

OACUSA HERALD

OACUSA

September 2008

Volume 1, Issue 2

FALL CONFERENCE - "CULTIVATE GREATNESS"

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OACUSA EXECUTIVE:

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- ◆ **Vice President -**
[Claude Giroux](#)
- ◆ **Secretary -**
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- ◆ **Treasurer -**
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NEWSLETTER SUBMISSIONS

- ◆ Submissions are welcomed and appreciated
- ◆ Editor - Cathy O'Donnell - odonnell@mcmaster.ca
- ◆ Submission deadline for next issue - November 15

Bob Cowper—Univ of Windsor

Campus Community Police at the University of Windsor is pleased to announce that we will be hosting and presenting the 2008 Fall OACUSA conference that is being held Wednesday October 22nd through Friday October 24th 2008.

This conference is being held at the beautiful new Caesar's Windsor Casino Hotel and Conference Center, 377 Riverside Drive East, Windsor.

INTRODUCTION

In preparing the program for this years conference we reviewed the recent best practices checklist for Violence Prevention and Emergency Management Initiatives developed by the COU Task Force that we talked about back at our May General Meeting. We also looked at information on Emergency Preparedness on

campuses presented by CAUBO last March. We further reviewed list serves and magazines for relevant topics as well. As a result we believe we have put together a program for all of our college and university members that we hope you will find very relevant. In addition to emergency management and violence prevention we wanted to keep up with our association's recent trend to ensure delivery of leadership topics to help all of you and your management teams continue to grow to be leaders in our industry. We would encourage you to give careful consideration this year to involve personnel from your operations staff, crime prevention staff and supervisors in attending this year's conference. Our association really needs to start training the next wave of leaders in campus security/law enforcement and we are sure you would agree they need to come from inside our organizations where possible.

PRESIDENT'S MESSAGE - Rod Curran



As we are all preparing for the return of students, I wanted to

take this opportunity to wish everyone a safe semester on behalf of the OACUSA executive. Don't forget to reach out to the executive or other members if you

need any assistance, advice or information in the upcoming year.

I hope everyone has **October 22-24th** blocked off for the fall conference. It is going to be a great conference full of fantastic new ideas and training opportunities. Bob Cowper

and his team are doing an amazing job and working hard planning for this 3 day event.

Another significant undertaking my the board is the development of our five year plan. It is very important for all members of the organization to share their

EDITOR'S MESSAGE



Thanks to all for your great comments and suggestions on my first newsletter in July. This newsletter is for all OACUSA members, so your thoughts, suggestions and SUBMISSIONS are greatly appreciated.

This newsletter comes at a very busy time of the year for those of us in an education setting, but it is also an time of year that is full of enthusiasm and energy. Something that I think keeps us all young. I hope all is going well on each of your campus and your communities are safe.

Our final newsletter of 2008 will be out in early December. If anyone has any suggestions or submissions, please let me know by November 15. This will be right after our fall meeting, so I am sure it will be full with a lot of useful information from the conference in Windsor.

Have fun all and stay safe.

PRESIDENT'S MESSAGE - CONT'D

thoughts and opinions on where the association should focus their attention in the next five years. Our vice-president, Claude Giroux is leading this plan and I know he is very much looking forward to your input and thoughts. Claude will be making a full presentation at our fall conference in Windsor.

See you there.....

UPCOMING EVENTS:



**2008 FALL MEETING
WINDSOR
OCTOBER 22 - 24**

**2009 SPRING
CONFERENCE
KINGSTON
DATE - TBD**

FALL CONFERENCE - "CULTIVATE GREATNESS"- cont'd from page 1

The theme for this year's fall conference therefore is, "**Cultivate Greatness**". We will once again be holding a trade's showcase during the Wednesday and Thursday of the conference and have invited many vendors from CCTV, Records Systems, and Mass Notifications Systems etc. The trades showcase will take place between sessions and vendors have also been encouraged to sponsor breakfasts, lunches and hospitality hours to highlight their company's products directly to you. Please see the association website for information for sponsors if you have anyone we may not have sent the package to.

CONFERENCE PROGRAM

We developed the following program in an attempt to provide our membership with current issues of

concern to both colleges and universities. We have departed somewhat from earlier formats for the fall conference to do this. On Thursday afternoon we are doing something different by providing a number of special breakout workshops for conference attendees to choose from including violence in the workplace/ threat assessment teams; suicide prevention; emotional intelligence; team building; and stress management. This will give your team the ability to attend more workshops and receive better value for attending the conference.

Emergency Management/Incident Command

The first day of the conference will focus on emergency management and incident command systems presented by BOWMAC Inc. The day

will conclude in the afternoon with a mock exercise involving the University of Windsor campus emergency response and management teams and unified command with our local emergency response agencies. We strongly urge members to invite their direct reports (V.P.'s etc) to attend with you for this one day session so they may learn about incident command and see how a mock exercise should be run. BOWMAC has already trained officers at U of Toronto, University of Ottawa and here at Windsor so feel free to ask anyone from these three universities how important they found this training is.

BOWMAC intends to host a train the trainer session later this year to certify officers from a number of our member institutions in Incident Command Training so OACUSA can

FALL CONFERENCE - "CULTIVATE GREATNESS" - cont'd from page 2

deliver this training to our members ourselves. We believe it will be crucial for you to have superiors tasked with emergency management responsibility join you to be part of this valuable training and learning experience. Your superiors will no doubt be interested in the trades showcase as well.

We are once again anticipating direct involvement in our conference from the Ministry of Community Safety and Correctional Services as well as the Ministry of Training, Colleges and Universities again this year and this would be a perfect opportunity for your bosses to help our association lobby these two Ministries. Please note that the Ministry of Training, Colleges and Universities have already contacted us and the Minister himself will be joining us on Thursday the 23rd for a funding announcement that will impact all of us.

Leadership/Organizational Greatness/Team Building

On Thursday morning the conference focus will shift to workshops on organizational greatness, leadership and team building. Our keynote plenary speaker for that day will be a law enforcement consultant from Franklin Covey Co. who will address "**7 Habits of Highly Effective People for Law Enforcement**" and "**Good to Great**" theories for campus security/law enforcement. We will be sending more information out about this speaker shortly.

Thursday afternoon one of the breakout sessions will be presented by Ms. Marcela Ciampa, from the Office of Learning & Organizational Development of Human Resources here at the University of Windsor. Marcela's session will be on "**Emotional Intelligence and Team Building**". You may want your supervisory staff to attend this great session.

Violence Prevention/Threat Assessment Teams/Suicide Prevention

The COU best practices for violence prevention checklist strongly suggest that institutions engage a multi-disciplinary cross-campus team in support of violence prevention and policy development. In this regard we are fortunate to have confirmed Deputy Chief Gene Deisinger from Iowa State University Police who will present a workshop Thursday afternoon on "Assessing and Managing

Threatening Behaviours on Campus". Besides being a Deputy Chief Gene holds a PhD. In Psychology and chairs the risk and threat assessment team at Iowa State. Gene will also address the development of a multi-disciplinary threat assessment team and the key components of the threat assessment process. Those of us who attended this year's IACLEA conference in Hartford and saw Gene's presentation know you will learn much from this campus professional. Much like the Wednesday session we would encourage you to give consideration to invite personnel from your institution that are involved with you in addressing violence and threat assessment on your campus to join you for this day. Locally here at the University of Windsor that includes our Vice Provost, Director of Student Development & Support, Clinical Director of Counseling Services, our Integrity Officer and others. If you have not started a team yet you may want to have those people from your institution attend and learn about putting a team and process together.

One of the other afternoon sessions will be a workshop on suicide prevention entitled "**QPR**" (question, persuade, refer) presented by Dr. Moshan Beg, the Clinical Director of Counseling Services here at the University Of Windsor

Stress and the University/College Security/Law Enforcement Officer

In a 1984 article from the Journal of Higher education, James D. Sewell wrote that over the last several years, law enforcement administrators and academicians have shown a major interest in the phenomenon known as "**police stress**". Sewell stated back then that it seems apparent that both the manifestations and effects of police stress can be dangerous to the individual officer, his or her family and department, and the community at large. That hasn't changed.

In his article Sewell comments that from the perspective of the individual officer, stress manifests itself in physiological problems, such as heart disease, alcoholism, and other stress-related disorders. Psychological disorders and emotional instability are also outcomes of stress, as are broken marriages, overt verbal and/or physical hostility towards the public, and in the extreme, suicide by the police officer. From the perspective

POLICE ACTIVE SHOOTER TRAINING DATE—SHERIDAN COLLEGE

Today, August 27, we hosted a Halton Police training day. Also in attendance were Peel and Hamilton Police Services. We gave the Police an entire wing to use and train on various types of incidents that might occur on campus. There were about 45 Police officers. I want to share with you a little about the day in case you are planning a similar training exercise.

There were about 20 law and security students who volunteered to be actors. They were dressed up with various types of gun wounds and one even had a bomb pack strapped to her body. Some were wounded, some were dead, one was pregnant (truly, really) and two were disabled and in wheelchairs. They were given a script to follow and placed in various places in the wing. All were briefed by the event planners to behave as believably as possible and not to over act. Those in dangerous situations were given full head protective masks and others protective glasses because the responders and bad guys were going to be using live sim bullets if there was to be any shooting.

The day started shortly after 9:00 a.m. with reports of shots fired. We went into lockdown in that wing only and activated our p.a. system. We made lockdown

announcements for the next four hours. On our camera system we saw two bad guys run by a camera, armed with guns. The TAC teams came in within 40 minutes as did the EMS TAC team and the bomb squad. All were directed by the Police from a Command Trailer.

Throughout the morning they searched for the bad guys, cleared rooms, deactivated a bomb and assisted the wounded. The bad guys eventually barricaded themselves in a classroom with hostages. The hostage negotiation team began trying to save the hostages and work out a deal with the bad guys. After 45 minutes or so, they burst in and shot the bad guys, much to the relief of the hostage students.

The debriefing was interesting and informative. The police said they were very pleased to have had the opportunity to test their response capabilities and to work cooperatively with the College. Each time we have a drill or an exercise like this, we learn a lot and today was no exception. We solidify our relationship with the Police and increase the confidence our Security team requires to do an exceptional job.

More information is available from Sue Gilbert.

INPUT WANTED—OACUSA STRATEGIC PLAN

As you have noticed in the past years, our association has made remarkable progress in many aspects and we wish to continue on this path. It is for this reason that Rod Curran, our President, has tasked Claude Giroux to developing a strategic plan for our association that will be presenting at our Fall Conference in Windsor. Experience has proven the importance of involving staff, or in this case, members of our association in providing their feedback regarding their views and opinions as to which direction they would like to see our association take in the next five years.

Please provide your feedback to: claude.giroux@uottawa.ca

FALL CONFERENCE - "CULTIVATE GREATNESS" - cont'd from page 3

of the police organization, stress takes its toll through: losses of police officer efficiency, complaints from the public, lawsuits resulting from police malpractice, workmen's compensation claims, disability retirements and from burned-out personnel in supervisory and management positions who create still more stress in their subordinates, peers, and commanding officers.

In 2008 we continue to hear a lot about police stress and in the wake of Dawson College and Virginia Tech even more about post traumatic stress. These are important topics that need to be addressed for all of us. That said there has not been a lot of literature or attention given to the specific sources of stress experienced by college/university security/law enforcement officers. As Sewell pointed out in his 1984 article there are very unique problems found in personnel responsible for policing the university/college community. Sewell placed a responsibility on those concerned with the management of security/law enforcement agencies on campus to pinpoint these problems and address them.

Two breakout sessions will be held on Thursday afternoon to address these two important topics and we are lucky to have two capable local presenters to deliver these sessions. Dr. Melissa Hobbs, C. Psych. is a practicing psychologist who specializes in police stress. She is also the wife of an O.P.P. officer. Dr. Hobbs particular areas of clinical interest include crisis intervention, debriefing and trauma therapies with emergency responders. John Postons, M.DIV., M. S.W is a practicing family therapist in Essex County who understands the unique stressors in law enforcement and has researched stress factors in campus security/law enforcement. He is a graduate of Laurier and Western and has received a certificate in Trauma and Loss from the Detroit Institute of Trauma and Loss. These two sessions will provide valuable insight into identifying stressors in our industry and even more importantly suggest solutions for how we can deal with them.

Strategic Planning

The conference will conclude on Friday October 24th with a breakfast in the conference ballroom followed by a presentation from Carleton University on their recent safety audit. We will finish with a strategic planning session for OACUSA delivered by our own Vice President, Mr. Claude Giroux from the University of Ottawa. Please ensure you have responded to Claude's earlier e-mail about this planning session so he is best prepared for his session.

**For more information on registration and hotel information
visit <http://www.oacusa.ca/events.html>**

**Are you working with the round table
on safety and security?**

If so, Carleton's efforts this year may be of interest:

<http://www.carleton.ca/safetyaudit/index.html>

OUR CAMPUSES ARE REALLY CONNECTED

Man gets 14 months in jail for role in U of G burglary

August 9, 2008
SCOTT TRACEY
MERCURY STAFF—GUELPH

Trevor Beer will certainly miss the birth of his twins, but if the Cambridge man keeps his nose clean he might be out in time for their first birthday.

The 24-year-old was sentenced yesterday to 14 months in jail, on top of the nine months he has already spent behind bars, after pleading guilty to 11 counts, including breaking into the **University of Guelph** and causing thousands of dollars in damage to more than a dozen offices.

As Justice David Carr passed sentence, Beer's pregnant spouse, who is to give birth any day, cried as she sat alone in the public gallery.

Court heard last Dec. 5, about 4 a.m., Beer and another man broke into the U of G's Blackwood Hall by smashing a window.

Once inside they stole four computer monitors, a laptop computer and other property. The pair then went on a "rampage," assistant Crown attorney Janine Hodgins told the court, smashing computers, windows and cupboard doors in 13 different offices. They also emptied a fire extinguisher inside the offices, Hodgins said.

The pair then entered Thornborough Building the same way, ransacking four offices and causing approximately \$1,200 in damage.

A student heard the pair and called police, who found them inside Thornborough. After their arrest, the men admitted their involvement in several burglaries in Waterloo Region, including the entry into, and theft from, four offices at the **University of Waterloo** last November. That same month the two men also entered three Kitchener businesses.

Beer and the other man, who had been ordered not to contact each other, had just left a Cambridge bar Feb. 25 about 1 a.m. when they attacked another man, knocking him to the ground and repeatedly kicking him in the head, face and groin.

The victim was transferred to hospital, but did not co-operate with police officers attempting later to determine the extent of his injuries, Hodgins said.

Defence counsel Kirsten Van Drunen admitted the crimes were "egregious and repetitive." She said her client was accepted into **Wilfrid Laurier University** a few years ago, but dropped out because of a drug problem and financial issues.

Van Drunen said Beer's time at university taught him such institutions tend to have expensive equipment and poor security, and he saw them as a way to address his financial issues.

The lawyer told the court there is "no explanation" for the damage at the University of Guelph campus. "That's appalling behaviour," Carr said. "Just wilful and malicious."

In addition to the jail time, Beer was put on probation, ordered to provide a blood sample for the national DNA registry, banned from possessing weapons and ordered to pay more than \$20,000 in restitution.

THE UNIVERSITY OF OTTAWA IS TEACHING—THE GENTLE ART OF PERSUASION

by: Martin Grégoire, University of Ottawa



Protection Services at the University of Ottawa now has two Verbal Judo instructors on staff. They conduct **free** courses for support staff and professors (not for students at this time). But most importantly, they're teaching all of their officers on how to use these techniques out on the field. Many of our officers or staff members in our colleges and Universities have to deal with difficult or aggressive people.

"Whether at home or in the office boardroom, Verbal Judo can show you how to be better prepared in every verbal encounter. (It) will teach you how to listen and speak more effectively; how to engage people through empathy; how to avoid the most common conversational disasters; and how to have a proven, easily remembered strategy that will allow you successfully to communicate your point of view and take the upper hand in most disputes".

Dr. George J. Thompson, *Verbal Judo: The Gentle Art of Persuasion*

Do your emotions occasionally overcome you in frustrating situations? Would you like to communicate better with your colleagues, your clients, your spouse, your children or simply your friends?

If so, Verbal Judo--or tactical communication--is for you! Tactical communication, a sound approach both at home and at the office, calls on special techniques (called *kata*) to help you deal more effectively with someone during difficult situations or even crises. The ultimate goal of tactical communication is to get the person you're dealing with to comply voluntarily with your message or proposed action.

American author George J. Thompson is the founder of the Verbal Judo Institute. He has taught English at the high-school and university levels, has worked as a police officer, holds a Ph. D. from the University of Connecticut and has completed postdoctoral work at Princeton University in rhetoric and persuasion. To date, he has trained more than 175,000 American police officers in Verbal Judo and has also taught the technique to hundreds of professionals in health care and education.

Protection Services have been giving this course since April of 2008 and have had great success and results;

Comments from previous participants

"I think this course should be mandatory for all staff of University of Ottawa to assist in Client Service."

"This course should be offered every year. Very important! Very good course!"

"The course was very insightful. Not only can we put it into action at work or at home, but in almost any verbal interaction we have."

For more information on the course, feel free to contact the instructors directly :

- Martin Grégoire martin.gregoire@uottawa.ca , 613-562-5800 extension 6654
- Nathalie Jacob nathalie.jacob@uottawa.ca , 613-562-5800 extension 6314