



FACILITIES DIVERSITY, EQUITY, AND INCLUSION (DEI) PLAN

Revised 5/19/2021

"Williams is a diverse community of students, faculty, and staff, and we collectively work to further the college's goal of educating students and all members of our community. In line with our mission, we must think critically about the ways in which we are different from one another and embrace those differences: how our community is welcoming to and respectful of everyone regardless of their identities, and how we ensure all have access to the opportunities offered."

Facilities Mission Statement (Revised 4/2021):

The talented staff of Facilities strive to proactively serve and steward a sustainable, efficient, safe and beautiful learning and living environment that is accessible to the whole of the Williams College community.

WHAT IS A DEI PLAN?

The DEI Plan is an internal tool which provides guiding questions and prompts for units to help identify opportunities or areas of strength and challenges or areas in need of additional examination as we move toward creating a more inclusive unit and College.

CAMPUS DEI PLANNING FRAMEWORK:

People: who is a part of one's team, how diverse it is, how inclusive; who uses services of the department.

Places: if/how are physical and remote spaces and places inclusive and accessible; any spaces to consider outside of office? Including website

Operations: how activities and functions reflect Williams values around building and sustaining a diverse, equitable, and inclusive community.

DRAFT Facilities Goals*

PEOPLE GOAL 1: Develop a deep and broad pipeline of potential diverse talent within the broader community

PEOPLE GOAL 2: Cultivate a welcoming work culture that supports and retains staff and sets an example for those we interact with

PLACES GOAL 1: Ensure all Facilities places (physical and digital) are accessible to all those who need our information and services

OPERATIONS GOAL 1: Increase our cultural humility, individual self-awareness, empathy, and confidence when we interact with the College Community

OPERATIONS GOAL 2: Review business processes (ie forms and requirements for service) to address any inadvertent bias

**See subsequent pages for detail*

DRAFT FACILITIES PLAN FRAMEWORK OVERVIEW

PEOPLE

The Facilities workforce is increasingly retirement-eligible, presenting both a risk of lost institutional knowledge and experience, and an opportunity to welcome new teammates in a variety of roles.

STRENGTHS
<ul style="list-style-type: none">• Most roles do not require costly college degrees and are available in most communities and in many languages• Skills from other regions or nations translate well• Highly skilled, experienced existing workforce
CHALLENGES
<ul style="list-style-type: none">• The trades have a long history of being disproportionately homogenous• Wages need to be evaluated against the market• There is a perception that the maintenance trades at Williams are a place to retire to from construction/contractor trades• Cultivating tradespeople requires Facilities to work with young people in high school or even middle or grade school. While this will not provide short term results, it will help assuage the issue in the long term.• Nationwide trades shortage creates competitive market• Education benefits do not cover trades education or hold sway over those with different family types or in different life stages.• Large proportion of staff are retirement eligible on a 5-10 year horizon• Physical nature of most work limits access for those with physical or sensory disabilities

PLACES

The Facilities team has a special role in ensuring that our campus is welcoming and accessible to all members of the College community.

STRENGTHS
<ul style="list-style-type: none">• Campus facilities are clean and well-maintained overall with few slip, trip, accessibility or other barriers to access.

Williams Facilities

CHALLENGES

- Older buildings were not built with physical or sensory disabilities in mind
- Few accessibility challenges can be solved short of renovation
- Parts of 60 Latham are not accessible, notably staff entrances, staff locker/break/showers as well as main public entrance
- Website has not been fully updated in some years

OPERATIONS

The Facilities team interacts with all members of the College community; we enter students' homes, staff workspaces, faculty labs, and family homes in times of stress and need.

STRENGTHS

- Facilities staff interact with every part of the College community, giving us the opportunity to lead by example
- Empathetic staff who want to walk the talk

CHALLENGES

- Facilities staff interact with every part of the College community, making our journey visible



DRAFT FACILITIES DEI GOALS

PEOPLE GOAL 1: Develop a deep and broad pipeline of potential diverse talent within the broader community

STRENGTHS
<ul style="list-style-type: none">Existing Coop programs with McCann and Maritime are successful and well received by existing staff
OPPORTUNITIES
<ul style="list-style-type: none">Develop “take your kid to work” day programming or similar efforts to showcase the trades as a career at WilliamsActively promote the trades with diverse local youth organizationsExpand current coop programs to additional schools or more students/tradesDevelop a clear “marketing” plan to promote the opportunity of the maintenance trades for all stages of one’s career
MEASURES
<ul style="list-style-type: none">Track increased contact hours with high school or younger people in diverse districts to promote the trades

PEOPLE GOAL 2: Cultivate a welcoming work culture that supports and retains staff and sets an example for those we interact with

STRENGTHS
<ul style="list-style-type: none">Existing staff have long tenures and welcome new staff readily
OPPORTUNITIES
<ul style="list-style-type: none">Perform a wage competitiveness assessmentDevelop clear pathways to mastery that allow apprentices to gain skills and move upPair new staff with experienced staff to transfer knowledge

Williams Facilities

<ul style="list-style-type: none"> • Consider rotating new staff through shops/teams/departments to gain full understanding of unit • Consider climate survey at College level
MEASURES
<ul style="list-style-type: none"> • Work in progress

PLACES GOAL 1: Ensure all Facilities places (physical and digital) are accessible to all those who need our information and services

STRENGTHS
<ul style="list-style-type: none"> • Services offered to the College Community are all offered at the requestor's location or in a single, single-story building • Facilities website is ready for an update
OPPORTUNITIES
<ul style="list-style-type: none"> • Add ADA compliant actuators to main entrance at 60 Latham • Add curb cut at 60 Latham with HC parking • Review website for compatibility with modern accessibility tools • Review language-dependant signs on campus for language-free (universal) and accessible signage alternatives, leveraging OIT guidance on barrier free web design
MEASURES
<ul style="list-style-type: none"> • % Completion of specific improvements identified

OPERATIONS GOAL 1: Increase our cultural humility, individual self-awareness, empathy, and confidence when we interact with the College Community

STRENGTHS
<ul style="list-style-type: none"> • Highly empathetic staff in all disciplines

OPPORTUNITIES
<ul style="list-style-type: none"> ● Train staff on inclusion topics that are important to the community, ie: <ul style="list-style-type: none"> ○ use of pronouns/supporting transgender journeys ○ how power influences our interactions ○ Defining key concepts and words used in DEI conversation ○ customer service while under stress ○ Deescalation practices ○ Practicing empathy
MEASURES
<ul style="list-style-type: none"> ● Increasing contact hours in related training ● % of staff participating

OPERATIONS GOAL 2: Review all business processes (ie forms and requirements for service) to address any inadvertent bias

STRENGTHS
<ul style="list-style-type: none"> ● Most processes are available to all/any campus community member
OPPORTUNITIES
<ul style="list-style-type: none"> ● Review/edit policies for any bias or preferential treatment ● Promote universal access to FM Systems ● Evaluate need for multiple language support for current business processes or other/visual impairment support
MEASURES
<ul style="list-style-type: none"> ● Work in progress