



*Service Centres*

# YEAR END REPORT

2020 / 2021



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## Executive Summary

Foot Patrol adapted to the ongoing COVID-19 pandemic by pursuing innovative service changes to replace the cancellation of its safe walk and Guardian event team services. By mobilizing its volunteer network remotely, Foot Patrol has been able to benefit the Carleton community without requiring a daily on-campus presence.

### Food Centre Hamper Deliveries

Foot Patrol launched its food hamper delivery partnership with the CUSA Food Centre on October 11<sup>th</sup>, 2020. The new service allows Food Centre food hamper recipients living in the greater Ottawa area to request a hamper delivery on Tuesday and Friday afternoons. The service was initially intended to ensure quarantining students had access to support but has expanded to include all students that prefer deliveries to limit COVID-19 exposure risks by remaining at their residence. Additionally, Foot Patrol's delivery service was the only means of accessing food support during Ontario's stay-at-home orders. Foot Patrol has delivered a total of 690 hampers between October 11<sup>th</sup>, 2020 and April 30<sup>th</sup>, 2021.

### COVID-19 Emergency Response Support

Foot Patrol launched its COVID-19 Emergency Response Support initiative on October 13<sup>th</sup>, 2020 to provide students in need with short term and personalized emergency support. The service was developed because Foot Patrol identified a gap in support between the time a student submitted a request for assistance to the CUSA Hardship Fund or the SEO Student Emergency Fund and when that student received a response, as replies often took weeks. Foot Patrol's COVID-19 Emergency Response Support service re-allocated internal funding to offer approved applicants up to \$100 in emergency financial support, emergency food support outside of standard Food Centre deliveries, personalized support such as prescription retrieval for quarantining students, and referrals to on and off campus services. Over 98% of applicants received an initial response within 24 hours as per Foot Patrol's commitment to offering responsive support while longer-term services are accessed. Foot Patrol responded to a total of 103 submissions, distributing \$5,458.72 of emergency funding between October 13<sup>th</sup>, 2020 and April 30<sup>th</sup>, 2021.

### Care Kits

Foot Patrol offered free "Visibility and Safety at Night" and "Student Life from Home" care kits to Carleton students living anywhere in Canada and the United States starting January 11<sup>th</sup>, 2021 in partnership with DrinkSmart and Safer Roads Ottawa. The initiative was initially planned during Summer 2020 as a means to replace in-person tabling and outreach cancelled by the COVID-19 pandemic, though both product shipping delays and kit assembly time requirements hindered the initiative's launch. A total of 600 kits were created before the initiative's launch (300 each) and stored in the currently-unoccupied CDAC space. Foot Patrol volunteer drivers delivered kits to individuals within the greater Ottawa area, and Foot Patrol shipped the remaining kits through Canada Post. Foot Patrol has both received and fulfilled 222 unique care kit requests as of April 30<sup>th</sup>, 2021 and will continue to deliver its remaining kits next academic year.

## About the Foot Patrol Service Centre

### Foot Patrol Statistics for the Academic Year

Foot Patrol remained closed to in-person services due to the COVID-19 pandemic while maintaining a modified version of the Walk and Talk service, Food Centre hamper deliveries, the COVID-19 Emergency Response Support service, care kit distribution, and the Borrow a First Aid Kit service. All statistics are recorded on April 30<sup>th</sup>, 2021 and compared to the two prior academic years for reference.

#### Safe Walks:

- 2020/2021 total: N/A
- 2019/2020 total: 139 (service closed on March 16<sup>th</sup>, 2020 due to COVID-19)
- 2018/2019 total: 190

#### Walk and Talk calls (at time of closure):

- 2020/2021 total: 27 (all remote Walk and Talk calls and texts)
- 2019/2020 total: 37 (includes remote Walk and Talk calls from Apr. 8<sup>th</sup> – Apr. 30<sup>th</sup>, 2020)
- 2018/2019 total: 12

#### First Aid Kits Borrowed by Carleton community:

- 2020/2021 total: 2
- 2019/2020 total: 15
- 2018/2019 total: 10

#### Guardian Program event team events attended:

- 2020/2021 total: N/A
- 2019/2020 total: 12 (service closed on March 16<sup>th</sup>, 2020 due to COVID-19)
- 2018/2019 total: 18

#### Food Centre food hampers delivered:

- 2020/2021 total: 690

#### Service Centre event kits delivered:

- 2020/2021 total: 116

#### COVID-19 Emergency Response submissions received:

- 2020/2021 total: 103

#### COVID-19 Emergency Response Financial Support provided:

- 2020/2021 total: \$5,458.72

#### Care Kits distributed:

- 2020/2021 total: 222

Current active volunteers:

- 2020/2021 total: 15 (currently offering delivery or Walk and Talk services)
- 2019/2020 total: 38
- 2018/2019 total: 35

Total combined volunteer hours:

- 2020/2021 total: 2480h 57min
- 2019/2020 total: 4888h 30min (includes 184 remote W+T hours from April 8<sup>th</sup>, 2020 to April 30<sup>th</sup>, 2020)
- 2018/2019 total: 5408h 59min
- 2017/2018 total: 3920h 49min

Facebook likes:

- 2020/2021 total: 862
- 2019/2020 total: 872
- 2018/2019 total: 804

Instagram followers:

- 2020/2021 total: 542
- 2019/2020 total: 300
- 2018/2019 total: N/A, did not have an Instagram

### Statistics Overview

Adapting to the COVID-19 pandemic resulted in a major shift in requested services. Foot Patrol's Borrow a First Aid Kit service experienced a significant decrease in use, likely due to the widespread recommendations that individuals remain at home. Despite adding a texting line, the Walk and Talk services also decreased in use. This likely occurred due to both less individuals walking at night because of COVID-19 and limited advertising reach for the service expansion that made calling or texting available for any student that felt isolated, bored, or lonely and wanted to talk with someone. In contrast, food hamper and service centre event delivery requests far exceeded initial projections, and the COVID-19 Emergency Response support service slightly exceeded the year's budget allocation of \$5,000. Care kits were also popular amongst students, though Foot Patrol did expect a larger number of initial requests. The remaining 378 kits will be readvertised and distributed over the following academic year.

The number of active volunteers supporting Foot Patrol this academic year decreased significantly due to the limited number of individuals needed to operate the Walk and Talk lines and the lack of volunteers in Ottawa, with access to a vehicle, that are able to assist with delivery requests. Foot Patrol's inactive volunteers will return to actively assist once in-person operations resume. Finally, Foot Patrol's overall social media presence grew significantly, as the Facebook page's slight loss in likes was offset by the Instagram account's significant growth.

## Partnerships

Foot Patrol pursues a number of shared initiatives with both on and off campus partners.

### Food Centre

As discussed above, Foot Patrol partnered with the CUSA Food Centre to offer food hamper deliveries. The partnership was proposed at a larger CUSA meeting considering possible CUSA supports for students struggling due to COVID-19 in late September 2020. Preparing the services' procedures, finalizing the partnership between the Food Centre and Foot Patrol, and creating promotional material took approximately two weeks, leading to the initiative's launch on October 11<sup>th</sup>, 2020. As of April 30<sup>th</sup>, 2021, Foot Patrol has delivered 690 standard CUSA Food Centre food hampers.

Additionally, Foot Patrol partnered with the Food Centre and RISE to deliver 10 Gingerbread House event kits for their Decorating with Joy event on December 2<sup>nd</sup>, 2020 and 11 event kits for the Food Centre's Chinese New Year cooking event on February 9<sup>th</sup>, 2021 for a total of 21 event deliveries.

### Gender and Sexuality Resource Centre

Foot Patrol partnered with the Gender and Sexuality Resource Centre (GSRC) to deliver plant growth kits to students for both of their Grow with Us events by relying on existing volunteer delivery procedures used for Food Centre hamper deliveries. Foot Patrol delivered 22 kits on November 10<sup>th</sup>, 2020 and 29 kits on March 26<sup>th</sup>, 2021. Foot Patrol also delivered an additional 22 event kits for the GSRC's Bake with Us event on December 1<sup>st</sup>, 2020 and 5 event kits for the GSRC's Black Queer & Trans Histories event on March 2<sup>nd</sup>, 2021, delivering a total of 78 kits across all four events.

### Womxn's Centre

Foot Patrol partnered with the Womxn's Centre to deliver 17 self care event kits for their Me, Myself, and I Self-Care Night event on March 23<sup>rd</sup>, 2021.

### DrinkSmart

Foot Patrol partnered with DrinkSmart to create its Student Life from Home care kit, as DrinkSmart donated 300 notebooks, 300 pens with included highlighters, 300 "What is a Standard Drink" informational wheels, and several additional promotional items. Foot Patrol also worked with DrinkSmart on a social media takeover of DrinkSmart's accounts on October 27<sup>th</sup>, 2020, where Foot Patrol posted a number of informative safety tips for students planning on celebrating Halloween.

## Safer Roads Ottawa

Foot Patrol partnered with Safer Roads Ottawa to create its Visibility and Safety at Night care kit, as Safer Roads Ottawa donated over a hundred snap on and reflective Velcro bands in addition to a number of visibility lights, bike lights, and bike bells. Foot Patrol used existing Safer Roads Ottawa reflective band inventory from prior shipments to offer one in each care kit, while supplementing their donation of lights with its own inventory. Unfortunately, due to the continued impact of the COVID-19 pandemic, the Lights and Bikes event for cyclists at Carleton that was tentatively planned for Fall 2020 during the 2019/2020 academic year was not held.

## Student Experience Office

Foot Patrol continued to partner with the Student Experience Office (SEO) to advertise its services and support its fundraising efforts. To support Foot Patrol's advertising efforts, the SEO added Foot Patrol informational cards detailing its COVID-19 and regular services into all of its Frosh envelopes. The SEO also included Foot Patrol information in its Student Success Presentation and its CU 1001 mini-course created to introduce new students to campus. Finally, Foot Patrol attended the SEO's virtual Club Expo in September 2020, uploading a brief video of its services while answering student questions over Zoom.

The SEO then supported Foot Patrol's Delivery and Transportation Support FutureFunder campaign, transferring raised funds totalling \$10,135 from the Department of University Advancement to its account. Once in possession of the funds, Foot Patrol worked with CUSA and the SEO to finalize procedures for a new system for reimbursing Foot Patrol's charitable expenditures from the SEO's account.

## Housing and Residence Life

Foot Patrol continued its partnership with Housing and Residence Life to distribute Foot Patrol informational pamphlets in all residence move-in envelopes at the start of the Fall 2020 semester and to place its new Walk and Talk or Text poster on each residence floor free of charge. Foot Patrol also held several discussions with Housing and Residence Life regarding the potential establishment of an Overnight Shelter and Housing Support service after submitting a proposal outlining a proposed partnership in Summer 2020. Unfortunately, COVID-19 outbreaks in residence and the overall challenge of establishing housing support during a global pandemic ended discussions in September 2020.

## Ottawa Victim Services

Foot Patrol partnered with Ottawa Victim Services (OVS) to hold a 911 cell phone drive in March and April 2021. OVS distributes 911 cell phones to victims at risk of re-victimization that don't have their own phone, ensuring they can call for assistance if needed. Foot Patrol collected a total of 7 cell phones that will be delivered to OVS in May 2021.

## Administration Throughout the Year

Foot Patrol required several administrative and procedural modifications to effectively operate during the realities of the COVID-19 pandemic.

### Working Remotely

The COVID-19 pandemic required a shift to at-home work. To ensure an uninterrupted workflow, the Foot Patrol administrative computer's contents were copied onto a USB held by the Foot Patrol Administrative Coordinator. An additional folder, with appropriate subfolders, was created to store new files. Whenever access to the Foot Patrol office was obtained, the folder's contents were uploaded to the administrative computer and its entire contents were re-copied to the USB.

### Delivery Procedures

With the introduction of a food hamper delivery service, Foot Patrol was required to develop procedures for both the organization of Food Centre hamper requests and Foot Patrol's volunteer drivers.

Foot Patrol worked with the Food Centre to create linked workspaces for each service centre. Upon completing the Food Centre's hamper request google form, a student's entry is transferred to a centralized Google Sheets document. That entry is then automatically transferred to both the Food Centre and Foot Patrol working documents. Upon receiving all delivery requests for a specific date, Foot Patrol creates a delivery route, and copies each entry to the "Today's Deliveries" tab of the Foot Patrol working document. Volunteer drivers access this tab to determine their scheduled route.

Volunteer driver procedures include filling the volunteer's vehicle with gas at the start of deliveries, retrieving the items for delivery at a predesignated location, completing deliveries while texting each recipient prior to arriving and after the delivery had been completed, and filling the volunteer's vehicle with gas at the conclusion of deliveries. Drivers then submit the gas receipt for the second refill along with a delivery report outlining any challenges for that route to Foot Patrol by email and are reimbursed shortly thereafter.

### Certn Screening

Due to significant delays in receiving Ottawa Police Service (OPS) record checks that required in-person verification, Foot Patrol integrated background checks through the private company Certn as an interim measure. Specifically, volunteer applicants are required to apply for a vulnerable sector record check through the OPS portal. If the request is unable to be completed electronically, applicants complete the Certn process while they await their OPS appointment, allowing them to begin volunteering. Once a new volunteer receives their OPS vulnerable sector record check, they submit that document to complete the onboarding process.

## Sentinel Program

Foot Patrol's Sentinel Program, consisting of three volunteer leaders with additional responsibilities, remained relatively consistent from the 2019/2020 academic year. As Sentinels were unable to lead in-office shifts, each Sentinel was assigned to the Walk and Talk line one night per week. Each Sentinel was also assigned to additional tasks. Alana distributed Foot Patrol informational material to professors for addition to online class portals, Abby managed volunteer scheduling and the daily quality control checks for the Walk and Talk line, and Ashutosh was responsible for organizing volunteer appreciation events. All three Sentinels continue their positions with Foot Patrol at this time.

Foot Patrol is currently revising the criteria for its 2021/2022 Sentinel applications as some existing requirements, such as attending three Guardian Program events, were not feasible to obtain this academic year.

## **Service Advertisement and Delivery Throughout the Year**

Foot Patrol offered its Walk and Talk lines, Food Centre hamper deliveries, COVID-19 Emergency Response Support, care kit, and Borrow a First Aid Kit services this academic year. Besides service delivery, digital advertisement was a large focus as Foot Patrol attempted to reach new, off campus students with its services.

## Faculty Emails

Foot Patrol prioritized COVID-19 support and relief in its yearly email outreach to faculties, where we ask departments to forward a service-focused message to students. This October 2020, Foot Patrol prioritized informing students about the CUSA Hardship Fund, the Foot Patrol COVID-19 Emergency Response Fund, Food Centre hamper deliveries, Foot Patrol's Walk and Talk line, and counselling support through EmpowerMe. A number of volunteers indicated that they received Foot Patrol's emails, Foot Patrol received a number of COVID-19 Emergency Response Fund requests in the weeks following the email, and Foot Patrol is aware of a significant increase in CUSA Hardship Fund requests shortly after reaching out to each department. While anecdotal, this evidence leads Foot Patrol to believe that its unconventional method of outreach is successful in raising awareness about existing services.

## Posters

Foot Patrol worked with CUSA Communications to create a Walk and Talk or Text poster in October 2020 to raise awareness of its Walk and Talk lines. The poster was distributed to residence floors through Housing and Residence Life.

Foot Patrol also worked with volunteer Rebekah and CUSA Communications to update its safe walk poster in anticipation of resuming its safe walk service in the 2021/2022 academic year. Initially created by Rebekah's friend with her guidance, the artwork was completed in December 2020. Foot Patrol then worked with CUSA Communications to overlay the poster's text and logos, which was completed in February 2021.

### Class Presentations

Foot Patrol Sentinel Alana adapted her experience in conducting in-person class presentations in the 2019/2020 academic year to facilitate an email outreach campaign asking professors to either upload Foot Patrol material to their CULearn page or email it to their students directly. After creating a recorded presentation in September 2020, Alana contacted numerous professors, focusing on individuals teaching first-year classes in popular programs to facilitate the distribution of over 30 recorded presentations. Foot Patrol service blurbs were also offered to professors that were not willing to share the presentation video.

Alana re-recorded the presentation with updated service information in January 2021 before contacting the professors of 60 additional classes to request that Foot Patrol materials be uploaded to their class pages for student awareness. Alana received a total of 27 replies requesting the presentation between January and February 2021, further increasing Foot Patrol's student outreach.

### Instagram Outreach

On the social media side, Foot Patrol prioritized expanding its Instagram account's reach this year. Starting October 2020, Foot Patrol offered two monthly \$50 Capital Collective, grocery, or Amazon gift card prizes (two choices were provided each month) through a raffle for students that liked the post and followed the account. Foot Patrol offered additional entries to students that shared the post and tagged other Carleton students. The contest was repeated in November 2020, February 2021, and March 2021, with the March contest also linked to the OVS phone drive. The monthly contests are largely responsible for Foot Patrol nearly doubling its Instagram followers, reaching 542 by April 30<sup>th</sup>, 2021 compared to 300 at the same time the prior year.

### Volunteer NarCan Training

Foot Patrol held NarCan training for interested volunteers on August 24<sup>th</sup>, 2020 through Mark Barnes at RX Pharmacy (naloxonecare.com), who was introduced to us by Dillon Brady at the Office of Student Affairs. While Foot Patrol was aware that in-person services would be closed for some time, it decided to proceed with the training due to the potential personal benefits for volunteers. Foot Patrol trained 10 volunteers and both coordinators over the hour-long training session and was impressed with the depth of information provided. The training was offered for free, and each attendee received two NarCan kits, distributed through Foot Patrol, free of charge after the training.

### CBL-008W Wall Mounted Charger Purchase

Foot Patrol's two CBL-008W wall mounted phone charging stations, ordered in December 2019 from Chargebar, arrived in Summer 2020. One charging station has been installed in front of The Wing on the fourth floor of the University Centre. The other charging station's installation, planned for Tory Tunnel Junction, has yet to occur due to COVID-19 restrictions on building access.

Both charger stations have eight lockable charging slots for phones, allowing students to set a customized passcode to retrieve the device. Once on-campus operations resume, Foot Patrol intends to assist students with any charger-related problems during the evening, while the CUSA main office assists anyone with issues during the day. Foot Patrol has finalized a procedural document for the CUSA main office's front desk staff and an internal use document for full-time staff detailing the full functionality of the CBL-008W devices. Foot Patrol has also worked with CUSA Communications to create charger slide images for the 14" promotional screen and has shared a display screen instructions document to enable independent charger display editing. The chargers are expected to enter widespread use once in-person classes resume.

### First Aid Kits

Foot Patrol conducted a detailed audit on both its internal first aid kits offered through the Borrow a First Aid Kit program and all CUSA first aid kits currently in use. The internal audit focused on both replenishing used and expired first aid supplies and updating the kit's inventories and corresponding inventory list with additional items based on prior feedback. The initial supply replenishment was completed in August 2020, and the kit inventory update was completed in September 2020. The CUSA first aid kit audit examined all 17 first aid kits in use by CUSA, comparing their inventory to a pre-made minimum supply list and refilling inventory from a CUSA reserve when needed. The CUSA first aid kit audit was completed late August 2020, and replaced missing supplies in 15 out of 17 kits.

### **The Annual Budget**

Foot Patrol's discretionary spending was prioritized towards both acquiring additional promotional item stock and purchasing long-term equipment upgrades this academic year. Promotional item purchases assisted in the creation of Foot Patrol's care kits while also ensuring continued item availability over the next several academic years. Long term equipment purchases prepared Foot Patrol for a return to on-campus operations by replacing old equipment and increasing its Guardian Program's maximum operational capacity.

### Budget Overview

Foot Patrol expects to end the fiscal year with a surplus of between \$7,000 and \$8,500. This total does not include surpluses from prior academic years or the remaining revenue from the Foot Patrol Delivery and Transportation Support FutureFunder.

Foot Patrol also held a successful Delivery and Transportation Support FutureFunder campaign this academic year, raising a total of \$10,135 to support its short- and long-term delivery and transportation related costs. New short-term costs consist of delivery expenses, such as volunteer gas reimbursements and occasional vehicle rentals, incurred as part of Foot Patrol's new delivery services. Expected long term costs include seed funding for the purchase of a vehicle to centralize Foot Patrol's transportation services. While arranging for the transfer of earned funds, the SEO's Jeremy Brzozowski determined that funds cannot legally be provided to Foot Patrol directly, as Carleton University is the registered charitable organization. To resolve this issue, Foot Patrol worked with CUSA Director of Services Adil Tahseen and Jeremy to establish a mechanism for

reimbursement under the fund. The developed procedure requires Foot Patrol to complete a summary Fund Expense Tracking Form and compile all associated receipts for approval by Adil, who then submits the request to the SEO once per semester to withdraw FutureFunder related expenses. The SEO authorized a withdrawal of \$1899.19 for the 2020/2021 academic year which was added to the 2020/2021 Foot Patrol revenue line at the start of May 2021. Foot Patrol has incorporated this amount in its aforementioned estimate of \$7000 to \$8500 total revenue for the 2020/2021 fiscal year. At this time, a total of \$8,235.81 remains in the SEO account for future transportation related expenditures.

### Promotional Item Purchases

Promotional item purchases consisted of a large part of Foot Patrol's discretionary expenditures this academic year. As Foot Patrol was unable to physically interact with students, distributing promotional items through care kits enabled it to continue student outreach. At the same time, bulk item purchases also allowed us to restock our promotional materials for the following years. Promotional purchases consisted of 1000 Red Cross mini-first aid kits, 1000 Foot Patrol branded sticky notes, 1000 imprinted Jive pens, 350 Flex book lights, 350 round reflector lights, and 250 bike lights. Additional promotional purchases consisted of 7500 postcards distributed through both Foot Patrol and campus partners at the start of the Fall 2020 semester, and 2000 Foot Patrol cell phone battery chargers to fulfill a 2019/2020 FutureFunder fundraising promise. Finally, Foot Patrol purchased a button maker with parts for 300 buttons along with extra parts to make an additional 2250 buttons, ensuring the internal capacity to create its own promotional material in future academic years.

### Guardian Vest Purchase

Foot Patrol purchased and imprinted 20 electric blue StormTech Men's Endurance Vest – EV-1 vests (S: 3, M: 4, L: 6, XL: 4, XXL: 3) through Harrison Boyd at Regimbal Awards and Promotions. The vests will be used to increase the operational capacity and comfort of Foot Patrol's Guardian Program event teams, ensuring ideal vest sizes are available for all volunteers.

### Additional XPR 7550e Radio Purchase

Foot Patrol purchased an additional two XPR 7550e radios from BearCom Communications to increase the operational size and versatility of its Guardian Program event teams. The radios will be assigned the designations of Kilo and Lima. Foot Patrol will retrieve the radios from BearCom Communications around the end of June, as the radios will be integrated with Foot Patrol's network upon the renewal of Foot Patrol's airtime contract on July 1<sup>st</sup>, 2021.

### Utility Pack Purchase

Foot Patrol purchased 20 imprinted Parkland Fergie fanny packs through Harrison Boyd at Regimbal Awards and Promotions. The packs will replace Foot Patrol's aging Mountain Equipment Co-op utility packs currently used to carry Foot Patrol's standard team equipment.

## **Gap Management**

Shifting realities imposed by the COVID-19 pandemic resulted in the 2020/2021 academic year's largest gap management issues.

### **Overnight Housing and Shelter Support Service**

While Foot Patrol initially attempted to pursue its plans to develop a housing support service with either on- or off-campus partners, an on-campus partnership with Housing and Residence Life was identified as the ideal solution. Foot Patrol pursued this initiative due to both student feedback and internal experiences from offering safe walks over the past several years. Discussions with Housing and Residence Life held through Summer 2020 were productive, though a rise in COVID-19 cases shifted priorities away from concerns surrounding the accessibility of current housing supports. Foot Patrol made the difficult decision to cease outreach at that time, as it was clear that the partnership's chance of success was extremely limited while the pandemic influenced decision making. Foot Patrol intends to wait until COVID-19 is not a pressing concern prior to restarting conversations with Housing and Residence Life.

### **Alternative Safe Walk Request Options**

Foot Patrol has faced repeated setbacks in its goal to provide students with alternative, text-based means of requesting a safe walk. One potential possibility, in response to Carleton University's arguments against the creation of an internal Foot Patrol app late in the Winter 2019 semester, is to integrate a messaging system into the CUSA website. Unfortunately, CUSA's website update has been delayed into Summer 2021 due to COVID-19 related challenges, and feasibility discussions with the web developers have yet to occur. Foot Patrol will continue pursuing this initiative while examining other possibilities in the 2021/2022 academic year.