## Update Report

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

**Timeline:** January 2021 – December 2021

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<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 Minwaashin 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.
- 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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<tr>
<th>EDI Principles in CSS’s Mission and Vision</th>
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<th>Updating Mission and Vision with support from EIC and OQI (fall 2022).</th>
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<td>• Reflecting on SIP and broader university EDI initiatives to ensure the CSS Mission and Vision are grounded in those principles.</td>
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<td>• Working with EIC, HR and OQI to develop an evaluation framework for the CSS Action Plan.</td>
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<td>• The framework will include a recruitment and retention strategy to align with broader university practices.</td>
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