

PERSONAL SAFETY & SECURITY

HANDBOOK



UNIVERSITY OF ALBERTA

EDMONTON, ALBERTA, CANADA



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Introduction

With a main campus of about 50 blocks, 90 buildings, and a daily population well over 50,000 including 3,500 residents, the University of Alberta is, in every sense of the word, a large, vibrant community. The UofA campus is a very safe place. Yet, like other communities, we are not immune to crime and must remain constantly aware to ensure our safety and security.

Our goal is to supply realistic, proactive safety techniques and keep our community informed about crime on campus. We hope the information within is valuable.

Campus Patrol Services

Campus Security Services' (CSS) Patrol branch provides a 24-hour service to the campus community. The main office is located at 11390 - 87 Ave. (Education Car Park) and is open 24 hours a day. CSS also operates a community station in HUB Mall open daily. Services may be accessed by dialing 780-492-5050 or for free from any Telus payphone or exterior emergency blue phone on campus (see pg. 17).

University Peace Officers are first responders to emergencies, crimes in progress and general complaints and inquiries on campus.

In partnership with other organizations, several crime prevention programs and services are offered:

- Student Auxiliary Program
- Crime Stoppers
- Stop THIEF!
- Whistle Program
- Safety and Security Seminars
- Security Audits (CPTED - Crime Prevention Through Environmental Design)
- Alcohol Awareness/Server Intervention Seminars
- Verbal Judo
- Lone Worker Program



For more information on any program or service, please call 780-492-5252 or email campus.security@css.ualberta.ca.





Students' Union Safewalk

The Students' Union Safewalk program provides a safe and reliable alternative to walking alone at night on or around campus.

Safewalk is the Students' Union response to the reality of our society - offering everyone the opportunity to take an active role in making the campus a safer place that is more conducive to learning. Our service is free of charge and is available to any member of the university community - undergrads, graduate students, staff and faculty.

We exist so that access to the University of Alberta campus and surrounding areas is never compromised for those who do not want to walk alone at night.

To use Safewalk, call **4-WALK-ME** (780-492-5563) and a volunteer will take your name, location and destination. They will then dispatch a co-ed, radio-equipped team wearing bright yellow jackets to walk you to your destination.

Safewalk clients have the option of booking walks

in advance. This means a team would be waiting for you at the predetermined place and time to walk you to your destination. If you would like to set up a pre-book agreement please come by the office.

Safewalk's boundaries extend south to 72 Ave. and east to 91 St. Safewalk will also travel with you on the LRT as far as Claireview station and up to three blocks away from every station.

Safewalk is open the following days (excluding holidays)

September – October & March -April:
Monday-Friday
7pm-1 am

November-February
Monday-Friday
6pm-1am

If you would like to volunteer for Safewalk, we recruit in September and January. For more information please come by our office (030E-SUB), call (4-WALK-ME), or e-mail safewalk@su.ualberta.ca.

Suspicious Persons

A suspicious person is any individual who should be reported to CSS by any member of the campus community. Act on your intuition. Whether the report is founded or not, CSS appreciates all concerns. Based on your information, a crime may be prevented. There are certain things you should look for in determining whether a person should be reported to Campus Security.

Suspicious people are people you do not recognize that:

- Enter rooms, offices, labs, with no apparent business to transact
- Solicit, ask for donations, etc.
- Sleep on chairs, furniture or the floor
- Carry weapons such as knives or guns
- Tamper with locks on doors, windows, bicycles and vehicles
- Force another person into a vehicle
- Look in windows
- Carry unwrapped property at unusual hours
- Carry suspicious items such as crowbars, screwdrivers or bolt cutters
- More concerned with who is around them than what they are working on or looking for
- Refuse help if you ask to assist them
- Appear scared, nervous or anxious

When reporting a suspicious person, provide CSS with personal descriptors, direction of travel, vehicle license plates, number of persons involved, weapon information, and/or elapsed time. Do not expose yourself to any danger by approaching or following these persons unless you believe it's safe to do so.

Suspicious Activities

Suspicious activities and/or findings should also be reported to Campus Security Services.

- Sound of breaking glass
- Finding a broken window - residence, vehicle, office
- Hearing screams
- A vehicle continually driving in the same area of campus
- Groups of people who are intoxicated, causing property damage or rioting
- Smoke coming from buildings, vehicles, etc.
- Finding a syringe or other dangerous items
- Observing individuals with drugs or alcohol on campus
- Observing drugs or drug paraphernalia being sold
- Sound of gunshots
- Sound of a whistle or other noise maker
- Any activity that you feel is out of the ordinary or suspicious

Campus Safety Tips

Walking Safely

- Be aware of your surroundings.
- Carry only essential cards and money.
- Walk close to the curb.
- Never assume a parked car is empty.
- Be particularly alert when walking by shrubbery, darkened doorways and alleys.
- At night, when possible, stay in well-lit areas and use routes that appear more heavily traveled.
- Carry change OR a phone card for an emergency phone call.
- If you feel uncomfortable walking home alone contact Safewalk at 4-WALK-ME (pg. 2).
- Familiarize yourself with the locations of pay phones and emergency phones (pg. 17).
- Consider investing in a cellular phone. Emergency packages are available from most dealers.
- Carry a whistle or other noise maker

Quick Facts

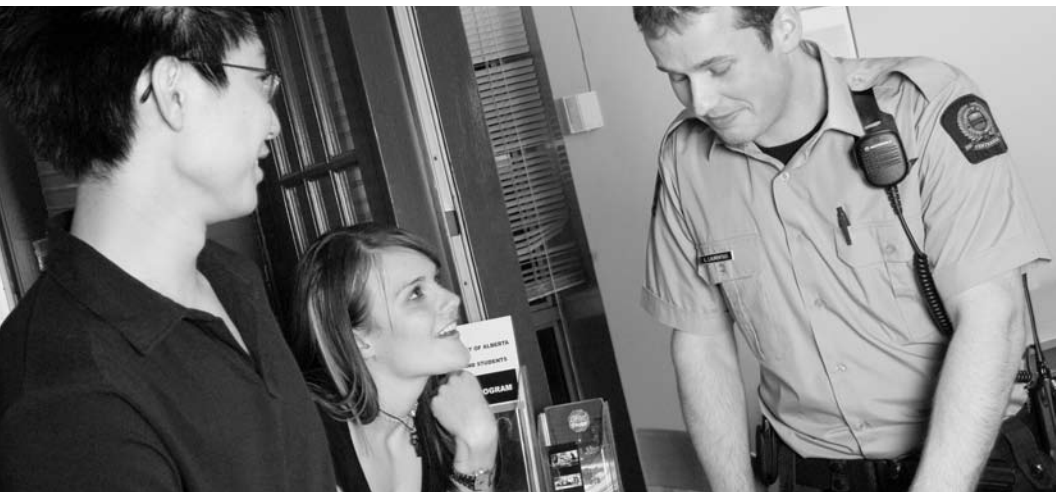
Get your free personal safety whistle from Campus Security or Safewalk. Each whistle is a symbol for personal safety awareness intended for use in emergency situations. When attached to your key ring, it serves as a constant reminder to be aware of your surroundings.

If you are followed by a pedestrian:

- Be aware of what is around you.
- Cross the street.
- Go directly to the nearest phone booth or open business and call for help.
- If followed to the phone booth, drop the receiver, drop down to the ground and press your back against the door with your feet against the wall. Continue to talk clearly and directly at the receiver.
- Remember to phone 911 in an emergency. You don't need money to call.

If you are followed by a vehicle:

- Turn and walk in the opposite direction; the driver will have to turn around and drive on the other side of the street to follow you.
- Get the license plate number and write it down.
- Seek help at a business or residence.
- Call the police or Campus Security.



Office Safety

- Do not let strangers into the building. Remember, as a key-holder you are responsible not only for your own safety, but also the safety of your co-workers.
- Never prop open doors to locked buildings. If you find a door that is propped open, remove the obstruction.
- Vary your departure times if you frequently work late. If you require an escort, both Safewalk and Campus Security Services will escort you to your vehicle, bus stop or on campus residence.
- Ensure that the reception area is arranged so that it is difficult for anyone to access inner office areas without first passing the receptionist.
- Have staff members come to the front and escort visitors back to the proper areas. Do not allow strangers to wander your halls alone.
- Check all identification from strangers wanting to enter your area. Remember that they are strangers and it is up to them to establish their identity to you. In most cases a polite “May I help you?” is sufficient.
- Restrict office keys to those who really need them. Key control is vital to office security.
- Check your own immediate workspace. Are you trapped behind your desk in a corner if a situation should arise? If you have windows and your office is visible from the outside, keep your blinds open. CSS conducts security audits & Crime Prevention Through Environmental Design (CPTED) reviews. Email campus.security@css.ualberta.ca for more information.
- Keep purses and wallets in locked areas. Do not leave your wallet in your coat on a coat rack. Do not leave your purse in an unlocked drawer.

Vehicle Safety

- When you enter your vehicle lock your doors.
- Back your vehicle into your parking space so that you face out when you enter or exit.
- Have your keys in hand before you reach your vehicle so you don't have to search for them.
- Look in the rear seat before you enter. If you have a van, install a convex mirror that allows you to see into the back.
- Park in well-lit areas.
- Lock your doors and roll up your windows every time you exit your vehicle, even if it's just for a minute.
- If you are unfamiliar or unsure of a parking lot, drive through it first and check it out.
- Keep a pad and pencil handy, in either your glove compartment or visor.
- Do not mark your keys with your name, address and/or license plate number.
- If you feel unsafe arrange for an escort from Safewalk or Campus Security.
- If your car is stolen, remember that the thief has your address (registration) and garage door opener.

If your car breaks down:

- Raise the hood.
- Sit inside the car with the doors locked until help arrives.
- Leave the window partially down while you talk to whoever comes near.
- Stay in your car and let any strangers that approach offering assistance go for help. If necessary, tape 35 cents to a card with the phone number of your garage/towing company.
- Remember that freeways are constantly patrolled.

If you are followed by another vehicle:

- Do not go home. Dial 911.
- Drive to the nearest police station, open business, or to Campus Security Services. Report the problem to Campus Security or the Police.
- Do not try and outrun or perform any dangerous maneuvers to get away from the other vehicle.
- Do not allow the vehicle to force you to the side of the road. Report the problem. A dented fender can be replaced, but you can't.
- Get the license plate number and write it down.

Running Safety

- Carry identification or write your name and phone number on the inside sole or laced to the outside of your shoe. Include medical information.
- Carry change for an emergency phone call.
- Run with a partner.
- Write down or leave word of your running route. Inform your friends and family of your favorite routes.
- Run in familiar locations. Know the locations of pay phones and open businesses and stores.
- Avoid unpopulated areas, deserted streets and overgrown trails. Especially avoid unlit areas at night.
- Don't wear headphones. Use your hearing to be aware of your surroundings (car horns, other people).
- Ignore verbal harassment. Use discretion when acknowledging others.
- Run against traffic so you can observe approaching vehicles.
- Wear reflective material if you must run before dawn or after dark.
- Use your intuition about suspicious persons or areas.
- Consider carrying a whistle or other noisemaker.





Bar/Nightlife Safety

Alcohol is by far the most common substance involved in sexual assaults. However, there are other less common, but available substances that have recently received media attention in North America for their abilities to impair individuals so they cannot adequately defend themselves. In the majority of incidents, these substances are dropped into the alcoholic beverages of unsuspecting victims. While the debate continues into the uses and effects of ‘date-rape drugs’ such as Rohypnol, GHB and Ketamine, we recommend you educate yourself about these drugs and use common risk reduction strategies.

- Be observant of your surroundings.
- Drink from tamper-proof bottles or cans. Don’t drink from a punch bowl.
- Do not ask someone to watch your drink while you dance, go to the bathroom, etc.
- Watch while your beverage is prepared. Do not accept drinks from anyone if you did not see them prepared.
- Keep your hand over your beverage when possible.
- Use a buddy system and take care of your friends.

Please also consider the following nightlife tips:

- Do not accept a ride from anyone who has been drinking.
- Carry a minimum of \$20 cash for a taxi.
- Tell a staff member if you are being harassed or if there are any suspicious individuals.
- Arrange a deal with a friend to watch out for each other and to leave together in a group.

Alcohol Poisoning

When you consume too much alcohol too fast, it acts as a poison. Sometimes if you drink too much, you pass out. This is your body’s way of protecting itself from absorbing any more alcohol (If you’ve passed out, you’re not drinking any more). But when you drink a lot really fast, you may not pass out in time, and instead can actually go into a coma and die. Alcohol poisoning is tragically common on campuses and is often associated with drinking games or buying shots or shooters for someone at a party.

Symptoms of alcohol poisoning:

- Unconsciousness or “sleeping”; the person cannot be wakened.
- Cold, clammy, pale or bluish skin.

- Slow breathing (less than 8 times per minute) or irregular breathing (with 10 seconds or more between breaths).
- Vomiting while “sleeping” or passed out, and not waking up after vomiting.
- If a person has any of these symptoms, they are likely suffering from alcohol poisoning. It is important for them to receive medical attention.

What to do:

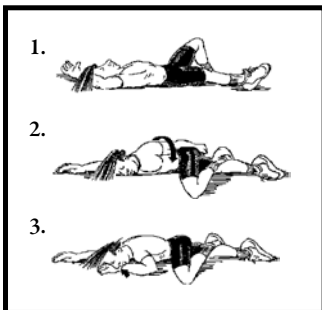
- Call an ambulance.
- Roll the person into the recovery position to prevent them from choking.
- Do not leave the person alone. Stay with them and monitor breathing until medical help arrives.

Don't Leave Dick for Dead:

The BACCHUS Manoeuvre

If a friend is passed out and “sleeping it off” there is a danger he could vomit and choke. Placing him in the recovery position will help to ensure that if he does vomit, he will not choke. If the person cannot be roused at all, however, or if you are in doubt about his safety, call an ambulance, as acute alcohol poisoning may be occurring. This can be fatal if medical attention is not obtained.

Here's how to put a friend into the recovery position:



1. Raise Dick's closest arm above his head. Prepare to roll Dick towards you.
2. Gently roll as a unit. Guard the head as you roll Dick.
3. Tilt head to maintain airway. Tuck nearest hand under cheek to help maintain head tilt.
4. Check on Dick often. If you have any concerns that your friend may be suffering acute alcohol poisoning, get medical help immediately.

Avoiding Theft

At Home:

- Lock your doors/windows whenever you leave your room or residence.
- If you live in a University residence, do not allow unescorted strangers inside.
- Be suspicious of unknown persons loitering in the area of your residence.
- Never leave an exterior door propped open.
- Keep a record of your valuables. An engraver is available, free of charge, from Campus Security. Engrave your Drivers' License number on the back of your property (eg: AB 138654-234).

At Work:

- Lock your office door if the office is left unattended, even for short periods.
- Do not bring large sums of cash with you to work.
- If you must leave your purse or wallet in your work area, lock it in a locker or desk.
- Do not post vacation times or itineraries on your door.



From Your Vehicle:

- Lock your vehicle every time you leave it.
- Don't leave your windows rolled down, not even a crack.
- Don't leave vital information in your vehicle.
- Park in well-lit areas.
- Don't leave valuables in view for a thief. Store them in the trunk or under the seat.
- Affix your parking permit to your window.
- Consider investing in a car alarm.

Harassment

Generally, the University defines harassment as “conduct or comments which are intimidating, threatening, demeaning, or abusive, and may be accompanied by direct or implied threats to a person’s grades, status or job”. On campus, harassment is prohibited by University policy. Although harassment can be directed at personal characteristics like a person’s race, religious beliefs or sexual orientation, the most common form of harassment is sexual harassment.

Sexual harassment is unwanted sexual attention which makes a person uncomfortable and has the impact of creating a work or study environment that is hostile and limits individuals in the pursuit of education, research or work goals. The concern is with the negative impact of the harassing behaviour not with whether the actions are intended to harass. Both men and women can be the targets of sexual harassment.

How can you deal with harassment?

Most people who are being harassed just want the behaviour to stop. Getting the harassing behaviour to stop requires some action but, as is natural, the circumstances create discomfort. It can be especially uncomfortable when the two people work together or are in the same academic program. The likelihood of continued interaction with each other makes finding a workable

At the Library:

- Do not leave personal property unattended, even for a minute.
- Keep personal property in view at all times.
- Do not bring valuables with you to the library.

At the gym:

- Secure all personal property in a locker. Invest in a good quality lock which can be purchased from the Equipment Room in the Van Vliet Centre (780-492-3276).
- Avoid carrying large sums of money or valuables with you.
- Keep your locker locked whenever it is unattended.

resolution all the more important. Here are some options which people have found helpful:

- Tell the harasser the negative impact of the behaviour and ask that the behaviour stop. For example, “when you make suggestive comments, I feel so uncomfortable that I can’t concentrate on my work. I don’t like these comments. Stop saying these things to me.” Some people choose to convey this message by talking to the harasser; some people choose to write a letter.
- Keep a written, chronological account of all incidents of harassing behaviour. Note what occurred, when, and names of any others who may have witnessed the incident. Keep any inappropriate letters, jokes, pictures or objects that the harasser gives you.
- Talk to someone. Seek the assistance of the Office of Human Rights on campus (780-492-7325). One of the Advisors there will listen to your concern and will help find a solution that works for you. The Advisors will respect the confidential nature of the information you share. Seek the assistance of Campus Security Services especially if you are feeling unsafe or in danger.

Many people who experience harassment feel uncertain or embarrassed; however, ignoring or minimizing the problem won’t make it go away. Ask for help. The University wants your work and study environment to be healthy and safe.

Harassment can include:

- Sexist or racist jokes
- Display of offensive material
- Derogatory name calling
- Persistent and unwelcome requests for “dates”
- Unwanted touching, patting or pinching
- Verbal threats or abuse
- Graffiti of offensive words

Abusive/Obscene Calls

What to do when an abusive/obscene phone call is received:

- Most often the caller is looking for a reaction to the call. Don’t react.
- Don’t question the caller (i.e. Who is this?). This is what they want you to do.
- Hang up the receiver promptly and gently.
- Never blow a whistle or yell into the phone. The caller will know you are angry and will probably call back.
- Instruct your children and/or baby-sitters not to talk to anyone that they don’t know.
- Notify Campus Security and/or police of any calls that you have received. If the calls happen regularly, make a log of the dates and times of the calls as well as what was said.
- Consider subscribing to call display so you can see the number of the caller.
- Notify Telus security or use the call trace feature (see below).

More Phone Tips:

- List your number with your initials only. Do not use your first name. This applies to your telephone number and your apartment buzzer.
- You may wish to have an unlisted number; there is an extra charge for this service.

Telus personal Call Management Services– How to screen your calls / services available:

Call Display (optional feature):
Identifies who the caller is on the phone display.

Call Answer (optional feature):
Allows callers to leave a message.

Call Trace: (Can only be applied to your last incoming call) At home, dial *57 and a recorded message will give you further instructions. If you receive this type of call on campus, hang up and call U of A AICT at 780-492-3422. Make note of

any information if your set features call display.

Selective Call Blocking: Prevents the display of your name and number on a per-call basis. When at home, press *67 before placing your call. When on campus, dial *67 + 9 + the number you are calling.

Some of these features are not free and all can be used on private, touch tone phones. For more detailed information on specific University campus features call AICT at 780-492-3422. Please refer to the White Pages Directory or visit us online at www.telus.com for more general Telus information.

Sexual Assault

Sexual assault is the legal term used in Canada to refer to any form of sexual contact without voluntary consent. Kissing, fondling, sexual intercourse, anal intercourse, and oral sex are all examples of sexual assault if they are done without voluntary consent. Consent obtained through pressure, coercion, force, or threats of force is not voluntary consent.

Consent

Under the Criminal Code of Canada, “Consent is defined as a voluntary agreement of the complainant to engage in the sexual activity in question.” (Section 273.1)

Consent is NOT given if:

- it is given by someone else
- the person is unconscious, drunk, stoned, or sleeping
- it is an abuse of power, trust, or authority
- the person does not say yes, says no, or through words or behavior, implies no
- the person changes her/his mind

Acquaintance Sexual Assault

Acquaintance sexual assault is sexual assault that is committed by someone you know. The offending acquaintance can be someone you hardly know (e.g.

a friend of a friend or someone you met that night or someone you are close to e.g. a friend or a boyfriend or girlfriend).

Statistics

- FBI Statistics say 1 in 4 women and 1 in 8 men will be sexually assaulted at some point in their life.
- A women’s risk of being sexually assaulted by an acquaintance is four times greater than her risk of being assaulted by a stranger. (Warshaw, 1988)
- In Canada, 85% of sexual assaults are perpetrated by someone the survivor knows. (Statistics Canada, 1993).
- A Survey of Unwanted Sexual Experiences Among University of Alberta Students found that 93% of those who reported an unwanted sexual experience were assaulted by someone they knew. (LoVerso, 2001).
- Fewer than 10% of sexual assaults are reported to the police (Statistics Canada, 2004)

What To Do If You Have Been Sexually Assaulted

After a sexual assault you may feel many things including shock, fear, anger, upset, numbness or disbelief. These feelings will vary depending on how long ago the assault happened, and how many other stressors you are dealing with in your life. If you were recently assaulted, or if you are remembering things from a past assault, it is important to take care of yourself and ensure all of your needs are being met. Try not to let others pressure you into making decisions, and instead ask yourself, what is the best decision for me. Whether you were sexually assaulted recently or in your past, some of the options you may want to consider include:

1. Doing nothing. It is OK to wait to take the time to process what has happened to ensure you are making decisions that are in your best interest.
2. Calling a 24-hour crisis line number, in case you need to talk in the middle of the night.

This can be important if you are experiencing nightmares or are having difficulty sleeping. Two examples are: Sexual Assault Centre of Edmonton (780-423-4121) or The Support Network (780-482-4357).

3. Going in person to a Sexual Assault Centre. (See Resources on the back page.) The University of Alberta Sexual Assault Centre offers a confidential, anonymous and safe place to talk about your sexual assault experience. The Centre provides support to both women and men, and if you choose, can help advocate on your behalf regarding academic or reporting matters.
4. Seeking medical attention. This can be important for receiving testing and preventative medication for sexually transmitted diseases or pregnancy, or for receiving care for any injuries you may have. You can go to the emergency room at a hospital, or if you do not need emergency attention, to the University Health Centre or your physician.
5. Reporting the incident to the Police or to Campus Security. You do not have to report the sexual assault to Police or Campus Security, and choosing to report may or may not be an important part of your recovery process. Sexual assault is a crime under the Criminal Code of Canada and is also a violation of the University's Code of Student Behavior and therefore should be reported to the Police and/or Campus Security.
6. Telling someone you trust. Disclosing the sexual assault to someone you feel will be supportive can provide you with another person in your life who understands what you are going through.
7. Beginning long term counseling. Because sexual assault can be a traumatic experience, you may choose to see a counselor. Student Counseling Services offers free counseling, or you can choose from a variety of counselors in the community. (For a referral, consider calling the U of A Sexual Assault Centre.)

What To Do If Someone Tells You That They Have Been Sexually Assaulted

Listening to a disclosure of sexual assault can feel overwhelming, but there are three very basic and important steps when supporting a survivor of sexual assault. These steps may seem too simple, but they are very effective.

- Listen - Letting the survivor get their story out, and listening attentively can be very validating and helpful to them. You can show you are listening by making eye contact, maintaining open body posture, and limiting your questions. Often, you may have questions pop into your head while they are speaking. Instead of asking the question immediately, consider if the question is important or if you are asking it simply out of curiosity. If the question may help the survivor then it is appropriate to ask. It can be difficult for survivors to share their story, therefore allowing silence and giving the survivor the time to tell the story in his/her own way is helpful.
- Believe - This is another basic, but very important step. All too often survivors are questioned as to if they are telling the truth about their sexual assault. This disbelief by others may cause serious setbacks in the survivor's recovery. She/he may not disclose to anyone else again after being disbelieved, and the survivor may blame her/himself even more for the sexual assault. Believing the survivor's story shows the survivor that she/he is not to blame for the assault, and it makes it easier for her/him to tell others.
- Provide Options - During a sexual assault, all control has been taken away from the survivor. As a supporter you can help them regain a sense of control by letting the survivor make her/his own decisions with regard to their recovery. Once the survivor has finished disclosing her/his story, this may be an appropriate time to offer options to them. Some of these options include going to the hospital, reporting to the Police or Campus Security, seeing a counsellor, joining a support group, or doing nothing. (See above under What To Do If You Have Been Sexually Assaulted.)

Abusive Relationships

Abuse or violence in a relationship is a pattern of behavior that one person uses against another to intimidate them and to get them to do what they want. It comes in forms such as:

Emotional Abuse

This is when your partner puts you down, ignores you or calls you names. He/she may want you to stop spending time with your friends and questions you on every detail on what you've done without him/her. Your partner may use jealousy or anger to intimidate you or to control your behavior, or he/she might deliberately humiliate you in front of others. Your partner might try to manipulate you and make you feel wrong, inadequate or like you're crazy. Another form of emotional abuse is when your partner threatens to hurt him/herself or other people if you break up with him/her. Emotional abuse can be just as damaging as physical abuse.

Physical Abuse

This involves acts such as hitting, slapping, pushing, kicking, pulling hair, choking or threatening to harm you in any way. It could involve using a weapon or an object to threaten or hurt you, smashing things or driving a car dangerously to threaten you. Hurting someone physically or threatening to hurt them is a criminal offence. 53% of female victims of violent crime experienced the violence by a past or current partner (Statistics Canada, 2007).

Sexual Abuse

This is when your partner uses force, threats or coercion to obtain sex or sexual acts. Sexual abuse can also include your partner not respecting your privacy when undressing, going to the washroom or taking a shower. Sexual abuse can be applied within the context of marriage under the Criminal Code of Canada.



Financial Abuse

This is quite common and is one of the primary reasons that a partner may remain in the relationship. Financial abuse can include your partner interfering with or not letting you work, withholding or taking money, and denying you access to a car or other services. Financial abuse is another form of control that is used to keep you in the relationship.

What Can You Do if You Think You Are In An Abusive Relationship?

- Talk to someone you trust. Disclosing the abuse to someone you feel will be supportive can provide you with another person in your life who understands what you are going through.
- Consider breaking off your relationship if you think your partner is abusive. Make sure you have a safe place to stay, such as a shelter, or a friend's place that your partner does not know about.
- Make a safety plan if you are thinking about leaving your partner. A safety plan consists of preparing an emergency bag (clothes, money, ID, keys, important documents) and establishing an escape plan. Things to consider in an escape plan are the safest time to leave home, the best place to leave from (work, school, a friend's house), transportation to your safe place, and the first person who needs to be called.

- Consider reporting the incident to the Police or to Campus Security. Choosing to report may or may not be important to you, or you may fear retaliation from your partner should you choose to report. Physical assault is a crime under the Criminal Code of Canada and is also a violation of the University's Code of Student Behavior and therefore should be reported to the Police and/or Campus Security.
- Consider calling one of the shelters or Sexual Assault Centers listed on the back page for more information. Shelters provide non-judgmental counselling and a safe place for women fleeing violent partnerships.

Relationship Warning Signs:

If you answer "Yes" to any of the questions below, you could be in an abusive relationship, or your relationship could become abusive.

- Do you feel nervous around your partner?
- Do you have to be careful to control your behavior to avoid your partner's anger?
- Do you feel pressured by your partner when it comes to sex?
- Are you scared of disagreeing with your partner?
- Does your partner criticize or humiliate you in front of other people?
- Is your partner always checking up on you or questioning you about what you do without him/her?
- Does your partner repeatedly and wrongly accuse you of seeing other people?
- Does your partner tell you that if you changed he/she wouldn't abuse you?
- Does your partner's jealousy stop you from seeing your family and friends?
- Does your partner make you feel like you're wrong, stupid or inadequate?
- Has your partner ever scared you with violence or threatening behavior?

- Do you often do things to please your partner, rather than please yourself?
- Does your partner prevent you from going out or doing things you want to do?
- Do you feel that, with your partner, nothing you do is good enough?
- Does your partner say that he/she will kill or hurt themselves if you break up with them?
- Does your partner make excuses for his/her abusive behavior by saying that it's because of alcohol or drugs or because he/she can't control his/her temper, or that he/she was just joking?

Bicycle Security

Bike security is an important issue on campus. Many people use their bikes as primary forms of transportation and simply cannot afford to have their transportation stolen.

Unfortunately, a high percentage of people are unaware of how to properly secure their bike. There are many stories of bikes secured with inadequate, cheap locks, usually attached to a cable that was cut with small bolt cutters or in some cases, a simple pair of wire cutters or pliers. Cable locks are not a good deterrent against theft and can be easily defeated by most thieves. Bike thieves are opportunists and will usually not take the time or effort to defeat a properly secured bike utilizing a U-lock.

Locking Your Bike Properly

To properly lock a bike it is desirable to back your bike into the rack provided and remove the front wheel (if it is a quick release wheel). Place the front wheel and back wheel together, "sandwiching" the rack bar between the two. A good quality U-lock should then be placed through the front wheel, back wheel, and the frame of the bike itself, while all are connected to the rack. It is important to remove any options such as seats, bags, bike computers, or lights from the bike after you secure it. Components are also highly-valued among bike thieves. It is NOT a good idea to leave your bike in



an unlit or low-traffic area. It is worthy to note that if a bike thief does steal a bike from a rack, minus a seat, or a wheel (carrying the bike), he will be stopped and questioned, if observed.

There are several types of quality U-locks on the market ranging in price from approximately \$25.00 to \$150.00. A highly recommended U-lock is Kryptonite's "New Yorker" lock. It was developed by a bike courier in New York, as the name suggests, and is very effective. Its shank is very narrow and therefore almost impossible to defeat as there is no distance to produce leverage or room to place tools of any type between the "U". Most bike shops sell the lock or a similar version of it. With the more expensive locks, many companies offer up to a \$500.00 guarantee that their lock will NOT be defeated.

CSS also offers a bike identification program. Visit our office and we will engrave your Drivers' License number into the frame of your bike. We then provide a small card with this information on it for your records. If your bike is stolen, then recovered, it can be easily returned to you. Hundreds of bikes per year are recovered in

Edmonton. Most are never returned to their owners because they were not properly engraved (without the engraving you must file a stolen property report, describing the bike in EXACT detail with the serial number).

A further option on campus is the bike lock up cage located in the Education Carpark, main level. More of these cages are currently being considered in other locations around campus. It is a secured cage, and a small fee per month is paid to Parking Services on campus to "rent" a space in the cage.

Emergency Blue Phones

Emergency Blue Phones are located in 4 external locations on campus: SW corner of SUB, the South end of HUB Mall, Triffo Hall, and Faculté Saint-Jean. They provide a direct audio link to CSS 24 hours a day and two have video capabilities. Note the location of the three Emergency Blue phones on the campus map (p. 17). Emergency Blue phones are reserved for emergencies.

STOP THIEF! Program

You can pick up your STOP THIEF! sticker from the Campus Security

Services or Parking Services office. Affix the sticker to the rear window of your car and submit the necessary forms. Your vehicle will be stopped, and the registration checked, by the police if found on the road between 1 a.m. and 5 a.m., peak times for auto theft. There are over 50 vehicles stolen per day in Alberta.

Verbal Judo For Contact Professionals

Never Argue With Anyone Again!

Words have the potential to cut and scar us as deeply as any physical wound ever could. Words can limit personal growth, destroy careers, ruin marriages, and estrange us from our families and friends. To be successful, we need to learn how to handle verbal abuse and how to respond to people with dignity and style regardless of their behavior. We also need to be accountable for the words we use - if you're not part of the solution, you're part of the problem.

Many organizations provide their staff with job specific training but little, if any, professional communications training. Without the benefit of effective conflict management skills, staff are forced to employ 'hit and miss' strategies when dealing with difficult persons. While these strategies vary, the results are predictable - unsatisfied customers, lost business, reduced productivity and burned out staff.

To register yourself or your staff for a course, contact Nelson Presley at 780-492-5252 or email nelson.presley@css.ualberta.ca

The Auxiliary Program

In partnership with the University of Alberta community, Campus Security Services (CSS) offers the Auxiliary Program. This program is designed not only to maintain a partnership with

the University community, but to train and offer unique experiences to members of the community. Auxiliary Officers are hired and are trained to the similar standards as sworn members of CSS.

Auxiliary Officers help CSS maintain a strong relationship with the community by working alongside CSS Peace Officers in a variety of situations including mobile street patrols and foot patrols in high incident areas. Additionally, the Auxiliary Program offers special duty security for special events and other functions on campus.

For more information on the Auxiliary program email campus.security@css.ualberta.ca or call 780-492-5252.

BIKE UNIT

Each year from May until early October, Campus Security operates a Bike Unit. This unit is made up of roughly 15 sworn peace officers who are trained to the Class "A" standard of the Law Enforcement Bicycle Association (LEBA). We have found that the Bike Unit is a valuable resource in responding to calls, since traffic tie-ups and maneuvering in congested areas do not adversely affect Bike Unit response time. It is almost commonplace for Bike Unit members to arrive to priority calls before vehicles. These members enforce the same provincial statutes that all patrolling members do, and work both day and nighttime shifts.

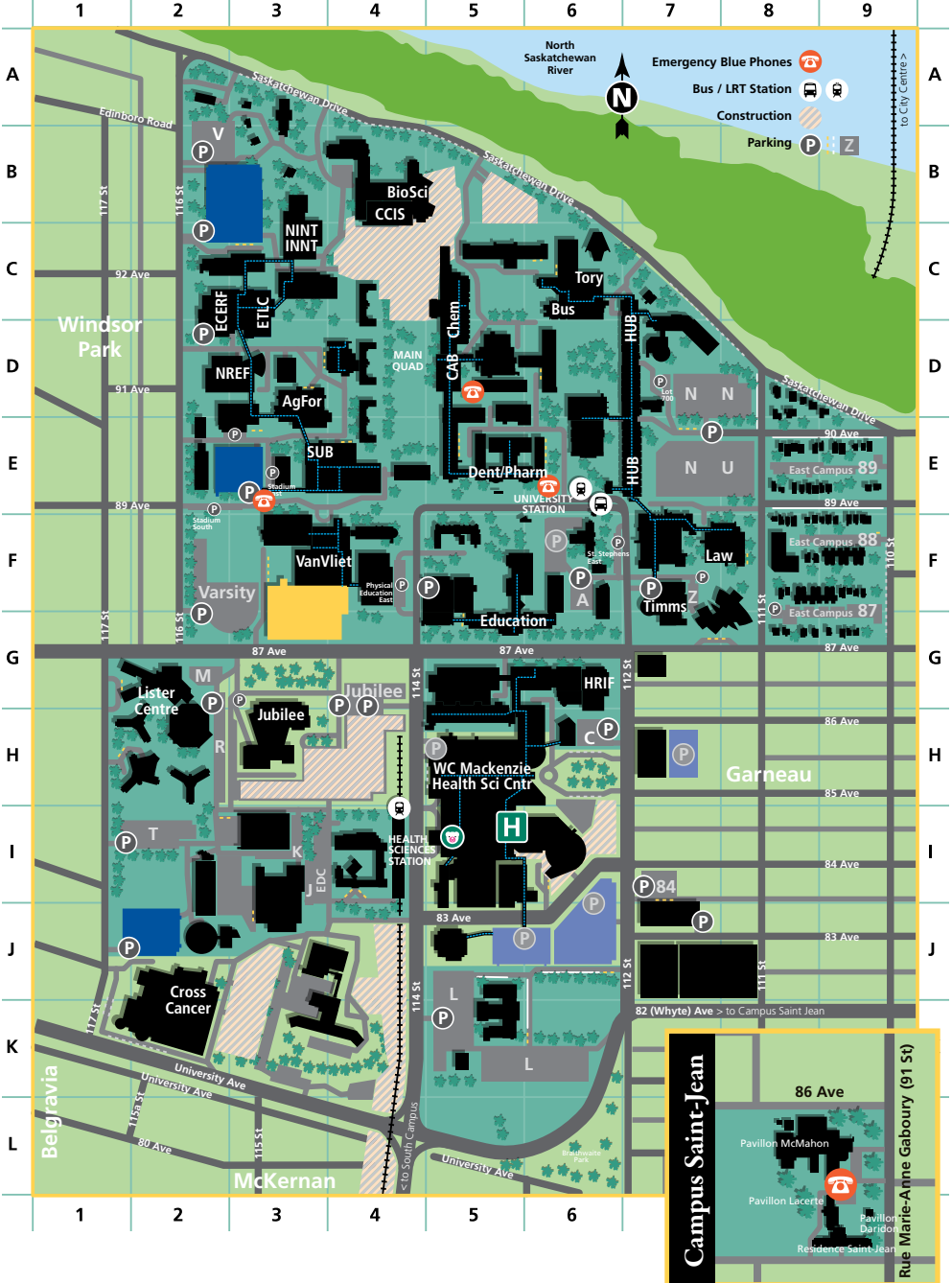
For More Information:

This handbook is available online at: www.css.ualberta.ca. You will find additional internet links to all of the subjects within this handbook.

Copies of this handbook may be obtained at Safewalk (030-E SUB), Campus Security Services, or by e-mailing: campus.security@css.ualberta.ca.

Campus Map

Note the location of the four EMERGENCY BLUE PHONES below.



Important Numbers

On Campus

Campus Security Services: 780-492-5050

- Emergency Response
- Complaints Investigation
- Lost/Stolen Property
- Student Auxiliary Program
- Alcohol Awareness training
- Crime Prevention Programming / Training
- Verbal Judo for Contact Professionals

(all numbers below need to have 780-492 in front of them)

SU Safewalk (4-WALK-ME) 780-492-5563

Life/Fire 5555

Bomb Threats 5555

Chemical Spills 5555

Maintenance Emergencies 4833

University Health Centre 2612

Office of Human Rights 7325

Specialized Support & Disability Services 3381

UofA Sexual Assault Centre 9771

Student Counselling 5205

Office of Student Judicial Affairs 0777

Student Distress Center (492HELP) 4357

Student Ombudservice 4689

Off Campus

City of Edmonton Police

Complaints 780-423-4567

Administration 780-421-3333

Crime Stoppers 1-800-222-TIPS

Distress & Suicide

(The Support Network,

24 hours) 780-482-4357

(780-482-HELP)

Sexual Assault Centre

of Edmonton 780-423-4121

Resources

Campus Security Services 780-492-5252
Education Car Park 24 hours
(11390 - 87 Ave.)

UofA Sexual Assault Centre 780-492-9771
2-600 Students' Union Building

Safewalk (4-WALK-ME) 780-492-5563
030E Students' Union Building

University Health Centre 780-492-2612
2-200 Students' Union Building

University Hospital 780-407-8822
8440-112 Street

Office of Human Rights 780-492-7325
289 CAB

Environmental Health
& Safety 780-492-1810
Education Car Park

Poison Centre 1-800-332-1414

Battered Women Shelters

WIN House 780-479-0058

Lurana Shelter 780-424-5875



RESIDENCE SERVICES
UNIVERSITY OF ALBERTA

