

Community Safety Department

Procedures for supporting the York University Student Centre's building access policy

PURPOSE:

To outline the procedures that will be followed by the Community Safety Department's security officials in assisting the York University Student Centre (YUSC) enforce its building access policy.

These procedures have been developed by the Community Safety Department in collaboration with the YUSC.

BACKGROUND:

YUSC has established a new building access policy (see attached) and has asked the Community Safety Department to assist in enforcing this policy.

Community Safety's aim is to balance safety with a humane response to individuals who would like to stay overnight at the student centre.

The YUSC and the Community Safety Department have worked together in developing this policy and have consulted with outside community service agencies.

Under this policy, the student centre will be closed daily from 12 am to 6 am, and all individuals will be asked by YUSC to exit the building by 12 am unless they have been specifically authorized by the YUSC to remain in the building after closing. (Whenever individuals and/or groups are given authorization to access the building after closing – York security and CSBO will be informed).

YUSC will be posting information on its premises about the hours of closure, and will be using a variety of public education mechanisms to inform everyone who is a user of the student centre that it is closed during these hours and that no-one is permitted on the premises without prior authorization. This will include asking student clubs to help reinforce the closure policy.

The Community Safety Department and YUSC have agreed to the procedures outlined below, which will guide York Security's response. These procedures take a balanced approach to protecting the safety of York community members, while at the same time protecting the health and safety of individuals seeking refuge at the student centre.

Community Safety Department Procedures:

At closing time, as a first-tier response, the YUSC will ask any unauthorized individuals who are still in the building to vacate the premises. They will call York Security if individuals refuse to

leave. York Security will serve as a second-tier response and will assist the YUSC in asking the individuals to leave.

When resources are available, two security staff will conduct a patrol of the Centre after the 12 am closure to ensure that the Centre has been vacated.

Using good verbal de-escalation tactics, security staff will attempt to persuade any individual unauthorized to be in the premises after closing time to leave. If appropriate, they will provide the individual with information on community services available.

If the individual continues to refuse to leave the premises, a security Front Line Manager (FLM) or designate will be notified to attend the scene and to assist in persuading the unauthorized individual to vacate the premises.

If in spite of these repeated requests, the individual continues to refuse to leave and/or is threatening community safety, Toronto Police will be contacted by security staff to attend and a formal trespass process may be initiated which may include arrest. Security will notify the YUSC Executive Director and/or his designate at the earliest opportunity.

Community Safety and YUSC will communicate at regular intervals regarding persistent or systemic issues with respect to enforcement of this policy and preventative measures (e.g., regular individuals who refuse to leave or impact community safety).

Exemptions to these Procedures:

The procedures noted above may not be followed under the following circumstances:

- 1) Security staff will not ask the individual to leave the premises in cases in which they are concerned that this would result in an immediate risk to the individual's health or safety (e.g. in inclement weather conditions, late hours and no shelter or transportation in place).
- 2) If there is an immediate threat to community safety, they will contact Toronto Police immediately without further engagement with the individual (e.g., physical assault, use of weapons etc.). Communication to the YUSC Executive Director or designate will be actioned as soon as possible providing information on the occurrence, respecting any personal privacy concerns and legislation.
- 3) If Toronto Police are significantly delayed or not able to attend in response to a request to assist then security staff may leave the scene as appropriate.
- 4) While every effort will be made to patrol the student centre regularly after closure, it is anticipated that there will be occasions where security staff are required to attend to other community needs and safety incidents on campus, and they will not be able to conduct these patrols due to other priority safety concerns.

Revisions to Procedures

These procedures will be reviewed yearly, based on input from YUSC, Community Safety and others.

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