

SECURITY SERVICES REVIEW

PRELIMINARY EMERGING TOPICS/SOLUTIONS
FROM CONSULTATIONS
JULY 2022

SECURITY SERVICES REVIEW

PRELIMINARY EMERGING TOPICS/SOLUTIONS

PREAMBLE

This document summarizes topics and solutions that have been identified in ongoing consultations between February-July 2022. The consultations so far conducted include written submissions, a dedicated session with York's Community Safety Council, an online education session— attended by York community members as well as other post-secondary institutions, two community online town halls, meetings and group discussions with York students, faculty, and staff. Written submissions, meetings, and focus groups are still underway with some groups still to be consulted. Consultations will continue until early Fall. It is important to recognize that the issues and solutions identified are **preliminary** and require further analysis and identification of detailed options. The solutions presented are driven by the community and are also anchored in best practice research and jurisdictional analysis.

This document is intended to support the iterative consultation process and not meant to affirm conclusions. Accordingly, feedback will be received on these topics/issues and an updated document will be available to the community in early Fall. Community feedback on the updated document will be solicited, and that input will help to inform the final report.

QUESTIONS POSED FOR DISCUSSION ON EMERGING TOPICS/SOLUTIONS

1. Any identified topics and/or possible solutions that you have questions or concerns about?
2. Any identified topics and/or possible solutions that you would like to comment on?
3. Any possible topics and/or solutions that are missing?

THREE OVERARCHING TOPICS HAVE EMERGED TO DATE

I. Existing practices, structures and procedures of York Security Services

- Issues of structural racial bias in security service activities that produce a security response on a variety of calls for services, including call centre rules, IDing practices and uniforms being triggering for some community members
- Mental health crisis response – inadequacy of law enforcement/security model of response and a need for more involvement of other types of professionals and services
- Further coordination of security services with other departments and services at the university
- Develop more effective relationships with campus communities and groups
- Complaint system – lack of clear process; need for greater independence and transparency; loop back with the community on handling of complaints and broader transparency needed in university complaints system
- Lack of, or perceived lack of, campus community demographic make-up represented in security frontline staff and leadership
- Ineffective university response to address impacts of unhoused people on campus

II. Overarching EDI climate on York's campuses in relation to security and safety

- Equity-deserving groups have identified the need for their experiences with discrimination to be understood and for better appreciation of this need in planning of security services, risk assessments and other campus services and programs
- Gender-based safety issues – consider the trauma experienced by persons coming from war torn locations
- Unhoused population – address the needs of the unhoused population on campus
- Students with precarious immigration status and vulnerability in the criminal justice system

III. Recommendations from the community on security response to inform the development of an alternate Security Services Model

- Broader range of services to address EDI related safety needs, particularly mental health calls
- Collaboration – student engagement in security and safety initiatives and more formal collaboration with Faculties and departments
- Race-based data collection in security operations

- Training and education – effective anti-racism training/education, de-escalation training/education and trauma informed
- Community and student engagement to build relationships and trust
- Address regulatory limitations of limited security response, which requires an increased presence of Toronto Police on campus to intervene – concern with ‘police’ presence on campus and how to balance this with campus security intervention
- Security services appropriate for when there are escalated safety concerns or needs (e.g., community safety is at risk)

MAPPING YORK SECURITY SERVICES (YSS) RELATED TOPICS WITH COMMUNITY PROVIDED OPTIONS/ SOLUTIONS – COMPARING CURRENT STATE WITH PROPOSED SOLUTIONS AND OPTIONS

Topic	Current State	Related Consultee identified options/solutions	Additional options/solutions/details
<p>Potential of structural racial bias in security service activities</p> <ul style="list-style-type: none"> • Call centre rules may facilitate racial bias • IDing • Uniforms are triggering 	<p>Training provided annually on racial profiling and human rights through Centre for Human Rights, Equity and Inclusion.</p> <p>Security Services asks for ID when there is an incident or when required by university approved procedures/policies (e.g., receipt of access cards etc.).</p> <p>Security Officials are required to ask for ID only from the complainant of an incident and are not allowed to randomly ask for ID from community members.</p> <p>All licensed security staff wear uniforms and Personal Protective Equipment for health and safety</p>	<p>Race based data collection in service delivery.</p> <p>Effective anti-racism training/education rooted in real situations/scenarios on campus.</p> <p>More diverse campus services deployed from call centre (e.g., counselling, administrative assistance etc.)</p> <p>Provide clear and transparent procedures for the community on security procedures and processes and circulate to student groups and leaders.</p> <p>Difficult to distinguish security and police uniforms – consider</p>	<p>Communicate clearly and more frequently with the campus community about Standard Operating Procedures and engage with student leaders on these.</p> <p>Review security service procedures, practices, and training for structural racial bias including call centre referrals, stop practices, IDing, searches, use of force, decisions to trespass individuals, and decisions to arrest and call-in police.</p> <p>Ensure job design, hiring criteria, and training so that security management and staff are able to identify and address systemic racial bias and discrimination.</p>

	reasons and to comply with regulated professional standards.	distinctions and clearly outline respective roles. Engage students more effectively and learn of lived experiences of marginalized and equity-deserving groups and plan services and risk assessments with these experiences in mind.	Consider deployment of other types of professionals and non-uniform staff to address issues where appropriate. Establish best practices for collecting race-based data without biases, and with proper training.
Topics	Current State	Related Consultee identified options/solutions	Additional options/solutions/details
Mental health crisis response <ul style="list-style-type: none"> Law enforcement model of response 	<p>Security Services respond to calls and depending on the nature of the call or incident, utilize a pan-University, collaborative-approach with Residence Life, Sexual Violence Response Office (SVRO), Division of Students, Office of Student Community Relations (OSCR), and other departments.</p> <p>Security Services call Toronto Police in cases involving the <i>Mental Health Act</i> (self harm or harm to others).</p> <p>Security Officials collaborate with Residence Life/Student Services at the “front end” of calls when the call involves students in residence experiencing crisis.</p> <p>Empathetic de-escalation training, Mental Health First Aid for Adults, suicide prevention,</p>	<p>Broader range of services to address EDI mental health related security needs particularly mental health calls.</p> <p>Student and departmental engagement in security and safety initiatives.</p> <ul style="list-style-type: none"> More student/departmental engagement More collaborations with students/departments in programming <p>Enhanced de-escalation training education</p> <p>Identify ways to reduce calls to bring in police</p>	<p>Consider dedicated mental health/social work staff to support Security officials.</p> <p>Consider partnerships with relevant University department and faculty members with expertise in this area.</p> <p>Consider partnerships with faculty members from social work and health to provide student experiential learning placements.</p> <p>Consider development of joint procedures and training with other departments and professionals.</p>

	trauma informed, and crisis response training is delivered annually through experts to Security Services personnel.		
Topics	Current State	Related Consultee identified options/solutions	Additional options/solutions/details
Inability to address impacts of unhoused people on campus	<p>Security Services are often called to respond to unhoused individuals.</p> <p>A pilot project was initiated with Security Services, Faculty of Nursing and local social services agencies to provide services and supports to unhoused individuals.</p> <p>The CORSAFE Program – a well-received university partnership between YSS and HNES was piloted in 2019 and was active until the COVID-19 pandemic.</p> <p>Nightly inspections conducted by Security Services of some campus buildings before overnight closure.</p> <p>YSS contacts City of Toronto outreach teams to assist with unhoused people on campus. The “Streets to Homes” team, is a regular resource and contact for YSS.</p>	<p>Broader range of professional services to address EDI related safety needs.</p> <p>More community engagement in security and safety activity.</p> <p>More collaboration with faculty members with expertise in these areas (social work, nursing, unhoused population) and consider student experiential work placements.</p>	<p>Acknowledge that the response to the unhoused requires dedicated and sustainable services that are available on York’s campuses, in addition to enforcement.</p> <p>Develop dedicated programs to support unhoused individuals on York’s campuses in collaboration with other York departments as well as municipal and social services.</p> <p>Consider partnerships with social work and health Faculties to provide experiential work placements.</p> <p>Toronto social services agencies have recommended mitigation against open access to campus buildings and offices overnight, which can create health and safety concerns for both unhoused individuals and the York community.</p>

<p>Complaint system</p> <ul style="list-style-type: none"> • Lack of clear process • Independence and transparency <p>Loop back</p>	<p>Security conducts internal investigation of complaints and initiates its own investigations of staff to ensure compliance with training, procedures etc.</p> <p>Security Services conducts investigations in conjunction with internal partners including University Human Resources Business Partners, Labour Relations, CHREI, etc., as required.</p>	<p>Consider accountability and transparency more broadly, since some complaints involve multiple departments from across the University.</p>	<p>Develop a clear, independent, transparent process for complaints against security services with loop back/communications to the community on handling complaints.</p> <p>Formally analyze complaints to track and analyze systemic issues of concern.</p>
Topics	Current State	Related Consultee identified options/solutions	Additional options/solutions/details
<p>More coordination of Security Services with other university departments and services</p>	<p>Several departments engage with Security Services informally on a regular basis.</p>	<p>More formalized collaboration with the community and enhanced student engagement.</p>	<p>Enhance formal linkages for coordination and collaboration with other campus departments and services aimed at enhancing security service delivery in collaboration with other departments.</p> <p>Consider joint protocols, procedures, and training.</p>
<p>Develop effective relationships with campus communities and groups</p>	<p>Security Community Relations Officials engage regularly with student, staff and faculty through events, orientation, staff onboarding and learning sessions.</p> <p>Security Services staff participate in President’s Safety Council.</p>	<p>Proactive community and student engagement.</p>	<p>Specific community engagement and trust-building measures:</p> <ul style="list-style-type: none"> • Proactively engage the York community to build trust and enhance the quality of service for marginalized communities • Understand community demographics and cultural needs

	Annual fall and winter events are held on campus during Community Safety Week to engage with the community and foster awareness of services.		<ul style="list-style-type: none"> • Communicate clearly, how campus security differs from police • Consider changes to uniforms to avoid uniforms presenting a barrier for service to community members, who've been traumatized or triggered by police activity • Communicate more clearly and effectively, the services that are provided by security staff and the scope of their enforcement • Review job descriptions and recruitment selection criteria to ensure positions emphasize skills in diverse community engagement and understanding of racial, system bias and discrimination
		Enhanced Police Powers	Potential engagement of a few security officials with full police powers can enhance community safety without the need to involve Toronto Police Services.
Topics	Current State	Related Consultee identified options/solutions	Additional options/solutions/details
Lack of, or perceived lack of, campus community demographic make-up, represented in	Staff census of all staff exists but no analysis or reporting conducted.	Data collection	<p>Review/revise recruitment and selection practices to enhance representative hiring.</p> <p>Report on racial, Indigenous, gender and other EDI-focused demographic</p>

**security frontline
staff and leadership**

make-up of security staff and
leadership.