



**Columbia College
Communication / Contact Information**

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INTRODUCTION

The purpose of this document is to provide contact information and outline procedures for a variety of situations which may occur at Columbia College.

1. TECHNICAL SUPPORT

Technical support for computers, overhead projectors (AV units) or screens is available Monday – Thursday from 8:30 am – 6:00 pm; Fridays from 8:30 am – 5:00 pm; and Saturdays from 8:30 am – 1:30 am.

For technical support: Open the Columbia College Learning Portal and select Columbia College Helpdesk – New Ticket (<https://portal.columbia.ca/mod/page/view.php?id=1507>) to put in a ticket or phone the Front Desk by pressing '0'. If you have an urgent issue, you can call extension 348.

To reset passwords: Phone the Front Desk (by pressing 0) or email 1reception@columbia.ab.ca. Passwords will be reset between 8:00 am – 5:30 pm from Monday – Thursday, 8:00 am – 5:00 Friday or Saturday from 8:00 am – 1:00 pm.

2. BUILDING KEYS

The Facilities Manager administers keys (in conjunction with the Program Chair/Manager's recommendations).

Staff at Columbia may be assigned an interior door key which opens all classrooms and most storage areas within buildings 802, 803, 805, and 4. Our temporary space in building 801 uses a different key which is assigned to the facilitators working in this space.

Exterior door keys are assigned to Program Chairs/Managers and other approved staff.

If you are having issues with your key, please contact the Front Desk (ext. 0) or email the Facilities Manager (carolinee@columbia.ab.ca).

The Facilities Manager keeps additional keys in a lock box in building 4, room 166. Records are kept current. The Front Desk has access to this lock box.

3. JANITORIAL SUPPLIES

Janitorial supplies can be found in each building in the janitorial room. Most of the janitorial rooms can be opened with an inside key otherwise you will need an outside key. These rooms are located:

802 – Beside room 122 and beside the daycare kitchen

803 – Beside the mens washroom

805 – Across from room 112

4 – Room 161

4. **FIRST AID KITS AND AED LOCATIONS**

The college has First Aid Kits in each of the buildings and AEDs in three of the buildings. These items are inspected and restocked once a year by Sprouse Fire & Safety. If the First Aid Kits are getting low on any item (eg. bandaids, ice packs), please contact the Facilities Manager at carolinee@columbia.ab.ca and ask for it to be restocked.

First Aid Kits can be found in the following locations:

Building 802 – room 110
Building 803 – room 305
Building 805 – room 112
Building 4 first floor – room 150
Building 4 second floor – room 204
Building 801 – kitchen area

AEDs can be found in the following locations:

Building 802 – hallway across from room 122
Building 803 – hallway beside room 309
Building 4 first floor – hallway beside room 162

Eyewash Stations are located in the following areas:

Building 805 – room 107 (dental clinic)
Building 4 – lab 171
Building 4 – lab 172

5. **LOCKSMITH**

If there is an urgent need for a locksmith, please contact the Facilities Manager at carolinee@columbia.ab.ca.

6. **PHOTOCOPIERS**

If you require toner or paper, contact the Front Desk (ext. 0 or email 1reception@columbia.ab.ca). Copiers are filled at the end of each day from Monday - Friday. Extra toner cartridges are not available in the evenings and Saturdays and staff/students will need to access a copier in another building.

7. **BATTERIES**

The Facilities Manager has extra batteries in her office on top of the file cabinet (bldg 4, rm 166) and the Front Desk also has batteries.

8. **PARKING**

Parking passes can be picked up at the Willowglen office situated at #102, 809 Manning Road NE. The office is open Monday – Thursday from 8:00 am to 4:00 pm and Friday from 8:00 am to 1:00 pm until the first week in September. In September, the office hours are Monday to Friday from 8:00 am to 4:00 pm. If you have forgotten your parking tag in another vehicle, then contact Willowglen at 403.571.7285 and let them know the make and model of your vehicle as well as your license plate number.

9. **BUILDING MAINTENANCE**

Employees are asked to send an email to the Facilities Manager (carolinee@columbia.ab.ca) if they have a specific request to have something replaced or repaired or wish to report any building issues. The Facilities Manager should also be

contacted if there are any temperature or ventilation issues, infestations, leaks, flooding, or hazards that need to be resolved.

10. ACCOUNTING, PAYROLL OR BENEFITS

If you have questions with regards to payroll, group benefits, Human Resource issues, please send an email to payroll@columbia.ab.ca.

Accounting enquiries regarding Finance, Accounts Payable, Accounts Receivable, or general questions should be sent to accounting@columbia.ab.ca.

11. LOST AND FOUND

If you or one of the students have found anything of value, it should be taken to the Front Office. The Front Office will send out an All Columbia email to report the item and hopefully reunite it with its owner.

12. MEETING ROOM AND CLASSROOM RESERVATION

A room reservation system is in place at Columbia College. Classroom reservations are made between the Manager and the Registrar's office. If you require classroom space on a regular basis, advise your Manager to arrange the booking of a classroom.

Meetings and workshops also require advance booking to ensure that appropriate space is assigned and available for your meeting. Contact the Registrar's Office by sending an email to scheduler@columbia.ab.ca advising the date, time required, number of people in the meeting and any other special requirements you might have for the meeting. It is advisable to book as early as possible to ensure space is available. Please note: whenever possible, please attempt to schedule meetings outside of class hours (9:00 am – 2:30 pm) as space is limited.

13. VENDING MACHINES

If a refund is required for the vending machine:

Contact: Dennis Kryzalka
Phone: (403) 651-2810

14. HEALTH & SAFETY INCIDENTS

Employees are asked to report if they notice a hazard or if they experience an incident at the college.

A hazard is any activity, event or substance that could cause harm. To report a hazard, please complete a Hazard Form (<https://portal.columbia.ca/mod/glossary/showentry.php?courseid=65&eid=506&displayformat=dictionary>) and forward it to the Facilities Manager.

An incident is an occurrence that has the potential to cause injury or illness. It is the responsibility of all employees involved in an incident or near miss to complete an Emergency Response Incident Report (<https://portal.columbia.ca/mod/glossary/showentry.php?courseid=65&eid=137&displayformat=dictionary>) and forward it to the Facilities Manager.

15. TRESPASSING

The Trespass Policy and Procedures can be found on Document Manager - <https://portal.columbia.ca/mod/glossary/showentry.php?courseid=65&eid=558&displayformat=dictionary> . A person currently employed with Columbia College in a supervisory position may serve a Trespass to Property Notice (found on Document Manager - <https://portal.columbia.ca/mod/glossary/showentry.php?courseid=65&eid=557&displayformat=dictionary>) to a trespasser.

If there is no supervisor or the Columbia College staff member is not comfortable approaching a trespasser, Willowglen security should be notified (tel. #403.651.1863) of a trespasser and ask their assistance to remove the trespasser. If Willowglen does not have anyone on-site then the police need to be contacted to remove the trespasser.

16. LOCKDOWN

Columbia College Lockdown Procedures can be found on Document Manager. All Columbia College staff should review these procedures at least once a year.

During evenings and weekends, the President or designate (eg. the most senior staff member on-site) may initiate a lockdown. Evening/weekend facilitators should follow the procedures posted in their classrooms.

17. EMERGENCY PROCEDURES IN CASE OF FIRE

IN CASE OF FIRE pull the manual alarm which is located by all outside exit doors. Upon sounding of the fire alarm, all occupants of the building will evacuate immediately according to the designated emergency exit routes or the nearest exit and will muster on the east side of building 801 (by Bali Restaurant). When leaving the building all doors inside the building are to be closed and the lights left on.

Call the emergency telephone number 911 to report the fire alarm. This needs to be done even though the central alarm system should be activated. A facilitator or staff member should relay information regarding the extent of the fire or whether the alarm may be false.

All areas need to be checked (washrooms, storage rooms, classrooms, etc.) of the building to ensure that all persons have been evacuated and doors are shut. This will be done by the fire wardens or their designate Monday – Friday.

If there is a staff or student who has mobility issues and is unable to use the stairs to evacuate, this person should be taken to the set of stairs furthest away from the building. They will be asked to wait in this location while someone notifies the emergency responders of the location of the person with mobility issues.

All evacuees will congregate on the east side of building 801 (by Bali Restaurant) far enough away to allow access by the fire department.

Facilitators will ensure that all members of their program leave the building and will account for all their students as well as staff. Facilitators should take attendance at the muster point and advise emergency personnel if anyone is not at the muster point. If an alarm sounds prior to start of class or during a break, all facilitators are to ensure everyone is out of the building and direct them to the east side of building 801.

No one will re-enter the building until given permission to do so by the Fire Department, the facilitators or their designates.

If the alarm is found to be false, the fire alarm may be silenced but can be reset only by the fire department.

18. BUILDING SECURITY

Managers need to ensure their facilitators have the necessary keys and, if they have a front door key, they also need the alarm code, have the Counterforce authorization card and password, have been trained in securing the building, and have been trained to set the alarm in whatever building they are in.

To disarm the building, you need to enter the alarm code. This code will be provided by your supervisor or Facilities Manager.

Facilitators need to check before they leave their building to find out if they are the last person. If they are not, they need to inform the remaining facilitator that they may be the last person in the building and will need to secure the building and set the alarm. The last staff member checks classrooms and washrooms to make sure everyone is gone, they lock the doors, and set the alarm. No student is to be left alone in a building. If a student is waiting for a ride, the staff member needs to wait with them until they are picked up and then the staff member can arm the building.

Should the alarm accidentally sound, COUNTERFORCE must be contacted immediately at 1-888-844-8425. They will ask for your password. All personnel who have an outside key will have been given this password which will verify that you are actually an employee of Columbia's and not an intruder.

If you are having issues locking up the building, contact the security guard at 403.651.1863.

Our onsite security company is Securitas Canada.

Hours: Security is here 7 days/week – 7:00-8:00 pm to 7:00-8:00 am

Contact: Night time security guard tel. #403.651.1863

Security office tel. #1.800.268.0545 (press 3, press 1)

There is an ADT alarm panel in the electrical room in building 802 (daycare area). If the alarm is beeping, you can deactivate it by entering the password '1234'.

If the alarm panel in any building is having issues, our company is:

Ram Security Systems Ltd.

Contact: Graem

Phone: (403) 279-0279

Email: graem@ramsecuritysystems.com

If 'trouble' light is on and beeping on any of the alarm panels, press *2#. If #1 is lit up, the battery is low and Graem will need to come out; #5 means the phone system had a glitch but the alarm will correct itself when you reset the alarm at the end of the day; #6 or #7 means the system had a glitch so enter the security code twice to clear it.

19. STUDENT/STAFF SAFE WALK

If you or a student want to be escorted to your vehicle after 8:00 pm, contact the Securitas security guard at 403.651.1863. They patrol the park from 7:00 or 8:00 pm to 7:00 or 8:00 am and you should contact them if you notice any suspicious behavior or safety issue.