



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.

Functional category	Operations
Parent policy	Facilities Operations Policy
Approval date	June 9, 2025
Effective date	June 9, 2025
Procedure owner	Vice President, Administration & Chief Financial Officer
Procedure administrator	Director, Campus Services

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 procedure 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.

Procedure

Campus Services 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 Campus Services at the following telephone numbers:

- Security at 780-644-6225 or 780-991-4573
- Campus Services 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 Campus Services, and may be required to provide a signed written statement.

Confidentiality and Privacy

All persons have a right to privacy and confidential information shall 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 & Business Services Manager and, where warranted, an investigation will be initiated.

Security Incidents

The Emergency & Business Services Manager 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, Culture & Equity for their review and action as it pertains to the:

- [Employee Complaints & Investigations Procedure](#)
- [Respectful Workplace and Learning Environment Policy](#)
- [Safe Disclosure Policy](#)
- [Public Interest Disclosure Act \(PIDA\) Procedure](#)
- [Sexual and Gender-Based Violence Policy](#)
- [Sexual and Gender-Based Violence Procedure \(Employees\)](#)

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

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

Criminal Investigations

The Emergency & Business Services Manager 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 & Business Services Manager 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.

If, In the opinion of the Emergency and Business Services Manager, an incident is of a serious criminal nature, the Director, Campus Services and the Vice President, Administration & Chief Financial Officer will be notified.

Access to College Facilities

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

- For the purposes of an internal security investigation, access to, and search of, any college facility workspace will be pre-authorized by the Director, Campus Services or the Vice President, Administration & Chief Financial Officer.
- For any law enforcement investigation, access to, and search of, any college facility workspace will be granted upon the investigator's production of a court order.
- The Emergency & Business Services Manager 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 access control system recorded information will be at the discretion of the Emergency & Business Services Manager or their designate.

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 Business Technology Services.
- 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 to appropriately protect the rights and privacy of college students, employees, visitors and the college reputation.

Should there be a need for further action, recommendations will be provided to the Vice President, Administration & Chief Financial Officer 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: Recorded information created, received, and maintained by an organization or individual in pursuance of its legal obligations or in the transaction of business. 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 produced 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 information

NorQuest College

- [Code of Conduct Policy](#)
- [Employee Complaints & Investigations Procedure](#)
- [Facilities Operations Policy](#)
- [Non-Academic Misconduct Procedure](#)
- [Public Interest Disclosure Act \(PIDA\) Procedure](#)
- [Records and Information Management Policy](#)
- [Respectful Workplace and Learning Environment Policy](#)
- [Safe Disclosure Policy](#)

- [Sexual and Gender-Based Violence Policy](#)
- [Sexual and Gender-Based Violence Procedure \(Employees\)](#)
- [Sexual and Gender-Based Violence Procedure \(Student\)](#)
- [Student Complaints Procedure](#)
- [Student Judicial Affairs Policy](#)
- [Surveillance Systems Policy](#)

External

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

Next review date

May 2029

Revision history

Date	Version Number	Action
June 2015	v01	New
July 2015	v02	Updated document links
June 2019	v03	Update to owner, department name changes and links. Reviewed per Policy & Procedure Framework Procedure
August 2019	v04 (published as v03-C)	Compliance Office template and reorganization update.
May 2025	v05	Terminology and position updates. Reviewed per Policy & Procedure Framework Procedure