

AMS Safewalk Policy

Safewalk is available to anyone and everyone on campus at UBC Vancouver, including (but not limited to) students, faculty, staff, neighbourhood residents, and visitors.

The following policies will help maintain safety, respect, and ideal conditions for Safewalk usage. Please review these policies and our flagging system for clients.

- Safewalk callers are limited to 2 transfers per night with a minimum of 1 hour from the time their first transfer is completed.
- Any client wishing to cancel their transfer needs to do so 10 minutes before the estimated arrival time of the Safewalk team to your pickup location (ex. If your waiting time is 20 minutes, you have 10 minutes to cancel your pickup).
- Clients must be honest with the supervisor regarding their group size or if travelling alone, as well as disclosing any information that could put the client(s) or staff at risk.
- Clients must provide accurate and updated contact information to the Safewalk supervisor when they call for a pickup. Information must include a first and last name, a student number (if relevant), an active email address, and a valid phone number.
- Safewalk reserves the right to deny service to clients traveling in a group to the same destination. Our priority is to clients traveling alone (if clients are going to separate locations it is ok).
- Safewalk has a no touch policy. This means that Safewalk staff will not carry any luggage or other items that you might have with you and cannot assist you with entering and exiting the vehicle (with the exception of clients utilizing the accessibility service).
- Clients must be able to consent for themselves that they would like a transfer from Safewalk, in order to access Safewalk serviced.
- Safewalk has a non-intervention policy that restricts staff from getting involved with anything that might put clients or other members in harm's way. Staff can make reports if they see something harmful or dangerous, but they will not intervene if it is unsafe to do so.
- There is no eating or drinking in the vehicles (aside from water). No smoking or vaping either.
- No illicit items are allowed in the Safewalk cars (such as controlled substances or weapons of any kind).

- Clients must remain seated for the entire duration of the trip and wear their seatbelt. Standing in the Safewalk car, throwing items out of the window, being disruptive and/or endangering staff or other clients in the vehicle is not permitted.
- Clients must be respectful to all parties. This means clients cannot touch, harass (verbally or physically), or threaten any staff, clients, or other members of the community.
- Intentional or reckless behaviour that results in damage to Safewalk property is not permitted.
- Other behaviour deemed inappropriate or otherwise unwelcome can result in a flag as well at the discretion of staff.

In regard to the flagging of clients, Safewalk has an updated suspension policy that has been put in place as of September 20, 2024.

- Violation of the above policies will result in flags being added to a client's account. The flagging system follows a tier system:
 - 1 flag: minor penalties such as arriving late to your pickup location, having more than 3 people in your group traveling to the same destination when our team arrives, etc.
 - 2 flags: moving in the car while it's in motion, opening the door while the car is moving, being otherwise rude or disrespectful to other clients or Safewalk staff, etc.
 - 3 flags: aggressive/dangerous behavior that risks the safety of any person, interference with operations/car, PC1/2 violations, etc.
- Other examples of incidents may fall into any of the above flag categories. Flags will be given by decision from Safewalk staff, Safewalk coordinator, and/or other managing staff at the AMS
- Three active flags under a client's account will result in a suspension until one or more of the flags expire. Each flag remains on a client account for 1 year.
- Exceptions: If a client (or group of clients) participates in behaviour that puts staff or clients in danger, including by acting violently, Safewalk can issue a suspension or permanent ban without prior account flags.
 - Behaviour deemed unsafe, disrespectful, or otherwise unwelcome can result in an immediate suspension or ban as determined by Safewalk staff and Managers
 - Clients who have bans or suspensions on their account can use Campus Security as an alternative.

- Clients may appeal a ban or suspension by contacting the AMS Ombudsperson.

Other notes

- Safewalk staff can ask a client to leave the vehicle at any time if the client is engaging in behaviour that violates our policies
- Safewalk Staff or Supervisors can issue flags to client accounts. The Safewalk Coordinator, Services Manager and Assistant Manager can issue suspensions and bans.
 - Suspensions and bans will be communicated over email (for students) and via phone (for clients who are not students and for whom Safewalk does not have email contacts for).