

## Update Report

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

Timeline: January 2023 – December 2023

AREA OF FOCUS	COMPLETED	IN PROGRESS/ONGOING
<p><b>Community Engagement – Strengthening Positive Relationships Through Community Connections</b></p> <p>(The learnings from these connections are shared with the CSS team and will ultimately contribute to a cultural shift and Service Excellence)</p>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• 3<sup>rd</sup> Annual Orange Ribbon Campaign collected food and personal hygiene products for Minwaashin Lodge (broader campus community participated.) Huge success.</li> <li>• The Student Food Drive: Hosted by CSS and Sprott School of Business on behalf of, and in partnership with CUSA's Unified Support Centre. We expanded to eight drop off locations for the Student Food Drive: 4<sup>th</sup> Floor Nideyanan, Nicol Building, Student Experience Office, Pigiarvik, Dunton Tower, Library, Athletics and Teraanga Commons.</li> <li>• Partnered with the Student Experience Office (SEO) for Sexual Assault Awareness Week activities. Strong participation by students and valuable conversations were had regarding sexual assault.</li> <li>• Residence Life Services highlighted the EIO program to their students and advised them of the Community Engagement Space in Teraanga Commons</li> <li>• Health and Counselling Services has also collaborated with the EIO and Community Safety Co-ordinator to use the office space in residence to enhance service for students with mobility challenges.</li> <li>• Muslim Students' Association: Monthly meetings with MSA and EIO are ongoing.</li> </ul>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Ongoing review of personal safety programs and services provided by CSS – feedback from campus community is in the future plans.</li> <li>• Carleton research students work with CSS to provide feedback on specific projects within the department. For example: mental health and wellness, internal support networks.</li> </ul>

	<ul style="list-style-type: none"> <li>• Proactive discussions with students impacted by the conflict in the Middle East.</li> <li>• Ongoing outreach and collaboration with Resource Officer within the Centre for Indigenous Support and Community Engagement (CISCE). Special invitation to annual Kinamagawin Symposium.</li> <li>• Resource Officer Program continues to work with key building occupants and key stakeholders on campus to grow relationships between CSS and the campus community.</li> <li>• Safe Way Home program continues to be a vital tool for CSS officers. This provides CSS officers with tools to provide after-hours transportation to those in need.</li> <li>• Collaboration with the Carleton Sustainability Team and the Rideau River Residence Association (RRRA) on bike program.</li> <li>• Presentation to Finance and Administration staff at divisional Coffee Hour to create greater awareness about EIO Program.</li> <li>• Launched new program: Consent Educators which replaced the EAAA program. There are four student Consent Educators who provide support and education about sexual violence. This is a collaboration with Equity and Inclusive Communities (EIC).</li> <li>• Participated in Carleton CU Pride week events and sat on organizing committee.</li> </ul>	
AREA OF FOCUS	COMPLETED	IN PROGRESS/ONGOING

	<p><b>External:</b></p> <ul style="list-style-type: none"> <li>• OCTEVAW (Ottawa Coalition to End Violence Against Women) renewed connection between CSS and this group.</li> <li>• Ongoing partnership and liaison with the Boys and Girls Club of Ottawa: Ottawa Community Youth Diversion Program connection made to explore alternative resolutions.</li> <li>• Ontario Special Olympics: Ongoing CSS involvement in fundraising and participation. Events include: Torch Run, Polar Plunge, and Cops n' Cowboys</li> <li>• Participation in 9 Run Run - this is in support of the Ottawa First Responders Foundation.</li> <li>• Participation in Tim Hortons Camp Day event at locations on campus.</li> <li>• Annual Holiday Silent Auction to benefit the Shepherds of Good Hope.</li> </ul>	<p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Pride Event in collaboration with Ottawa Police Service 2SLGBTQQIA+ Liaison</li> <li>• Sexual Assault and Child Abuse (Ottawa Police) Liaison</li> <li>• Ottawa Police Hate Crimes Unit - Liaison</li> <li>• Ongoing planning and collaboration for annual Panda Game and Colonel By Classic with Ottawa colleagues (UOttawa, OC Transpo and TD Place contacts)</li> <li>• Information sharing with local post-secondary peers.</li> <li>• Ottawa Police – as part of Carleton's Memorandum of Understanding (MOU) we are assigned a liaison officer as part of the Special Constable program.</li> </ul>
<p><b>Community Safety Planning – A Collective Responsibility</b></p>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Cease and Desist Notice Guidelines Updated to make it more survivor-centred and inclusive. EIO is primary contact to initiate Cease and Desist processes with collaborating departments.</li> <li>• Provided a growing number of safety assessments on campus in collaboration with the Office of Risk Management (ORM).</li> <li>• Increased number of customized outreach sessions with departments and units.</li> </ul>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Exploring opportunities with the Paul Menton Centre to identify the possibilities for enhanced safety supports.</li> <li>• Role of EIO in reintegration process with students who want to return to Carleton University.</li> <li>• Safety Planning Guidelines and Processes</li> <li>• Ongoing meetings with CSS patrol teams.</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Ongoing Community contact with Ottawa Police</li> <li>• Community Safety Planning</li> </ul>
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<p><b>Service Excellence – Enhance Efforts to Increase Diverse Representation Among CSS staff</b></p>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Developed CSS recruitment website with engagement form for potential recruits. Outreach with potential interested recruits as a result of them expressing interest in CSS. HR putting a link to recruitment site in job descriptions.</li> <li>• Initiated a Lean Process Review of Recruiting and Selecting CSS Staff with Human Resources and OQI (with input from Equity and Inclusive Communities). Results reported out to Organizational Excellence Steering Committee and CSS is in the process of actioning the recommendations.</li> </ul>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Identifying barriers to hiring and retaining diverse staff.</li> <li>• Reviewed and updated all job descriptions within CSS.</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Discussions with Ottawa Police about their EDI programs and initiatives.</li> <li>• Revised Community Safety and Policing Act came into effect April 2024. Impacts of the new Act are being discussed. This defines role of Special Constable (including qualifications).</li> <li>• 911 Focus Program: Present to high school students and highlight careers with CSS.</li> <li>• St. Lawrence College Outreach: Presentations to students to highlight a career at Carleton.</li> <li>• UJIMA Job Fair – promotes diverse applicant pool for a variety of careers.</li> </ul>
<p><b>Not in our Space - Shared Response Against Hate Propaganda and Racial Supremacist Movements</b></p>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Member of campus Incident Response Group comprised of pan-campus representation.</li> <li>• Specialized response and review of planned events and responses to queries for campus events.</li> <li>• Ongoing sharing of information between EIC, OSA, ORM</li> </ul>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Outreach to campus partners</li> </ul>
<p><b>Skills Development for Inclusive Service Delivery – Training</b></p>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Kinamagawin Indigenous Learning Certificate completed by CSS leadership team and a specialized workshop was completed by all CSS staff.</li> <li>• Workshop about self-identification, to develop departmental standards for consistency.</li> <li>• EIO and Community Safety Co-ordinator attended the International Student and Safety Symposium in</li> </ul>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Exploring EDI training opportunities available at Carleton, as well as external organizations.</li> <li>• Encourage CSS Management team and shift managers to identify training and participate.</li> <li>• Student Support Certificate</li> </ul>

	<p>October 2023 in Toronto. The symposium was hosted by The Community Safety Office (University of Toronto). It was an excellent opportunity for frontline workers and administrators to share knowledge, resources and to build institutional capacity to support international students in their colleges and universities.</p>	<p>Program: CSS staff are encouraged to participate in the training.</p>
<b>AREA OF FOCUS</b>	<b>COMPLETED</b>	<b>IN PROGRESS/ONGOING</b>
<b>EDI Principles in CSS's Mission and Vision</b>	<ul style="list-style-type: none"> <li>• Reflecting on SIP and broader university EDI initiatives to ensure the CSS Mission and Vision are grounded in those principles.</li> </ul>	<ul style="list-style-type: none"> <li>• Updating Mission and Vision with support from EIC and OQI planned for spring/summer 2024.</li> </ul>
<b>Accountability and Evaluation Framework</b>	<ul style="list-style-type: none"> <li>• Multi-year CSS Action Plan developed and updated annually for five years.</li> <li>• Report back on progress of stated goals to senior leadership annually.</li> <li>• With the completion of the CSS Action Plan, the department will embark on implementing the recommendations from the Lean Process Review and development of the CSS Aspiration Statement.</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to continuous improvement embedded in our CSS aspiration statement and community safety framework.</li> </ul>