



# McGill

**Security Services    Service de  
sécurité**

**Associate Director-University Safety & Head of Security Services:** Pierre Barbarie

**Number of Staff Members: Downtown Campus**

**Management Staff (10):** Operations Manager, Systems Technology Supervisor, Supervisor, Investigations and Community Relations, Operations Administrator (Crime Prevention and Statistical Analysis), Operations Administrator (Security Operations Center), Operations Administrator (Special Events), Operations Administrator (Construction Projects), Operations Administrator (Agent Services), Information Liaison Officers.

**Agency Uniformed Personnel (65):** 1 Captain, 1 Assistant Captain, 1 Senior Lieutenant, 4 Shift Supervisors, 1 Relations Patroller, 17 Patrollers, 8 Controllers, 32 Security Agents.

**Administrative and Technical Staff (5)**



*Featured above are the Management, Administrative and Technical Team of McGill Security Services.*



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**Number of Staff Members: Macdonald Campus**

**Management Staff (2):** Operations Manager, Operations Administrator (Security Systems)

**Agency Uniformed Personnel (30):** 1 Captain, 4 Sergeants, 25 Security Agents.

**Total Staff on both Campuses (113)**



Macdonald (MAC) Campus Security Services delivers services and expertise relating to protection, prevention, response, guidance and information for the safety and security of people and assets of Macdonald campus and John Abbott College (JAC). There are approximately 2000 students

at MAC and 7000 students at JAC. We have a combined population of roughly 10,000, 15 major buildings, on 650 hectares in a beautiful waterfront setting on the Western tip of the island of Montreal. Macdonald Campus is truly unique, located in the picturesque town of Ste-Anne-de-Bellevue. The



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campus is spread over 1900 acres of land including a working farm, research facilities, an Arboretum and Ecomuseum that are patrolled by a team of dedicated security professionals.



McGill University is one of Canada's best-known institutions of higher learning and one of the leading universities in the world. With students coming to McGill from some 150 countries, our student body is the most internationally diverse of any research-intensive university in the country. McGill was founded in 1821 thanks to a generous bequest by James McGill, and since then, we've grown from a small college to a bustling university with two campuses, 11 faculties, some 300 programs of study, more than 38,000 students and 250,000 living alumni, and a reputation for excellence that reaches around the globe, McGill has carved out a spot among the world's great universities.





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McGill ranks 1st in Canada among medical-doctoral universities (Maclean's) and 21st in the world (QS World University Rankings). The University also partners with four affiliated teaching hospitals to graduate over 1,000 health care professionals each year. In 2012, the University was again one of Canada's Top 100 Employers.





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### Systems Technology

With 900 cameras and over 1,300 card readers, the systems technology unit oversees and manages the access controls system. In addition, they provide security surveys in buildings and recommendations on suitable security hardware.



### Security Operation Center (SOC)



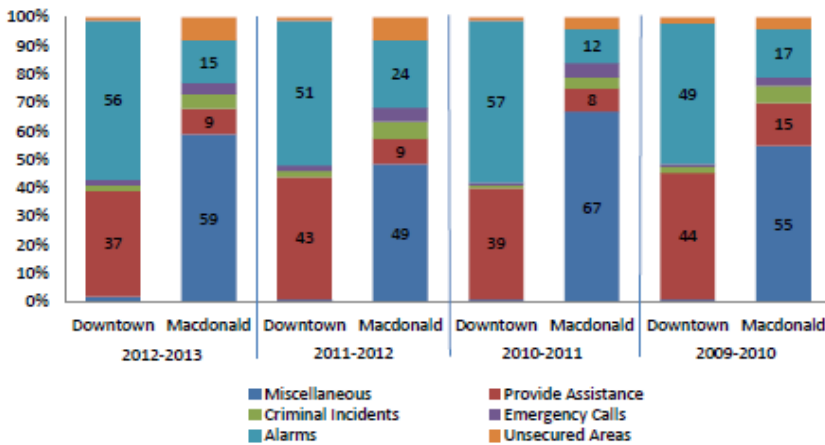
At both the Downtown and Macdonald campuses, Security Services monitors alarms, cameras, and dispatches personnel to emergency and non-emergency calls. They respond to a combined total average of 24,000 calls per year. SOC operates 24/7.

Our Controllers have all obtained certification in Emergency Services 911 Dispatcher from Montmorency College.



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**Figure 5** Distribution (in Percent) of Incident Reports Triggered by Calls and Alarms Received by Security Services on the Downtown and Macdonald Campuses, by Fiscal Year



### Community Relations Patroller

In 2009, McGill Security Services was awarded an Honourable Mention by the Canadian Association of University Business Officers (CAUBO) as part of the Quality and Productivity Awards Program for its creation of the Community Relations Patroller position. A uniformed security officer patrols the campus exclusively to visit reception desks, admissions counters, libraries, and other areas where frontline staff are in contact with the McGill community and the public. The agent's mission is to establish daily contact with university community members and to provide an open channel of communication for safety and security-related questions or concerns; the impact of this initiative was immediately realized. Whereas McGill community members usually encountered security personnel *only* in the event of an incident, they now know the Community Relations Patroller by name and appreciate his or her presence.





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The Community Relations Patroller is an important element of the larger public awareness campaign aimed at making security a daily focus. This awareness, education, and understanding not only enable students, faculty, and staff to feel more secure, but are also crucial in the unlikely event of an emergency situation.

### **Patrol Services**



During the summer months, our agents patrol the campus using bicycles. We have found this program to be very popular, environmentally friendly and effective. These Bike Patrollers receive their training from the Montreal Police Department.

### **Community Relations**

As part of our prevention campaign, the unit has designed and implemented several programs and services aimed at creating a culture of awareness and fostering a sense of community. These programs include but are not limited to, prevention audits, Drink Safe coasters, focus groups, self-defence courses, STOP program, tailored presentations and various prevention messaging campaigns. Additionally, the unit publishes a quarterly electronic newsletter which has proven to be a great tool in providing useful tips, information about the department and services provided.





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### **Rape Aggression Defense (RAD)**

Several members of our staff have been trained as instructors in the Rape Aggression Defense program. Available in the United States for many years; RAD, as we call it, has only recently started to become available in Canada and McGill is proud to be one of the first Canadian Universities to adopt this program. The R.A.D. System is a comprehensive course for women, that begins with awareness, prevention, risk reduction and risk avoidance, while progressing on to the basics of hands-on defense training.



### **Non-Violent Crisis Intervention (NVCi)**

The Non-Violent Crisis Intervention program developed by the Crisis Prevention Institute is offered to front line staff members who may find themselves in situations where they may have to deal with an upset customer or client. Two Security Services staff members instruct individuals on how to handle a crisis as it develops, provide tools and tips on how to verbally diffuse the crisis before it occurs and how to physically defend against a potential attack.





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### Outreach Programs

Throughout the year McGill Security Services is involved in coordinating and participating in various fundraising and outreach programs such as the Dragon Boat Race for the Missing Children's Network, Movember, Five Hole for Food, and Dans la Rue food bank to name a few.



*Members from McGill Security and sister departments from University Safety and Fire Prevention, along with friends, team up to lend support and raise food for Five Hole for Food, a non-profit organization that raises money and food donations for local food banks.*