# Update Report

## Campus Safety Services Action Plan: Service Excellence and Engagement with Carleton’s Diverse Communities

**Timeline:** January 2021 – December 2021

<table>
<thead>
<tr>
<th>AREA OF FOCUS</th>
<th>COMPLETED</th>
<th>IN PROGRESS/ONGOING</th>
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| Community Engagement – Strengthening Positive Relationships Through Community Connections | Internal:  
• Stakeholder Meetings: continued during the pandemic and were held virtually.  
• EIO Officer continued to connect with departments and student groups to further this conversation (ISSO/CUSA/MSA).  
• Orange Ribbon Campaign collected food and personal hygiene products for Minwashin Lodge (broader campus community participated.) Huge success.  
• In collaboration with Housing Services, two virtual meetings with the residence BIPOC committee were held.  
• Partnered with CUSA and the Unified Support Committee (USC) in collecting food for students in need.  
• Developed CSS Event Calendar  
• Co-op Office Collaboration – Student Work Placement Program  
• CUSA – CSS looked for opportunities during the pandemic to engage virtually with student groups and this included Instagram Live Events. As well, CSS enhanced its student resources list | Internal:  
• Established terms of reference for the Community Engagement Table, in collaboration with Equity and Inclusive Communities, and the Centre for Indigenous Support and Engagement.  
• CSS Lecture Series was launched and is a knowledge share initiative in collaboration with Carleton faculty. |
that aligns with the CUSA Service Centres.

- Resource Officer Pilot (liaison with Dining Services, Housing, FMP, Athletics)

**External:**

- Harvard University – Assisting HUPD establish their EIO program
- Iowa State University (EIO parent program partner)
- OCTEVAW (Ottawa Coalition to End Violence Against Women): Committee member
- United Way: United for All partner
- Boys and Girls Club of Ottawa: Ottawa Community Youth Diversion Program connection made to explore alternative resolutions.
- Safe Way Home program developed and launched. This provides CSS officers with tools to provide after-hours transportation to those in need.

**External:**

- Enhanced recruitment efforts included participation in the Blue Line recruitment expo. Blue Live is a law enforcement organization that brings first responders and security together around common issues of interest.
- Ottawa Police Service – working with recruitment and exploring research possibilities.

**Community Safety Planning – A Collective Responsibility**

- Meeting with stakeholders was held to discuss current safety planning practices and explore community perspectives on safety planning.
- Cease and Desist Notice Guidelines Updated to make it more survivor-centred and inclusive.
- Safety Planning Guidelines for community to provide input to CSS.
- Community Safety Resource List – this will help provide better services and referrals.
- Community Engagement Table

- Community Safety Planning - Continue the conversation with the goal of creating an integrated approach that focuses on community well-being.
| Service Excellence – Enhance Efforts to Increase Diverse Representation Among CSS staff | ● Developed RFP for an external consultant to conduct an employment systems recruitment and retention assessment with the objective of developing a plan to increase the representation of Indigenous, Racialized, Gender, Differently Abled and LGBTQ2S persons in the CSS workforce.  
● Employment Services Review Completed.  
● Developed CSS recruitment website in collaboration with HR. | ● CSS Recruitment Work Plan Overview (organizing departmental efforts with applicable action plans to modernize CSS recruitment). Working with EIC, HR, OQI and CUSA as key stakeholders.  
● As result of the Employment Systems Review and Report a CSS EDI Steering Committee was established, including members from EIC, HR, OQI, CUSA to implement the five recommendations. |
|---|---|---|
| Not in our Space - Shared Response Against Hate Propaganda and Racial Supremacist Movements | ● Continuing relationship between CSS and Housing EDI Committee. | ● CSS participation in United Way’s U4A initiative against hate and discrimination in various virtual events.  
● This initiative includes exploring research placement opportunities with Carleton Psychology and Sociology departments.  
● EIO continued work during the pandemic to collaborate with student groups and other stakeholders on prevention. |
| Skills Development for Inclusive Service Delivery – Training | ● Review of existing CSS training model  
● Benchmarking  
● Hired a2z consulting Inc. to develop and deliver training to all CSS staff in the area of de-escalation and anti-bias as it relates to CSS direct service delivery to the campus community. | ● Exploring EDI training opportunities available at Carleton, as well as external organizations.  
● Encourage CSS Management team and shift managers to identify training and participate. |
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<th>EDI Principles in CSS’s Mission and Vision</th>
<th>• Reflecting on SIP and broader Diversity EDI initiatives to ensure the CSS Mission and Vision are grounded in those principles.</th>
<th>• Updating Mission and Vision) with support from EIC and OQI (fall 2022).</th>
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| Accountability and Evaluation Framework  | • Working with EIC, HR and OQI to develop an evaluation framework for the CSS Action Plan.  
• The framework will include a recruitment and retention strategy to align with broader university practices. | • Determine effective metrics for Accountability and Evaluation Framework. |