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
Community Engagement – Strengthening Positive Relationships Through Community Connections (The learnings from these connections are shared with the CSS team and will ultimately contribute to a cultural shift and Service Excellence)	**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.	**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.

EDI Principles in CSS's Mission and Vision	• Reflecting on SIP and broader university 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. • The framework will include a recruitment and retention strategy to align with broader university practices.	• Determine effective metrics for Accountability and Evaluation Framework.