

## Campus SafeWalk (CSW) Terms & Conditions

The Campus SafeWalk program is a student and employee (SafeWalker) driven service dedicated to providing the NorQuest Community with a safe and reliable accompaniment to their respective vehicles, the Corona LRT station and select bus-stops. This will contribute to a safe and healthy campus at no cost to users. The goal of the CSW program is to reduce risk of physical and/or emotional harm to our students, employees, and guests who feel unsafe.

### Terms and Conditions - Purpose

The purpose of the following terms and conditions is to highlight the rights and responsibilities of all parties involved with the Campus SafeWalk Program. If you have any questions or concerns regarding the terms and conditions outlined below, please contact the Campus SafeWalk Facilitator or Service Team Director at Students' Association of NorQuest College (SANQC) by emailing [CampusSafeWalk@NorQuest.ca](mailto:CampusSafeWalk@NorQuest.ca).

### Terms of Support

#### 1. Terms of Access

- 1.1. Employees, students, and guests (NorQuesters) who request an accompaniment through the following ways:
  - 1.1.1. Phone call – Call the CSW number at 780-644-5811 to speak with a CSW Team member
  - 1.1.2. Microsoft Teams – Call or message a CSW team member by searching CampusSafeWalk on Microsoft Teams.
  - 1.1.3. In-person – visit us on the SCFL building (2-006) by the Learner Centre to complete a Request for Service Form, will have access to the CSW program service.
- 1.2. The Terms of Access are dependent on the completion and submission of the Students' Association of NorQuest College (SANQC) CSW Request for Service Form only.
  - 1.2.1.1. A hard copy of the Request for Service Form is in the CSW Logbook binder. *See CSW Standard Procedures and Forms on how to access the Service for Request Form.*
  - 1.2.1.2. All NorQuesters requesting accompaniment must complete the Request for Service Form acknowledging responsibility of the service.
- 1.3. The CSW Requests for Service can only be scheduled during CSW hours of operation from 4:15 pm till 9:15 pm MST weekdays in the Fall & Winter terms. *(Subject to change)*. The CSW program will be closed for the Spring and Summer terms.

## **2. Terms of Service**

The goal of the CSW program is to reduce the risk of physical and/or emotional harm to all NorQuesters, including the SafeWalkers. A minimum of two SafeWalkers per shift, typically two individuals of different genders are requested. We will do our best to have at least two different genders per shift, however, we cannot guarantee this circumstance as all shifts are based on SafeWalker availability. Service will still be offered if there are at least two SafeWalkers available per shift regardless of gender. It is up to the individual's comfortability at that time whether they choose to use the service or not.

We are committed to providing a safe and healthy environment for all. Therefore, it is expected that all NorQuesters who request accompaniment behave and respond in the manner than aligns with the Code of Conduct.

## **3. Denial of service**

- 1.1. NorQuesters will be denied access to the CSW program services if the following applies:
  - 1.1.1. SANQC's Code of Conduct is breached.
  - 1.1.2. A student is suspended or expelled from NorQuest College
    - 1.1.2.1. If a student is suspended or expelled from NorQuest College, they are not permitted to be on the NorQuest College premises.
  - 1.1.3. SANQC's Code of Conduct is breached. This includes but is not limited to the NorQuest College's Student and Employee Code of Conduct and there is an investigation in place. (Online link to the Code of Conduct Manual)
    - 1.1.3.1. Refer to the Code of Conduct Policy manual.
- 1.2. If the NorQuester is not of sound mind (unaware of their surroundings and cannot communicate clearly).
- 1.3. If the NorQuester is disrespectful, violent, aggressive, or belligerent.
- 1.4. If a NorQuester breaches the Code of Conduct an incident report will be completed and an internal formal investigation will be conducted by the CSW Facilitator and Service Team Director.
  - 1.4.1. Formal investigations may include but are not limited to the involvement of the Executive Director at SANQC.

#### **4. Suspended or expelled students**

If it is known that a student is suspended or expelled from NorQuest College, service will be denied in alignment with NorQuest College's sanction.

#### **5. Incident Report**

SafeWalkers must write an Incident Report if the following situations happen:

1. If security or 911 has been requested
2. Incident is provoked by the NorQuester being accompanied
3. Incident is provoked by one or both CSW team members
4. If an incident is provoked by a third party must be noted on the logsheet upon arrival from accompaniment
5. Any breach of code of conduct, safety, breach of confidentiality, and the SafeWalker contract.
6. If you are unsure if an incident report is required, ask the CSW Facilitator.

#### **6. Incident Reports documentation method**

1. All Incident Reports will be documented electronically.
  - 1.1. SafeWalker must spare time during their current shift to document the incident using only the designated SANQC computer or laptop
  - 1.2. SANQC computer or laptop will be provided by the CSW Facilitator.
2. SafeWalkers must not store any CSW information on their personal devices.
3. All incident report copies will be stored online.
4. Always notify the CSW Facilitator and/or Service Team Director in the event of an incident
5. A Grievance Form will be used for all formalized complaints

#### **Code of Conduct - breach by a SafeWalker**

If the Code of Conduct is breached by a SafeWalker:

1. The incident will go for review.
  - 1.1. During the review, the SafeWalker may be suspended from the CSW team.
  - 1.2. Depending on the outcome of the review, the SafeWalker may undergo further training or be dismissed from their contract.
2. All SafeWalkers have policies that they will follow, including but not limited to processes & procedures, onboarding, training and SANQC Code of Conduct.

#### **Code of Conduct - breach by a NorQuester**

If the Code of Conduct is breached by a NorQuester:

1. The incident will go for review.
2. During the review, the NorQuester may be suspended from the accessing the CSW services.
3. CSW Facilitator ad/or Service Team Director will validate the next steps determined by the outcome of the review.

### **Code of Conduct – Breach by guest**

1. For guests who are not held by the SANQC’s conduct of conduct who breach the terms:
  - 1.1. An incident report is required with a possibility of the guest being denied access to the CSW services in the future.

### **Terms of Communication**

#### **Communication**

- 1.1. The CSW program team, NorQuest College Students, employees, and guests will only use the following forms of communication:
  - 1.1.1. NorQuest College emails for Norquest College students and employees
  - 1.1.2. Personal or business email for NorQuest College guests
  - 1.1.3. Cell phone numbers disclosed on the Request for Service Form
  - 1.1.4. CSW designated forms
    - 1.1.4.1. CSW Request for Service Form, Feedback Form, and Incident Report Form.
  - 1.1.5. In the event of an emergency, contact the CSW Facilitator.
  - 1.1.6. CSW program Facilitator contact information can be found at <https://www.sanqc.ca/contact-us/> or by emailing [CampusSafeWalk@NorQuest.ca](mailto:CampusSafeWalk@NorQuest.ca).
- 1.2. Any form of communication from an unapproved method of communication will be considered a breach of terms.
  - 1.2.1. Any breach of the terms and conditions are subject to review and/or a formal investigation by the CSW program Facilitator and/or Service Team Director.

### **Terms of Confidentiality**

#### **Confidentiality**

- 1.1. Any NorQuester accessing the CSW Program must review and understand the terms of use including purpose of personal data collection.
- 1.2. You are required to provide your personal information on the Request for Service Form. Your personal information helps our SafeWalkers identify you as a NorQuester and provides important Data for the on-going success of our program. We will not use or share your personal information other than its intended purpose. SANQC strictly follows the PIPA and FOIP Acts regulations. Learn more about collection on personal information on <https://www.alberta.ca/collecting-personal-information.aspx>

## Conditions of Support

### **Responsibilities**

- 1.1. NorQuesters accessing the CSW program are required to adhere and uphold the CSW terms.
  - 1.1.1. Failure to uphold will result in the disciplinary actions associated and/or conditions outlined within the CSW Term and Conditions.
- 1.2. The CSW team, (inclusive of the CSW program Facilitator and Service Team Director) will adhere and uphold the highest level of professionalism, honesty, and confidentiality always.

### **Documentation**

- 1.1. Training will be provided with a standardized formula of recording and documentation.
- 1.2. All incident reports and/or documentation must be completed and submitted within 24 hours of an incident.
  - 1.2.1. All documentation is considered legal documents once completed.
- 1.3. NorQuesters have a right to access any documentation concerning their incident or use of CSW.
- 1.4. Access to documentation must be requested in writing.
  - 1.4.1. Requests are to be made in writing through email. Send your email to [CampusSafeWalk@NorQuest.ca](mailto:CampusSafeWalk@NorQuest.ca)

### **Data Collection**

- 1.1. The CSW Program Facilitator is responsible for updating and maintaining all data collection relevant to the CSW Program
  - 1.1.1. Relevant Data Collection includes:
    - Tracking – Usage, Areas of requests (vehicle, LRT, bus-stop, etc....)
    - Daily sign in SafeWalker logs, time, and usage of program users
    - Recorded Incidents
    - Meeting record & minutes
    - SafeWalkers & Scheduling
    - Service User Feedback Form
    - SafeWalker end of term survey

- 1.1.2. Failure to maintain up to date data collection will be subject the disciplinary actions deemed fit by the Service Team Director.
- 1.2. The CSW Program Facilitator is responsible for recording all data associated with the Feedback Form provided.