



Campus Security and Emergency Services

Annual Report: 2024 / 2025



Land Acknowledgment

We acknowledge that Queen's University is situated on traditional Anishinaabe and Haudenosaunee territory. We are grateful to be able to live, learn, play and provide security services for all on these lands.



Elbow Lake Environmental Education Centre, Queen's University



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"Bringing Queen's together to build a safe and empowered community."

MISSION

Working collaboratively with the Queen's community and Kingston community partners to support a safe and secure campus environment for Queen's University students, faculty, staff and visitors. Campus Security and Emergency Services provides leadership in security services and expertise in investigation. As champions in promoting an equitable and inclusive environment free of discrimination and bias, we continually strive to understand the needs of our community. Our strategies, solutions and partnerships prioritize a safe and welcoming campus.

OUR VALUES

Accountable

Campus Security and Emergency Services holds itself accountable to develop and deliver methods and approaches that meet the unique and diverse safety needs of students, staff, faculty, and visitors.

Adaptable

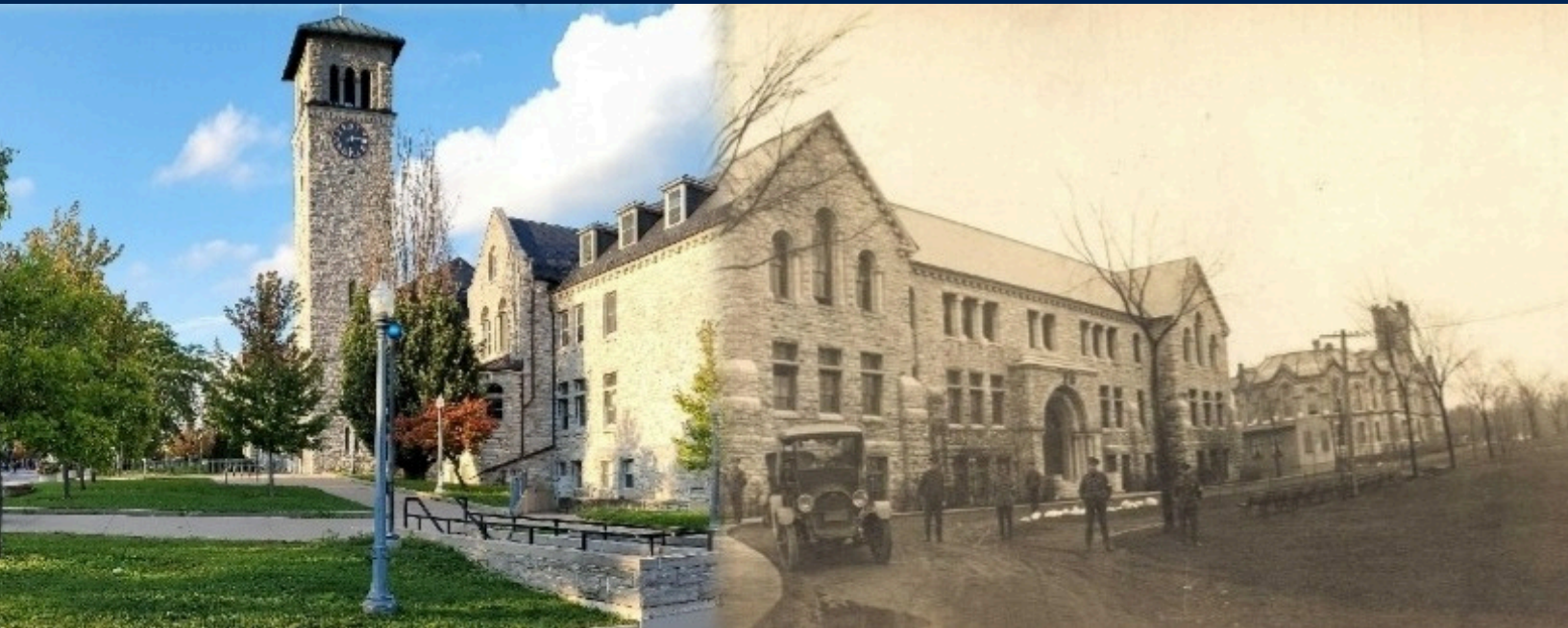
Campus Security and Emergency Services critically analyzes the evolving needs and expectations of the campus community and adapts our approaches to lead in the delivery of forward-thinking solutions.

Inclusive

Campus Security and Emergency Services embraces and defends Queen's University's commitment to diversity, equity, and inclusion, and operates with the highest respect for all persons we serve.

Professional

Campus Security and Emergency Services operates in accordance with strict policy and procedure guidelines that ensure our services are progressive, dedicated, consistent, and reliable.



Message from the Director

Christopher Scott

I am very pleased to present the Queen's University Campus Security & Emergency Services (CSES) inaugural Annual Report. We are excited to share with you how the Campus Security and Emergency Services team supports the academic mission of the University and leads from a place of inclusivity, serving and protecting the entire campus community and beyond.

Having started with CSES in late 2023, I am grateful to have joined such an experienced and dedicated group of individuals. I hope through collaboration both internally and with the various support units within Queens and the greater Kingston Community, to advance the response capabilities of CSES. I am proud to have the opportunity to lead such a diverse team of security professionals. Our mandate as security professionals is to provide the campus community with a safe and secure environment for living, learning, working, and excelling as one of Canada's leading Universities.

The University is currently served by twenty (20) frontline Security personnel, which includes: eight (8) Security Supervisors, four (4) Emergency Response Centre Operators, four (4) Security Practitioners, four (4) Term Practitioners, and several casual employees working in Emergency Report Centre Operator and Patroller roles. Supervisors and Practitioners work alongside one another to investigate incidents, patrol the campus, partake in community engagement initiatives, and respond to emergency calls for service. Supporting our frontline are our Emergency Report Centre (ERC) Operators who field all incoming calls, coordinate emergency response efforts, compile statistics, monitor emergency phone activations, review video surveillance, and coordinate facility repairs outside of normal business hours. This type of security coverage is provided to our campus community 24 hours a day, 365 days a year, all while maintaining an elite level of professionalism with acute attention to detail.

Members from the Campus Security team were instrumental in writing the new Queen's University Emergency Management Plan. CSES has also worked in alignment with other on campus departments to facilitate an emergency exercise training opportunity which provided real-time functional feedback for operational security improvements. This type of training will continue annually.

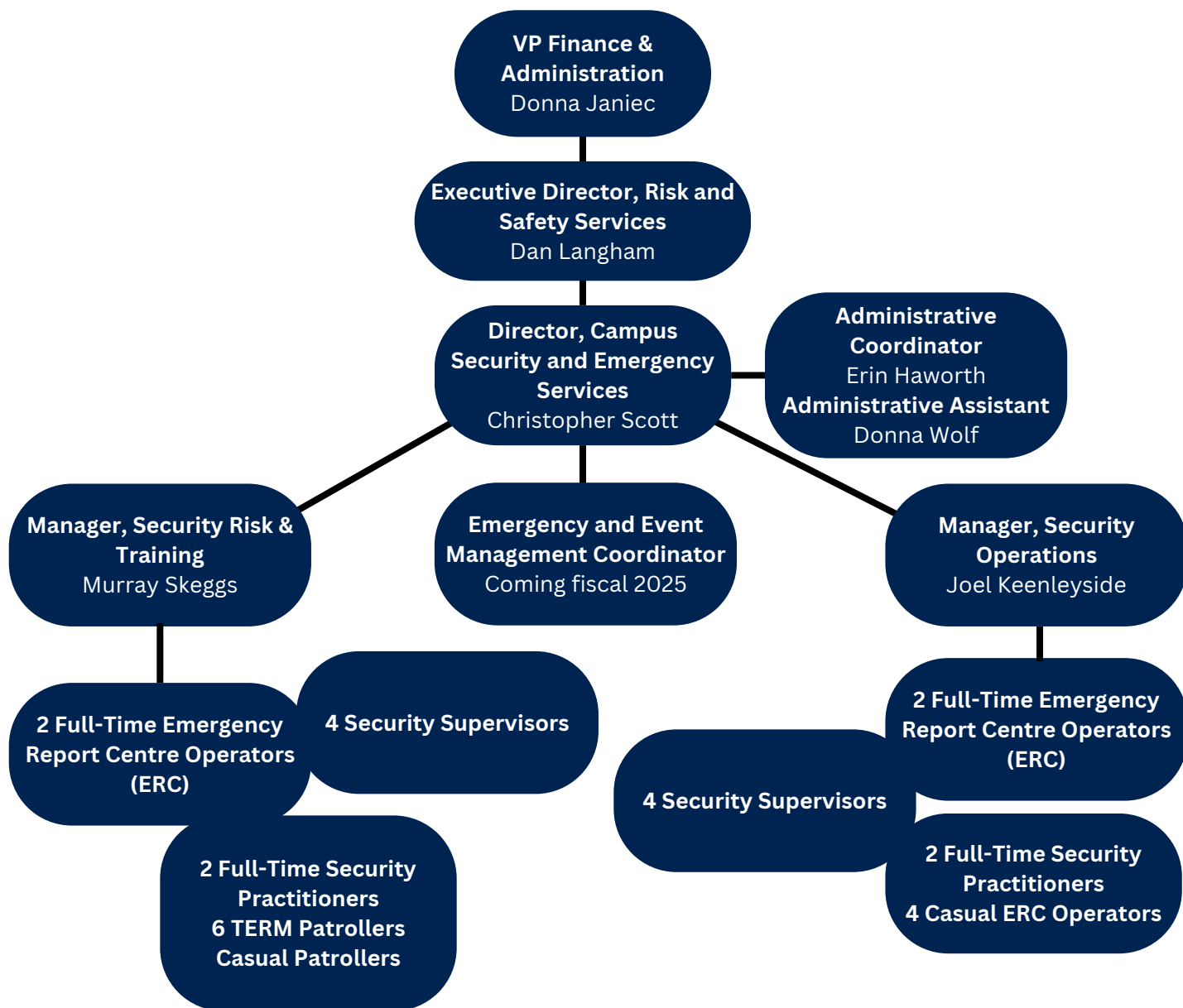
One of the most important, and yet underappreciated things any security department can do for an educational institution is to ensure an overall safety awareness and to encourage all members of the campus community to stay as informed as possible. To aid in the efforts of all safety related services, we encourage staff, faculty and students to use our SeQure App, which includes access to emergency messaging, safety training, and personal safety plans.

The strength of Campus Security and Emergency Services lies in our dedicated team of security professionals. As such, in the next fiscal year, Campus Security and Emergency Services will focus on staff development. Although each academic year presents its own unique set of challenges, our dedicated Security staff have remained diligent and steadfast in maintaining Queen's University long standing tradition of excellence



Christopher Scott
Director of Campus Security & Emergency Services

2024-25 Organizational Chart



"Our mandate is to provide the campus community with a safe and secure environment for living, learning, working and excelling as one of Canada's leading Universities."

On-Campus Emergency Response Mechanisms

Emergency Report Centre (ERC)

In October 2018, the re-imagining of an existing Queen's owned infrastructure, the old administrative wing of the St. Mary's of the Lake Hospital began. It was at this time, former Director, Todd Zimmerman, brought to life the vision for a brand new state-of-the-art Emergency Report Centre (ERC).

Fast forward and with now only minor details left to complete. Campus Security and Emergency Services is incredibly proud to present the brand new ERC. A space built from the ground up, with acute attention given to every detail.

ERC Operators now have a space specifically developed for optimal operation, safety and service. Each ERC operator can now comfortably work alongside one another during times of high call volume. Each operator is able to fluidly access all the available equipment and software, translating into an incredibly effective "finger on the pulse" of what's happening on campus.

As you can see from the pictures, the CCTV screens are in direct eyeline of both workstations. Wiring (and there is a lot of it!) runs under raised floors, making it safer to navigate. The office is designed to be constantly used, 24 / 7 / 365, so there is a kitchenette, bathroom, and server room all within the space for the operator on duty to use.



Emergency Operations Centre (EOC)

Within the new Campus Security and Emergency Services space, Queen's University has built an Emergency Operations Centre (EOC). This room allows senior leaders from across the campus and community emergency responders to coordinate their response during emergencies, unexpected natural disasters, or any major event requiring a coordinated response.



SeQure App

SeQure is a mobile safety app developed specifically for the Queen's community. It provides quick access to Campus Security and Emergency Services resources, including the campus security emergency line, other emergency contacts, access to student government services such as AMS Walkhome, access to Campus Maps, an option to report that you are working alone on campus via Work Alone, and the ability to report suspicious activity. The app also allows CSes to provide push notifications to the University community regarding status updates.

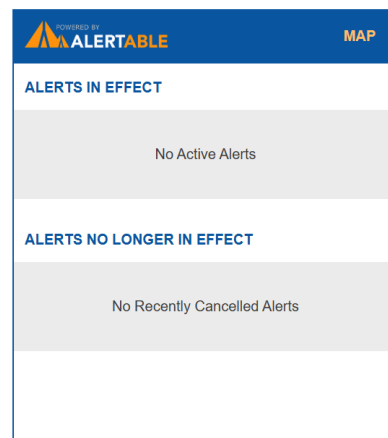
*download from the App Store or Google Play Store.

Alertable

Queen's University Risk and Safety Services has partnered with Alertable to provide QUAerts emergency messaging for our campus community.

QUAerts is a service that allows Queen's University to quickly send important messages via email, SMS text and text-to-voice, and the SeQure app.

*download from the App Store or Google Play Store.



Frontline Response Team

Queen's University Campus Security and Emergency Services (CSes) is a department of highly trained security professionals who are responsible for the safety and security on campus.

CSes falls under the Risk and Safety Services portfolio at Queen's University, led by Executive Director, Dan Langham. Risk and Safety Services also includes Enterprise Risk Management, Environmental Health and Safety, and Insurance Services. CSes works in conjunction with these departments to protect campus infrastructure, it's students, faculty, staff, and visitors.



Reporting Incidents

To ensure we effectively serve our campus community, we encourage people to report concerns or incidents. As a result, we have seen a consistent increase in the number of incidents reported over the years.

The total number of incidents reported increased by 1,213, totaling 10,742 reports taken in 2023/2024.

We saw a notable increase of calls for medical assistance, mischief and suspicious activity.

Having the campus community report incidents as they occur is critical in enabling our staff to respond promptly.

Blue Light Emergency Phones

Scattered throughout the Queen's University Campus, and seen from almost everywhere are glowing blue lights atop tall poles. Each blue light is a critical link in on-campus communications with our frontline response team in any type of emergency situation. By pressing the red button located on the yellow phone box, you are immediately connected with an operator in our Emergency Report Centre and security personnel are dispatched to each call.



For more details regarding our departmental response to incidents occurring on campus, please use this conveniently placed QR code.



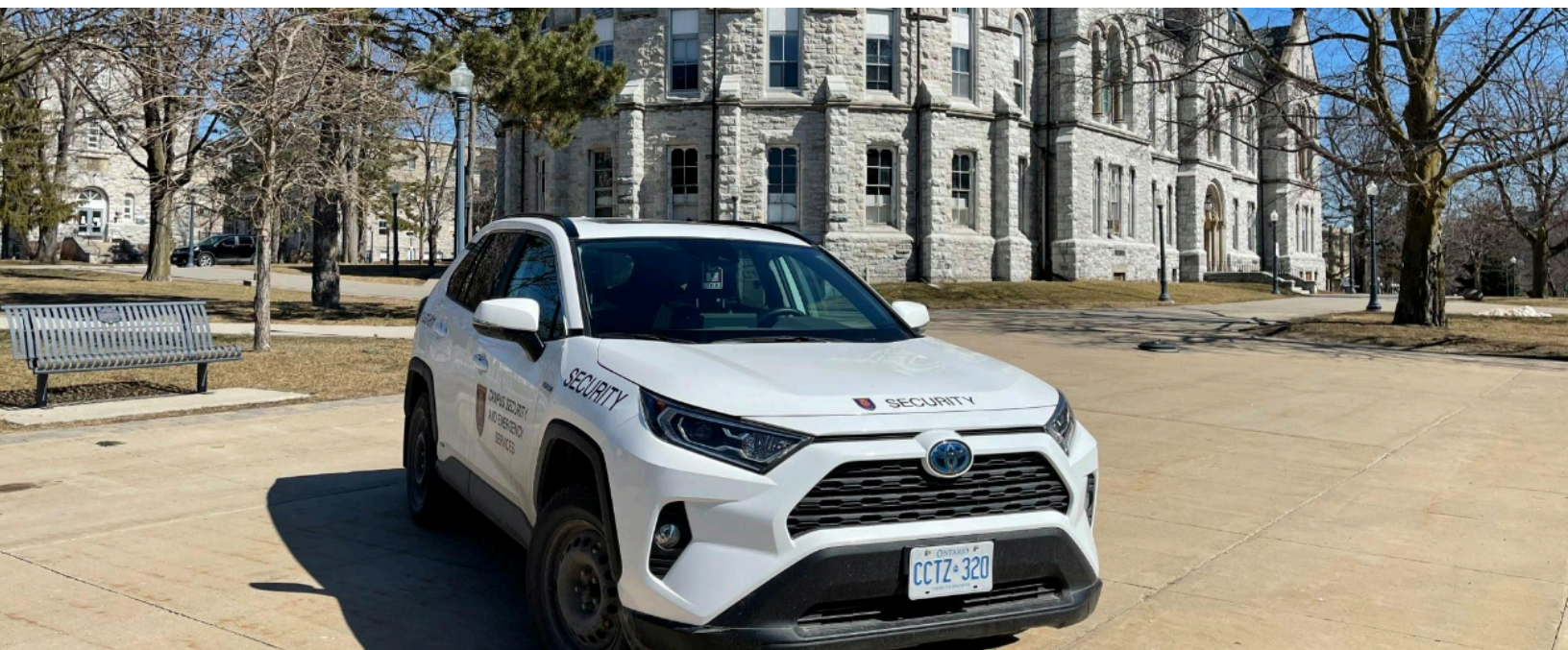
Image above: Kingston Fire and Rescue and Campus Security on scene at Smith House for a fire alarm call, the day before Homecoming weekend commenced.

Professional Development

Queen's University Campus Security and Emergency Services security personnel work in a culturally dynamic campus environment. To ensure our staff are able to best serve the students, staff, faculty, we embrace the professional development of all staff on an annual basis. By providing opportunities for professional development and continuing education, staff maintain an enhanced level of knowledge and expertise related to their positions.

Here are a few examples of some of the certificates, diplomas, and titles our personnel hold:

- Diploma's in Law and Security, Police Foundations, Security Management, Corrections
- Licenced in Private Investigation
- First Aid, CPR, Automated External Defibrillator (AED)
- Mental Health First Aid
- Applied Suicide Intervention Skills Training (ASIST)
- The Working Mind
- Verbal Intervention
- Trauma-informed Care Concepts
- Positive Space
- Powers of Arrest
- Use of Force
- Self-Defence Tactics
- Responding to Sexual Violence
- Workplace Violence Awareness
- Crime Prevention Through Environmental Design (CPTED)
- International Police Mountain Bike Association (IPMBA) Security Course
- Crisis and Conflict Management
- Tactical Communications
- Equity, Diversity and Inclusion
- Incident Management System (IMS)
- Human Trafficking Awareness
- Investigative Interviewing
- FBI National Academy



On-Campus Training Facilitators for,

Applied Suicide Intervention Skills Training

Since 2019, our staff, along with staff from Health Promotions, have been facilitating the Living Works' Applied Suicide Intervention Skills Training (ASIST). Between the two departments there are now three qualified instructors to facilitate the two-day interactive training in suicide first aid. The training teaches participants to recognize someone who may be experiencing thoughts of suicide and how to work with them to create a plan that will support their immediate safety.



If you are interested in taking ASIST, please check out the Health Promotions website and calendar to sign up:

<https://www.queensu.ca/studentwellness/groups-events-trainings>

The Working Mind Training

Members of our team are fully trained to facilitate The Working Mind (TWM) workshops to Queen's employees. TWM is an evidence-based program designed by the Mental Health Commission of Canada to promote mental health awareness and reduce the stigma around mental illness within the workplace. The course is currently available to any Queen's University employee, with a specific focus for managers, supervisors, and team leads.

Available courses can be found on the [Human Resources Learning Catalogue](#).



Verbal Intervention Training

Verbal Intervention Training provides participants with the skills and knowledge needed to recognize and manage crisis behaviours one may encounter in an office or classroom setting.

Our certified staff have partnered with Human Resources to make this half-day Verbal Intervention Training accessible to all University staff.

For more information, contact the Manager, Security Risk and Training, Murray Skeggs at 613-533-6733 or by email murray.skeggs@queensu.ca.





Ways to Reach Us

Our office is staffed 24 hours a day, 365 days a year and located at,

355 King Street West, on the 1st Floor

Our phone lines are always answered by staff trained to assist you. You can reach us in any of the following ways:

Emergency Line: 613-533-6111 (36111 internally)

Non-emergencies: 613-533-6080 (36080 internally)

SeQure App has a direct dial button

Blue Light Emergency Phones located throughout campus

Red Assistance Phones located throughout buildings on campus

All Elevators have a direct line to the Emergency Report Centre



Inquiries regarding a piece of lost property can be sent to lost.found@queensu.ca

*Please find the instructions on the main Campus Security webpage for what information is required by lost and found to make a positive match.

Lost and Found is physically located at **355 King Street West, on the 1st Floor.**

Hours of Operation: **Monday through Friday, 8:00 am – 4:00 pm**