EXECUTIVE SUMMARY

Campus Security at the Vancouver and Okanagan campuses are committed to providing and maintaining a safe and secure environment that serves to enhance the quality of life for students, faculty, staff, alumni, residents and guests of the University on both Campuses.

Campus Security at both campuses has undergone significant growth and organizational change during the past three years. These changes have ensured that the ever evolving security needs are being addressed and that services are being delivered in a strategic, effective and efficient manner.

The criminal statistics for UBC Vancouver and Okanagan campuses included in this report continues to paint a picture of very safe communities considering the size and population. Crimes against persons are minimal and are generally very minor in nature. Property crimes other than break & enters are crimes of opportunity involving minor thefts. Prime target areas for these thefts have been identified and we will continue to work with our UBC partners to reduce these occurrences throughout 2011 utilizing a number of strategies including target hardening and education.

Campus Security Vancouver and Okanagan continue to work closely sharing knowledge and systems to the benefit of both departments. Although each campus environment is unique in nature we continue to share best practices and work towards joint organizational efficiencies.

This remainder of this report contains a more comprehensive overview of initiatives, programs and occurrences for the both the Vancouver and Okanagan Campus Security departments.
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This report covers a 1 year period from January 1, 2010 to December 31, 2010 for both the Vancouver and Okanagan campuses where security is managed and directed by UBC staff.

INTRODUCTION

UBC Campus Security has been part of the Vancouver Campus since 1955 when Physical Plant employed a “person to ticket vehicles on Main Mall and to keep an eye out for fire safety”. Since those early beginnings, Security has evolved to include building security, proactive patrols, community awareness & outreach, crime reduction and electronic security & access control systems.

UBC includes Vancouver, Okanagan, Robson, and Great Northern Way.

Different approaches are used to address the security needs at each campus:

- The Vancouver campus has security managed and directed by UBC staff. All security services are provided by in-house UBC staff.
- The Okanagan campus has security managed and directed by UBC staff. The day to day security service is contracted to an outside private Security company.
- The Robson Square site shares security with the Law Courts. Security is managed and directed by a private Facilities Management Company and subcontracted to an outside private Security company.
- The Great Northern Way site is shared with other Institutions. Security is managed and directed by an outside private Security company.

While the Security Management at the Vancouver campus does provide advice and consultation to all campuses on security issues when requested, the overall security responsibilities and management reside independently with each campus.

VANCOUVER CAMPUS - SECURITY OVERVIEW

The Vancouver campus is spread over 1,000 acres and has a faculty, staff & student population of approximately 60,000. In addition there are several thousand non-UBC employees and residents living on campus.

The Director of Campus Security at the Vancouver campus manages Security Programs and Services in 3 specific areas:

- **Security Operations** - provides 24/7 campus wide patrols, static building security, communications dispatch and electronic security monitoring & response. Security staff patrol campus in assigned zones by vehicle, bike and on foot.
- **Secure Access** - provides consultations, installations and technical support for departments to assess their needs for intrusion alarm systems, cameras and card access control services.
- **Crime Prevention & Community Relations** - provides campus safety initiatives and crime prevention programs focused on education and awareness, outreach and training. Community Relations also provides after care service to those who have experienced a “Personal Security” situation; operates the Central Lost & Found; conducts Security Risk Assessments of existing buildings; and, Crime Prevention Through Environmental Design reviews of new buildings and facilities.
ANNUAL STATISTICS

a) Campus Security Service Files

Security at the Vancouver campus provides services at many different levels to the campus community. In 2010, Campus Security dealt with 16,370 security related incidents (increase of over 5,000 from 2009). Files are created when a security report is received or a security related task is performed by staff. Additional community based services like general inquiries through the 24/7 Communication Centre, lost & found occurrences, outreach events, workshops and assistance with police investigations are not captured in these numbers.

b) Security Response & Preventative Patrols

Campus Security provides 24/7 strategically directed pro-active patrols of campus. Security is deployed in 6 zones throughout campus to provide maximum coverage. Staff in each zone pays particular attention to checking buildings and identifying insecure premises. Security is in regular communication with the police who also patrol the campus and surrounding areas.

Additional funding for security staffing in 2009 provided 2 additional staff members on each team. The teams have been able to increase the number of building checks and identification of insecure premises. This is one of the contributing factors to the decreased number of break & enters over the past 2 years (see chart 2).

Table 1: Response & Preventative Patrols

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Checks</td>
<td>61,528</td>
<td>94,825</td>
<td>153,356</td>
</tr>
<tr>
<td>Insecure Premises</td>
<td>572</td>
<td>1,879</td>
<td>3,220</td>
</tr>
<tr>
<td>Alarm Responses</td>
<td>2,042</td>
<td>2,346</td>
<td>2,275</td>
</tr>
</tbody>
</table>

Reported Property Crimes

Strategic analysis of reported criminal offences allows for the development of crime reduction strategies and effective deployment of available resources.

Break & Enter – The significant reduction in B&E’s since 2008 has continued in 2010. This is attributed to pro-active preventative patrols, increased security staffing, prevention programs and a significant arrest.

Theft – The majority of thefts are bikes, shoplifting or unattended laptops, backpacks and wallets. The total includes 63 theft of bikes and 29 shoplifting incidents.
UBC CAMPUS SECURITY
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Theft from Auto - There was a slight increase in 2010. The target of choice is Global Positioning Systems (GPS) devices and I-Pods left in plain view. Campus Security has increased mobile and bike patrols in parking facilities as a preventative measure.

Theft of Auto – Two UBC electric vehicles were stolen and recovered on the same evening at the end of the semester. Incidents were likely joy riding.

Reported Personal Crimes
Reported offences involving crimes against persons continue to be extremely low and minor in nature for a community with the size and population of the Vancouver campus.

Chart 3: Vancouver Campus Reported Personal Crime

Access Requests 1,074 1,111 1,760
Vehicle Jump Starts 260 301 258

Access requests are generally provided to member of the campus community conducting maintenance or repair work, persons who have forgotten keys at home or locked keys in their office. In all cases, the appropriate identification is requested.

Campus Security provides free assistance to motorists who are unable to start their vehicle engines. This program is valuable for increasing personal security especially for those who may be otherwise stranded late at night.

VANCOUVER CAMPUS SECURITY ACHIEVEMENTS

Security Operations
- Expanded Bike Patrol: Increased dedicated bike patrol staff to 2 for each Security team. All bike patrol staff are Can-Bike certified and equipped with all weather gear to ride year round.
- Security Staffing: Increased management presence for evenings and weekends by adding an Assistant

VANCOUVER CAMPUS SECURITY ACHIEVEMENTS

Security Operations
- Expanded Bike Patrol: Increased dedicated bike patrol staff to 2 for each Security team. All bike patrol staff are Can-Bike certified and equipped with all weather gear to ride year round.
- Security Staffing: Increased management presence for evenings and weekends by adding an Assistant
Operations Manager position. The activity and usage of the UBC Vancouver campus has grown substantially requiring additional management oversight to assist with urgent or emergency issues.

- **Building Security:**
  - Entered into an agreement with the Sauder School of Business to provide 24/7 Security for the Henry Angus building.
  - A major expansion of the Museum of Anthropology by 83,000 sq. ft. required significant upgrades and additions to the security operational protocols and electronic protective systems. Campus Security worked with the Project Managers and MOA staff to ensure that the appropriate Security coverage was in place during the construction, transition and grand opening.
  - Life Sciences Institute (LSI) completed verification and testing of the Containment Level 3 (CL3) Biohazard Labs. Security for the CL3 and the Centre for Disease Modeling (CDM) are of utmost importance to research at UBC. Campus Security has assumed additional duties to provide 24/7 video and alarm monitoring for both facilities from a security room within the LSI. These additional duties have impacted the existing Security service for the LSI building. This has been temporarily addressed by short term funding from LSI for an additional Security staff member until the end of March 2011.

- **Cultural Property Protection:** The growing number of Museums, Galleries and Specialized Collections has made UBC a destination for Culture and Entertainment. Security for facilities housing these types of artifacts requires special consideration. Campus Security has networked with the International Foundation for Cultural Property Protection Association to ensure that we are consistent in our security approaches. Consultations with the Museum of Anthropology, Beatty Bio Diversity Museum, Asian Centre and Belkin Art Gallery are ongoing.

- **Updated Communication Centre:** Campus Security 24/7 Com Op station was upgraded to accommodate expanded capacity for dispatching, improved voice systems, up-to-date electronic hardware and future video monitoring options.

- **Animal Rights Groups & Researcher Personal Security:** Campus Security works with the Animal Research Centre and the police to address personal security issues for UBC Researchers. Security has provided Researcher Personal Security information at joint workshops with Public Affairs. Campus Security also coordinated with the Director of Animal Care, a workshop offered by the RCMP National Security Division on Increased Security Awareness for Animal Researchers.

- **Campus Emergency Preparedness:**
  - Active member on the University Emergency Preparedness Steering Committee (EPSC).
  - Participated in the planning and practice of the annual Emergency Exercise Scenario at the Emergency Operations Centre.
  - UBC Security provides emergency support services to students traveling abroad through the Go Global program.
2010 Olympic Torch Relay at UBC

- **2010 Olympic & Paralympic Games at UBC:** Successful security planning and operational patrol deployment for a safe Olympic and Paralympic games. Issues addressed include:
  - Security risk assessments of critical infrastructure and higher risk facilities;
  - Additional pro-active patrols to protect University building and assets;
  - Mitigation of violence during protests and torch relays;
  - Pedestrian safety before and after games; and,
  - Community relations and Security presence at the Welcome Centre

### CRIME PREVENTION & COMMUNITY RELATIONS

- **Personal Security Outreach & Workshops:** impacting just under 22,000 people. Includes distributing “Safety Whistles” and “UBC Safety Cards” at the Main Event Carnival to 7,000 first year and transfer students.
- **Improving Communication:**
  - Hosted focus groups involving ‘Student Undergraduate Constituencies’ regarding Campus Security service delivery; modes of communication; and, personal security issues.

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Campus Security Uses Twitter & Facebook

- Used social media to communicate with the campus community. Launched a Campus Security Facebook page in October 2010. There are roughly 300-500 weekly site visits.

- **Security Risk Assessments and CPTED:** Reviews were conducted and recommendations provided for 22 facilities. This included the successful follow-up consultation and implementation of recommended exterior security upgrades for the Main Electrical Sub-Station & Life Sciences Institute.

- **Crime Reduction Strategy:** “Holiday Watch” was developed to reduce B&Es over the December break (top month for B&Es). The program includes community education & partnership, crime “hot spot” identification, targeted (security & police) patrols; and building closures. Since the introduction of Holiday Watch in 2008, the number of B&E’s during the December break continues to be substantially lower than the peak of 12 B&Es in December 2007.

#### Table 3: December Holiday Break B&Es

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Break &amp; Enters</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>
UBC campus security
2010 Annual Report to the Board of Governors

BC Ambulance at the Emergency & Safety Services Fair

- Emergency & Safety Services Fair: Services from across the lower mainland participated in the first annual Emergency and Safety Services Fair. The community was invited to participate in a range of activities from touring the inside of an ambulance, seeing a police motorcycle up-close and visiting with Bailey, the transit police dog.

Crime Stoppers Promotional Campaign

- Crime Stoppers at UBC: Campus Security partnered with Metro Vancouver Crime Stoppers to develop a unique campaign directed to University and College communities. The campaign concentrates on texting and social networking as the medium of communicating and reporting “Tips”. The first of its kind in North America, the campaign uses a series of posters and electronic display screens around campus to communicate directly to the university community. The campaign developed at UBC is easily tailored for other campuses and will be shared to broaden the knowledge around Crime Stoppers. The UBC campaign was recently highlighted at the International Crime Stoppers Conference.

- RCMP SAFE Plan for UBC: Worked with the RCMP on developing an integrated approach to emergency response for the Vancouver campus. The RCMP School Action For Emergencies Plan (SAFE) project encompasses photographing and collecting all pertinent information/data for all buildings. Information was entered into the police SAFE Plan database and used by police officers responding in the event of a critical emergency. This is the largest SAFE Plan project completed in Canada.

- Continued Crime Prevention Programming:
  - The bike theft reduction program includes: general awareness displays; the bait bike program; and bike engraving.
  - The property engraving program provides for increased chances of stolen property being returned to owners. It also acts as a deterrent as marked property is more difficult to sell.
  - The key watch program aids in the recovery of lost keys. Campus Security pays for the postage of keys returned through Canada Post and contacts the registered owner.

- Licensed Events at UBC: Worked with Emergency Services and Classroom Services to ensure that licensed events are planned with the appropriate safety measures in place. All required ‘Event Emergency & Safety Plans’ are reviewed by Campus Security, Fire Department and RCMP prior to receiving approval.

<table>
<thead>
<tr>
<th>Table 4: Licensed Events</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed Events</td>
<td>322</td>
<td>441</td>
<td>475</td>
</tr>
<tr>
<td>Licensed Capacity</td>
<td>99,000</td>
<td>84,000</td>
<td>95,733</td>
</tr>
</tbody>
</table>
• **Central Lost & Found:** Campus Security operates the central Lost & Found. The program handles about 4,500 ‘Lost’, ‘Found’ & ‘Returned’ files yearly and has a 90% success rate in returning higher valued items including wallets; laptop computers and electronic devices.

Table 5: Lost Items Returned

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items Returned</td>
<td>750</td>
<td>1,350</td>
<td>1,423</td>
</tr>
<tr>
<td>Value of Items</td>
<td>$102,000</td>
<td>$132,000</td>
<td>$208,450</td>
</tr>
</tbody>
</table>

As part of our sustainability initiative unclaimed items are donated. Some of the recipients include:

- Eyeglasses to “Third World Eye Care Society”;
- Clothing to “Collingwood Neighbourhood House”;
- Books via the Bookstore to “Books for Africa”.

All other unclaimed items are sold at the Annual Lost & Found sale and the money is donated to the “United Way”.

• **Participation on Campus Committees:**
  - Crisis Intervention Team
  - University Health & Safety Committee
  - Community Liaison Committee
  - Emergency Preparedness Steering Committee
  - Emergency Scenario Planning Committee
  - Suicide Awareness Committee
  - RCMP Community Advisory Committee
  - Ergonomics Committee

• **Non Academic Misconduct & Senate Appeals:** The majority of the Non Academic Misconduct incidents are dealt with in an informal manner. Four cases were presented to the President’s Committee on Student Discipline. Two cases were submitted to the Committee but deferred to a later date.

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**Secure Access**

UBC Secure Access provides consultation, installation, service, and support for card access systems, intrusion systems, and video surveillance. In 2010, Secure Access shifted towards a more strategic service-focused delivery model to the campus community, with particular attention paid to the Museum of Anthropology. The upcoming year will be heavily weighted with installation work for new ACMS access control systems, with five major UBC PT Projects scheduled for completion and ongoing Keyless Committee initiatives.

- **Electronic Security Installations:** Increased base of new and existing alarm accounts, ACMS access control systems, and video surveillance.

Table 6: New & Expanded Installations

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Card Readers</td>
<td>95</td>
<td>161</td>
<td>78</td>
</tr>
<tr>
<td>New Cameras</td>
<td>47</td>
<td>29</td>
<td>30</td>
</tr>
<tr>
<td>New Intrusion Systems</td>
<td>27</td>
<td>18</td>
<td>14</td>
</tr>
<tr>
<td>Expanded Intrusion Systems</td>
<td>38</td>
<td>15</td>
<td>24</td>
</tr>
</tbody>
</table>

- **Notable Installations:** MOA, Hillel House, Music Building, Buchanan Tower, Buchanan Block E, Brock Hall, SPPH, Sauder, and Bookstore.

- **Keyless Committee:** Continued to participate in the Keyless Committee to identify and implement University access strategies that will be deployed campus wide over the next 10 years.

- **MOA Security System:** Performed observations of Honeywell EBI System at MOA to effectively provide recommendations for additions and improvements, and to initiate transfer of System responsibility to Secure Access.

- **Specialized Electronic Installations:** Worked in direct cooperation with Honeywell to perform additional installation work in the MOA Audain Gallery and Gallery 3 to meet Exhibit Lender requirements (Man Ray and Edenshaw).
• Partnerships: Continued to develop relationship with UBC IT as an integrated service provider for Secure Access requirements.

• Renewal of Secure Access Computerized Systems: Engaged and worked with UBC IT to provide complete renewal and restructuring of Secure Access IT/computer requirements, in line with the departmental move to a larger work space.

• Technical Renovation of Security Communication Dispatch Centre: Managed technical renovation of Communications Room allowing for more effective monitoring of multiple-systems. Worked with UBC IT to provide complete renewal and restructuring of Communications Room IT/computer requirements.

• Staffing: Hired an additional Secure Access Technician.

Staff Training

Campus Security is committed to continuous learning by providing its employees with training opportunities that enhance their work and leadership skills. Some of the training received by staff included:

✓ Emergency Traffic Control
✓ Hazardous Materials Recognition & Response
✓ Respectful Workplace
✓ Dealing with Students in Distress
✓ Cultural Awareness
✓ Detailed Security Notes & Report Writing
✓ Leading Ourselves & Others
✓ Covey Seven Habits of Highly Effective People
The Okanagan campus continues to grow in land mass, population and buildings. In 2010, with the purchase of the old Tutt ranch, the campus doubled to almost 600 acres. The student population continues to grow with the addition of 600 new faculty, staff & students this past year. And finally, with the opening of 3 new buildings, the campus will add over 1.2 million sq ft of new academic space.

Day to day Security is provided by a contracted security company (BC Corp of Commissionaires) operating under the direction of the Manager of Security & Parking Services. The Security team was increased this year to support the continued growth of the campus. Two University employed Security Coordinator positions were created and one Office Administrative Clerk.

The main Security Office is located on the main floor of the Administration building. The entrance to this office area opens to the main courtyard campus.

ANNUAL STATISTICS

a) Campus Security Service Files

Chart 4: Okanagan Campus Security Files

Despite the rapid growth of the campus the reported property crimes have remained fairly low and in fact dropped slightly in almost all categories.

b) Reported Crime Incidents & Campus Safety

Reported Property Crimes

Chart 5: Okanagan Campus Reported Property Crime

Reported Personal Crimes

Chart 6: Okanagan Campus Reported Personal Crime
In 2010 there has been a marked decrease in assaults with only 6 cases being reported.

c) Security Assistance to the Community

Table 7: Assist UBC Files

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mischief/Vandalism</td>
<td>40</td>
<td>112</td>
<td>216</td>
</tr>
<tr>
<td>Alarms</td>
<td>38</td>
<td>129</td>
<td>292</td>
</tr>
<tr>
<td>First Aid</td>
<td>62</td>
<td>133</td>
<td>126</td>
</tr>
<tr>
<td>Liquor Offences</td>
<td>10</td>
<td>45</td>
<td>n/a</td>
</tr>
<tr>
<td>911 Calls</td>
<td>n/a</td>
<td>n/a</td>
<td>158</td>
</tr>
</tbody>
</table>

As with many 24/7 operations, general assistance for community on many issues is often directed to Security. In the majority cases, Security is able to assist or provide referral to the appropriate department.

Alarm responses more than doubled from the previous year. This coincides with new academic buildings becoming operational and an increased number of security system installations.

Security Operations

- Security Incident Report System (D3): Continued to work with UBC Vancouver to share best practices and develop organizational efficiencies to expand operational service to the campus. The integration of UBC Okanagan Security into the Vancouver campus incident reporting system (D3) enables file tracking; investigation documentation; and attaching photos to electronic files. This was a cost effective partnership allowing security at UBC Okanagan to deliver a more complete and comprehensive service to the campus population. D3 has also enhanced the partnership with the local police allowing them full access to electronic copies of Security files for on campus criminal investigations.

- Partners in Electronic Security System Solutions: Department has partnered with community providers to be both reactive and proactive in response to activities on campus. Partnerships include Salto Systems Inc. a complete computerized access control system; Genetec, Stanley Security Solutions and Integrity security services that worked on expanding the Closed Circuit Television (CCTV) and intrusion alarm systems.

The Stanley “COMMANDER” Security Solutions product is the newest of electronic security devices. The system allows for combining access control, CCTV, intrusion alarms, fire safety systems and others onto a single based format that operates on a large touch screen. The system allows a single person to observe; report; dispatch; and, control an entire site. UBC Okanagan will be the first in Canada and the third site in North America to employ the system that will the campus a show piece of security.

- Non Academic Discipline (NAD): UBC Okanagan has been successfully piloting a new model of Non Academic Misconduct to deal with students who have engaged in unacceptable conduct on campus. The process was developed in partnership with UBC
Legal Counsel under the authority of the University Act.

Student’s alleged to have been involved in incidents such as: vandalism; alcohol and drug abuse; inappropriate behaviours; minor altercations; or verbal abuses may be subject to NAD. The process involves:

- Documentation of the allegation in the D3 computer system;
- Security conducts an investigation to confirm or clear the allegation;
- If an allegation is confirmed, the information is documented and dealt with under NAD
- Responsible parties are summoned to appear to explain their actions or involvement. Students can deal with the situation on their own or can have an advocate accompany them throughout the entire process.
- Allegations or files can be cleared by the investigators through verbal conversations or forwarded to an informal hearing.

Dependent on the seriousness or severity of the alleged action or activity, there are 3 levels of informal hearings that the information can be forwarded:

- Lesser activities appear before the Manager of Security at level one;
- More serious activities appear before level two where an appointed chair person and/or a committee consisting of a chair person and a number of Student peers convenes;
- Most serious allegations are sent to President of the University.

Files can be resolved by mutual agreement; disciplinary rules; commitments for program participation; probationary terms; suspensions from the University; and/or expulsion.

NAD started at UBC Okanagan in October 2009. In 14 months to the end of December 2010, there have been 177 files processed with 4 files currently outstanding:

- 73 resolved by the Manager of Security;
- 72 resolved by other means (educational awareness);
- 13 referred by the Manager of Security to the Committee;
- 17 referred by the Manager of Security to the Chair;
- 2 referred back to the Manager of Security by the Chair
- 0 referred back to the Manager of Security by the Committee

The largest number of files was generated in the first year and the number of files has declined in the last three months despite the increase student population.

In October 2010, the program was reviewed and reported as a successful program by the UBC Office of the Ombudsperson for Students. In moving forward, discussions with University Counsel and others members of the University will be continued to refine the process.

Emergency Preparedness & Response

- **Emergency Operation Centre**: Partnered with campus departments under the lead of Health Safety and Environment in establishing an operational Emergency Operation Center (EOC) on campus. We have conducted two exercises to date with positive responses.

- **Lock-Down Procedures**: Continue to expand Salto access control systems into the new and existing buildings to work with the EOC on lock-down procedures.

- **RCMP Safe Action for Emergencies (SAFE) Plan**: Continue partnership with RCMP to implement the Safe Action for Emergencies (SAFE) Plan, as it fits within the UBC Okanagan campus.
Staff Training

UBC Okanagan Security has provided the following training opportunities for staff:

- Excelling as a New Manager
- Advanced Security Training
- Wildland Fire Threat Assessment Level 1
- Wildland Fire Threat Assessment Level 2