

SAFETY, SECURITY AND EMERGENCY MANAGEMENT

2014 Annual Update



bcit.ca/safetyandsecurity



SAFETY, SECURITY, AND EMERGENCY MANAGEMENT (SSEM)

Mission: A safe, secure, and disaster resilient institution.

Vision: To support the Institute Plan by being a leader in best practices for safety, security and emergency management and by providing integrated services, offering important resources and fostering an attitude of awareness for safety, security and emergency management throughout the entire BCIT community.



BCIT has a large and diverse staff and student population, spread across many schools, programs, and departments that span multiple industries. Together with its widespread and extensive physical footprint, BCIT has become a virtual “dispersed city within cities”. As such, it requires comprehensive and progressive programs from its Safety, Security and Emergency Management department.

This Annual Update outlines some of the keys aspects of our department operations from 2014.

BCIT **50** YEARS[®]



Annual Update

Welcome! Thank you for taking the time to read our 2014 Annual Update. Please feel free to contact us about any of the content in this update. We are open to your questions and suggestions.

As a service department at BCIT, our mandate is exactly that—service. Not just any service, but service that specifically supports success of the Institute and our students through a commitment to creating a safe, secure, and disaster resilient Institution.

This annual update is designed to outline some of the issues that we deal with over the course of the year and services that we are provide.

Your input is encouraged!

SSEM is constantly reviewing the services that are provided to the community and looking at ways to adjust services to better suit the needs of the schools and other service departments. This being said, we recognize that the best input in relation to serving the community's needs is to hear from the community about their needs. If you have any suggestions in relation to service improvements, please let us know.

THE WEATHERMAN GOT IT WRONG

June 4, 2014 saw the return of our very popular Disaster Day. It was great to come together as a passionate

community to react to some scary (fake) weather that crippled our campus for a few hours. 2014 saw another great turnout; by all accounts one of our most successful Disaster Days ever. There was a real cohesiveness between participants, volunteers, and outside agencies overseeing the event.

One of the best moments from the day was seeing the Emergency Operations Centre come to life, fluidly directing all aspects of the response. Our core sections, the Planning team in particular, stepped up their game allowing a high degree of realistic interaction and cooperation. Thanks to all.

We also fully utilized our Emergency Shelter and Accommodation team. This added a different dimension of play, as with past exercises; care for the displaced and dispossessed ended at being rescued from buildings ravaged by earth tremors.

NOT A PART OF THE TEAM YET?

In a disaster, there is a role for everyone to play. From critical decisions made in the Emergency Operations Centre, to important coordination on the ground level with our Emergency Response teams. Our Disaster Day runs once every 24 months, and we are always looking for more participants to join us. To discuss how you can participate in our next exercise, please contact



the Emergency Manager at 604.432.8318 for more information.

BCIT WINS... AGAIN!

2014 is the eighth year in a row that BCIT has won the Educational Institutions Category Award for the creative ways that we shared the safety and health message during NAOSH Week.

Thank you to all that participated in our NAOSH week events, contests, and quizzes. Without you we couldn't have done it!

BCIT OCCUPATIONAL HEALTH AND SAFETY (OHS)

The BCIT OHS group had a productive year in 2014, updating processes and acting as a resource to the BCIT community for all things health and safety. With more than 50 ergonomic assessments completed, regular attendance at all campus OHS committee meetings and coordination of 175 safety investigations, the OHS group was certainly kept busy in 2014!

In 2014, BCIT First Aid treated 1,202 injuries – over 100 per month. Of these injuries, 90% were students, 8% employees and the remaining 2% were contractors and visitors.

HAZARDOUS MATERIALS

What qualifies as a hazardous material, and would you know what to do when you see one? Hazardous materials are found throughout our Schools and programs, and their safe handling is an important part of our Safety Program. For staff and students working with these materials, Workplace Hazardous Materials Information System (WHMIS) training is mandatory.

The SSEM department continues to offer web-based WHMIS training to all staff and students. This year, 2,489 completed the WHMIS online program. This included 69 BCIT employees and 2,420 students.

We recognize that the Burnaby campus is a crucial site when it comes to WHMIS. In 2014, our Hygiene Coordinator completed a full inventory of these materials. In 2014, the OHS group inspected every space at the Burnaby campus in an effort to locate and take inventory of all WHMIS controlled products.



LOST PROPERTY LOOKING FOR A GOOD HOME

In 2014, our Security Operations Coordinators contacted hundreds of students to return lost property. BCIT Security received a total of 292 inquiries in relation to lost items and received a total of 2,385 lost items between the Burnaby campus and its five satellites. Our objective is to return as many as possible, as soon as possible, using any associated student information present. We also handle calls throughout the year from good Samaritans calling in lost wallets and ID cards from around greater Vancouver. It's our pleasure to track down grateful students who have lost important identification and other valuables.

All property is held for 30 days at each campus. Any item surviving that term is recycled, discarded, destroyed, or donated. This process depends on the nature of the unclaimed item, and whether it would be of use to a worthy charity.

	ATC	AIC	BBY	CARI	DTC	Marine	TOTAL
Items left at Lost and Found	87	16	1,511	7	743	21	2,385
Reports of Lost Items	7	2	221	1	60	1	292

DID YOU LOSE SOMETHING?

Call BCIT Security at your campus. The lost and found is located at the Security desk at each campus. Most are open to enquiries 24/7/365.

SECURITY STATISTICS

All of our campuses are under contract with the Paladin Security Group for frontline security response. Paladin operates within strict policy guidelines set forth by our department and their contributions are measured in a very calculable way. Our new Annacis Island campus is not included in the table below due to the fact that we did not occupy the space and provide services for the entire year.

The following table presents a summary of some of the key activities in which security engaged in 2014.

	ATC	BBY	BMC	CARI	DTC	TOTAL
INCIDENTS						
PROPERTY CRIME						
Graffiti	0	1	2	0	21	24
Theft from Auto	0	9	0	0	2	11
Theft of Auto	0	4	0	0	0	4
Theft of Bike	0	1	0	0	0	1
Property <\$5,000	0	44	1	0	3	48
Property >\$5,000	0	0	0	0	0	0
Break and Enter	0	6	0	0	0	6
Emergency Response						
Medical Emergencies	1	72	0	0	2	75
Police Assistance	0	27	1	0	0	28
After Hour Emergency Call-Outs to BCIT Security Manager	49	80	1	16	76	222
All Alarms	3,852	8,787	10	614	553	13,966
Average Response Time to Alarms (minutes)	1min	3min	Not Available	1min	1min	2min
CRIMES AGAINST PERSON						
Assault	0	7	0	0	0	7
Assault with Weapon	0	0	0	0	0	0
Sexual Assault	0	1	0	0	0	1
MISCELLANEOUS						
Person of Interest	0	11	0	0	2	13
Safe Street Act	0	0	0	0	0	0
SERVICES						
Patrol (hours)	6,222hrs	17,162hrs	Not Available	2,002hrs	5,096hrs	30,482hrs
Safer Walk	2	95	1	5	9	112
Work Orders	165	1,858	16	148	611	2,798
Security Access	1,577	5,463	577	1,965	6,273	15,855
Average Time to Provide Access (minutes)	4min	4min	Not Available	1min	1min	3min

RENOVATIONS AND PARKING

MEASURE TWICE, RENOVATE ONCE

In 2013, the SSEM department took campus ownership of contractor coordination with respect to safety oversight. This means that before a contractor sets foot on campus to swing a hammer, dig a ditch, or access an electrical closet, they must be cleared by a series of documents meeting WorkSafeBC requirements for the work they intend to accomplish. This process usually begins with Project Services in building NE09, but also applies to all campus stakeholders who hire contractors to perform work at our sites.

In 2014, SSEM implemented significant changes to the contractor oversight model and met with the main BCIT stakeholders in a series of training and education sessions to ensure everyone was on the same page with respect to approved processes.

The summer of 2014 saw the biggest influx of contractor activity to the Burnaby campus than any previous year in memory. Many of the projects moved in stages, such as the NE01 building roofing and facade replacement. Some projects required a large impact to the community. These ranged from building closures, utility shutdowns, or working appropriately with restricted chemicals or substances. Sometimes contractors needed access to our rooftops or confined areas to complete renovations or upgrades. All of these activities require safety oversight, documentation and approval from SSEM.

The primary contact in SSEM for these contractors and the contractor liaisons (the BCIT employee commissioning the work) are the SSEM Security Operations Coordinators. Our Security Operations Coordinators work diligently to have the right documentation in place for these complicated projects to move forward. They also ensure that contractors have everything they need to access the site safely and complete their work. Working closely with Project Services, the coordinators have managed to facilitate hundreds of distinct projects this past year and process thousands of parking and access requests. Several of them were critical upgrades to buildings or campus infrastructure, like the complete modernization of the main campus power grid.

As the new year arrives, we look forward to increasing our partnerships on campus with stakeholders and other departments. Critical planning of BCIT's role as a post-secondary means there is always another project ahead. We'll be there to ensure BCIT's culture of safety continues.

Some helpful parking tips:

- Our office is open 7:30 am to 3:30 pm, Monday to Friday.
- Forgot your hanger? Come see us for a courtesy pass. Don't leave Impark a note on your dash.
- You can reach BCIT Parking during normal business hours at 604.432.8719.

Driving to campus?

The Parking office (SW01-1000) is open until 7:00 PM during the first two weeks of term start-up in January and September. If you are a part-time instructor who arrives outside these hours, your term pass is available for pick up at our Security Communications desk located at SW01-1016.

COUNTING CONCRETE TILES

The department responsible for parking at all BCIT campuses is Safety, Security and Emergency Management. Our Parking Coordinator processes parking requests and ensures our lots run efficiently, accommodating contractors and the placement of staff through our digital waitlists.

2014 was the year of the Electronic Courtesy Permit. Parking took a leap this last year, offering all its courtesy passes in electronic format. We have offered student parking via wireless payment for years. Now your campus guests can enjoy the same treatment. The next time you ask for a pass, make it

NEW CAMPUS, KEYS, ID CARD, AND ACCESS CONTROL

digital and cut out the paper! Email parking@bcit.ca for more information.

We also had a very challenging year around parking in terms of the sheer volume of requests. Multiple campus projects closed off several lots and rerouted students and staff away from their normal parking spots. We accommodated many workarounds, and released the staggering sum of 9,247 parking hangers in 2014.

FULL STEAM AHEAD!

September 2014 saw the grand opening of BCIT's latest satellite campus. The Annacis Island Campus is the new home to the Motive Power Centre of Excellence, a joint venture between BCIT and Vancouver Community College. Summer was a challenging time for us as many contractors and departments rushed to complete work on the new campus and bring its buildings up to operational efficiency.

A particular accomplishment for our department was rekeying the entire site and the subsequent activation of a campus-wide card access system. Many of our team members spent days wandering the site in hardhats, meeting with contractors, fleshing out unforeseen security needs, reviewing fire safety plans, formalizing keying plans and bringing our data and IT needs up to standards.

Looking back at the hectic summer of 2014, we didn't know how opening day at AIC would go. But with the help of our locksmith (Pacific Lock and Safe) and our partner in card access technology (ACSI Inc.) we were able to provide a timely completion of services. Our current presence on the Island continues to build on a suite of solutions suited to staff and students from those crazy summer months.

KEYS

With the addition of the Annacis Island campus this year, our department reached an all-time high in terms of the number of locks and keys out there in the wide, wide world of BCIT. Our operations are now spread across six campuses employing thousands of people requiring an unending diversity of security suites to meet their roles.

For many years, the Security Coordinator responsible for all our keying needs has been Sharon Toorenburgh.

Sharon has an almost encyclopedic knowledge of door locks across our campuses. The variety of locks and rekeying she oversees extends across a total of 56 buildings which use 6,686 locks and 2,292 active operating keys.

Staying organized and on top of her game is critical with almost 200 new rekeying projects and more than 3,000 individuals assigned BCIT keys in 2014.

Do you need keys? All requests for keys and rekeying are now submitted online through the BCIT ShareSpace portal. For more information, see: <https://sharespace.bcit.ca/sites/sas/keyreq/Pages/Welcome.aspx>.

If you require advice or have general questions about keys, you can also drop by the SSEM office at SW01-1000 or email your enquiries to Sharon at sharon_toorenburgh@bcit.ca.

ID CARD AND ACCESS CONTROL

By effectively incorporating card reader technology in high traffic areas, we move ever closer to an efficient model of access control. This cuts down on key issuance, delays in access, and provides us with strong data on room usage and other reporting patterns.

In 2014, we incorporated another 88 card readers in our bid to offer campus users more keyless solutions. This totaled an increase of 14% in our portfolio, the largest influx coming from installations at the Annacis Island campus. Our department is now responsible for the upkeep of 331 smart (contactless), 299 mag-stripe, and two bio-class readers operating around six campuses.

Are you having trouble with your card? If your BCIT ID card is no longer working correctly or if you have a question about access, please get in touch with our team at BCIT_ID_Employee_Card@bcit.ca.

Please remember that all new requests for access must be submitted online using the BCIT ShareSpace portal at: <https://sharespace.bcit.ca/sites/sas/keyreq/Pages/Welcome.aspx>.

INSIGHTS AND OBSERVATIONS



BCIT TURNS 50 – A PERSONAL VIEW FROM UNDER THE BIG BLUE SIGN

It wasn't that long ago that I used to walk by the 'time capsule' in a Security uniform. For those who don't know, the capsule is right outside our Security desk in SW01, beside the Campus Square. I used to staff that Security desk every day, until I was lucky enough to come on board with BCIT in 2003.

Back in 2003, I worked for the Paladin Security Group. The guards of my era all knew about the capsule and wondered what was inside. We thought it was kind of neat. None of the 2003 crew is left on campus patrolling its hallways and parking lots today. They've all moved on. But I'm still here somehow.

Fast forward to October 2014, and I've been a BCIT employee for 11 years. And BCIT has turned 50! Until October, a plaque sealed the capsule, marking our 50th anniversary. I never thought I'd outlast the plaque; 2014 seemed so far away, and I had other plans. But I stuck around through staff changes, boiler explosions, floods, new campuses, department expansions, fiscal restraints, Gateway construction, near disasters, thousands of customers at our counter...three BCIT presidents. I've got to see a lot.

I remember when they finished the Gateway beacon

– the big blue BCIT sign any motorist on Willingdon Avenue just couldn't miss. That beacon finally seemed to legitimize the campus in a bold, modern way. Nothing further was needed. The futuristic look of Gateway and the 'BCIT' sign spoke of big things.

So here I find myself on the cusp of 2015, wondering where all the time has gone. I've been lucky to work with a great group of people in Safety, Security and Emergency Management. A core group of us has stayed intact for all of my 11 years of service. And I'll miss them whenever I leave.

I won't miss my old seat at the Security desk, or the hectic work and tough situations guards at BCIT often face. But I might make it to BCIT100, if I'm still around in 2064. I'm sure there will be a few of us there who still remember 2014 with pride. When the capsule was opened. When we celebrated 'like it was 1964'.

Until then, these words are my time capsule. A small collection of appreciative sentiments to remember my time here. Quietly working right in the shadow of the big, blue sign.

~ Robert Perkins
Security Operations Coordinator

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