

# Update Report

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

Timeline: January 2022 – December 2022

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>• 2<sup>nd</sup> Annual Orange Ribbon Campaign collected food and personal hygiene products for Minwaashin Lodge (broader campus community participated.) Huge success.</li> <li>• Collaborated with CUSA and the Unified Support Committee (USC) collecting food for students in need. Support from OVPSE, Ollie’s, Athletics, MacOdrum Library, Dept. of Sociology and Anthropology, and Co-op and Career Services. Expanded to six drop off locations and received triple the food donations over last year.</li> <li>• Sexual Assault Awareness Week “Walk a click in their kicks”: Partnered with the GSRC - shoe donations were received and funds were raised for SAFETY Ottawa. Strong participation by students and valuable conversations were had regarding sexual assault.</li> <li>• Established EIO Engagement Space and Office Hours.</li> <li>• Muslim Students’ Association: Collaboration</li> </ul>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Exploring Pride Month event on campus with EIC and CSS and will be connecting with GSRC, WOMXNs Centre.</li> <li>• Ongoing review of personal safety programs and services provided by CSS – looking for feedback from community engagement tables planned by April 2023.</li> </ul>

	<p>resulted in two additional prayer spaces added in Leeds House and Paterson Hall. Ongoing meeting established to keep open dialogue.</p> <ul style="list-style-type: none"><li>• Participated in beading circle at Ojigkwanong while engaging with Indigenous community, ongoing meetings about the Resource Officer program.</li><li>• Resource Officer Program expanded to include CUSERT, EIC, Co-op and Career Services, MacOdrum Library and Ollie's – for a total of nine groups.</li><li>• Safe Way Home program launched and experiencing regular use/great community feedback. This provides CSS officers with tools to provide after-hours transportation to those in need.</li></ul>	
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	<p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Maintaining liaison and regular follow-ups with Harvard University – and Iowa State University (EIO parent program partner) to share successes and program ideas</li> <li>• OCTEVAW (Ottawa Coalition to End Violence Against Women) Committee member</li> <li>• United Way: United for All partner</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> </ul>	<p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Pride Event in collaboration with Ottawa Police Service 2SLGBTQQA+ Liaison</li> <li>• United Way: United for All partnership</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> </ul>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Ongoing discussions with Paul Menton Centre regarding deaf community access to emergency services.</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>• Monthly meetings with 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>

<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>• Employment Services Review Completed.</li> <li>• Developed CSS recruitment website, in collaboration with HR.</li> </ul>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• 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.</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).</li> <li>• Identifying barriers to hiring diverse staff.</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> </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>• Virtual meetings with United for All (theme: Violence Against Women).</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>• 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. Module 1 completed. Module 2 planned in April 2023.</li> <li>• Kinamagawin Indigenous Learning Certificate</li> <li>• Workshop about self-identification, to develop departmental standards for consistency</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> </ul>

<p><b>EDI Principles in CSS's Mission and Vision</b></p>	<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 2023.</li> </ul>
<p><b>Accountability and Evaluation Framework</b></p>	<ul style="list-style-type: none"> <li>• Working with EIC, HR and OQI to develop an evaluation framework for the CSS Action Plan.</li> <li>• The framework will include a recruitment and retention strategy to align with broader university practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Determine effective metrics for Accountability and Evaluation Framework.</li> </ul>