# Update Report

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

## Timeline: January 2021 – December 2021

| AREA OF FOCUS | COMPLETED | IN PROGRESS/ONGOING |
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| **Community Engagement – Strengthening Positive Relationships Through Community Connections**<br><br>(The learnings from these connections are shared with the CSS team and will ultimately contribute to a cultural shift and Service Excellence) | **Internal:**<br>• Stakeholder Meetings: continued during the pandemic and were held virtually.<br>• EIO Officer continued to connect with departments and student groups to further this conversation (ISSO/CUSA/MSA).<br>• Orange Ribbon Campaign collected food and personal hygene products for Minwashin Lodge (broader campus community participated.) Huge success.<br>• In collaboration with Housing Services, two virtual meetings with the residence BIPOC committee were held.<br>• Partnered with CUSA and the Unified Support Committee (USC) in collecting food for students in need.<br>• Developed CSS Event Calendar<br>• Co-op Office Collaboration – Student Work Placement Program<br>• 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:**<br>• Established terms of reference for the Community Engagement Table, in collaboration with Equity and Inclusive Communities, and the Centre for Indigenous Support and Engagement.<br><br>• CSS Lecture Series was launched and is a knowledge share initiative in collaboration with Carleton faculty. |

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| | that aligns with the CUSA Service Centres.<br>• Resource Officer Pilot (liaison with Dining Services, Housing, FMP, Athletics)<br><br>**External:**<br>• Harvard University – Assisting HUPD establish their EIO program<br>• Iowa State University (EIO parent program partner)<br>• OCTEVAW (Ottawa Coalition to End Violence Against Women): Committee member<br>• United Way: United for All partner<br>• Boys and Girls Club of Ottawa: Ottawa Community Youth Diversion Program connection made to explore alternative resolutions.<br>• Safe Way Home program developed and launched. This provides CSS officers with tools to provide after-hours transportation to those in need. | **External:**<br>• Enhanced recruitment efforts included participation in the Blue Line recruitment expo. Blue Live is a law enforcement organization that brings first responders and security togethere around common issues of interest.<br>• 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.<br>• Cease and Desist Notice Guidelines Updated to make it more survivor-centred and inclusive.<br>• Safety Planning Guidelines for community to provide input to CSS.<br>• Community Safety Resource List – this will help provide better services and referrals.<br>• Community Engagement Table | • Community Safety Planning - Continue the conversation with the goal of creating an integrated approach that focuses on community well-being. |

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| **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.<br><br>• Employment Services Review Completed.<br><br>• Developed CSS recruitement 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.<br><br>• 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.<br>• This initiative includes exploring research placement opportunities with Carleton Psychology and Sociology departments.<br>• 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<br>• Benchmarking<br>• 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.<br>• Encourage CSS Management team and shift managers to identify training and participate. |

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| **EDI Principles in CSS's Mission and Vision** | • Reflecting on SIP and broader Diversity EDI initiatives to ensure the CSS Mission and Vision are grounded in those principles. | • Updating Mission and Vision) with support from EIC and OQI (fall 2022). |
| **Accountability and Evaluation Framework** | • Working with EIC, HR and OQI to develop an evaluation framework for the CSS Action Plan.<br>• The framework will include a recruitment and retention strategy to align with broader university practices. | • Determine effective metrics for Accountability and Evaluation Framework. |