Should I call Campus Safety or 911?

A 911 emergency is any situation that requires immediate police, fire, or medical response to preserve life or property. After calling 911, call Campus Safety - we can still help!

Examples of 911 emergencies:
- Any life threatening situation
- A situation involving weapons
- A fire
- A serious injury or illness (such as a suspected heart attack)
- An uncontrolled chemical spill

Examples of Campus Safety calls:
- Theft (in progress/just occurred, or historical)
- Suspicious person
- Dispute
- Assault or immediate danger of assault (no weapons observed)
- Suspicious activity or package

Speaking with a Dispatcher

Information to have ready:
- Your name and phone number
- The location (for 911, use the city address)
- Brief description of the incident

Emergency	
911	
Campus Safety	
Urgent: 416-978-2222	**Non-urgent**: 416-978-2323

Less is more! Let the dispatcher lead the call with their questions. If you think any relevant details have been missed, you can add them at the end.

Note: For several residences, different buildings share the same city address. In these instances, be prepared to provide more location detail so the first responders have the closest point of entry.

Making The Call

A Tip Sheet

Providing a description

Consider this: it's midday at Sidney Smith and you witness someone steal a backpack from under a table while the owner's back was turned. You call Campus Safety as the suspect leaves towards St. George Street. Officers are now searching the area. To arrest the suspect, officers will need to spot them in a crowd. Will your description be detailed enough?

Below is an overview of aspects to keep in mind for a description. A high quality description goes beyond general qualities. While easy to notice from a distance, clothing is easily and frequently changed; therefore, clothing descriptors are more useful in identifying a suspect in the area for a crime that just occurred (like the one above) and less reliable for linking a suspect across multiple incidents*.

*Note: A person usually has less variety in coats, shoes, hats and bags therefore these <u>may</u> link a suspect across incidents

General descriptors:
- estimated age
- skin tone
- presenting gender
- approximate height
- build: slim, husky, overweight, etc.

Specific descriptors:
- hair: colour, style, texture
- facial hair: clean shaven, scruff, etc.
- skin condition: scars, acne, wrinkles, etc.
- eyes: colour, shape, lashes, redness
- nose and lips: size, shape
- face shape (high cheeklbones? dimples?)
- tattoos: colour/style, content, location
- piercings

Clothing descriptors:
- hat: colour, logos, style, position worn (backwards, sideways)
- coat: colour, style, type (ex. black, mid-thigh length, peacoat)
- tops: colour, style, fit, type, layers? (ex. white shirt, large black logo on chest, with a blue zip-up hoodie on top.)
- bottoms: colour, style, fit, cuffs (ex. faded black jeans, slim fit, folded cuff at ankles)
- socks: colour, style, type, logos (ex. white Nike tube socks)
- shoes: colour, style, type, logos, condition (ex. scuffed, black Nike sneakers with a gold swoosh)
- accessories: jewelry, watches, scarves, gloves
- bags/purses: colour, size, brand

Anything else that stands out:
- gait: slow, fast, limp
- speech: tone, rasp, lisp, stutter, accent
- smell

Practice! Observation is a skill. Look at people you pass in the street & try to describe their appearance in detail.