

Student Handbook



*KLCCollege:Healthcare,Business,Educationisa
PrivateCareerCollegeregisteredunderthePrivateCareerCollegeAct,2005*

Table of Contents

Mission Statement	1
Introduction	2
Student Participation Policy	3
School Policies	5
Full and Part-time Programs	
Program and Practicum Attendance Policy	
Clinical days	
Work Experience/Placement	6
Academic Honesty	7
Grading System	8
Grading for Pharmacy Technician	9
Study Hall and Test Centre	
Diplomas/Transcripts	10
Graduation	11
Professional Conduct	12
Academic Files and Data Access	13
Courtesy and Communication	14
Cell Phones and Messages	
Communication with Staff	
Services	15
Parking	
Kitchen	
Photocopier	
Career Services	
Special Events/Field Trips	
Smoking	16
Solicitations	17
Privacy Policy	18
Computer and Email Usage	19
Internet Usage	20
Sexual and Other Discriminatory Harassment	22
Student Complaint Procedures	25
Fire Emergency Procedures	26



Mission Statement

*KLC College: Healthcare, Business, Education is a vibrant organization
whose mission is to serve students from diverse backgrounds seeking
to enhance individual worth and professional potential
by delivering quality education programs.*

*Through the leadership of dedicated and passionate faculty and staff
the College is committed to student success as measured by graduation and career
achievements.*





Introduction

Welcome to KLC College. The faculty and staff at KLC College are committed to providing students with a quality, career oriented education in an engaging, positive atmosphere. Our goal is to provide each student with a rewarding and enjoyable learning experience.

It is important that all students read and understand this manual. Students will be asked to sign an Acknowledgement Form indicating that they agree to abide by the contents of the Student Handbook while registered at KLC College. Students should keep the handbook as a reference and refer to it when questions arise. It's designed to acquaint students with KLC College and provide students with information regarding courses, registration, expectations and responsibilities.

The handbook contains general information and guidelines; it may not address every circumstance possible. Students are asked to consult directly with College personnel if questions arise regarding a particular area of concern.

We hope all students quickly become accustomed to the climate and culture of the College—your success is our success.





Student Participation Policy

All Students Attending KLC College

It is a College requirement that students proceed through their program in a satisfactory manner. Poor participation and attendance will adversely affect the education experience and may jeopardize a student's eligibility to graduate.

The College will document attendance, academic achievement and participation for each student. To that end, the College has adopted a policy which clearly sets out the criteria with respect to classroom attendance.

Repeated patterns of late arrivals, early departures, or absences from assigned program hours, without prior approval, may jeopardize the student's status. **In order to graduate students must attend a minimum of 80% of all regularly scheduled classes and not miss 5 or more consecutive days of scheduled classes without valid and documented reasons.**

KLC College has adopted the Ministry's OSAP guidelines for attendance and required documentation. These are outlined below.

It is an OSAP requirement that students proceed through their program in a satisfactory manner. Poor participation and attendance will adversely affect the education experience and may jeopardize a student's eligibility for the Ontario Student Opportunity Grant and any future funding through the Ontario Student Assistance Program (OSAP).

The program course load is defined as 100% on the application for full-time students for Canada and Ontario Student Loans. The Ministry requires that the institution document attendance, academic achievement and participation for each student. To that end, the Ministry has developed an active participation policy which clearly sets out the criteria with respect to classroom attendance. Repeated patterns of late arrivals, early departures, or absences from assigned program hours, without prior approval, may jeopardize the student's status.

The Ministry has established the following guidelines for documentation:

1. **Illness:** a doctor's note or medical certificate outlining the nature of the illness and the period of time the student was away or is expected to be away from classes.
2. **Family Emergency:** such as an accident or death of an immediate family member. For an accident, a doctor's note or medical certificate confirming the date of the accident and the period of time the student is expected to be away from classes as a result of the accident. In the case of death of an immediate family member, a copy of the obituary, funeral director's Statement of Death, coroner's report or court ruling. * For general family emergencies, a letter from a family member and/or doctor outlining the nature of the emergency.
3. **Child Care Issues:** a letter from the child care provider indicating the unavailability of child care, or family member attesting that the student's partner was the child care provider and are now estranged partners. If the student's child(ren) has a school break and the student does not have a similar break the institution should confirm this with a note in the student's file.
4. **Care of Elderly or Infirm relatives:** a signed statement from the student explaining the relationship of the student to the relative, the reason for the support (as opposed to other family members), letter from primary care giver or relative confirming the requirement of the support, medical documentation from elderly or infirm relative, and the address of the dependant relative.
5. **Family breakdown or homelessness:** if the student is in an abusive relationship which can result in homelessness, the student can provide a letter attesting this. The student's letter should also contain one or all of the following: letter(s) from neighbour(s) as witnesses, police report, letter from a shelter, or letter from counsellor.

The Ministry provides OSAP support only to qualifying students and expects students to participate fully in their post-secondary studies. If a student is not in compliance with the active Participation Policy, their Canada Study Grant cheque and/or 2nd half loan documents may be held by the financial aid office until they demonstrate a clear commitment to their studies. This is to advise students of new policies introduced through the OSAP loan process. It may also be criteria for sponsored students.

The program participation policy is mandatory for all students.





School Policies

Full Time and Part Time Programs

In all KLC College programs, full-time is 60% or more of all course loads. Anything under 60% is part-time. KLC reserves the right to schedule evening and/or weekend courses where necessary in order to complete the requirements of the programs.

All schedules are subject to change.

Program and Practicum Attendance Policy

Regular classroom and placement attendance is mandatory. In the event of an absence the student is to contact the classroom instructor or the Program Coordinator. Students attending under any government sponsorship are responsible for informing the sponsor and explaining the nature of the absence. As a professional courtesy, students absent from a work placement must inform the work site prior to the start of shift to explain the absence.

Attendance and punctuality are noted each day and may be factored into the final mark. Students who are absent are responsible for accessing information regarding arrangements and assignments given in class.

Supervised Clinical Days

Note: If Supervised clinical days are missed by a student in the Personal Support Worker Program, a charge of \$125.00 per day will be charged to the student to complete their required clinical hours.





Work Experience/Placement

Many KLC College programs have a mandatory placement component. Should a day be missed the time will be required to be completed before a diploma is granted. Some placements may require the student to be bonded or to provide evidence of vaccinations or other individual requirements e.g. Criminal Reference Check, CPR/First Aid, WHMIS. While every attempt will be made to place students in a convenient geographic location, there are no guarantees. It is the student's responsibility to provide for all expenses and transportation to the placement site.

There will be times, due to circumstances beyond the college's control, when placements are postponed or cancelled. The college will endeavour to find a suitable alternative, should this occur, the college cannot be held responsible for third-party commitments or time restraints of the student.





Academic Honesty

Academic honesty and integrity are highly valued at KLC College. As learners and professionals, students should hold these values in the highest regard. Violations of academic honesty will be dealt with in a serious fashion and may lead to dismissal from the College.

Academic dishonesty includes, but is not limited to, cheating, plagiarism, the fabrication of data, theft and identity theft.





Grading System

Unless otherwise specified, all programs require a minimum grade of 70% to pass.

Assignments

Please ensure your name and the instructor's name and the date of submission are clearly visible on assignments submitted for evaluation. Some programs may require that all assignments are type written. Although it happens rarely, assignments may be misplaced; it is in the best interests of students to maintain a copy of all assignments for their own records.

Missed, Incomplete or Late Assignments

Assignments are to be completed on time. If assignments are missed, incomplete or late without sufficient reason and supporting documentation, marks can and will be deducted. Completed assignments will not be accepted after the provision to the class of an answer guide.

Provided appropriate documentation is shown, students who miss tests, assignments and/or presentations for legitimate reasons will be granted an opportunity to complete their work prior to the end of the semester in which the work was missed.

In cases involving extenuating circumstances an extension may be granted if the student has been granted prior approval.

Non-attendance of Tests, Quizzes and Exams

Exams, tests, quizzes etc. are a necessary part of student evaluation and are not to be missed. A missed test can result in a mark of 0%. If a test is missed, with sufficient reason and supporting documentation, either a make-up test will be given or extra weight will be given to the remaining tests and/or assignments.





Grading System for Pharmacy Technician

- 1. Pharmacy Technician students must successfully complete all theory courses with a minimum overall average of 75% prior to obtaining either a community or hospital placement.**
- 2. Students must obtain a passing grade in each of the assessment requirements to obtain an overall pass for the subject.**
- 3. Tests, lab demonstrations and the final examination are a compulsory part of the course and must be completed at scheduled times. Test times will be announced in class.**

Study Hall and Test Centre

Students who re-take a missed quiz, test, or exam without the instructor present are required to make proper arrangements through the program instructor or the Office Administrator. Students requesting a study period, lab access, or computer time, should check with the program instructor to ensure availability.





Diplomas/Transcripts

Every effort will be made to complete the required paperwork quickly and to have graduates receive their diplomas and transcripts in a timely manner. Ministry regulations allow up to 60 days from the date of course completion for the diploma and transcript to be issued, however, students at KLC can expect to receive their diploma and transcript within 15 academic days from the end of the program. If the student is in good financial standing, final diplomas and transcripts will be issued after the final marks and placement evaluations have been submitted to administration.

Please note that students of the Personal Support Worker program, regardless of the overall average achieved, are required to successfully complete and pass the National Association of Career Colleges certification exam in order to receive their diploma.

Students have the right to access their transcripts for up to 25 years after leaving the College. Students may request a copy of the transcript by contacting the College. In the event of a private career college closure students will be able to access their transcripts from an approved third party transcript issuer (data witness) for up to 75 years.





Graduation

Each year KLC College is proud to offer our graduates an opportunity to attend a graduation ceremony. It is a ceremony marking a significant milestone and recognition of academic achievement. Students are asked to provide the College with current contact information.





Professional Conduct

KLC students are expected to maintain high academic and professional standards. This extends to interactions within the classroom and during placement. Students are expected to maintain a positive attitude, show respect to their peers, instructors and colleagues and cooperate with college staff. Failure to demonstrate a willingness to comply with professional standards will have serious consequences and can lead to dismissal from the College. If a student is asked to leave class or placement because of unprofessional conduct such as, but not limited to:

1. being under the influence of drugs or alcohol
2. theft
3. abuse or neglect of clients
4. misrepresenting KLC College or representing KLC College in a negative manner
5. refusing to comply with a reasonable request
6. disruptive behaviour

the student will be immediately expelled from the College.





Academic Files and Data Access

KLCCollegemaintains afileoneachstudent. Thefileincludessuch information asthestudent's registration form, contact information, transcript and financial status. The information they contain is restricted and confidential. Only authorized staff of the College who have a legitimate reason to review information in a file are allowed to do so.

Students are allowed access to their personal files at any time during regular business hours under the guidance of authorized staff.

As a personal and professional responsibility, we endeavour to maintain accurate and current contact information. Students are requested to inform the main office of changes which may occur. It is the responsibility of each student to promptly notify the College of any changes in personal data such as mailing address, telephone numbers, email address and emergency contact numbers.

Any questions regarding this policy should be addressed to the Director.

SERVICE FEES – EFFECTIVE January 1, 2015	
File search – (payable in advance of search by credit card):	
Copy of KLC Diploma/Transcript	\$10.00
Copy of other filed documents	\$10.00
Copy of Secondary School Diploma/Transcript	\$10.00
Copies of any item in Archived files (Toronto storage)	\$25.00
Replacement T2202A tax receipt	\$15.00
Request for Original Diploma/Transcript	\$40.00
Request for Original Transcript only	\$25.00





Courtesy and Communication

We are a multi-function facility. Please respect your fellow students as you leave your classroom or enjoy your lunch. Remember every class has unique requirements with respect to labs and computer course completion. Be aware of your surroundings and do not interrupt classes in session.

Cell Phones and Messages:

As professionals, it is important that students demonstrate proper cell phone etiquette. While in class or on placement, please turn your cell phone off or to vibrate and access your phone only in the event of an emergency. For student convenience, the Kingston campus has a student phone on the lower level.

Communication with Staff:

KLC staff members are charged with providing students with the best education possible. Should there be a concern regarding course material or the classroom instructor the Program Coordinator should be the first point of contact. On other College related matters, please feel free to speak with the appropriate staff and/or the Director.





Services

Parking (Kingston Campus)

College parking spaces are limited and controlled by a third party. Though the college is unable to guarantee parking, student spaces are available and are clearly marked in the rear parking lot. Students, who choose to park anywhere other than the designated area, may be tagged and/or towed at their own expense.

Kitchen/Lunch Room Facilities

Everyone is welcome to use the kitchen facilities. Vending snack and drink machines are provided by an outside company. If a refund is required, request forms are available at the front desk. Normally, the vending machine company will reimburse claims on the next visit.

Students may use the classroom as a lunchroom. Students who choose to do so should ensure that the classroom is clean prior to the resumption of class and should restrict snacks to scheduled breaks. Students are responsible for any damage incurred to college equipment as a result of carelessness or spills.

Picnic tables (Kingston Campus) are available during the warmer weather for the enjoyment of our students. Please keep your areas clean whether inside or outside.

Photocopier

Course materials, including photocopies are provided by the classroom instructor. The photocopier is programmed with departmental codes and can only be accessed through the use of a code. Students wishing to access the photocopier should restrict requests to course materials only and are required to ask the classroom instructor for assistance. Office and Business Administration students are permitted to access the photocopier directly as part of their training program.

Career Services

KLC can assist students in developing the skills necessary to compete in the job market. The college staff is able to provide counselling in interview techniques, writing effective resumes and letters of application.

Special Events/Field Trips

Students are encouraged to attend special events, seminars, conventions, etc. in relationship to their choice of study/trade. Each student is solely responsible for any expenses related to such an event. KLC College and its agents are not responsible/liable for costs, injuries, etc. that might arise from such an event.





Smoking Policy

Smoking

KLC College is a smoke-free environment at all locations. Smoking is only permitted outside the building. Smoking is not permitted within 10 feet of the entrance nor may smokers obstruct the entrance in any way. At the Kingston campus, smoking is only permitted outside the rear entrances, again with the proviso that the entrances are not obstructed in any way.

Please dispose of cigarette butts in the ashtray provided on the wall by the back door. Do not throw your cigarette butts on the ground. Ensure that all cigarette butts are fully extinguished prior to putting them in the ashtray. Lit cigarettes dropped into the disposal tin may cause fires and may create a fire hazard.





Solicitations

KLC College and other individuals, groups, entities and organizations are not permitted to solicit signatures, contributions, membership, participation, money, sales or gifts or to distribute or circulate written or printed material on College property at any time for any purpose without the prior written approval of the Director.

The College recognizes that students may have interests in events and organizations outside the College. However, individuals may not solicit or distribute literature concerning these activities within the College. In addition, the posting of written solicitations on College bulletin boards is prohibited.





Privacy Policy

Collection and Use of Personal Information

In order to protect personal information and right to privacy the college will:

Obtain the appropriate consent (Consent for Disclosure of Personal Information) for the collection, use or disclosure of personal information.

Keep personal information only for as long as is needed to fulfill the stated purpose or as required by the Ministry.

Maintain personal information in an accurate, complete, and up-to-date form.

Safeguard personal information to the best of our ability.

Respond to requests made by the student to access or correct the personal information we hold.

CONSENT

KLC College may obtain express consent or may determine that consent has been implied by the circumstances of sponsorship funding.

Requests for information must not be processed without the verification and/or authority of the Director.

Our designated Privacy Officer is Stephen Bartolini, Director.





Computer and Email Usage

Computers, computer files, e-mails, systems and software made available to students through the College are KLC College property and are intended for course use only. Students should have no expectation of privacy even if passwords are confidential.

To ensure compliance with this policy, computer equipment, software compliance and e-mail usage may be monitored. E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

The College strives to maintain a workplace free of harassment and sensitive to the diversity of its students. Therefore, the College prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale. This would include the display or transmission of sexually explicit images, messages, and cartoons, as well as ethnic slurs, racial comments, jokes, or anything that may be construed as harassment, inappropriate, unprofessional or showing disrespect for others.

The College purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Neither the College nor its students may use or reproduce software beyond the limits of that purchased license, nor duplicate related documentation.

Students may only use software that has been validly purchased, licensed and authorized by the College. Students are not allowed to bring in personally owned software and load it on College equipment without written permission from the Director of Operations or the Director.

Students should notify a supervisor, the Director of Operations or the Director upon learning of any violations of this policy. Students who violate this policy will be subject to disciplinary action.





Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by KLC College to assist students in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of the College and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, students should always ensure that the information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of the College. As such, the College reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

Additionally, students may not compose or transmit statements through the Internet that could reflect poorly on KLC College or expose the College to liability.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if a person did not create the material, he/she does not own the right to it, has not secured authorization for its use, and it should not be put on the Internet.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by the College in violation of law or the College policies will result in disciplinary action. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending, printing or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation; including the use of the College name, titles and positions in any publication that may be perceived as offensive.
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communication systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending an anonymous e-mail message
- Engaging in any other inappropriate or illegal activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communication systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous e-mail messages
- Engaging in any other inappropriate or illegal activities





Sexual and Other Discriminatory Harassment

Purpose

All students are entitled to and KLC College is committed to providing a learning environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment.

Policy

The College will not permit, condone or tolerate harassment of its students. No student will be required to tolerate harassment or fear any penalty for objecting to such harassment.

Actions, words, jokes, or comments based on an individual's sex, race, color, economic status, national origin, age, religion, mental or physical disability, medical condition, sexual orientation, marital status, veteran status, or any other legally protected characteristic will not be tolerated.

This policy applies equally to contractors and consultants, as well as students, applicants, agents, vendors and visitors. Sexual harassment or discrimination in any form by or against any such person is strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is a form of misconduct, which undermines the integrity of the learning environment. No student should be subjected to unwelcome sexual overtones or conduct, whether visual, verbal, or physical conduct of a sexual nature.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term of academic success (2) the conduct has the purpose or effect of interfering with student learning or creating an intimidating, hostile, or offensive learning environment.

This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of examples of sexual harassment:

- Unwelcome or offensive sexual advances, flirtations or propositions; requests or demands for sexual favors; sex-oriented "kidding" or "teasing".
- Unwelcome questions about a student's sexual interests, sexual orientation or sexual conduct.
- Making any statement or engaging in any conduct which explicitly or implicitly indicates that lack of cooperation of a sexual nature would in any way adversely affect a student's academic success.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, sexual gestures, or displaying of sexually suggestive objects, pictures, cartoons, posters or websites.
- Verbal or written conduct that includes making, using or writing sexual or gender-based comments, epithets, slurs, or jokes.
- Written or verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexual prowess or deficiencies, sexually degrading words used to describe an individual, or sexually suggestive or obscene letters, notes, invitations, e-mail or voicemail.
- Physical conduct including unwelcome, offensive or abusive touching or brushing against another's body.
- Invading personal privacy inside or outside the workplace, such as harassing telephone calls or voicemail, mail, e-mail messages, etc.
- Offensive or abusive leering, whistling, suggestive, insulting or obscene comments or gestures.

Other Discriminatory Harassment

Other forms of discriminatory harassment forbidden by this policy include verbal or physical conduct that denigrates, ridicules, insults or shows hostility or aversion toward an individual because of that person's race, colour, religion, national origin, economic situation, age, disability, or any other protected characteristic, and that has the purpose or effect of unreasonably interfering with an individual's learning environment.

The following is a partial list of unwelcome behavior, which will generally be considered discriminatory harassment.

- Comments or jokes that insult, ridicule, or offend based on race, colour, national origin, economic status, age, religion, mental or physical disability, medical condition, sexual orientation, marital status, veteran status, or any other legally protected characteristic will not be tolerated.
- Displaying words, objects, pictures, drawings or computer programs that insult, ridicule or offend based on race, colour, national origin, economic status, age, religion, mental or physical disability, medical condition, sexual orientation, marital status, veteran status, or any other legally protected characteristic.

Student Responsibility

All students are expected to comply with this policy.

Procedure in the Event of Sexual or Other Discriminatory Harassment

KLC College strongly encourages the reporting of all incidents of discriminatory harassment.

Any individual who experiences or witnesses sexual or other discriminatory harassment should take the following course of action:

- Tell the offending individual(s) to stop the behavior. State your objection to the action and the specific behavior to which you object. If this discussion does not resolve the problem, if you fear reprisals will result from such discussion, or if you feel uncomfortable confronting the harassing individual, then proceed immediately to the next step.
- Inform your program coordinator of the situation, or if the program coordinator is the harasser or if you feel uncomfortable telling your program coordinator, inform the Director of Operations or the Director, so that the matter can receive immediate attention and review.

All allegations of sexual or other discriminatory harassment will be thoroughly and objectively investigated. To the greatest extent possible and allowing for a fair investigation and any necessary corrective action, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure.

No individual will suffer any reprisals or retaliation for reporting any incidents of harassment or perceived harassment, for making any complaint of harassment or perceived harassment or for participating in any investigation of incidents of harassment or perceived harassment.

Retaliation is a serious violation of this policy and should be reported immediately.

Please direct any questions or concerns about this policy to your supervisor or the Director, who will be glad to discuss the matter fully and confidentially.





Student Complaint Procedure

The college is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of the student and the College. The Student Complaint Procedure is designed to provide students with both an informal and formal process whereby a student may request the review and resolution of a concern if satisfactory resolution has not been reached by way of the daily problem solving activities between staff and students. The student has the right to present his/her case and be accompanied, at all times during the process, by an individual of his/her choice. In addition, the student can ask the individual who accompanies him/her to present the case on his/her behalf.

Students are encouraged to address any concerns immediately and not allow minor problems to develop into major ones. Should a student have problems or concerns during the placement period, he/she is encouraged to discuss the issues promptly with the staff member directly involved. Should the resolution to a dispute require further involvement, a meeting with the Program Coordinator or the Director will be arranged.

In rare cases one of the parties involved may wish to resort to a formal complaint and review procedure. In such an instance the College and student are bound by s.36 of O.Reg.415/06.



Fire Emergency Procedures

Upon Discovery of Fire

1. Leave fire area immediately.
2. Activate Fire Alarm System using the nearest Pull Station.
3. Leave building via nearest exit.

Upon Hearing the Fire Alarm

Students

1. Remain calm, leave building via nearest exit, in an orderly manner.
2. Do not attempt to retrieve personal items.
3. Meet at designated area as defined and wait for further instructions.
4. Do not re-enter until all clear.

Instructors and Coordinators (Weekdays)

1. Verify classroom is clear and leave building via nearest exit.
2. Meet your group at designated area and verify head count.
3. Wait for all clear before returning to building.

Instructors (Evenings/Weekends)

1. Notify Kingston Fire Department 911.
2. Verify classroom is clear and leave building via nearest exit.
3. Meet your group at designated area and verify head count.
4. Wait for all clear before returning to building.
5. Notify contact person to reset system.

Front Desk

1. Notify Kingston Fire Department 911
2. Leave the building via nearest exit.

Fire Response Team

1. Investigate and extinguish only if safe to proceed.
2. Verify building cleared.
3. Do not reset system until approval of Fire Department review.

Designated Meeting Area

1. First Floor – Southwest top corner near railing
2. Lower Floor – Southwest bottom corner near picnic table

