

Welcome to the University of Toronto! While Toronto & Mississauga are safe places, there are some safety planning tips you should be aware of. Below are safety tips pertaining to your quarantine time, information on scams & frauds targeting students as well as helpful resources, should you need them.



Emergency & Urgent Assistance

Report any personal safety concerns immediately to the authorities.

- You should report any personal safety concerns or incidents to the appropriate authorities including 9-1-1 if you were physically or sexually assaulted by anyone visiting your unit.
- If staying at a hotel, you should also report any concerning incidents to the hotel manager.
- You should also report any concerns to the employee's manager by contacting the company that he/ she works for.

University of Toronto Campus Resources & Supports

- **Campus Police:**
 - Urgent line: 416-978-2222
 - Information line: 416-978-2323
- **Community Safety Office:**
 - Phone: 416-978-1485
 - Email: community.safety@utoronto.ca



Quarantine

As part of the Canadian government quarantine requirements, the Canadian public health agency is working with four security companies to help ensure individuals arriving in Canada are complying with the quarantine policy: *The Canadian Corps of Commissionaires, G4S Secure Solutions (Canada) Ltd., Garda Canada Security Corporation (GardaWorld), and Paladin Risk Solutions**.

Employees of these companies have been trained by the government to act as "Screening Officers" under the "Quarantine Act".

If you are a student arriving to Canada, you can expect to be visited by a Screening Officer at your quarantine location for these specific reasons:

- 1 To establish contact
- 2 To confirm your identity
- 3 To confirm that you are at the place of quarantine that you identified upon entry into Canada
- 4 To ensure that you are complying with the mandatory 14-day quarantine requirements

Although you are expected to cooperate with Screening Officers seeking to complete compliance checks, you should consider the following tips to best ensure your personal safety during any visits by Screening Officers and by extension, other strangers:

- **Keep your doors and windows locked** to prevent unauthorized entry by strangers
- **Do not open your door to anyone claiming to be a Screening Officer or other authority figure without verifying their identity first:**
 - Ask for photo identification, which can be slipped underneath the door or through a crack, and ensure it matches with the individual at your door (use your door peephole if you have one)

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- Verify that the individual at your door works for one of the four security companies listed above*
 - Ask to see the documentation from Canada Public Health.
 - Note down the first and last name of the individual, his/her place of work and phone number or ask permission to take a picture of the individual or their identification if necessary
- **Do not allow the Screening Officer permission to enter your unit without a valid reason** (e.g. to help you with an urgent situation) or unless there is a third-party present (e.g. police officer) to act as a witness or support as needed.
 - Entering a unit is **not** a mandatory part of a compliance check.
 - You can communicate from behind your unit door or with the door slightly open with the chain lock on, or with a wedge against the door (you can use your foot as a wedge also), to prevent forced entry.
 - If feasible, you can also communicate through a window opening instead of a door.
 - If for some reason the Screening Officer insists to come into your unit, ask him or her to come back with another individual (e.g. hotel employee, second Screening Officer, or Police Officer)



You have the right to refuse entry to anyone seeking to enter your home without possessing the necessary authority.

- If you felt comfortable enough to let a Screening Officer enter your unit, be mindful that his or her reasons for visiting you are limited to those few reasons mentioned above.
- Have your cell phone, fully charged, in hand and be prepared to call for help if necessary (e.g. 9-1-1, hotel front desk, family member).
- Once the Screening Officer is done his/her compliance check, they should leave immediately and if they do not, you should request them to leave in a polite but firm manner.
- Politely but firmly refuse to comply with any requests made by the Screening Officer that are not related to the specific reasons given for their visit; the Screening Officer is not a guest, and you have no obligation to host him/her in your unit.
- If an individual refuses to leave, you should warn him/her that you will call the police and or yell and scream for help.
 - If the individual does not leave, you can also try to leave the unit yourself and go to the nearest safe place (e.g. hotel front desk, neighbour)
- If an individual attempts to touch, grab, or forcibly confine you (e.g. block the exit), yell and scream for help and defend yourself in whatever manner you can;
 - You have every right to protect yourself from physical harm
 - self-defence can deter perpetrators from engaging in further violence
- If unable to leave your unit, go into the washroom or a bedroom with a door lock, lock the door, and call 9-1-1.



Report any personal safety concerns you had during a compliance check immediately to the authorities.

- You should report any personal safety concerns or incidents to the appropriate authorities, including 9-1-1, if you were physically or sexually assaulted by anyone visiting your unit.
- If staying at a hotel, you should also report any concerning incidents to the hotel manager.
- You should also report any concerns to the employee's manager by contacting the company that he/ she works for.



Scams & Frauds Targeting Students

We have been made aware of several scams/fraud that are targeting students. Below is some information to help you identify a scam or fraud.

Fraudsters develop elaborate stories and scenarios to make you believe they are legitimate. For example:

- A call/email from someone posing as the legal department of Service Canada saying that there are charges that have been brought against you
- A call/email from someone posing as a Service Canada representative indicating that your Social Insurance Number (SIN) has been blocked, compromised or suspended
- Threats from the caller indicating that a warrant for your arrest is outstanding and will be executed if payment is not made immediately
- Threats from the caller indicating that you will lose your visa or status or be deported from the country if payment is not made immediately
- Specific payment instructions which may include making Western Union or Money transfers, wire transfers overseas or taxis being sent to your home to facilitate transportation to your financial institution

Here is what you should know:

- Don't always trust your caller ID/call display on your phone. Scammers have ways to change call display to say things like "Police", when in fact they are not legitimate.
- Canadian Government Officials **WILL NOT** contact you directly and demand money in exchange for securing your Canadian status.
- The CRA or Service Canada will **NEVER** request a payment by e-transfer, online currency such as bitcoin or pre-paid credit cards.
- Government Officials won't ask you to secure your money by transferring it to them via online currency like bitcoin.
- If the CRA is sending you money it will be by direct deposit or by cheque in the mail.
- The Canadian Government DOES NOT accept payments via Western Union, Money transfer, prepaid Credit Cards or through wire transfers to a foreign country.
- The CRA or Government Officials will never use aggressive language or threaten you with arrest or sending the police.

Here is what to do when you receive these types of calls:

- Be suspicious of anyone asking for money or personal information.
- DO NOT make a payment or provide your personal information. If you are suspicious, ask the caller for an employee number and hang up the phone. Look up the company online (e.g. CRA or IRCC) and call them to confirm whether the employee number provided by the caller and request is legitimate.
- Call Campus Police at 416-978-2323 or the Residence Life on On-Call number at 647-660-9333 to get support confirming the legitimacy of the caller.
- Report the incident to the **Canadian Anti-Fraud Centre** (<https://antifraudcentre-centreantifraude.ca/report-signalez-eng.htm>), **Campus Police** (416-978-2323) or **Toronto Police Services** (416-808-2222).

Please reach out to your Residence Life team

- If there is an emergency, please call the Residence Life On-Call Phone (**647-660-9333**). If you have a question or concern that is not an emergency, please email: Alex (alex.jamieson@utoronto.ca), Paige (paige.julian@mail.utoronto.ca) or the main quarantine email (info.quarantine@utoronto.ca).