



SECURITY MANUAL

SEPTEMBER 2011

ANCILLARY AND BUSINESS SERVICES

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SECURITY MANUAL

ALCOHOL AWARENESS

The legal drinking age in BC is 19. As such, all employees and those living in residence are subject to the [Provincial Liquor Regulations](#) governing the use of alcohol. Students living in residence who are of legal drinking age are permitted to consume alcohol in their room or pod with the door closed. Residents who use alcohol irresponsibly will be held accountable for their actions. See [Student Residence Handbook](#).

The serving and consumption of alcohol at Okanagan College is subject to the Liquor Control and Licensing Act and Regulations. See [Okanagan College Policy - Serving and Consumption of Alcohol](#).

BEHAVIOURS OF CONCERN

Identifying behaviours of concern is the first step in preventing violence

According to experts in the field, violence is an evolutionary process. One does not simply ‘snap’ but rather reaches a ‘flash point’ over a period of time. Built-up frustration, negativity, loss or resentment over professional or personal issues can contribute to this flash point. Notably, negative behaviours exhibited in the earliest stages of this evolutionary process are displayed to a lesser degree and for the most part go unchallenged.

When an individual reacts negatively and subsequently displays socially unacceptable behaviour by venting their anger in the workplace (e.g. slamming doors, shouting or swearing), the behaviour **IS** of concern and should be addressed. Not to suggest that because someone displays an out-of-character burst of anger they will become violent, it means simply that all violent acts have a lesser beginning.

Challenging someone who is exhibiting a behaviour of concern can be done in any one of the following three ways:

1. Engage the individual in conversation and ask if everything is alright.
2. Report your observation and concern to your supervisor or instructor.
3. Complete an online [Security Incident Report](#) for “Behaviour of Concern” and exercise the option to remain anonymous if you choose. If someone else has made previous or similar reports, an intervention may be the best response.

Whatever your relationship to the individual, your genuine concern for their well-being by simply asking if they are okay may have a positive and turning-point impact on their behaviour.

The earlier the awareness and intervention along that evolutionary process, the more successful and positive the outcome is likely to be.

BICYCLE SECURITY

Every year bicycles are stolen from our campuses. When leaving your bicycle unattended, secure it with a sturdy cable system and a good lock. Secure your bike properly by locking it through the front wheel, the frame and the bicycle rack. If you have a quick-release seat, remove it and lock it through the cable or take it (and your helmet) with you. Leave nothing in panniers.

For identification purposes, consider having your driver’s license number (e.g. BC DL#123456) engraved with an electric pen in a visible place on the frame of your bicycle. Also keep the bike’s serial number recorded at home.

Bicycle storage lockers are available through Facilities Management. These are available to students and employees to rent by requesting in person at the Facilities Management office, P Building. For full details, please see [this link](#).

BOMB THREATS

Even the best contingency plan will not prevent bomb threats from disrupting normal daily activity. It is very important that the people most likely to receive bomb threats be trained to handle such incidents as proficiently as possible.

Every threat must be taken seriously. The call recipient must remain calm and appear undaunted; panic is contagious and can cause personal injury and property damage.

The response action will depend on the level of risk threat.

The call recipient must remember to do many things, all which will aid in the search for the device (unless the threat is unfounded) and provide authorities with as much information as possible for their investigation. ***Bomb Threat Telephone Procedures*** should be kept by every phone (see Appendix A).

A bomb threat can be written, recorded or communicated orally; most bomb threats are delivered by telephone. Generally, a bomb threat call is made for one of two reasons:

1. The caller knows or believes an explosive or incendiary device has been or will be placed and wants to minimize personal injuries and/or property damage (the caller may or may not be the person who placed the device).
- or*
2. The caller wants to disrupt normal activity by creating anxiety and panic with no real intention of placing a bomb.

Unlike a letter or a recording, a telephone threat cannot be retained and examined (unless incoming calls are being recorded) so the recipient must get the most from the communication while it is ongoing. The recipient should keep the caller on the line as long as possible and should attempt to record everything, especially the exact wording of the threat. He or she should be an attentive listener noting

1. any background noises (radios, motors, etc.) that may help identify the source of the call;
2. information to identify the caller such as gender, age, accent/speech impediment, state of mind (calm or excited).

It is also important to extract as much information as possible about the type, size and location of the device.

If the call recipient's telephone automatically displays or retains incoming telephone numbers, this valuable information should also be noted.

If the threat is received in a tangible form such as a letter or a note, all the material including envelopes and containers must be saved. Furthermore, contact with the material must be minimized because excessive handling might destroy valuable evidence that may be on or in the material (see Appendix B).

EVACUATION

Continuous security during evacuation is a priority. Before an evacuation is carried out, a thorough search of evacuation routes and safe areas must be conducted to ensure that no suspicious objects have been placed in these locations. Safe areas are those locations to which personnel will be moved to await the 'all clear'. The locations must be a minimum of 100 m (328 ft.) from the target area where it is estimated that injury from post-blast debris would be minimal.

RESPONSE ACTION

In a bomb threat situation, physically searching a premises for a device and evacuating personnel are very closely related. The decision to either SEARCH WITHOUT EVACUATION, SEARCH AND EVACUATE or EVACUATE AND THEN SEARCH rests with the individual(s) responsible for security, generally within the

administrative personnel at the Security and Crisis Management Office. Following are examples of LOW, MEDIUM and HIGH RISK responses to Bomb Threats.

LOW RISK THREAT (no evacuation)

SCENARIO: Caller states “There’s a bomb at the college” then hangs up. There is NO evidence or information as to

- where the bomb might be;
- what type of bomb exists;
- why the bomb was placed;
- when the bomb might go off;
- who the caller is or represents;
- recent history directly related to Okanagan College or the specific campus.

MESSAGE TO EMPLOYEES: “A bomb threat has been received at the Kelowna Campus and has been assessed as LOW RISK. As this threat is without credibility, no evacuation will be activated. Police have been duly notified and concur with that decision.”

As a safety precaution, even when the threat has been assessed as low, check your immediate area for any unusual objects or packages. Be methodical, search the lower half of your work area in a clockwise sweep, and then search the upper half. Should a suspicious object or package be found **DO NOT TOUCH IT**. Anything suspicious must be reported immediately to Security or Facilities Management and to your Supervisor who may order your department evacuated. Personnel will attend and reassess the threat level. At that point they may also request police attendance and may order the evacuation of the building(s) should the risk be assessed higher.

BEFORE YOU EVACUATE FOR A BOMB THREAT ALWAYS

1. search your work station thoroughly as well as that of absent co-workers for any items obviously out of place or suspicious;
2. leave your desk drawers and filing cabinets ajar;
3. take your personal items with you (purse, brief case, lunch bag, coat, etc.);
4. open windows near your workstation and leave your office doors open.

MEDIUM RISK THREAT (employee search and partial evacuation)

SCENARIO: Caller advises there is a bomb in a specific area of the college, which is set to detonate at a specific time. Caller claims he/she represents a group responsible and may give reasons for placement.

MESSAGE TO EMPLOYEES: “A bomb threat has been received at the (specify which campus) and has been assessed as MEDIUM RISK. Conduct a search of your immediate area of work, make note of any suspicious items, **DO NOT TOUCH**, report the items to your supervisor or Security, describe the item and its exact location. Your building will be evacuated immediately. Police have been notified and requested to investigate.”

The difference between LOW and MEDIUM risk may be determined by the nature of the bomb threat itself. The caller may have been adamant about the device and have given a location and/or description of the device, the reasons why it was placed and/or the estimated time of detonation. At this point, however, either no device has been located or, in addition to the bomb threat, there may have been recent criminal threats against the institution or its administration in the form of phone threats, graffiti or correspondence.

HIGH RISK THREAT (complete evacuation followed by organized search with police)

SCENARIO: Caller advises of the presence of a device, gives location and a detonation time. A suspicious package has been located at the campus. The particular campus building will be evacuated immediately and possibly the entire campus depending on the nature of the threat.

MESSAGE TO EMPLOYEES: “A bomb threat has been received at the Kelowna Campus and has been assessed as HIGH RISK. Please evacuate this building immediately. You may be further directed by Emergency Wardens and Security Personnel. Please take all your personal belongings with you and leave your office and classroom doors open.”

ORGANIZED TEAM SEARCH

The Organized Search Team will be comprised of Security, Managers, Service Assistants and Facilities Workers Levels I, II and III within Facilities Management.

Facilities Service Workers Level 1 will be responsible for searching their respective building’s interior where the event occurred.

Security and Facilities Workers II & III will be responsible for searching the exterior of all affected buildings, including adjacent parking lots, trash bins and containers, ledges, planters, shrubbery and any vehicles parked close to buildings.

Maintenance Engineers and Electricians and Facilities Service Assistants will be responsible for searching general areas within buildings, for example foyers, hallways, stairwells, common rooms, bathrooms, elevators, storage areas, closets, trash receptacles, and if required, secondary searches of offices.

Again, NO person will be compelled to assist in the search for any potentially explosive device. Involvement and assistance is strictly voluntary.

SALMON ARM, VERNON AND PENTICTON CAMPUSES

The procedure is the same EXCEPT the Regional Dean or designate will notify their personnel by e-mail and/or by face-to-face communication. Employees from each campus, as directed, may conduct secondary searches. The dean’s office will notify the police as a matter of course and request their attendance as deemed necessary. The Manager, Security and Crisis Management for Okanagan College should be contacted immediately for appraisal and consultation.

An assessment of the particular situation and the actual call will determine the level of credibility of the threat which, in turn, will determine the appropriate response. An evacuation response is not automatic.

POLICE RESPONSE

Initially, the role of police in responding to bomb threats is to provide assistance. Police will attend and take information for follow up investigation but will not search a building. Building searches are to be conducted by employees first as they are more familiar with their work environment and could easily identify suspicious objects. Furthermore, the number of police personnel required to conduct an adequate search would be prohibitive. Should an object be identified as suspicious following an employee search, Security will advise the police who will attend and contain the area, secure the device or suspicious object, and summon a Bomb Disposal Unit, who will remove the package or device.

CONTACT US

EMERGENCY NUMBERS

Dial **6699** from any campus phone or dial direct 250.317.2435

(Dial **911** in Revelstoke)

Manager, Security & Crisis Management:

4256 from any campus phone

Direct: 250.762.5445 extension 4256

Okanagan College
1000 KLO Road
Kelowna, BC V1Y 4X8
email: adoody@okanagan.bc.ca

fax: 250.862.5465

Manager, Health, Safety and Emergency Management Services:

4573 from any campus phone
Direct: 250.762.5445 extension 4573

Okanagan College
1000 KLO Road
Kelowna, BC V1Y 4X8
email: mrobertson@okanagan.bc.ca

fax: 250.862.5465

HARASSMENT

Okanagan College has a zero-tolerance policy for any form of harassment: verbal, sexual, bullying or stalking involving students, employees or visitors through any medium: phone, text, email, written correspondence, in person directly or indirectly. If you or someone else is being harassed in any way you should report it immediately to Security, your supervisor or through an online [Security Incident Report](#). Security will assist you in every way possible, including providing [Safe Walk](#) to your vehicle. Security will also do a follow-up investigation and assist in connecting with police where warranted or desired.

HATE CRIME

Occasionally posters, slogans, graffiti or other literature that illustrate racist depictions appear anonymously on campus. Should you observe such material, report it immediately to Security or to your campus administration. It will be removed and an Incident Report for follow-up will be generated.

HEALTH AND SAFETY

Okanagan College is committed to providing a safe, healthy and environmentally responsible workplace and learning environment for its students and employees. Okanagan College believes that no task or activity is so important that it can't be done in a safe manner and in compliance with all applicable safety codes and standards. See [Health and Safety](#) information.

IDENTITY THEFT

You never have to divulge your Social Insurance Number (SIN) to anyone other than your bank or to Revenue Canada. Check out [Staying Safe Online](#) for information on protection against online identity theft.

At home

Do you really need to carry all of your bank, credit and identification cards every day? If you lost them how would you replace them? What sort of personal information is at risk? Photocopy the important cards and keep the copy in a safe place at home. If you misplace your wallet or purse and can't find it within a couple of hours, or know for certain it has been stolen, call and cancel your bank and credit cards immediately. Generally purchases by thieves are made within hours. Call and report the theft or loss to the police once you have cancelled your cards; your theft may be part of something bigger.

When Traveling

Travel light! Only bring identification and cards with you that you need. If you're travelling within Canada, you can leave your passport safely at home. If you're traveling abroad, only take the cards you need (you likely don't need your store cards). Again, photocopy the cards and identification you are taking and leave one copy at home with someone you trust and keep another in your travel bag (or give to the person you're traveling with).

LOST AND FOUND

Kelowna Campus

All items found at the Kelowna Campus are turned in to the Student Union Office just inside the main entrance to the Health Building. If you have lost an item check there first or report it, in the event it is turned in later.

Vernon/Penticton/Salmon Arm Campuses

Lost and Found at the Vernon, Penticton and Salmon Arm campuses is located in their administration offices. Drop off, retrieve or report lost items there.

MEDICAL EMERGENCIES

In case of an emergency call campus Security at extension 6699 and a First Aid Attendant and Security will be dispatched immediately.

Medical Emergencies can happen anywhere at any time. Have you ever taken a First Aid Course? Okanagan College offers several. Check them out through [Continuing Studies](#) or contact the Manager, Health, Safety and Emergency Management Services at extension 4573.

MOTOR VEHICLE ACCIDENTS (MVA)

Minor **M**otor **V**ehicle **A**ccidents are a common occurrence and can take place anywhere. If you are involved in an accident you should exchange information with the other driver for insurance purposes. Contact information of any witnesses to the MVA should also be gathered. Where campus Security is available they will photograph the damage involved and compile a [Security Incident Report](#) .

As of January 1, 2010 it is illegal in BC to use a handheld cell phone or other electronic equipment while driving without a hands-free device. The use of handheld communication devices is a major cause of distraction while driving which can cause motor vehicle accidents sometimes resulting in injury and/or death.

Parking lots are especially notorious for minor scratches or dents as well as occurrences of failing to remain at the scene following considerable damage. Okanagan College has approximately 3,000 vehicles parking at its campuses daily during peak periods, which increases the likelihood of minor vehicle damage. If you cause damage, leave your contact information on a note on the other vehicle's windshield and report the incident immediately to Security or to campus administration. Similarly, if your vehicle is damaged, report it to Security.

PEDESTRIAN SAFETY

On OC roadways, parking lots and access areas there is always traffic: service vehicles, maintenance machinery, general vehicular and bicycle traffic. For the safety of everyone, walk on sidewalks, cross at marked intersections and keep your head up when walking through parking lots where vehicle movement is more unpredictable. Never assume a driver sees you; always make eye contact before stepping into its path.

SAFE WALK

When Security is available, students and employees may request an escort to and from buildings or vehicles. Call Security directly at the following numbers:

- Kelowna 250.317.2435
- Penticton 250.486.3879
- Vernon 250.307.4574
- Salmon Arm (not available)

SCAMS

Scams are diverse and plentiful and always changing. Basically, if it seems too good to be true it probably is. When agreeing to buy or receive anything, consider who you are dealing with and ask yourself why it is being offered. Always give yourself time to check it out. If the offer is legitimate, the vendor will not be put off by your diligence. Buying time is an element that will foil scammers in addition to giving you time to have second thoughts. Whether they come to your door, call you on the phone, connect with you at school or work, in person or through email, scams are ever present.

SECURITY INCIDENT REPORTS

Okanagan College has an online [Security Incident Report](#) for the convenience of reporting suspicious persons, thefts, assaults, vandalism, motor vehicle accidents and behaviours of concern. Open the form, complete all the fields providing as much detail as possible, then submit. The incident report goes directly to the Manager for Security and Crisis Management who will follow up on the issue. Depending on the seriousness of the matter you may wish to call Security immediately at 250.317.2435 or at 6699 from any campus phone, any hour of the day.

SUSPICIOUS PACKAGES

If you observe or find any package or item you would consider suspicious, be it perceived as dangerous or possibly as criminal paraphernalia, DO NOT TOUCH IT. Call security immediately at 250.317.2435 and remain where you can observe the item until Security arrives. Where such an item has no value or intended harm, the item may be properly disposed of by Security. If it is nothing more than a lost or misplaced item, you may have assisted in it being returned to its rightful owner.

In a bomb threat situation, check your immediate area for any unusual objects or packages. Be methodical by searching the lower half of your work area in a clockwise sweep, followed by searching the upper half. Should a suspicious object or package be found DO NOT TOUCH IT. Call Security.

THEFT OF PERSONAL BELONGINGS

Theft is a crime of opportunity; therefore protecting and securing your personal belongings will go a long way toward not becoming a victim.

Vehicle

Always lock your vehicle, close your windows and leave nothing in view that may be attractive to a thief. Secure valuables in the trunk *before* arriving at your destination or take them with you.

Office

Keep valuables away from windows if you are located on a ground floor as this may prevent a 'smash and grab' type theft. Lock your office door if you are leaving even for a short period. At the end of the day secure electronics (e.g. laptops, iPods, cameras and other valuable items) out of sight, close window coverings and lock your door.

Public Space

Classrooms, labs and general gathering areas are not safe to leave your valuables even for short periods.

Campus Housing

Be wary of people who don't appear to belong in the area. Should anyone raise your suspicions for any reason you should call Security immediately. Make sure the door to your room and the entrance door to the building are secured and don't loan your keys to anyone.

VIOLENCE

Any form of violence will be dealt with immediately with the most appropriate response depending on the nature and severity of the incident. Security will assist in follow-up investigations and provide assistance and/or advice in connecting with the police. If you or someone you are aware of is the victim of violence, report it immediately to Security, campus administration or to the police depending on the severity of the incident. You can connect with Security by calling 250.317.2435 and by completing an online Incident Report.

VISITING CAMPUS AFTER HOURS

Okanagan College Campuses generally are open:	
Monday – Thursday	8:00 AM to 10:00 PM
Friday	8:00 AM to 6:00 PM
Saturday	8:00 AM to 5:00 PM
Sunday	Hours are optional and vary from campus to campus depending on scheduled events. (Check with Campus Administration.)

The Kelowna Campus is the only Okanagan College campus with 24-hour security that can be reached any time by calling 250.317.2435.

When visiting any campus after hours and/or on holidays, individuals should park closest to the parking lot video cameras that are located closest to the building they expect to enter. They should notify campus Security by phone that they have arrived (before they enter the building if at all possible), where they will be and for approximately how long they expect to remain. They should call Security again when they are leaving.

The rationale behind contacting Security on arrival after hours is:

- If you park close to parking lot video cameras, Security will be in a better position to monitor your vehicle while you are on site.
- Security will know who is on site at any campus at any given time.
- Security can respond appropriately should an alarm be accidentally set off by you by having the alarm reset without having to call police to attend.
- Security can monitor the campus surroundings by video and report any activity to you before you leave.

Security can assist or advise you in re-arming the campus or building if necessary.

Safe Walk is also an option for students and employees to request an escort to and from buildings or vehicles.

WEAPONS AND LETHAL VIOLENCE

CALL 911 AND CAMPUS SECURITY IMMEDIATELY AND WARN OTHERS

At your first awareness of a threatening situation on campus involving a weapon **call 911** for the police. Be prepared to provide details of the incident such as

- location;
- description of suspect;
- description of weapon(s);
- direction of travel.

Contact Campus Security by calling extension #6699 or 250.317.2435 (cell). This number should be programmed into your cell phone for emergencies as you are not likely to remember numbers in a stressful situation.

TAKE REFUGE AWAY FROM DANGER ON OR OFF CAMPUS UNTIL GIVEN THE "ALL CLEAR"

If you are outside or can evacuate from the building you are in, do so immediately. Although it may be tempting to leave campus in your vehicle, mass vehicle departure will create significant traffic problems for responding emergency services. Keep roadways clear for emergency vehicles. If you choose to leave campus on foot, move in the opposite direction of the danger. When the situation has been neutralized, a tally and identification of those injured will be necessary as well as contacting all students to confirm their status. OC Administration will communicate with students and employees via email, web messaging, loud hailer, media release and in some cases by phone or in person.

ESCAPE WHERE POSSIBLE OR SHELTER IN PLACE

As a last resort, when you cannot escape a building through doors or windows, you may need to shelter in place by seeking refuge in an office or classroom. If shots are heard or when you become aware of an unfolding violent incident on campus where evacuation is not possible, employees will complete a quick survey outside their doorways for passing students and beckon them to safety. Students and employees not already in a classroom should proceed to the nearest room and close the door behind them. Where possible, the classroom or office door should be locked and barricaded with chairs or desks to prevent the shooter from gaining entry.

Only you can draw the line on what you will do to save yourself or others. Rushing and/or swarming an intruder who has defeated a barricaded door may be your only life saving strategy.

STAY LOW AND DON'T MOVE

If you are in the immediate area where police are exchanging gunfire with an intruder and escape is not an option, immediately lie face down on the floor closest to a wall and do not move until commanded to do so by police.

DO NOT MOVE UNTIL DIRECTED BY POLICE

If you have sheltered in place and are safe DO NOT exit your refuge point until directed by police. Once the threat has been neutralized, police will begin a systematic evacuation of each room on campus. Do exactly as commanded by the police. When evacuating a building do so as quickly as possible. Keep moving as far away from buildings as possible so as not to interfere with police operations.

APPENDIX A: Bomb Threat Telephone Procedures

BOMB THREAT TELEPHONE PROCEDURES

DATE: _____ TIME: _____ am / pm

Record the number on your telephone call display immediately: _____

If you can, press for more information and write down everything said:

- Where exactly is the bomb placed? _____

- What type of bomb or explosive is it? _____

- When is the bomb set to explode? _____

- Why has the bomb been placed? _____

- Is the voice: young old male female accent speech impediment

- Is there any background noise? _____

- What is your name? _____

How the caller responds to these questions will assist in assessing the validity of that call. In most cases, however, a caller will simply say “*there is a bomb at KLO Campus*” and then hang up.

APPENDIX B: Bomb Detection

LETTER/PARCEL BOMB DETECTION	WATCH FOR ONE OR A COMBINATION OF THE FOLLOWING:
<p>The danger posed to individuals and organizations by improvised explosive and incendiary devices traveling through our postal system is an ever-present threat. But the risk can be minimized by alert and vigilant employees even without the aid of special detection equipment. Through a simple visual and physical inspection, office personnel or mailroom sorters can identify those items in the mail that demand attention by explosives specialists.</p> <p>If you think a letter or parcel is suspicious</p> <ul style="list-style-type: none">• do not touch or further handle it;• isolate the area;• contact your Supervisor and Facilities Management Office at extension 6699.	<ul style="list-style-type: none">• Unusual or unexpected point of origin.• Unusually restrictive markings (i.e. “personal”, “to be opened only by”, “fragile”, “rush”, “do not delay delivery”).• Excessive weight or thickness for envelope or package size; cut and paste lettering or improvised labels; unusual odors; the feel of springiness, metallic components or stiffeners in letters; oily or greasy stains on packaging; obviously disguised script; inaccuracies in address or titles; excessive postage; small holes, protruding wire, string or metal foil; excessive wrapping, binding or tying materials; unbalanced or lopsided letters and parcels; indecipherable or no return address.