

DIVISION: Division of the VP Finance and Administration

UNIT: Community Safety

PLAN ID: 1333

6. Living Well Together

6.1 Support and Operationalize the Cromwell Report

Action/Strategy:

6.1.1 Include crowd crisis management and de-escalation training during Block Training for Security Officials as well as continue with annual de-escalation training

Measures/Metrics/Milestones:

Measuring reaction, learning, behaviour and results/annual review May 2020-2025/instructor evaluation during scenario based training

6.1.2 Oversee the creation implantation of new CSD Event Planning SOP

Nov. 23, 2020 post delivery of event planning Table Top exercise and implementation of feedback/inputs before pan-university consultation
Jan. 1, 2021 assist in scheduled roll-out of new Event Planning SOP to CSD members and create greater alignment with external law enforcement & security partners re: crowd familiarization & risk assessment training
Nov. 31, 2020 submission of -5- Cromwell Report (CR) and -2- Working Group (WG) Recommendations

6.2 Implement an automated access control system to increase administrative and customer service efficiencies

Action/Strategy:

6.2.1 Create and implement a campus access approval online portal to improve programming of card access and expand the campus access online portal to include specific programming options and more notification features

Measures/Metrics/Milestones:

Reduce time to process access and reduce errors. Produce transparent and timely access data reports on a monthly basis

6.3 Increase Fire Code and fire prevention compliance measures and processes

Action/Strategy:

6.3.1 Develop collaborative triaging, tracking and resolution mechanisms with Facilities Services and Fire Prevention to address preventative measures for Fire Code compliance

Measures/Metrics/Milestones:

Increased collaboration on resolving issues and repairs
Reduced times for resolution of issues
Increased compliance

6.4 Implement an education and training program for faculty, staff and students with a focus on emergency procedures and fire prevention

Action/Strategy:

Measures/Metrics/Milestones:

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6.4.1 Provide accessible in-person and online training sessions for faculty, staff and students, including emergency response warden training, Fire Extinguisher Training, and fire drills

Increased number of community members receiving training
Increase in knowledge on emergency and Fire Code procedures and fire safety

6.5 Support departmental staff during the COVID-19 emergency

Action/Strategy:

6.5.1 Conduct regular employee engagement, staff town halls, and mental health and wellness supports

Measures/Metrics/Milestones:

Increased participation in staff Town Halls, timely resolution of employee issues, implementation of specialized health and safety protocols

6.6 Support efforts to launch the Markham campus by 2023

Action/Strategy:

6.6.1 Commence the safety and security assessment and planning process for Markham operations

Measures/Metrics/Milestones:

Consultations held with Deans and with Admin staff. Incorporation of feedback from consultations
Development of final service delivery model, standards and budget

6.7 Work in partnership with internal divisions and community partners to support safe campuses

Action/Strategy:

6.7.1 Hold regularized, collaborative meetings with staff, student and faculty groups and foster positive relationships with Toronto Fire, Hospitals, Toronto Police Services, TTC and municipal government agencies. Continue work with social services agencies, the Observatory on Homelessness and the School of Nursing to support homelessness on campus

Measures/Metrics/Milestones:

Number of meetings held and collaborative initiatives developed
Increased collaboration with social services agencies and the City on addressing homelessness on campus

6.8 Implement priority initiatives under the Community Safety Strategy in collaboration with the Community Safety Council, including initiatives to address anti-Black racism, inclusion and diversity

Action/Strategy:

6.8.1 Consult with Safety Council. Consult on refinements made to policies and practices within the context of anti-Black racism

Measures/Metrics/Milestones:

Implementation of Year 2 initiatives. Number of consultations held. Implementation of communications to community on changes made

6.8.2 Continue to provide education and training on racial profiling and human rights through the CHREI for all community safety managers and staff. Implement education on anti-Black racism

Measuring reaction, learning, behaviour and results/annual review May 2020-2025/peer and manager feedback/assessments. Community consultation feedback

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6.9 Review and update Emergency Policy, Procedures and Plans

Action/Strategy:

6.9.1 In consultation with Emergency Preparedness Advisory Committee and PVP, review and update the University/department's Emergency Policy, Procedures and Plans to reflect learnings from responding to emergencies over the past year (e.g. COVID-19 pandemic, and cybersecurity, infrastructure, fire, and weather emergencies)

Measures/Metrics/Milestones:

Consultations and updating of plans for responding to a wide range of types of emergencies will commence once the department's staff are redeployed from the EOC and available to undertake this work

6.10 Continue to coordinate the university's emergency response and recovery efforts for COVID-19, while the federal/provincial emergency is in effect and while the university's state of campus disruption and emergency measures are in effect

Action/Strategy:

6.10.1 Create and implement the Return to Campus Logistical overview for support services encompassing, Community Safety, Ancillary services (Parking / Food Services / YU Card) and Facilities services (grounds, custodial services, and maintenance). Including the services implementation for winter operations and emergency reports

Measures/Metrics/Milestones:

6.10.2 Lead the University's COVID-19 Emergency Operations Centre during periods that it is activated and redeploy staff to the EOC to support the work of the Command, Planning, Operations, and Logistics sections of the EOC. Once the new COVID-19 Planning and Response Group is activated, ensure a smooth transition and provide ongoing expertise/supports to the work of the Group

Anticipate that the EOC will be de-activated late 2020 and may be reactivated in 2021 if there is a significant escalation of COVID-19 on campus or in Toronto that requires an EOC response. The new COVID-19 Planning and Response Group will replace the EOC during times that it is de-activated