

Campus SafeWalk (CSW) Terms & Conditions

The Campus SafeWalk program is a volunteer-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 stop. This will contribute to a safe and healthy campus at no cost to users. The goal of the CSW program is to reduce the 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 Safety & Experiential Learning Coordinator or Service Team Director at Students' Association of NorQuest College (SANQC) by emailing 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 in 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 Request for Service 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 throughout the whole year (*all 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. Service will be offered if there are at least two SafeWalkers available per shift, regardless of their gender. It is up to the individual's comfort at that time whether they choose to use the service or not. Shifts are open to volunteers based on who is available at the time of the request.

We are committed to supporting a safe and healthy environment for all. Therefore, it is expected that all NorQuesters who request accompaniment behave and respond in a manner that aligns with the NorQuest College Community Standard policy.

3. Denial of service

1.1. NorQuesters will be denied access to the CSW program services if the following applies:

1.1.1. NorQuest College Community Standard policy 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 NorQuest College's Student and Employee Code of Conduct, and there is an investigation in place.

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, or cannot communicate clearly, then Security will be called.

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 Safety & Experiential Learning Coordinator 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, it 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 Safety & Experiential Learning Coordinator.

6. Incident Reports documentation method

1. All Incident Reports will be documented electronically.
 - 1.1. SafeWalkers must spare time during their current shift to document the incident using only the designated SANQC computer or laptop
 - 1.2. A SANQC laptop will be provided by the Safety & Experiential Learning Coordinator.
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 Safety & Experiential Learning Coordinator 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 accessing the CSW services.
3. The Safety & Experiential Learning Coordinator and/or Service Team Director will validate the next steps determined by the outcome of the review.

Code of Conduct – Breach by guest

1. For the safety of the CSW Program and SafeWalkers, notwithstanding formal recognition of NorQuest College Community Standard Policy.
 - 1.1. Guests accessing the CSW program are required to adhere to and uphold the CSW terms.
 - 1.2. 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. Microsoft Teams for NorQuest College students and employees through the designated CSW MS Teams chat
 - 1.1.4. Cell phone numbers disclosed on the Request for Service Form
 - 1.1.5. CSW designated forms
 - 1.1.5.1. CSW Request for Service Form, Feedback Form, and Incident Report Form.
 - 1.1.6. In the event of an emergency, contact the Safety & Experiential Learning Coordinator.
- 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 is subject to review and/or a formal investigation by the Safety & Experiential Learning Coordinator 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 the 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 regulations of the ATIA and POPA Acts. Learn more about the collection of personal information on [Protection of Privacy Act](#) and [About Access to Information Act \(ATIA\)](#)

Conditions of Support

Responsibilities

- 1.1. NorQuesters accessing the CSW program are required to adhere to 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 Terms and Conditions.
- 1.2. The CSW team (inclusive of the Safety & Experiential Learning Coordinator 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

Data Collection

1.1. The Safety & Experiential Learning Coordinator 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 Logsheets, 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 to the disciplinary actions deemed fit by the Service Team Director.

1.2. The Safety & Experiential Learning Coordinator is responsible for recording all data associated with the Feedback Form provided.