York University
Security Services Review
Final Report
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Executive Summary

Over the last year, a team of York University faculty, staff and an external consultant completed a formal year-long review of York's security services, guided by an anti-racism, equity, diversity, and inclusion lens. The review took a critical and holistic approach to enhancing safety and security at York to address real issues and concerns identified by members of the University community

The report then identifies a number of themes and issues that emerged from the consultations including the need for:

a community-centric approach to security
a focus on equity, diversity, inclusion, and decolonization
better coordination with and reduced presence of police on campus
enhanced collaboration within the University relating to security and safety matters
enhanced community engagement relating to security and safety matters
enhanced acknowledgement of the special circumstances and needs of equity deserving groups
a representative security service staff
enhanced safety of all related to the presence of the unhoused on campus
consistent protection for students and other individuals with precarious immigration status
enhanced personal safety protection for campus members experiencing threat or harassment
enhanced inclusion of Black and other racialized people from neighbourhoods adjacent to the Keele Campus

The report concludes that a commitment to diversity, equity, inclusion, and decolonization and the need to serve a highly diverse university community requires a move away from the current law enforcement model to a delivery model that emphasizes a community-centric safety approach. It identifies the main features of a community-centric safety approach for frontline security response to include the following elements:

1. Bias-free: Actively monitors for and removes individual and systemic bias in front line security activity, particularly as it relates to Black, Indigenous and other racialized groups.
2. Transparent and accountable: Maintains clear and effective mechanisms to uphold transparency and accountability.
3. Diverse and specialized: Maintains 24/7 delivery of front-line services that incorporate specialized professional social and mental health experts as alternatives or provides supports to front-line security staff.
4. Community-focused and collaborative: Engages actively with the campus community to collaborate in the definition and realization of safety.
5. Representative: Reflects the demographic composition of the campus community, particularly in terms of ethno-racial distribution.
6. Equity training: Establishes high quality anti-racism, equity, diversity, inclusion, and decolonization training for staff.

 As part of our commitment to review campus security and explore alternative models for community safety, ensure that the lens of equity, diversity and inclusion is central, and that the process will include community consultation (e.g., townhalls, focus groups) with Black community members.

Following the release of these two documents, York University, along with more than 40 Canadian post-secondary institutions, signed the Scarborough Charter[3]. The charter is a national pledge to ongoing action against anti-Black racism and to further progress towards Black inclusion.

This review is directly rooted in the experience of anti-Black racism and Black

uniformed security officials to be reassuring to their sense of safety. Such [diversity](#) and complexity on campus was exposed to some degree in an independent review conducted by Justice Cromwell of the University's policies, procedures and practices in light of the events that occurred on November 20, 2019, at Vari Hall, where pro-Palestinian and pro-Israeli groups came into conflict[10]. The Cromwell Review report focused on the University's rules in relation to free expression in extra-curricular activities by student organizations. It also discussed the use of space on campus and security matters, including recommendations for the University to employ security staff with additional powers under the [special constable](#) provisions of the then

. This recommendation was highly controversial, and the University did not req0. 612 792 reW* nBT/F1 12 Tf1 0 0 1 72.024 551.62 Tm0 g0 G[(did)-3(noB)] TJETQq0.00

restorative justice, including hosting

Review lens and language

Anti-Black [racism](#) provided a central historical context for this review, but as referenced in the principles identified above, the wider lens of equity,

A multi-faceted and iterative consultation process followed which included:

Development and release of a detailed consultation brief that identified the background and aims of the review and posed questions for discussion (Please see Appendix E for the brief).

An open invitation to the campus community to provide input through a variety of channels, including in person meetings, focus groups, and written submissions.

Focused invitations for meetings and focus groups to all York University equity deserving groups, with particular focus on Indigenous, Black, and other racialized groups (Please see Appendix C for the list of groups invited to participate).

Focused consultation sessions with York's administrative staff, faculty representatives, union representation, and with management and staff of York's Community Safety Department and York Security Services staff.

Three sessions with York University's Community Safety Council, which is an advisory body with responsibility for providing advice to the President and the Community Safety Department on safety matters.
   o The CSC, which meets quarterly, provides a mechanism for the participation and engagement of a broad cross section of York community members in the planning, delivery, coordination and evaluation of pan-University safety initiatives on York's campuses.

Three virtual town halls in 2022 that brought together a broad spectrum of campus administration and faculty.

An education session was held in March that involved York University and broader society participants to learn about and provide input into the review.

Development and release of three successive public reports that identified key topics and themes raised during consultations, which were released in May, July, and September 2022 to update community members and to solicit ongoing input (Please see Appendix F for the third and last Key Topics and Themes document).

Supporting security planning for events on campuses.

In addition, York Security Services provide background support services including:
Investigations and safety planning
- o Investigations and threat assessment personnel conduct safety risk assessments, develop personal safety plans for at-risk individuals, conduct non-criminal investigations and assist police with criminal investigations.

Safety infrastructure
- o Manage automated door access to buildings on university campuses, install and maintain CCTV and door access infrastructure and operations for the community.

Education, community relations, crime prevention and communications
- o Broadcast safety bulletins and emergency communication alerts.
- o Community Relations and Crime Prevention personnel collaborate with groups across York campuses to promote safety, undertake Crime Prevention through Environmental Design (CPTED) audits, analyze statistical information to formulate crime prevention programs and services, and conduct safety planning for events on York campuses.

Oversight of security activity
- o Provide training for security staff, investigate and follow up on community complaints, investigate the conduct of internal security staff, and conduct Use-of-Force reviews of security staff, where required.

It is important to note that York Security Services coordinate with other law enforcement and security partners on campus. Police are frequently called in on matters that go beyond the mandate, powers, and/or resource limitations of York Security Services. Police may be independently called on to York campuses by any member of the public including campus community members. Police also independently have full discretion at any time to enter on to York campuses to execute their mandate

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Security Services staff do not ho./F1 12 3-

2020	2,526	199	7.88 per cent
2021	2,527	172	6.81 per cent

Table 3 identifies 'Mental Health Act' Apprehensions under the Mental Health Act conducted by police on campus. As indicated, York security officials do not have powers to apprehend individuals under this Act and when individuals are deemed to pose a 'risk to themselves or to others', York officials must routinely call in police. Many police arrests on campus are directly related to mental health crises, with almost 40% of interventions on average over the four years focused on including Mental Health Act arrests.

Table 3: Mental Health Act interventions /Mental Health Act arrests conducted by Police on campus

Year	Number of Overall 'interventions' by police	Number of Mental Health Act Arrests	Percentage of arrests that are Mental Health Act based
2021	13	4	30.8 per cent
2020	17	8	47.1 per cent
2019	44	19	43.2 per cent
2018	42	16	38.1 per cent
4 year average	29	11.75	

Relevant equity related demands for policing

Three distinct equity related demands can be identified in policing that have led to efforts to reform policing to broaden their approaches from narrowly conceived law enforcement. These demands are:
1) an anti-racism demand;
2) a non-law enforcement mental health crisis response demand; and
3) a defunding and de-tasking of law enforcement demand.

1. Demand to end racism in law enforcement

Over the last few decades, there has emerged a heightened national and international focus on systemic and societal racism in major sectors, including

sectors

professional and non-professional, on whom the doors of upward equity are slammed shut. Just as the soothing balm of 'multiculturalism' cannot mask racism, so too racism cannot mask its primary target[20].

More recently, the Black

Engagement: Actively and regularly engage with diverse Indigenous peoples and racialized communities

Policy guidance: Adopt and implement all appropriate standards, guidelines, policies and strict directives to address and end

subsequent outcry for action to address anti-Black racism in law enforcement. While the majority of reviews were focused on racism, particularly anti-Black racism, many detailed concerns about students with mental health concerns. In most cases, the concern for mental health issues with campus security were tied to concerns of racism. Depending on the overall scope of the reviews, the recommendations that emerged focused on anti-racism in general across universities, but with a primary focus on addressing racism in the delivery of campus security/policing services.

Several common areas of concern about campus security services across jurisdictions in North America can be identified, these include racial bias in dispatching services, ID requests, the handling of non-campus community visitors on campus, including unhoused people, arrests, searches, use of force, referral to police, and disciplining processes.

Common themes can also be identified in measures proposed to respond to concerns of racial bias including:

Transparency and accountability measures such as:

- o enhanced oversight for campus security services, complaints and concerns;
- o regular collection of race-based data for analysis, with action if necessary;
- o regular reporting and evaluation of responses and other identity data of concern, if deemed relevant; and
- o a 24i0s-3(pQq0.00000912 0 612dop1 108.02 383.23 Tm0 g0 G[(re)-3(gu)-3(la)6(r)-6(re)-3(

diverse service population and identify and address race related and intersecting forms of bias and discrimination;

o reporting on racial, Indigenous, gender and other equity-focused demographic composition of security staff and leadership; and

o developing a comprehensive and pedagogically sound educational and development strategy to equip security staff with knowledge and skills to identify sources of bias and discrimination and address the needs of the community.

Community engagement and trust building measures such as:

o proactively engaging with the campus community to build trust and quality of service for marginalized communities;

o developing an understanding of the community demographic and cultural needs;

o clearly communicating the differences between campus security and police;

o consider changing the appearance of the current uniforms used by security personnel to avoid barriers to service for communities that have been traumatized or are triggered by police activity; and

While most of the campus reviews assessed have not explicitly questioned the law enforcement model, many have called for reallocation of resources to enhance

An independent and transparent complaints process for addressing concerns with York Security Services activity that would provide clear response and feedback of investigation results.

The need to focus on equity,

allow for discretion not to respond to the call or guide on how to handle it to prevent

focused administrative units. Those commenting on mental health response at York expressed frustration with the lack of clarity of roles and responsibilities for all actors involved at the University.

Several consultees refibilit

to be acknowledged by York Security Services and deeply incorporated into their activities. As part of this, some consultees identified the need for training for York Security Services staff related to several concerns of equity, [diversity](), [inclusion](), and [decolonization](). Overall, consultees from the general York community were unaware of what training frontline security staff receive. York Security Services staff and management pointed to a wide range of training provided, including [reconciliation]() with Indigenous peoples, [racism]() and [racial profiling](), [diversity](), [inclusion](), intersectionality, mental health and addictions, sexual and gender-based violence, responses

involving mental health experts with police on the frontlines as potential examples from which to learn and to establish similar approaches at York.

In addition, York Security Services management and staff pointed out that security staff(staf)6(f)] TJETQq0.00000912 0 612 792 reW* nBT/F1 12 Tfcp024 654.82 Tm0 g0 G[(staf)6(f)]

The need to ensure the safety of

Consultees indicated that York Security Services staff and Toronto Police Service officers have been known to identify students with precarious immigration status to immigration authorities. They noted that York University officially runs the Sanctuary Scholars program

risk to the campus and not the full experience of risk on and off campus and in digital spaces.

The need to ensure inclusion of Black and other racialized people from neighbourhoods adjacent to the Keele Campus

Some consultees expressed concern that the York University Keele campus was an unwelcoming place for Black and other racialized communities living in its vicinity, particularly from the Jane and Finch community. This, despite York's declared commitment to be an anchor institution for neighbouring communities that would seek to support disadvantaged, equity deserving communities in adjacent neighbourhoods like Jane and Finch[39]. As part of this strategy, facilities at York such as York Lanes shops and professional services as well as recreational facilities are to be made more welcoming for people from local neighbourhoods. The concern raised by consultees is that the University appears as a securitized and private environment that leads Black and other racialized individuals in adjacent communities to feel unwelcome. The appearance of security officials with their police-like uniforms contribute to this perception. In addition, some consultees indicated that there had been incidents where young Black and racialized youth from adjacent neighbourhoods had been questioned regarding their presence on campus recreational fields.

D. Overall findings and recommendations

The research and consultation conducted for this review leads to an undeniable conclusion. All factors suggest that a commitment to diversity, equity, inclusion, and decolonization and the need to serve a highly diverse community requires a move away from the current law enforcement model to a delivery model that emphasizes a community-centric safety approach.

The incorporation of York Security Services into the new Community Safety Department Services tyrl0 G[(792 reW* nBT/F1 12 Tf1 0 0 1 269.93 256.37 Tm0 g1 12 Tf1 0 0 1 35

police and private security actors[42] [43] [44]. To build trust, all law enforcement and security operations have a duty to demonstrate to these groups that

University itself is a major factor of concern from an anti-[racism](#) perspective and needs to be a source of concern in addressing safety and security needs at the University.

The following areas of concern and accompanying recommendations are made to advance the effort to proactively detect and address racial

will ensure ongoing focus on the matter that is connected to real world security activity.

Recommendation 1.2. Develop a racial profiling standard operating procedure and accompanying training

York Security Services should develop a racial profiling standard operating procedure that includes:
reference to the historical experience of racial profiling by Black, Indigenous and other racialized individuals in Canada;
An up-to-date definition of racial profiling; and
identification of sources of racial profiling in conscious and unconscious bias of individuals and in systems such as policies, practices, procedures and decision making processes, and which concrete identification of relevant practices, processes, policies, and procedures in law enforcement that have be known to contribute to racial profiling

law enforcement has demonstrated that [racial profiling](#) can enter many standard practices and processes. York's current practices have not been scrutinized for [racial profiling](#) concerns and may inadvertently contribute to [racial profiling](#). A systematic effort to review practices, processes, and standard operating procedures would

health profiling by community members to be compounded with unnecessary and poorly guided deployment of security staff. Also, Call Centre staff are currently able to deploy only front line security staff or call police. Deploying uniformed staff or police in response to vague calls of suspicious behaviour may itself be a form of unjust imposition on targeted groups that should be avoided as much as possible. This could still be the case even if security staff are instructed to not engage with suspected individuals and assess risk from a distance. Being watched at a distance by uniformed officials, if recognized, could be as stressful to historically targeted groups as being engaged by them.

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1.5. Preventing racial profiling in stop, engagement, and seeking

identification at York University and lacks any guidance on requirements from the University administration.

The unique situation of individuals with [precarious immigration status](#) on campus requires clear guidance for frontline security staff on the University's approved approach to handling their immigration status. Currently, there is no central acknowledgement of this and there is need for guidance on how to address this.

Currently, York University runs a Sanctuary Scholars Program that facilitates registration of students with [precarious immigration status](#). However, there have been no concrete steps taken to consistently protect these individuals from having their status being disclosed to police and immigration authorities by its Security Services. In

handed over to police for further action. In situations of non-compliance, security staff generally retreat, stay close in proximity to observe suspected individuals and call police. According to consultations with YSS management, the limited arrest powers and delayed police response often lead to suspects escaping.

Correspondingly, there are very few incidents of use of force, arrest, and search conducted by York Security Services staff. In the four calendar years from 2018 to 2022 there were a total of seven   and four   conducted by York Security Services staff. Moreover, there have not been any significant concerns raised about excessive use of force by York Security Services. Some consultees referred to an incident of 'use of force' attributed to racial profiling by a security guard at Shoppers Drug Mart in York Lanes. However, this was conducted by a private security guard employed by Shoppers Drug Mart and not by York Security Services staff.

The fact that few outside of York Security Services management and staff were aware that security staff have very limited powers to use force, arrest, and search individuals and rarely do, suggests a serious gap in communication about the actual nature of York Security Services on campus. This gap is related to a general disconnect between the University community and its Security Services that need to be remedied. Recommendations related to this will be addressed in a subsequent section on community engagement.

In reviewing the data on use of force, arrest, and search on campus, these activities are conducted on campus by Toronto Police in the majority of cases. The poor record of Toronto Police in preventing racial profiling in its activities and of holding itself and its officers accountable for this does not inspire confidence that these activities have been and will be performed on York's campuses in a non-biased fashion. From an equity, diversity, inclusion, and decolonization perspective, it is important that the University explore ways to minimize police involvement on campus. Further discussion on this and related recommendations will follow in the next section that discusses engaging police..

While use of force, arrest, and search are rarely conducted by York Security Services staff, they remain possible and authorized activities and there remains a need to ensure that these are conducted without influence of racial profiling. In this regard, a review of relevant standard operating procedures and accompanying training indicate that no effort to identify and address concerns of racial profiling have been incorporated into these procedures and training.

Recommendation 1.6. Enhance standard operating procedures relating to use of force and accompanying training to avoid racial profiling

York Security Services should incorporate guidance on the risk of racial profiling and ways to avoid this into

equity,

The power to use more aggressive use of force tools to restrain individuals and effect arrest.

The power under the authority of the Mental Health Act to apprehend and escort individuals who appear to a pose a risk to themselves or others to a safe place for examination, often a hospital.

The power to access the Canadian Police Information Centre data bases of criminal records.

Although special constables may retain a range of police like powers and authorities, a fundamental distinction between them is that special constables are employees of the institutions that employ them and are subject to regulation and discipline of the institution. Institutions like York University have no control over the behaviour of police on their premises, but would have significant capacity to control security staff operating with special constable powers and authorities.

It has also been noted that many, particularly in equity deserving groups, have expressed opposition to the possible presence of special constables in the mix of security staff at York University and elsewhere. This was clearly expressed during consultations for this review and was also expressed in response to the recommendation to employ special constables at York, found in the Cromwell Report. Opposition was also strongly expressed to the planned deployment of special constables at Metropolitan Toronto University (formerly Ryerson University) in the summer of 2020. These plans were ultimately eliminated following significant protest[52]. Concerns about special constables is rooted in the belief that special constables in effect prove to be the different from police. In this regard, individuals pointed to the experience of special constables at other university settings and in other institutions such as the Toronto Transit Commission (TTC), which already operates

Recommendation 1.9. Develop formal guidance relating to use of language in documentation and communication that addresses equity,

reporting has been identified across law enforcement to enhance trust and the provision of non-biased and non-discriminatory law enforcement service[54].

However, there remain some notable omissions in York Security Services transparency and accountability measures relating to concerns of [equity deserving groups](#).

It is notable that York Security Services does not publicly share its standard operating procedures. This may be inspired by policing practices to not share police procedures publicly out of fear that these will be manipulated by criminal elements to serve their purposes and undermine policing activity. However, in the United States, there have been high level calls for police to share their policies and procedures with their communities[56]. In addition, campus security work is significantly different from policing and there appears to be little risk by sharing these procedures with the University community. This would hedoar912 0 612 792 reW* nBT/F1 12 Tf1 0 0 1 497.02 567.22 Tr

concerns is a best practice that should be a part of a comprehensive complaint process[57].

It is also notable that while York Security Services share security incident information on its website, the categories employed for reporting do not directly speak to issues of particular concern to equity deserving groups such as hate-related activity. Among universities and other public institutions, York University is a leader in addressing hate activity on its premises. Currently, security staff are required to identify all hate-related incidents (including hateful graffiti incidents), open files, cordon off hate incident scenes, conduct investigations including using closed circuit television footage, and if violent, call police. In addition, follow up with victims is routine, including safety planning where warranted. Overall, there seems to be significant confidence in York Security Services handling of hate incidents. However, information related to hate is not publicly reported and is amalgamated in data sharing under the heading of Quality of Life on the York Security Services website. Significantly, this speaks to the lack of information sharing and communication attuned to the needs and concerns of equity deserving groups.

Recommendation 2.1. Publicly share Standard Operating Procedures of York University

York Security Services should publicly share all Standard Operating Procedures with the York University Community on its website. The only exception to this should be sharing procedures that clearly are proven to lead to compromise of Security Services activity.

Recommendation 2.2. Implement an independent complaint process

The Community Safety Department should develop and implement a clear, independent, and transparent process for complaints relating to York Security Services activities, which should include the following features:
 guidance on where internal complaints should be registered and how they will be handled;
 identification of external complaint mechanisms available to complainants;
 handling and investigation of complaints outside York Security Services;

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[57] Ontario Human Rights Commission, "Human rights and policing: Creating and sustaining organizational change", Pg. 41, 2001, https://www3.ohrc.on.ca/sites/default/files/attachments/Human_rights_and_policing%3A_Creating_and_sustaining_organizational_change.pdf

timely information sharing and formal response to complainants regarding the process and outcomes;

logging complaints for analysis of systemic issues of concern and possible action; and

public reporting of complaints made and how these complaints have been resolved.

Recommendation 2.3. Review communication and information sharing practices from an anti-racism and equity, diversity, inclusion, and decolonization lens

York

Law enforcement organizations have been increasingly called upon to attend to the types of personal and social needs identified. They have primarily oriented to address this by training initiatives for frontline officers. However, recent innovations in many settings have led to the harnessing of specialized expertise and person

delivery through coordination, collaboration, and the deployment of expert staff to undertake or support front line service delivery.

3.1. Response to the unique needs of equity deserving groups

The   strategy noted that safety services and programs should meet the needs of York's diverse campus communities. York Security Services staff frequently respond to concerns arising from incidents targeting many equity deserving groups including those experiencing anti-Black racism , anti-Indigenous racism, anti-Asian and other forms of racism, anti-Semitism, Islamophobia, ableism, homophobia and transphobia, language barriers, and creed discrimination. Such targeting may also be directed at York Security Services staff with backgrounds in targeted groups in the course of their work. Each of these equity deserving groups is unique with unique histories and experiences that present distinct safety and security challenges.

It is important to recognize that a strict frontline enforcement response is not always required for all safety needs and in the case of some equity deserving communities, can be triggering and traumatic. Non-uniformed responses to frontline security services need to be developed to address this concern.

Currently, frontline security staff receive annual training relating to the needs of identified groups, including anti-racism, racial profiling, Indigenous cultural practices, and trauma informed response. These training initiatives are provided by external experts, but seem to lack a coherent strategy to cover all relevant groups and are generally disconnected to the day-to-day activities of York Security Services front line activity.

York Security Services staff actively collaborate with other departments at York in response to many frontline situations. However, many situations occur during non-business hours and as the only 24/7 operation at the University, York Security Services is often called on to respond to situations without support. Many of these after-hours situations would not normally require a response from security staff. While there are other University departments that attend to matters of equity, diversity, inclusion, and decolonization, their work is focused elsewhere and their collaboration with York Security Services is limited. In general, broad equity, diversity, inclusion, and decolonization expertise is lacking in York Security Services frontline service. There is no staff or immediately accessible resource to support frontline service or attend to the various situations that would benefit from equity deserving group expertise. Notably, all major police services in the Greater Toronto Area have established in house units with this type of expertise to in part, support frontline service delivery.

Toronto Police for example maintains an Equity, inclusion & Human Rights Unit that is resourced with specialized civilian staff to provide this type of support[59].

Recommendation 3.1. Develop and maintain a coherent equity, diversity, inclusion, and decolonization strategy

The Community Safety Department and York Security Services should develop a coherent strategy to address the unique safety needs of equity deserving groups. The strategy should include:

a focused equity deserving group engagement strategy;
possible non-uniform responses to front line security service; and
a comprehensive training plan to ensure staff and management at all levels have the capacity to understand the experiences of trauma of equity deserving groups in Canada, particularly those with traumatic experiences with law enforcement, and effectively implement these learnings in specific job roles.

Recommendation 3.1.1 Develop capacity and expertise to support frontline response to the unique needs of equity deserving groups

The Community Safety Department should create specialized equity deserving group expertise and capacity in the department dedicated to supporting frontline Security Services response. Such expert support should be available 24/7 to support call centre assessment and triaging, assist and/or attend to incidents involving members of equity deserving groups, provide support to victims, and liaise and coordinate with relevant University departments and external agencies. In addition, this resource could lead engagement with campus equity deserving groups and support York Security Services training of b9420.0.19 Tmt.98r115.69 286.37 Tm0 g0 G[(In)8( )-3(a)4(ddition, t)] TJETQq0.0. TJq0.0. T

, suicide prevention, [trauma informed response](#), and crisis response. This training is delivered annually through experts.

Situations where individuals demonstrate mental health concerns and/or situations of mental health crises that potentially involve the need for apprehension under the represents a significant segment of York Security Services frontline activity. York Security Services respond to calls and depending on the nature of the call or incident, may connect with other University administrative units such as Residence Life, Community Supports and Services, Student Counselling, Health & Well-being (SCHW)

management is part of the

University for this review relates to individuals who have no affiliation with the University, but who see it as a place to obtain shelter and food. With the opening of two Toronto Transit Commission (TTC) subway stations on the Keele campus, many more such individuals can be found on this campus.

Research and consultation conducted for this review has confirmed that the current York Security Services response to the unhoused on campus, including many without affiliation with the University, focuses on an enforcement type of approach. This is a band-aid solution that does not address the

York University, the Community Safety Department and York Security Services

Regardless, it is not clear that comparison with the census population is the appropriate comparator for York University, and especially for York Security Services staff. To fulfill their mandate, law enforcement and security service organizations should be staffed to adequately represent the composition of the communities that they directly serve. This means that the proper comparator for representation of York Security Services should be the University community population, not other census indicators. There is a need to fully develop and refine the tools to gather this type of data and analyze and report on this data on an ongoing basis.

Without adequate measurement of staff representation, it remains a challenge to confirm how effective these initiatives have been and will be to ensure a representative staff in York Security Services. However, it should be noted that the Community Safety Department employs many students in its goSAFE program that provides escort services on York campuses.

It is important to recognize that having a representative staff is not by itself a solution to the equity, diversity, inclusion, and decolonization deficiencies of an organization. Other recommendations identified in this report are essential to empower this diverse representation and ensure that these deficiencies are addressed. One key measure undertaken by many organizations is to facilitate the development of equity deserving group employee networks to provide mentoring and mutual support and give voice to the unique issues faced by these groups as employees and as service recipients[70]. York University currently has pan-University groups that serve this function, but there are no such networks dedicated to staff of the Community Safety Department or York Security Services.

Recommendation 5.1. Fully implement tools needed to measure, address gaps, and report on representation ove 12 Tf1 0 TJETQq0.0000093240 G[ )]TJETQ4860 612 792 reW*nE

providing organizational and strategic direction. line staff and providing organizational and strategic direction.

York security staff training would benefit from a clearer strategy and added expert staffing to provide quality grounded education to the degree and extent needed.

Recommendation 6.1. Developing and adopting an anti-racism, equity, diversity, inclusion, and decolonization training strategy

The Community Safety Department and York Security Services should develop and implement a coherent strategy for anti-racism and equity, diversity, inclusion, and decolonization training that contains the following elements:

identification of essential subjects to be covered over a reasonable period; prioritization criteria for secondary types of anti-racism, equity, diversity, inclusion, and decolonization training connected to on the ground feeders such as incidents, complaints, human rights and equity related data analysis, current broader social issues, and environment of other initiatives being undertaken at the University; commitment to incorporating grounded scenario-based training connected to work roles, responsibilities, and experiences to both frontline and management staff; commitment to include the voices of affected individuals from equity deserving groups into training; commitment to ensure training incorporates consideration of intersectionality and relevant intersections; and evaluation of both training experience and impact assessment.

Recommendation 6.1.1. Creating in-house expertise and capacity for training activity

The Community Safety Department and York Security Services should ensure that adequate resources are dedicated to provision of training for York Security Services staff. This may include the creation of a new expert dedicated training position to coordinate and support training of York Security Services staff and adhering to the requirements of the strategy referenced in Recommendation 6.1.

7. Recommendations related to ensuring organizational structures align with a community-centric safety model

Based on the recommendations made above, a community-centric safety model requires substantial change to the way in which frontline service delivery is provided. Such a model looks to actively identify and address bias, significantly widen the range

of services and expertise deployed at the front lines, places transparency and accountability as major imperatives, and deeply integrates community engagement and collaboration into the core of safety and security work. These substantial changes suggest a significant restructuring of the organization, its culture, and its employment requirements.

7.1. Align service structures, culture, and employment with a community-centric safety model

A community-centric safety approach to frontline service does not eliminate the need for enforcement activities. In any approach to safety, there remain situations in which enforcement will be required. However, the idea is that enforcement is not the immediate assumed option, but one of many to be deployed depending on a carefully informed, evidence-based and situationally driven assessment of risk. For the Community Safety Department and York Security Services, this requires a careful re-structuring to facilitate a rebalancing of focus and resources from an over-reliance on enforcement agents to a new blend of preventative and supportive activities. However, enforcement agents at all levels will themselves need to have the willingness and capacity to fit into ety and security work.

Recommendation 7.1.1: De-emphasize policing and security guard experience and licensing

All employment elements including job descriptions, recruitment, selection, and promotion should align with the new community-centric safety model for frontline security work and should not overly favour policing and security guard

Recommendation 8.1.3. Action planning

Detailed action planning should be undertaken as soon as possible to prioritize and map out change initiatives.

Recommendation 8.1.4. Share review report and annually publicly report on progress of implementation

Digital (Internet) Harassment - Internet harassment, also referred to as "cyberbullying", is the term used to describe the use of the Internet to bully, harass, threaten, or maliciously embarrass.
https://www.ccohs.ca/oshanswers/psychosocial/cyberbullying.html

Diversity - the ways that people differ from one another including, but not limited to, race, ethnicity, age, gender, nationality, religion, sexual orientation, socioeconomic status, disability, and language.
https://www.yorku.ca/laps/addressing-anti-black-racism/glossary-of-terms/

Equity – recognition that the society we live in is not a level playing field and that some people have easier access to social capital and enjoy greater protection and freedom because of their race, class and gender.
https://www.yorku.ca/laps/addressing-anti-black-racism/glossary-of-terms/

Equity deserving groups – equity deserving groups are communities that experience significant collective barriers in participating in society. This could include attitudinal,

Racialized – a process of imposing racial construct(s) to a person, group, relationship, or practice.   Data – Carl James
https://news.yorku.ca/files/Feasibility-Study-Unlocking-Student-Potential-through-Data-FINAL-REPORT-Feb-2017.pdf

Racism - According to the Ontario Human Rights commission: racism
                                                Racism

Transphobia – is the unrealistic or irrational fear and hatred of cross-dressers, transsexuals and trans genderists. Like all prejudices, it is based on negative stereotypes and misconceptions that are then used to justify and support hatred, discrimination, harassment, and violence toward people who are transgendered. https://www3.ohrc.on.ca/sites/default/files/Policy_on_discrimination_and_harassme nt_be cause_of_gender_identity.pdf

Trauma Informed Response – Trauma and violence-informed approaches are policies and practices that recognize the connections between violence, trauma, negative health outcomes and behaviours. These approaches increase safety, control and resilience for people who are seeking services in relation to experiences of violence and/or have a history of experiencing violence.
Trauma and violence-informed approaches require fundamental changes in how systems are designed, organization's function, and practitioners engage with people based on the following key policy and practice principles: Understand trauma and violence, and their impacts on peoples' lives and behaviours create emotionally and physically safe environments. Foster opportunities for choice, collaboration, and connection Provide a strengths-based   and capacity-building approach to support client coping and resilience.
https://www.canada.ca/en/public-health/services/publications/health-risks-safety/trauma-violence-informed-approaches-policy-practice.html

Triaging – The overall purpose of a triage system is to minimize illness and injury for a population overall, as opposed to individual illness and injury risk. There are published frameworks that outline the ethical principles that guide triage systems. https://med.uottawa.ca/pathology/sites/med.uottawa.ca.pathology/files/clinical_triag e_pr otocol_for_major_surge_in_covid_pandemic_-_march_28_20205.pdf

Trigger/Triggering – Are sensory stimuli connected with a person's trauma, and dissociation is an overload response. Even years after the traumatic event or circumstances have ceased, certain sights, sounds, smells, touches, and even tastes can set off, or trigger, a cascade of unwanted memories and feelings. When they do, the survivor might react with an adrenalin-charged fight-flight-or-freeze response or by dissociating. Dissociation separates a person emotionally from the trauma and, sometimes, from the current setting. Triggers initiate an emotion reflex.
 https://safesupportivelearning.ed.gov/sites/default/files/Triggers.pdf

Unconscious bias - Unconscious biases are a fact of life. Everyone harbors them—and takes them into the workplace. Unconscious biases in the workplace can stymie diversity, recruiting and retention efforts, and unknowingly shape an organization's

culture. Unconscious bias can skew talent and performance reviews. It affects who gets hired, promoted, and developed—and this unwittingly undermines an organization's culture.

Horace McKormick, "The Real Effects of Unconscious Bias in the Workplace" (2016), online: http://www.kenan-flagler.unc.edu

Unhoused - (formerly known as homelessness) - Is stigmatized and often addressed with criminalization, violence, and aggressive policies that violate, rather than safeguard, the rights of the persons involved. Persons experiencing unhoused situations are also often discriminated against, based on their housing status or due to their lack of official address, affecting their political,

Appendices

Appendix A – Summary of Recommendations

1. Recommendations related to measures to address bias in front line security service delivery
   o Formally acknowledge [racism](#)
   o Ensure anti-racist and anti-bias service in front line security activity -call centre, deployments, stop practices, seeking identification, searches, arrests, detentions, use of force, referrals to police, trespassing, public reporting and communication, uniforms
   o Policy and practice review and development, associated training, and monitoring
   o Collect race-identity data to monitor for racial bias
   o Undertake regular equity focused qualitative research initiatives

2. Recommendations related to transparency and accountability
   o Publicly share Standard Operating Procedures
   o Implement an independent complaint process
   o Publicly report on security activity

, 3.

3. Recommendations relating to diversification of frontline service delivery

   o Maintain an ongoing equity, [diversity](#), [inclusion](#), and equity ag, and its strategy
   o Deploy front line supports to address needs of [equity deserving groups](#)
   o Deploy a hybrid response to mental health crisis
   o Establish inter-departmental mental health crisis response protocols
   o Enhancing mental health-

6. Recommendations related to establishing high quality anti-racism, equity, divere *ħBT/F3 12 T re8

Appendix B – Infographic
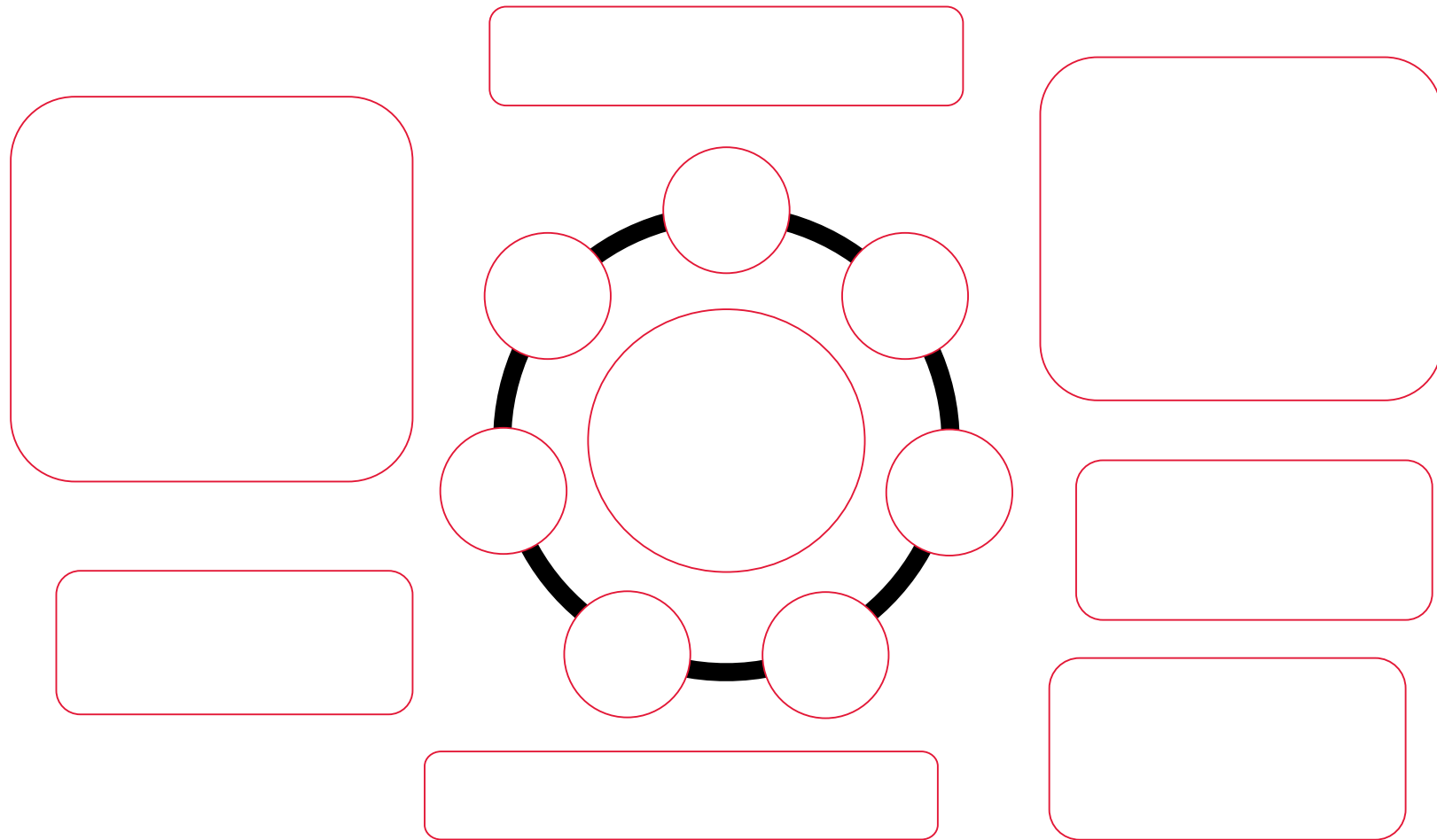
34	York Community Town Hall 3 Session registrants
35	York Federation of Students (YFS) Executives
36	York Security Supervisors
37	York University Graduate Student Association (YUGSA) Executives
38	York University Security officers

Kamloops Indian Residential School, Resistance and a Reckoning. She has published three other books, numerous articles, reports and co-directed three films including Pelq'ilc (Coming Home) with the children and grandchildren of the original participants from KIRS. She is a former chair of Senate and recently completed a term as Associate Vice-President Research.

Cameron Baguley is a project manager at York University that has extensive experience in the development and implementation of a wide range of projects and initiatives launched across campus. As well, Cameron posses an in-depth understanding of the Community Safety Department and their interactions with other various stakeholders in the community. In his previous role, he helped navigate the transition to online learning and remote working for students, staff, and faculty at the onset of the COVID-19 pandemic and the subsequent return to campus policies and procedures.

Dr. Lorne Foster is a distinguished scholar and Professor in the School of Public Policy & Administration (SPPA) at York University and the York Research Chair in Black Canadian Studies & Human Rights (Tier 1.) He was the inaugural Chair, Race inclusion and Supportive Environments (RISE) and currently serves as the Chair of the

class and citizenship as they shape identification/identity; the ways in which accessible and equitable opportunities in education and employment account for the lived experiences marginalized community members. He seeks to address and move us

Appendix E – Consultation Brief

YORK UNIVERSITY- SECURITY SERVICES REVIEW CONSULTATION BRIEF

OBJECTIVES OF THIS BRIEF

Provide community members with background context, and information so that they are encouraged to participate and provide meaningful input into the consultation process.

Assist in the process of arriving at concrete recommendations for action.

PRINCIPLES

The review is guided by an anti-racism, justice, equity, diversity, and inclusion lens.

Flexibility is a key principle and multi-channel options for consultation will be offered, including written submissions, focused meetings, and town halls, with offerings in bilingual and accessible formats.

Inclusive, respectful and collaborative dialogue and diversity of thought will be encouraged, and individual confidentiality will be maintained in the final report.

It is appreciated that safety on campuses is a shared priority for everyone; how an individual feels safe is shaped by several factors specific to one's lived experiences and intersectional identities.

It is also appreciated that individuals hold complex, intersectional identifiers where multiple affinities may apply (e.g., race, ability, religion, and gender). No one term can capture and adequately describe this complexity. For practical purposes, this review will use terms referred to in current anti-racist, equity, diversity and inclusion (EDI) and human rights work but individuals should be allowed to self-identify themselves in words that have meaning for them.

The work of security services and other actors who are responsible for campus safety is challenging and complex, governed by provincial and municipal legislation

restorative justice, including hosting of education sessions and providing updates for the community on the review website and at consultation meetings.

CONTEXT

o   The consultation process will include formal written submissions, interviews, meetings with key equity-deserving stakeholder groups within the University, consultation with the President's Safety Council, focus groups and town halls.

ANTI-BLACK RACISM, JUSTICE, EQUITY, DIVERSITY, AND INCLUSION

Anti-Black racism provides a central historical context for this review, but the wider lens of EDI will also be a focus. Equity seeking groups include groups who may be disproportionately negatively impacted with respect to issues of safety and the interface with law enforcement and security agencies; these groups will be included for focused consultations along with Black community members. Equity-deserving groups can include those who are experiencing: anti-Indigenous racism; anti

such as the   , and York University policies and
procedures
- o Toronto Transit Commission (TTC)

- o Install and maintain CCTV and door access infrastructure and operations for the community

Education, community relations, crime prevention and communication

- o Broadcast safety bulletins and emergency communication alerts
- o Community Relations and Crime Prevention personnel collaborate with groups across our campuses to promote safety, undertake Crime Prevention through Environmental Design (CPTED) audits, analyze statistical information to formulate crime prevention programs and services, and conduct safety planning for events on our campuses

Oversight of Security activity

- o Investigate and follow up community complaints, investigate the conduct of internal security staff, and conduct Use-of-Force reviews of security staff, where required.

- o enhance oversight for campus security services complaints and concerns
- o regularly collect race-based data, analyze, action if called for, regularly report, and evaluate impact of responses and other identity data of concern, if deemed relevant
- o adopt a clear and comprehensive policy and process related to the handling of complaints.

Fair and bias-free security work

- o review, re-imagine and clearly publicize the mission of the review, which should include providing a safe and secure campus environment free from racial and other forms of bias
- o review security policies, protocols and practices to ensure equitable response, fair and bias-free treatment and enforcement including, call centre referrals; asking for identification, searches, use of force, decisions to trespass individuals, and decisions to arrest and call in police
- o create specific racial profiling and EDI-focused policies, where deemed needed.

Recruitment and education

- o modify recruitment and hiring practices to ensure that security staff are best situated to identify and address intersectionally-racial and other forms of bias and discrimination and that they can understand the needs of diverse demographics on campuses
- o report on racial, Indigenous, gender and other EDI-focused demographic make-up of security staff and leadership
- o develop a comprehensive and pedagogically sound educational and development strategy to equip security staff with knowledge and skills to identify sources of bias and discrimination and address the needs of the community.

Community engagement and trust building

- o proactively engage with the campus community to build trust and quality of service for marginalized communities
- o understand community demographic and cultural needs
- o clearly communicate the differences between campus security and police
- o consider changing the appearance of the current uniforms used by security personnel to avoid barriers for service to communities that have been traumatized or are triggered by police activity
- o improve communication about the services that security staff provide and the scope of their enforcement.

DISCUSSION QUESTIONS

Transparency and accountability

What accountability measures can be implemented to ensure York Security Services are free from bias and discrimination?
How can oversight of York Security Services be enhanced?

What data should Security Services collect and report publicly to ensure fairness, transparency, and accountability?

How should complaints be reported?

Specific services and activities

Are there any specific activities carried out by York Security Services, including the way in which they are carried out, that are of concern—from a bias and discrimination perspective?
How can these concerns be addressed?

Recruitment and education

What attributes and qualifications should we be looking for when recruiting security front-line staff and security leadership?

What types of staff education would be effective/ineffective to change attitudes and behaviours in security/policing?

How do we ensure on-going review of practices, challenges, successes, and education with, and for those involved in security services?

Community engagement and building trust

What strategies should York Security Services utilize to cultivate confidence and trust with marginalized individuals on campus?

B. THE ROLE OF SECURITY SERVICES IN THE WIDER CONTEXT OF COMMUNITY SAFETY SERVICES

Preamble: Campus security services have traditionally been structured on a law enforcement model and have employed staff recruited with enforcement roles and responsibilities in mind. Recently, calls are being made to reallocate resources to enhance capacities to support vulnerable communities and provide crisis support through non-enforcement services that are staffed by specialized mental health and social work professionals with experience in anti-racism and EDI.

DISCUSSION QUESTIONS

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- o What should be the primary roles and responsibilities of Security Services in maintaining safe and inclusive campuses?

- o Are there any roles and/or activities carried out by York Security Services that should be modified? If so, how can this be done?

- o What skills and experiences are needed to deliver the recommended roles and responsibilities for Security Services?

Response to crises or mental health needs

- o Under what circumstances would it be appropriate/inappropriate for Security Services to respond to a person experiencing a mental health crisis?

- o If specially trained mental health workers are preferable in some circumstances, how should they work with Security Services and other on partners both on and off campus?

- o What are the resource implications of this change, and how should they be handled?

C. OTHER CONSIDERATIONS

- o Do you have additional thoughts or ideas regarding York Security Services that you believe should be considered in this Security Services Review which might not be covered in this document?

- o Do you have suggestions on how any recommendations should be implemented?

You can provide your input on this review at: securityreview@yorku.ca

Appendix F

SECURITY SERVICES REVIEW

PRELIMINARY EMERGING

2022

SEPTEMBER 2

YORK U

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 <u>unhoused</u> 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

<u>unhoused</u> population — address the needs of the <u>unhoused</u> 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-<u>racism</u> 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

Topics	Current State	Related Consultee identified

Under the current legal and policy mandate, York Security Services staff are empowered to use force only on a defensive basis and are unable to aggressively use force or effect arrest.

Without

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