

## **SECURITY INCIDENT AND CRIMINAL ACTIVITY REPORTING AND INVESTIGATIONS PROCEDURE**

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

<b>Functional Category:</b>	Operations
<b>Parent Policy:</b>	Facilities Operations Policy
<b>Approval Date:</b>	June 24, 2019
<b>Effective Date:</b>	July 1, 2019
<b>Procedure Owner:</b>	Vice President, Corporate Services and Finance
<b>Procedure Administrator:</b>	Director, Facilities

### Overview:

NorQuest College (college) will foster an environment that supports personal safety and protection of property. The college will respond to incidents or reports of incidents that are associated with security or criminal activity and will undertake investigative measures when required. This procedure is to provide general guidance to those who conduct investigations and to standardize reporting.

Authority to establish this policy is derived from the [NorQuest College Board of Governor's Policy No. 5](#), which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

### Procedures:

Facilities will engage in crime prevention efforts with the college community to identify current and emerging security issues.

#### **Reporting Security Incidents and Criminal Activity**

Students, employees and visitors involved in or witnessing an event that results in, or could result in, injury or damage to college property including criminal or suspected criminal behavior, suspicious activity, or emergency event are encouraged to report such to NorQuest College Security.

#### Emergencies

***Incidents, on campus, that require an emergency response should be reported immediately by calling 911*** or contacting the appropriate emergency service agency of the jurisdiction, depending on the location of the college facility.

Emergencies reported first to local emergency services should also be reported, as soon as practicable, to Security or Facilities at the following telephone numbers:

- Security at 780-644-6225 or 780-991-4573
- Facilities at 780-644-6215

#### Non-Emergency Incidents

Incidents, on campus, that do not require immediate emergency response should be reported directly to Security at 780-644-6225.

Anyone who reports an incident is expected to cooperate with Security and/or Facilities, and may be required to provide a signed a written statement.

### **Confidentiality and Privacy**

All persons have a right to privacy and that confidential information be held in the strictest confidence by the college. Personal information will be collected, used, and disclosed in accordance with the Criminal Code of Canada, *Human Rights Act*, *Freedom of Information and Protection of Privacy Act*, and the *Health Information Act*.

### **Investigation of Security Incidents and Criminal Activity**

Security incidents and criminal activity reported to the college will be reviewed by the Emergency & Ancillary Services Consultant and, where warranted, an investigation will be initiated.

#### Security Incidents

The Emergency & Ancillary Services Consultant will manage security incident investigations.

- Where warranted, a qualified individual may be appointed to take the lead role as Investigator to gather information and maintain a documented record of the investigation.

Security incidents and criminal activity reported regarding employees will be turned over to the Vice President, People for their review and action as it pertains to the:

- [Code of Conduct & Respectful Workplace & Learning Environment Complaints & Investigation Procedure](#)
- [Respectful Workplace and Learning Environment Policy](#)
- [Safe Disclosure Policy](#)
- [Safe Disclosure Procedure](#)
- [Sexual Violence Policy](#)
- [Sexual Violence Procedure \(Employees\)](#)

Security incidents and criminal activity reported regarding students will be turned over to the Student Judicial Affairs Office for their review and action as it pertains to the:

- [Non-Academic Misconduct Procedure](#)
- [Sexual Violence Policy](#)
- [Sexual Violence Procedure \(Student\)](#)
- [Student Complaints Procedure](#)
- [Student Judicial Affairs Policy](#)

#### Criminal Investigations

The Emergency & Ancillary Services Consultant will, when appropriate to do so and if not already reported, notify police or other authorities when a report of criminal or potential criminal activity has been received.

- Criminal investigations are conducted by local law enforcement authorities.
- The Emergency & Ancillary Services Consultant will be the main college contact point for police authorities conducting investigations.
  - The names of the investigating police agency, constable(s), and the assigned police file number shall be recorded for all incidents under investigation by police or other authorities.

The Emergency & Ancillary Services Consultant will immediately notify the Director, Facilities and the Vice President, Corporate Services and Finance for incidents that are criminal in nature.

#### Access to College Facilities

Access to college facilities may be required to support a security incident or criminal activity investigation.

- Access to, and search of, any college facility workspace will be pre-authorized by the Director, Facilities.
- The Emergency & Ancillary Services Consultant may, during an investigation, secure the area, protect evidence, document the events and take photographs or video.
  - Any evidence collected or seized will be secured and documented

#### Access to College Systems

Access to college systems may be required to support a security incident or criminal activity investigation.

- Access to and retrieval of Closed Circuit Television (CCTV) system recorded information will be in accordance with the Surveillance Systems Policy.
- Access to and retrieval of card access control system recorded information will be by the Emergency & Ancillary Services Consultant or others authorized by the Director, Facilities.

#### Search and Retrieval of Records

Search and retrieval of records may be required to support an investigation.

- Pre-authorization from the President and CEO, or from the Chair of the Board of Governors should the President and CEO be under investigation, is required to search or retrieve records.
- Search or retrieval of electronic information or data stored on college computers, servers or network, portable storage devices, hand-held devices or other such electronic or digital devices will be conducted by the Technology and Creative Services division.
- Records obtained (both confidential and non-confidential), in support of an investigation, will be treated as confidential and stored in a secure location. Records will only be viewed by police or others authorized to do so as part of the investigation.

#### Investigation Decision

Actions will be taken based on the investigation that will be appropriate to protect college students, employees, visitors and the college reputation.

Should there be a need for further action, recommendations will be provided to the Vice President, Corporate Services and Finance for executive direction.

#### **Definitions:**

**Investigative Measures:** may include; individual interviews, access to confidential and non-confidential records, use of investigative products and devices, access to work space, personal belongings, work/instructional/storage spaces and the use of police and external security services. Investigative measures may also include the use and monitoring of surveillances systems.

**Investigator:** person authorized to conduct a formal investigation.

**Record:** means a record of information in any form and includes notes, images, audiovisual recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers and papers and any other information that is written, photographed, recorded or stored in any

manner, but does not include software or any mechanism that produces records.

**Storage Device:** a device or piece of equipment that stores data/images such as a: camera, videotape, computer drive (hard, flash, stick and network), computer disk and CD, computer chip, memory card, computer (desktop, laptop, notebook), cell-phone, smart-phone, handheld device or any other system, device or equipment used to store electronic/digital data or images.

**Work Space:** means any space, room, office, cubicle, area, structure or site used for the purposes of carrying out college business and any workstation, desk, cabinet or other furniture located in the work space.

**Related NorQuest College Information:**

- [Code of Conduct & Respectful Workplace & Learning Environment Complaints & Investigation Procedure](#)
- [Code of Conduct Policy](#)
- [Facilities Operations Policy](#)
- [Records Management Policy](#)
- [Sexual Violence Policy](#)
- [Student Judicial Affairs Policy](#)
- [Surveillance Systems Policy](#)

**Related External Information:**

- [Freedom of Information and Protection of Privacy Act](#)

**Next Review Date:**

May 2023

**Revision History:**

June 2015: new  
 July 2015: update document links  
 June 2019: update to owner, department name changes, and links. Reviewed as per the Policy and Procedure Framework Procedure  
 August 2019: Compliance Office template & reorganization update