

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 29, 2015
Effective Date:	July 1, 2015
Procedure Owner:	Vice President, College Services and Chief Financial Officer
Procedure Administrator:	Senior Manager, Facilities Management

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.

Facilities Management 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 are encouraged to immediately report any security incident including criminal or suspected criminal behavior, suspicious activity, fire, injury or request for medical assistance.

Emergencies

Incidents, on campus, that require 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 NorQuest Security or Facilities Management at the telephone numbers noted below.

Non-Emergency Incidents

Incidents, on campus, that do not require immediate emergency response should be reported directly to NorQuest Security or Facilities Management. at:

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

Anyone who reports an incident is expected to cooperate with NorQuest Security and Facilities Management and may be required to complete and sign a written statement.

Investigation of Security Incidents and Criminal Activity

Security incidents and criminal activity reported to the college will be reviewed by the Advisor, Security and Emergency Response and, where warranted, an investigation will be initiated.

Security Incidents

The Advisor, Security and Emergency Response 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 Executive Director, Workforce Development and Human Resources for their review and action as it pertains to the:

- Code of Conduct Policy,
- Respectful Workplace and Learning Environment Policy, or
- Whistleblower Policy.

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:

- Student Judicial Affairs Policy, or
- Code of Student Conduct: Academic Integrity and Non-Academic Misconduct Procedure

Criminal Investigations

The Advisor, Security and Emergency Response 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 Advisor, Security and Emergency Response 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 Advisor, Security and Emergency Response will immediately notify the Senior Manager, Facilities Management and the Vice President, College Services and CFO 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 Senior Manager Facilities Management.
- The Advisor, Security and Emergency Response may during an investigation, secure the area, protect evidence, document the events and take pictures.
 - The area may be secured and/or cordoned off with restricted access to protect any potential evidence until local police authorities arrive.
 - 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 Advisor, Security and Emergency Response or others authorized by the Senior Manager Facilities Management.

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 Educational and Information Technologies 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, visitor and college reputation.

Should there be a need for further action, recommendations will be provided to the Vice President, College Services and CFO 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 also include the use and monitoring of Surveillances Systems.

Record¹: 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.

¹ Per section 1(q) of the Alberta Freedom of Information and Protection of Privacy Act.

Related Information:
Related Documentation:
Next Review Date:
Revision History:

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.

- [Alberta Freedom of Information and Protection of Privacy \(FOIP\) Act](#)
- [Code of Conduct Policy](#)
- [Code of Conduct Policy and Respectful Workplace and Learning Environment Policy Complaints and Investigation Procedure](#)
- [Code of Student Conduct Academic Integrity and Non-Academic Misconduct Procedure](#)
- [Facilities Operations Policy](#)
- [Health and Safety Policy](#)
- [Public Interest Disclosure \(Whistleblower Protection\) Procedure](#)
- [Respectful Workplace and Learning Environment Policy](#)
- [Standard Practice 4.01 Records and Information Management](#)
- [Student Complaints Procedure](#)
- [Student Judicial Affairs Policy](#)
- [Surveillance Systems Policy](#)
- [Whistleblower Policy](#)

N/A

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June 2015: New
July 2015: update document links