

CPTED Ontario Newsletter

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Winter, 2012

President's Letter to the Membership

It's 2012, a year that will likely be defined, in part, by fiscal austerity in the public sector. This will likely have an impact on travel and conference budgets. As we all strive to do more with less, we should never forget the value that can be derived from conferences. This past year was a classic example with the introduction of Jim Diers, a very passionate speaker on the virtues of Neighbour Power (see Successful conference puts a wrap on 2011! article).

Making the most out of less

In the event that your conference budgets are restricted, you can still maximize the value of your CPTED Ontario membership by attending zone meetings in your area. A zone meeting is currently planned for the central zone on Friday February 17th, 2012 at the Frank McKechnie Community Centre in Mississauga (see Upcoming Events article). Zone meetings are great places to share your CPTED problems, be it a site plan or existing property, share a success story and network with other members.

What else can we expect from 2012

While there is plenty to be gloomy about (just follow the barrage of economic news out of a cash-strapped Europe), 2012 will likely mark a turning point where the news gets better! This is already occurring in the U.S. where a quiet economic recovery is taking hold. You only need look at the direction of their stock market over the past year. This bodes well for everyone as the crowd will soon start to see the glass as half full.

2012 will also, I believe, represent a year of opportunity. In this regard, I would like to share with you the results of a survey conducted with our East Coast members. The survey was undertaken in recognition of the fact that there are 72 members on our East Coast membership list. The survey canvassed whether those members would be supportive of the development of their own CPTED organization and what form that organization should take in the event that one was desired.

The responding East Coast members were unanimous in their support of their own CPTED organization. They also felt strongly that if one were to develop, it should take the form

of a division/chapter of a national organization that would jointly be developed with CPTED Ontario.

This has the potential to significantly impact the CPTED landscape through the development of an autonomous, sister organization as we jointly take a step towards a national presence. Obvious benefits of such a move would include a mutually developed and expanded web-site and increased networking and educational opportunities for the members of both organizations. In the coming months, you can expect to receive a survey canvassing our members on your thoughts on the subject. We look forward to receiving your input.



Tom McKay
President, CPTED Ontario

It's Renewal Time!

Some of you will be receiving renewal notices over the next few weeks. If you have received a renewal notice, please take a moment to fill it out so that your membership will not lapse. For those who did not receive a renewal notice, your membership has not expired.



**CPTED
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Crime Prevention Through
Environmental Design

Washrooms and CPTED – One Practitioner’s Point of View

In our consulting practice we get two basic types of inquiries about washroom security:

(i) We are building new or upgrading current, washrooms at a mall or other public building and need to know how to incorporate CPTED and other security methodologies into our design.

(ii) We have existing washrooms that are currently the scene of reach over/reach under thefts from stalls, drug dealing, unwanted sexual activity, or other undesirable behavior.

Tim Crowe often made the point that washrooms in older public buildings were frequently located in lonely areas very distant from large numbers of normal users and their ongoing activity. Most enclosed malls built before 1995 have washrooms located at the end of long service corridors often 100 feet (and one or more sets of sound deadening fire doors) away from the mall’s busy retail areas. Calls for help from an ill, injured or victimized person were not likely to be heard by normal users and merchants in the mall. Fortunately the trend now is to place public washrooms much closer to well travelled areas where normal users can hear pleas for help, report abnormal users obviously watching the washroom, etcetera. We believe that if washrooms have to be located in corridors, the family washroom and woman’s washroom should be located as close as possible to the mall or other source of activity or natural surveillance. Isolated or distant locations can be left for male use. CPTED practitioners should also take into account the area around

the washrooms. It is important that they be sure not to locate anything near them that can justify loitering or surveillance by criminals and other abnormal users. About 20 years ago, a mall north of Toronto experienced a series of sexual assaults of 11 to 13 year-old boys in the men’s washroom. Undercover operatives in the washroom, frequent security patrols, etcetera were not able to detect or permanently deter the assailant. A bright young security supervisor reviewed hours of video from all the cameras located near the washrooms. He found that a middle-aged male was watching the washroom corridor from payphones located at the entrance to the corridor. Naturally now we always



recommend that pay phones, lockers, furniture etcetera not be located (or oriented) where an abnormal user could maintain surveillance of any washrooms. After location, the next question is door versus no door. First, there are some situations or locations where when the washroom must have a door. Family washrooms where women breast feed should have a door with a lock. Some small Mom and Pop restaurants often have washrooms that are very close to or even adjacent to their seating areas. These washrooms also need doors. However,

where sightlines and distance permit, there should be no doors. If this sounds like CPTED in reverse, it is. We do not want normal or abnormal users to develop any territorial feelings about this space. The absence of privacy is meant to encourage them to quickly use the facilities and move on. Doors give abnormal users in the washroom a sense of privacy. Drug dealers find the double doors particularly useful. As soon as they hear the outer door being opened, they can quickly put their drugs and money away. Armed robbers looking for a place in a mall to load guns, put on disguises etcetera also find the double door vestibule gives them warning of incoming persons. In addition to making it harder for a victim’s calls for help to be heard outside the washroom, a criminal can use the door(s) to help slow or prevent a victim’s escape. This is especially a concern where a deadbolt with an internal thumb turn is used to lock the washrooms after hours.

In 2000, we received a call from a law firm defending a large property management company against a lawsuit filed by the victim of a washroom sexual assault. They requested us to objectively conduct a CPTED security review of the washroom to see if the plaintiff’s lawsuit had merit. The subject washroom was located about 70 feet from the nearest activity and behind one set of normally closed fire doors. The washroom had a vestibule entrance with two doors. The outer door had a low mount ventilation grate and the inner door did not. However the inner door was equipped with a deadbolt with a thumb turn. We

found this unusual in that it made (in our view) more security sense to have the deadbolt on the outer door. The plaintiff claimed that this dead bolt was used to prevent/delay their escape. We concurred. Based on our report, the defense's law firm settled the lawsuit out of court. Using the dead bolt to secure the washroom after hours is acceptable only if its internal thumb turn is removed or disconnected.

Ceilings are also a challenge. Alert mall security guards sometimes notice that washroom ceiling tiles have been disturbed typically above the toilets. Guards have found stolen merchandise, clothing, toiletries, child pornography and knives above washroom ceiling tiles. On a more sinister note, terrorists could hide weapons or explosive devices above ceiling tiles. The easiest way to eliminate use of the ceiling as a hiding place is to install plaster ceilings that will be visibly damaged if anyone

attempts to place anything above them.

The open space found under sinks are another challenge as they can be used as a hiding place. These spaces should be enclosed with a sturdy material such as ¾ inch plywood. This relatively economical material is so strong it has a Canada Mortgage and Housing Corporation rating for use in firearms storage closets.

Some public washrooms are the scene of unwanted sexual activity, most often in the men's washroom. At some properties, this situation is made worse by postings on the Internet that clearly identify a particular building's washrooms as a popular place for this type of sexual activity. In many cases, there is communication and/or movement between stalls, often under the cubicle partitions.

In order to address this, the first step is removal of any washroom entrance doors - sight lines and physical

aspects permitting. Next, consider installation of floor-to-ceiling cubicle dividers and floor to ceiling screens between urinals. In our experience, these definitely both help. Frequent patrols and signage are also part of the solution. An example of effective signage is:

"This washroom patrolled by security. Persons found committing a nuisance will be identified and barred"

Prominent, recorded CCTV cameras with visible "intimidation" monitors in the hallways adjacent to the subject washrooms may or may not be a deterrent. However, their video records will be very useful to police if they have to investigate any criminal matters.

For more tips on washroom security please visit www.ParagonSecurity.ca.

Mike Fenton, CPP, PSP.

Comings....

Brian Page, CET, OALA, CSLA, CMM-III and J. P. Chartrand are the newest members of the CPTED Ontario Board. J. P. Chartrand brings with him over 34 years of experience in security with the Federal government, 15 of which were as site security manager for various cultural institutions. J.P. was responsible for translating our web-site into French.



Brian recently retired as the Supervisor of Site Development for the City of Kitchener where he was a proponent of incorporating CPTED at the planning stage. Brian was a presenter at last year's conference along with Lisa Thompson, CPT, CMMI. They also conducted the downtown walking tour.

....and Goings

Mike Fenton, Director of Consulting and Client Services for Paragon Security, tendered his resignation effective the October 16th Annual General Meeting. Mike was a wealth of information having worked in all facets of the security industry over a distinguished four decade career. During that time Mike held a number of senior positions which included Operations Manager, Director of Operations and Director of Consulting and Support Services.

Mike first became involved in CPTED Ontario serving as a founding member. Mike later joined the Board in November of 2006 and has been a frequent presenter at the Conference, contributor to the newsletter and attendee at zone meetings. Mike's latest contribution is featured in this edition of the newsletter.



We wish to thank Brian, J. P. and Mike for all their efforts - they will be missed!

Successful conference puts a wrap on 2011!

This year's conference held at the historic Walper Terrace Hotel in downtown Kitchener struck a strong chord with the 82 participants present based on comments received. Keynote speaker, Jim Diers, proved exceptionally popular with his engaging, rousing and powerful talk on Neighbour Power. Participants also had an opportunity to learn how CPTED was incorporated into the local planning process followed by a firsthand look while taking a Downtown walking tour. A selection of photos has been included in this edition, in the event that you haven't had an opportunity to check out the web-site.



Selected Conference Comments

- "It was the best conference I have attended in the past twenty years. The sessions were priceless and the venue was nostalgic."
- "No suggestions at the moment – just a comment that Jim Diers was terrific – congratulations to whoever thought to bring him!"
- "Conference was great with good networking opportunities. Well done!"

Upcoming Events — Central Zone Meeting

Please join us for a CPTED Ontario zone meeting at the Mississauga Valley Community Centre at 1275 Mississauga Valley Blvd. at Central Pkwy. E., Mississauga in Programme Room 1 on Friday February 17th between 9:00 a.m. and 12:00 p.m.

Please bring a problem that you are currently working on or share a success story in our poster sessions. You can get the benefit of CPTED advice from fellow practitioners. Please confirm attendance with Tom McKay (905-453-2121, ext. 4025) and advise whether you will be bringing a problem.

Images From Our 2011 Conference

(AKA: "Honest, Boss. I really WAS there!")



Chief Matthew Torigian of the Waterloo Police Service makes his opening remarks.



Networking at the Conference

Larry Zacher of the Brampton Safe City Association speaks on Great Neighbours, Great Neighbourhoods



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2012/13 CPTED Ontario Membership Application/Renewal Form

CPTED Ontario is dedicated to reducing the fear and incidence crime as well as improving the quality of life by promoting the implementation of Crime Prevention Through Environmental Design (CPTED) principles in Canada. CPTED Ontario was conceived and developed to provide a venue for like-minded people to meet, regularly interact and share their CPTED and professional experience. CPTED Ontario members come from a variety of disciplines including law enforcement, government, the planning and design professions, the security industry and the academic world.

Benefits of becoming a CPTED Ontario member included:

- ✓ access to our web site and password protection to internal directory of practitioners,
- ✓ regular zone meetings,
- ✓ quarterly newsletters,
- ✓ networking with other professions that share common needs and concerns, and
- ✓ bi-annual Conference where you can learn about the latest CPTED developments and reduced registration costs for taking an introductory session.

To become a member of CPTED Ontario simply fill out the membership form below:

2012/13 CPTED Ontario Membership Form

I/We wish to become a: (Choose one) New Application Renewal

Corporate Member \$350.00

Individual Member \$40.00

Student Member \$10.00

Do you wish your information posted on the web site? Yes No

2012/13 memberships are valid to December 31, 2013

Please Print

Name: _____

Organization: _____

Occupation: _____

Address: _____

Postal Code: _____

Phone: _____ Fax: _____

E-mail: _____

Send your cheque or money order to CPTED Ontario, c/o 7750 Hurontario Street, Brampton, Ontario L6V 3W6 Canada, or for further information contact Tom McKay at 905-453-2121, ext. 4025, or email info@cptedontario.ca

CPTED Ontario is a division of the CPTED Institute



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