.  
Below: Special Constable vehicle after being hit by a drunk driver on King Street in Waterloo



# Prevention

## RSP—Residence / Special Constable Service Partnership

Special Constable Service and Residence Life continues to maintain a partnership through the Residence Security Partnership. This program places a Special Constable in each residence allowing them to become better acquainted with the Residence Dons and Area Coordinators. This allows the Special Constable to attend residence meetings and gives the residents of a particular building a familiar face to deal with. Special Constable Service has enjoyed great success with this initiative and hopes this success will continue into the future. In August of each year, Special Constable Service and Residential Services host a joint barbeque for the new Dons. This allows both groups to meet and build a positive working relationship. Further to this partnership, Special Constable Service and Residential Services also hold monthly meetings to address any issues or concerns, so that they can be dealt with in a timely and professional manner.



## Prevention (cont'd)

### Neighbourhood Watch

As you enter Wilfrid Laurier University, you will notice signs posted that we are a Neighbourhood Watch Community. The Neighbourhood Watch program was started in 2007, and ours is the first such program at any University or College in Canada. With the neighbourhood Watch program, Dons and Residence Life Area Coordinators received telephone and e-mail messages regarding crime alerts either in their building or the campus at large. The rest of the Laurier community will receive this information through, bulletins, email and the Special Constable Service website.



### Crime Stoppers

Crime Stoppers is a service available to residents and students alike. This program allows for the anonymous giving of tips relating to a crime that has occurred or is going to occur. Special Constable Service has entered into a partnership with Waterloo Regional Crime Stoppers which allows them to forward any concerns they receive about the campus to our department. This partnership is very important to Laurier.



Jail and Bail Event for Crimestoppers at Conestoga Mall in October 2008. L: Vice President Finance & Administration Jim Butler tries to explain that he doesn't have any more money. R: Director Curran speaks softly and carries a BIG hammer, or gavel in this case.

## Prevention (cont'd)

### Crime Prevention Through Environmental Design (CPTED)

Special Constable Service has three Special Constables trained in CPTED, Dennis Willfang, Robbie Wilson and Ryan Eldred. With CPTED, staff, faculty and students can request a safety audit of their area or building. This audit will provide insight into the areas that should be of concern to the people in that particular department or building. The report will also outline some possible solutions to those problem areas. If you require an audit, please contact Special Constable Service. In January 2007, one of our officers completed an extensive report on the safety of campus. The findings were split over a five year period in order to spread the cost out over that period. To date the University has spent over \$470,000 to install these improvements.

## Special Constable Service and Waterloo Community Outreach Program

Over the summer months, Special Constable Service and the Waterloo Regional Police have been actively patrolling the University neighbourhoods as part of a joint service patrol initiative. This initiative took into consideration the concerns of the residents living near the university. This initiative was very successful and will continue into the coming school year.

### Door Knocker Program

Special Constable Service, in partnership with the Waterloo Regional Police Service and City of Waterloo By-Law, sent officers door to door between September 11th and 12th, 2008. The aim of this program is to allow residents to voice their concerns and also to hand out information to students pertaining to local laws in the City of Waterloo. During this time officers knocked on 1500 doors.



Cst. Kim Schnittke (WRPS), Special Constable Jennifer Laurie

## **Prevention (cont'd)**

### **Co-op Education Program**

During this past year, Special Constable Service entered into a partnership with Sir John A. MacDonald Secondary School. During this time, a student from the school worked alongside our Dispatchers and Special Constables in order to gain work experience for school credit. Kyle Johnson was very interested and showed great enthusiasm. Representatives from Sir John A MacDonald extended their gratitude for 'providing our students with a wonderful and valuable learning experience'.

### **Operation Identification**

During this past year, Special Constable Service initiated a program 'Operation Identification', in which Laurier community members were given the opportunity to register their personal computers and electronic equipment with Special Constable Service. Special Constable Adam Parsons and Robert Wilson were instrumental in putting this program together and will be running sessions again starting in September.

### **Special Constable Service Brochures**

Special Constable Service publishes a number of brochures dealing with safety and security issues:

- Street Smarts
- Indecent or Harassing Phone Calls
- Protecting Your Wallet and Credit Cards
- Sexual Assault
- Can You Handle the Pressure (dealing with high pressure groups)
- Alcohol and the Law
- Safe Cycling
- Project Phonebusters (combating telemarketing fraud)\
- Numerous Victim Services Brochures and Information Booklets
- Safety and Awareness Tips - Produced in cooperation with Environmental Occupational Health & Safety Office.

These brochures can be obtained by stopping by the Special Constable Service office at either location.

## Prevention (cont'd)

### Speaking to The Laurier Community

The following is a list of presentations provided to the Laurier Community by Special Constable Service:

- Faculty and Staff Orientation
- Don's Training
- International Student Orientation
- Resource Fair
- March Break Open House
- Laurier Day

### **RAD—Rape Aggression Defence**

The RAD program is offered throughout North America and is specifically designed for women to combat sexual assault. Special Constable Service is providing several classes throughout the year to all members of the Laurier community. This course will also be offered to the community as part of our outreach program. For more information please refer to our website at [www.wlu.ca/communitysafety](http://www.wlu.ca/communitysafety).



*S/Cst. Craig Murray and a RAD participant prepare for the scenario*



*S/Cst. Jennifer Laurie and S/Cst. Craig Murray*

## Prevention (cont'd)

### CPI—Non-Violent Crisis Intervention

Special Constable Service and Environmental Occupational Health and Safety are offering courses in Non-Violent Crisis Intervention. This course teaches various techniques to diffuse people in crisis or who are acting in an out of control manner. This course will be made available in the near future to all members of the Laurier community. Please refer to our website for more information at [www.wlu.ca/communitysafety](http://www.wlu.ca/communitysafety), to sign up for a course or to check availability please refer to the Environmental Occupational Health and Safety Officer website at [www.wlu.ca/eohs](http://www.wlu.ca/eohs).

### Special Constable Service and Emergency Response Team Partnership

Special Constable Service and Emergency Response Team (ERT) entered into a partnership this year to better serve the University community. This partnership was and continues to be a huge success allowing our service to provide a tiered response to all emergencies on campus. ERT personnel work out of the basement at 232 King Street North and are dispatched through our communications center.



ERT Members trying to stay warm during our Critical Incident exercise in November.

*“Making Your Campus Safer”*



*If you have any comments or suggestions on how to make our campus safer please speak to one of our Special Constables.*