



Critical Incident Protocol North Island College (NIC) International Students

This protocol outlines procedures to be followed in the event of a critical incident involving an international student.

Definitions

An **‘NIC international student’**, for the purpose of this protocol, is a person (whether within or outside Canada) who holds a Study Permit as defined by Immigration, Refugees, and Citizenship Canada or is on a visitor visa studying as a short-term exchange/visiting student and is currently enrolled at NIC.

A **‘critical incident’**, for the purpose of this protocol, is a tragic or traumatic event or situation (within or outside Canada), or the risk of such, which affects, or has the potential to affect students, their family members and other persons including staff and friends, in a traumatic way (including causing extreme stress, fear or injury).

An **‘emergency’** exists when a reasonable person believes that there is a risk to personal safety and that there is a need for immediate intervention.

Campus Emergency Phone Numbers

Campuses	Campbell River	Comox Valley	Port Alberni	Mt. Waddington
Ambulance	911	911	911	911
Fire	911	911	911	911
Police (Emergency)	911	911	911	911
Police (Non-Emergency)	250-286-6221	250-338-1321	250-723-2424	250-949-6335
First Aid	##12 or 923-9704	##11 or 897-8811	250-735-0626	250-949-7912
First Aid (After Regular Hours)	##12 or 923-9704	##24 or 334-7206	911	911
Security (Regular Hours)	250-923-9700	250-334-5000	250-735-0626	250-949-7912
Security (After Regular Hours)	##12 or 923-9704	##24 or 334-7206	250-730-1134	911
Monitoring	250-286-3103	##25 or 1-888-817-8415	1-888-817-8415	1-888-817-8415
Reception	250-923-9700	250-334-5000	250-724-8711	250-949-7912
Facilities	250-923-9780	250-334-5015	250-724-8702	250-949-7912
SD72 (After-Hours)	250-287-8808			

In the event of a critical incident or emergency involving an international student(s), the student or concerned party should contact **the Office of Global Engagement:**

- During office hours: **250-334-5033**
- After hours: **250-218-0745** (Dean, International Education cell) or **778-999-4590** (OGE Associate Director’s cell)

The procedures to be followed by the College in this Protocol are at all times subject to applicable privacy laws (including Freedom of Information and Protection of Privacy Act and NIC Policy #1-01 Freedom of Information and Protection of Privacy). This Protocol should be read in conjunction with other policies of the College relating to responses to emergencies, including the College’s Emergency Preparedness and Response Guide posted with the College policies at www.nic.bc.ca/about-us/the-nic-commitment/policies-procedures.