

CONCERNED FOR YOUR PHYSICAL SAFETY?


In case of an **EMERGENCY**,
Call **911** immediately
then contact Campus Security
at 416-736-5333

If **non-urgent** safety incident,
contact Campus Security
416-650-8000
or **safety@yorku.ca**

1 Security Control Dispatcher

Will gather basic information and do an initial triage.


- » For immediate physical threats, they call Toronto Police Services and dispatch a York Security Official to location
- » For non-immediate issues, they dispatch a York Security Official to meet you



2 York Security Official

Will follow up and gather detailed information.


- » Generates an **incident report** of complete situation
- » Advises you about available resources and contacts based on your situation (ex. goSAFE, the Centre)



3 Investigation Team

Will conduct an in-depth investigation if needed.

- » Suggests a personal **safety plan**
- » Recommends additional resources if available
- » Works with TPS and other involved offices to monitor the case and support you



The **COMMUNITY SAFETY DEPARTMENT (CSD)** takes a holistic, community-centric approach to supporting York community members, learning about concerns and collaborating with other offices to provide supports.

Please visit: <https://www.yorku.ca/safety/>

WHAT KIND OF FOLLOW UP WILL I GET?

A security official or investigation team member will follow up with you to ensure you are safe, reassured and supported. They will share relevant resources and connect you with appropriate supports.

WHEN WILL I HEAR BACK?

All calls for service are addressed immediately and promptly triages for timely and appropriate follow up response and required.

WHAT HAPPENS TO MY INFO?

The Community Safety Dept, York Security Services and all internal York University supporting offices ensure that confidentiality and privacy safeguards are clearly established and aligned with the Freedom of Information & Protection of Privacy (FIPPA) legislation. All involved parties are fully informed and consulted with throughout the investigative process.

WHAT OTHER RESOURCES CAN HELP ME?

- [Safety tips - YORKU](#) (includes tips for staying safe on social media, cybersecurity, harassing phone calls, and general safety tips.)
- [CSD services to support community safety - YORKU](#) (ex. goSAFE, emergency preparedness, etc.)
- [The Centre for Sexual Violence Response, Support & Education – YORKU](#)
- [Office of Student Community Relations \(OSCR\) – YORKU](#)