

 CAPILANO UNIVERSITY		PROCEDURE			
Procedure No.	Officer Responsible				
OP.418.1	VP Finance and Administration				
Procedure Name					
Duty of Care Procedure					
Policy This Procedure is Under	Date of Next Policy Review				
OP.418 At-Risk Behaviour and Violence Response and Prevention Policy	December 2030				
Date Issued	Date Revised	Related Policies			
May, 2022	December 10, 2025				

1. PURPOSE

1.1 This procedure supports Capilano University's ("the University") duty of care under two different policies:

- OP.418 At-Risk Behaviour and Violence Response and Prevention Policy and
- OP.425 Death or Serious Incident Support Policy

and describes how Capilano University (the "University") manages reports and responses to these scenarios.

2. DEFINITIONS

2.1 The definitions found in the respective policies are used in this procedure.

3. PROCEDURE

Reporting and obtaining assistance with at-risk and/or violent behaviour

3.1 In the event of imminent threat to life, safety or security, University Community Members are encouraged to (in order):

- call 9-1-1 and report the threat;
- Press the "Active Threat" panic button (North Vancouver Campus) and engage in Run-Hide-Fight protocols;
- call University Security, and engage in Run-Hide-Fight protocols.

3.2 Any University Community Member who observes At-risk or Violent behaviour should immediately report it, in confidence, to the Duty of Care Team through University Security (24/7/365).

Reporting and obtaining assistance with a death or Serious Incident:

- 3.3 In the event of a death or Serious Incident on campus or while travelling for educational or business purposes for the University, Members of the University Community, if safe and able, are to call (in order):
 - a) 9-1-1 and report the incident;
 - b) University Security (24/7/365)
- 3.4 In the event of a death or Serious Incident off campus, that is not related to educational or business activities of the University, University Community Members or their family members are encouraged to call University Security (24/7/365).

Responsibilities of the Duty of Care (DOC) Team

- 3.5 The Duty of Care (DOC) Team is comprised of core representatives from the following areas:
 - a) Safety & Emergency Services (chair);
 - b) Student Affairs;
 - c) People, Culture and Diversity;
 - d) Centre for International Experience;
 - e) the Registrar's Office;
 - f) Indigenous Education and Affairs;
 - g) Student Housing; and
 - h) other areas, appropriate individuals, or authorities will be consulted as required.
- 3.6 The DOC Team is responsible for:
 - a) Establishing and maintaining programs and providing training for
 - i) At-Risk Behaviour and Violence Prevention and
 - ii) Death and Serious Incident Support;
 - b) receiving, assessing, responding to, investigating, reporting on, and managing reports of At-risk Behaviour and Violence in accordance with legislation and the Policy, including acting on Duty to Warn and Duty to Protect requirements;
 - c) supporting, and where necessary coordinating, the administrative response to death or Serious Incidents;
 - d) supporting other administrative processes that fall under the University's duty of care, on an ad hoc basis;
 - e) working with the Incident Operations Centre;
 - f) working with external appropriate individuals and/or authorities; and

g) making recommendations to the appropriate Executive officer.

4. DOCUMENTATION

- 4.1 At the end of each fiscal year, the DOC Team will prepare an annual report for the Executive overviewing activities of the previous year.
- 4.2 Case files will be kept for durations determined by the BC Limitations Act.

5. PRIVACY

- 5.1 Where it is understood that there is a reasonable expectation of privacy in normal circumstances at the University, when there is a Duty to Warn or a Duty to Protect, with respect to At-risk or Violent Behaviour, an individual's right to privacy may be superseded by the greater need to maintain and/or protect the safety and security of the University community.
- 5.2 All case files are confidential, and in accordance with the *BC Freedom of Information and Protection of Privacy Act*, files pertaining to members of the University community, and in particular students and employees, are accessible to that individual.

6. DESIGNATED OFFICER

- 6.1 The Director, Safety & Emergency Services is responsible for the development, subsequent revisions to and operationalization of this procedure.

7. RELATED POLICIES AND GUIDANCE

B.310 Public Interest Disclosure Policy

B.401 Sexual Violence Policy

B.506 Standards of Conduct

B.511 Discrimination, Bullying and Harassment Policy

B.600 Privacy and Access to Information Policy

B.701 Student Code of Conduct

OP.304 Public and Media Relations

OP.418 At-Risk Behaviour and Violence Response and Prevention Policy

OP.420 Safety and Emergency Services Policy

OP.421 Security Technology – Surveillance Systems

OP.422 Facilities Access Policy

OP.423 Emergency University Closure Policy

OP.425 Death or Serious Incident Support Policy

8. REFERENCES

BC Workers' Compensation Act

BC Occupational Health and Safety Regulation

BC Freedom of Information and Protection of Privacy Act

BC Limitations Act

Practice Tool for Exercising Discretion: Emergency Disclosure of Personal Information by Universities, Colleges and other Education Institutions – David Loukidelis and Ann Cavoukian; joint publication of the Office of the Information & Privacy Commissioner for British Columbia and Information and Privacy Commissioner of Ontario.