

Giving Thanks

CNC's staff newsletter

October 2020

Have a safe and happy Thanksgiving

By Dr. Dennis Johnson, President and CEO



It's the time of year when we give thanks for a bountiful harvest and other opportunities in our lives. Due to the COVID-19 pandemic, we must prepare to celebrate in very different ways.

As we mark Thanksgiving 2020, I hope you will reflect on how members of the college community have worked to start a fall term like no other we have experienced.

I am grateful for staff throughout CNC's six campuses who have put so much time and energy into redesigning courses and how we deliver services to students. I encourage you to read on and discover these stories of gratitude and recognition.

I hope that you will all enjoy the first long weekend of the academic year with your close family members. I ask for you to carefully consider Dr. Bonnie Henry's advice with respect to limiting social contact to "fewer faces and bigger spaces".

We know COVID-19 cases are increasing locally, provincially and nationally. While it's important for us to be together, we must not put anyone at risk of contracting the virus. We must also avoid bringing COVID-19 back to our campuses impacting students or colleagues.

I hope you will enjoy Thanksgiving 2020. Please be safe and well.

COVID safety plan updated

CNC has re-issued its COVID-19 safety plan. The latest version is now available at cnc.bc.ca/covid

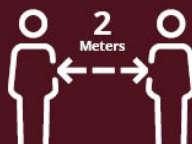
The revised plan reflects Northern Health's directions to further protect ourselves and others from COVID-19 transmission:

- Nobody should go to work or school if experiencing any of the symptoms listed on the BCCDC website: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>.
- Everyone should be constantly self-monitoring every day and contact 8-1-1 or the Northern Health COVID line ([1-844-645-7811](tel:1-844-645-7811)) if a test is warranted based on observed symptoms.
- There is no need to isolate if you are feeling well unless you have been in close contact with someone who has tested positive for COVID-19; Public Health will be in contact with anyone they deem at risk and provide further direction.
- If you have tested positive for COVID-19 you will be required to self-isolate while being under the direction of Northern Health.



DO NOT ENTER IF YOU FEEL UNWELL

(fever, cough, difficulty breathing).
Go home and seek medical advice
right away.



PHYSICAL DISTANCING

Keep two meters (*six feet*) from
anyone at all times. Enforced under
student code of conduct.



CLEAN YOUR HANDS REGULARLY

Wash with soap and water for 20
seconds, or use alcohol-based
hand sanitizer.

Five ways to keep cyber-attacks away from CNC

By David Lampron, Chief Information Officer



A cyber-security incident at CNC is a real and present risk. We are all responsible for cyber-security and good information 'hygiene'.

News stories, like the recent Simon Fraser University breach where a ransomware attack last spring compromised the personal information of about 250,000 students, have become common place across every sector.

Such an attack at CNC could have a devastating impact on education delivery and institutional operations while resulting in catastrophic financial and reputational damage.

October is Cyber-Security Month. Let's establish a goal to heighten our cybersecurity awareness. Please take a few minutes to take free cyber-security training (open to all CNC employees) at <https://training.knowbe4.com/>

Here are some useful tips to keep in mind:

1. Don't open links or attachments unless you've confirmed the source. Remember that 95 per cent of security breaches are linked to human error. Confirm first and then trust!
2. Notify IT of any potential account compromises or cybersecurity threats: helpdesk@cnc.bc.ca, Tel: +1 250-561-5812.
3. Change your password regularly: Make sure it's a combination of numbers, letters and symbols. And use a unique password for your CNC account; don't duplicate your

home password.

4. Whenever you're away, lock your computer. Do it easily by pressing the Windows and L keys.
5. Call ITS if you have any questions! We're here to help!

Support when you need it: CNC's Employee and Family Assistance Program

COVID-19 has put a great deal of stress on individuals and families. October is Mental Health Month, and we encourage you to use services that can support your health and wellbeing.

CNC runs its employee and family assistance program through Homewood Health. They offer counselling and resources to support you through difficult times.

Please contact Homewood at 1-800-663-1142, via TTY at 1-888-384-1152, or visit homewoodhealth.com. All calls are completely confidential.

For students, counselling services are available across our six campuses, and wellness coaching services are available at the Prince George campus. More information about service availability at each campus is at <https://cnc.bc.ca/services/counselling>

Here2Talk offers confidential support for students at any time. Contact Here2Talk at:

- Tel: 1-604-642-5212
- Toll Free: 1-877-857-3397
- Here2Talk on Google Play and the App store
- <https://here2talk.ca/>

Please complete your required COVID-19 safety training

A reminder to please complete your required COVID-19 safety training as soon as possible at <https://launch.comevo.com/cnc/2435> if you have not already done so.

As part of our COVID-19 safety plan, all CNC staff and students must complete a brief COVID-19 training program. This training is required whether one is working or studying from home or at a CNC campus.

The program will provide a basic understanding of COVID-19 and related safety strategies.

The training has several informational slides and a 10-question quiz.

Thank you for supporting the health and safety of CNC's students and staff.

Thank you to our residence advisors

By Kelly-Anne Heinrichs, Manager of CNC Campus Housing

I would like to acknowledge CNC's residence advisors. They are (from left to right in the photo) Kendra, Madison, Princejeet, and Seline



They all arrived on campus by August 17th, attended five days of in-depth training and then went right into six days of checking students in.

They were rock stars through all of it – from ensuring we were never over max capacity in the lounge, to spraying down chairs and tables, answering lengthy questions, handling a major amount of paperwork and dealing with room issues. There are always issues with rooms when students check in such as burned out bulbs, missing fridge parts, or minor leaks. These were increased this year due to lack of use of the rooms after COVID.

Thank you to Tyson von den Steinen, Director of Safety and Security

A big thank you to Tyson von den Steinen who has done exceptional work to support the safety of the CNC community through the COVID-19 pandemic.



Tyson's work has spanned all six campuses and many departments. He has worked closely with staff and leaders to carefully examine every aspect of CNC's operations, recommend changes, and ensure safety plans meet the approval of external agencies such as WorkSafe BC and Northern Health.

Lakes Operations Manager Cynthia Lowley said, "Tyson's job helps protect us as staff to ensure we protect students. Tyson makes a point of visiting the regional campuses to help us out. He also leads the Health and Safety committee and makes sure we are all OK.

"Since I started at CNC, he's been great. And congratulations on his new birth addition. I greatly appreciate him especially during this pandemic; everyone should have a Tyson to lead their health safety and security activities."

Thank you Tyson for your energy and dedication.

Thank you to James Lovitt, CNC Library

By Sheldon Clare, Instructor: History and English Departments

I want to highlight the excellent effort made by James Lovitt of the CNC Library in preparing materials to enable student library research in the absence of face-to-face library tours.

James went above and beyond to make sure that my students had everything they need to find materials for assignments.

James is working hard to support student success in this difficult time.

Thank you to Araham Gasana, Applied Research and Innovation

By Sorin Pasca, Director: Applied Research and Innovation

Please meet Araham Gasana, the new Senior Research Assistant with Applied Research and Innovation. Araham joined our department three years ago while he was an international student at CNC.



After his graduation with a Diploma in Business Management and Leadership, Araham has been dedicated to supporting faculty and students engaged in various applied research projects in Quesnel, Mackenzie and Prince George. He is praised by our industry partners as highly productive and motivated, with strong analytical skills and the ability to mentor others.

Araham is currently the lead in several applied research projects in areas of off-grid irrigation and indoor gardening. He is the de facto curator of the new geodesic dome. If you tested any new smoothies samples in the hallway by the cafeteria created by Professional Cook students, many

included microgreens grown by Araham and his team in our dome.

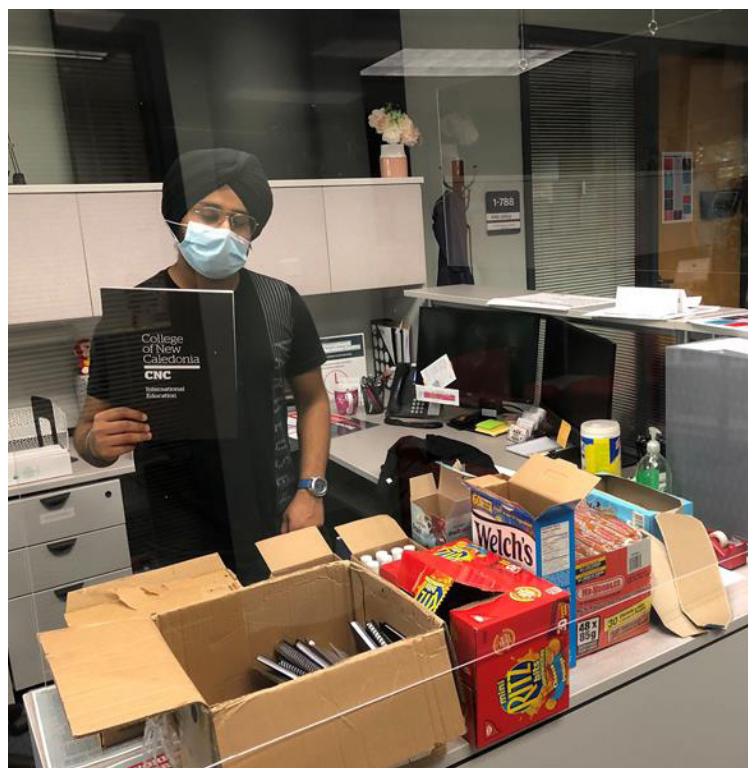
During lunch time he is busy experimenting with the 3D printer. By the way, if you want an extension for your loose mask, just stop by the Applied Research lab and ask Araham for help. Extensions are available in multiple colors and materials.

Araham and his wife recently welcome their new baby daughter, Riv.

Thank you from the International Education team

By Anne Harris, Operations Manager - International Education

International Education faced unique challenges in the run-up to this semester. We had to ensure our incoming students travelled to Canada safely, met all quarantine requirements, and successfully integrated into the College.



As a team, IE has utilized innovation, collaboration, and teamwork to see this through. We connected with local hotels to find the best room prices. Our Student Cultural Liaison worked with local restaurants to put together a meal plan for quarantining students.

We collaborated with Communications, Safety and Security, and Northern Health to develop a safety plan which met all requirements of senior governments. We held Zoom webinars with our students before they travelled to Canada.

We developed a process on MS Teams to track incoming students. We utilized the iCent app to monitor our quarantining students daily. We partnered with Health Sciences and CNC SU to make welcome packages, which we have delivered to all new international students in town. We're hosting webinars to provide incoming students with information on orientation, student services, engagement activities, and tips on adjusting to life in Canada.

Thus far, we have supported nearly 80 students to safely arrive. Huge thanks to all the departments at CNC who have helped our students get here and begin their studies this semester!

Thank you to Student Services, Testing and Tutoring Services

By Steve Chase, Acting Associate Dean: Community and Continuing Education

I've been pleased to see Student Services and Testing and Tutoring services pivot to offer new supports and supports in new ways.

Their lineup of workshops for students looks great, and we know those learning opportunities and connections for students are valuable!

Thank you to the staff of the Mackenzie Campus

By Liz Blackburn, Operations Manager: Mackenzie Campus

The success of the Mackenzie Campus is based on having a strong, reliable, hardworking team that will go the extra mile to meet the needs of each other but more importantly our students.

From the first phone call, email or visit, the staff goes above and beyond in replying to inquiries, referring to other CNC departments, assisting with the application/registration process and ultimately supporting each and every student until completion of their individual course or

program.

Kudos to our great custodial staff who continuing go above and beyond keeping our work and learning spaces clean and safe.

Thank you for the collaboration and contributions

By Mandy Newcomb, Instructor: Professional Cook



The Professional Cook program has collaborated with the Applied Research team with some recipe experiments for smoothies and other preparations from the sprouts to be grown in the new greenhouse at the Prince George Campus.



As well, the Pro Cook students has prepared the turkeys for the St. Vincent de Paul Society's Thanksgiving meal.

Thank you to the Quesnel Operations Team

By Tim Lofstrom, Regional Principal

The operations team in Quesnel has done a great job getting the semester started in a positive way. I'd like to highlight their collective

work supporting our students, instructors, and colleagues.

Some staff have been working from home, meeting the logistical and personal issues that come from developing a workspace where they live. Others have been continually working on campus, which has provided different challenges.

Everyone has risen to the challenge, and I'm very proud of their continued effort.

Our team's dedication has been critical to CNC Quesnel's ability to offer educational and training opportunities for our community and those who move here to pursue their dreams.

Many thanks to the whole operations team.

Thank you to Nechako instructors

By Wendy Clement, Academic Advisor

Debra Hes, Colleen Fugle and Carolyn Sutherland are three Nechako instructors going out of their way to provide positive experiences for our students.

When the face-to-face Applied Business Technology program was suspended this year, Deb Hes moved over to the online ABT program and has turned her home office into her 'classroom' – mastering the techniques needed to bring her material to life in a virtual world.

Colleen Fugle, our Academic Upgrading instructor at the Fort St. James Campus is also not teaching in her usual program. Colleen is heading up Job Options, a work-readiness program directed to individuals with barriers to employment. Colleen actively recruited students that she knew would benefit from the program and will be in the classroom teaching the skills to prepare them for their extended supported work experience in the new year.

And finally, Carolyn Sutherland accepted the challenge of making a face-to-face Camp Cook program work within COVID guidelines. With only three students allowed in the kitchen at any one time, this means a lot of up and down a staircase for Carolyn as she works to teach the kitchen skills and also keep the classroom studies engaging. Carolyn and her students are getting the added benefit of daily cardio workouts!

Full steam ahead with SEM at CNC

By Shelley Carter-Rose, Vice President: Student Affairs

Strategic Enrolment Management (SEM) is well underway at CNC. An intentional commitment by a large number of individuals has been very positive. The meetings to date have been engaging with lots of energy from all stakeholders.

Four teams have been formed: a Steering Committee, a Marketing and Recruitment Team, Student Success and Retention Team, and Data Team. The committees have just completed their second round of meetings.

The goals for all teams include completing a gap analysis and to engage in a priority setting exercise in the respective areas before the Holiday Season in December. These are lofty goals however the teams are up for the work.

SEM is a welcomed approach by the committee members. The unified goal of working together to set enrolment goals and to develop systems of processes and approaches in providing an exceptional student experience is consistent.

All committees will work on a similar path of engagement. This includes education and development for team members, sharing and connecting work, data-informed decisions, and the development of priorities aligned with the institutional vision within the new Strategic Plan.

We are poised for success by aligning and timing the SEM work and Strategic Plan. The SEM committees are also committed to communicating and sharing their work, regular updates will be shared within the college community.

Supporting Northern patients and families

By Jose Areekadan, Associate Dean: School of University Studies and Career Access

Leila Soila Abubakar, Executive Director of the CNC Students' Union and I took part in the annual Climb for Cancer at the Prince George Cutbanks this past summer.

Both Leila and I share a connection to the Rocky Mountain Rangers and formed a team along with her husband and CNC alumni Lt. Eric Depenau and Cpl Joshua Nelson. Together we raised almost \$1,000 for the Canadian Cancer Society while representing CNC and the Rocky Mountain Rangers.



\$38,000 was raised in Prince George and the proceeds will directly benefit the Kordyban Lodge which is a home away from home for those receiving cancer treatment in our community.

Pictured are (left to right) Jose, Joshua, Leila and Eric.

New Online Payment Platform

By Christina Kahl, Associate Director: Finance

When COVID-19 hit in March, and the decision was made to close the Office of the Registrar, there was an immediate need to implement an improved online payment system for students. While offering a more robust payment platform had always been on the Finance department's radar, the need had now escalated.

CNC already had a relationship with PayMyTuition, an online payment platform being used to accept international payments, so work began to implement a similar platform for domestic tuition payments. The new site went live in April, approximately 20 days from when the initial need was determined.

The new domestic online payment platform allows students to pay their tuition using various payment types including online bill payment, Interac e-transfer, electronic fund transfer, bank transfer, and Visa/MC.

Since the site went live in April, there have been many improvements, and the system is almost completely automated, with very limited manual adjustments by the Finance department staff.

Since March, the Finance department has

remained open to provide service to students, taking cash payments and educating students on using the new platform. For the month of August, PayMyTuition – Domestic processed 3,891 payments totaling almost \$5.2 million. Special mention to Sue Ovington and Brooke Farr on implementing the new payment platform!

Re-Opening the Library and Media Tech Services

By Kathy Plett, Director, Resource Centres



Pictured is CNC's new Steri-Book Machine, a.k.a. "The Zapper".

September 8th was an exciting day for us as we opened our doors for the first time since March 22. We would like to acknowledge all of the many people and departments who helped us prepare for this day - mapping and moving furniture, reconfiguring labs, installing safety barriers, providing sanitizers, supplies and masks, and helping us to set up all kinds of new systems.

We have a new system for tracking equipment repairs (IT and MTS), a new mail-out system for textbooks (CNC Connect-Image Now files), online orientation (Comevo), online instruction (Ensemble videos), pre-booking librarian appointments (QLess in progress), a new counter

system to keep track of entrances and exits (Prodco), and of course our special new gadget – a Steri-Book that sanitizes up to six books in 60 seconds. This will allow us to circulate books quickly for re-use.

Our opening hours are reduced, but the library is still open seven days a week. We are limiting entrances to current students and employees only (no public users). Study rooms for students are still closed. Regional campus safety plans for library and equipment use have also been developed and will hopefully work well for them.

So far, we are pleased with how things are progressing in this brave new world we find ourselves in!

Foggers: helping to keep surfaces for staff and students safe

By Nancy Lilienweiss, Regional Marketing Coordinator- Quesnel Campus



If you haven't seen the new foggers that staff use to keep equipment and surfaces clean, here's one in action.

Tomas Reistad, Toolroom Technician, uses a fogger in the Quesnel Campus Industrial Mechanic shop after class is done for the day.

About CNC's staff newsletter

Thank you for your contributions to CNC's new staff newsletter. Taren Johnson in communications services has designed the newsletter, and Mark Karjaluo has edited its content.

If you have a comment or suggestion for the newsletter, please email communications@cnc.bc.ca

We will provide next month's newsletter theme and a call for content soon.

CNC Events- October 2020

CNC Gym Limited Reopening Pickleball & Badminton

Starting October 13th

Tuesdays 12:00 - 2:00 pm

Thursdays 12:30 - 2:30pm

Find CNC Recreation on Facebook at: CNC Fit Challenge

Halloween Photo Contest

October 29th to November 2nd

Enter a photo of your costume or pumpkin carving for some great prizes!

Contest is open to all CNC students and employees. Watch for the submission form in October on the CNC website and social media.

PG Candy Cruise - CNC PG Campus

Saturday, October 31 4:30 - 9:00 pm

Come drive-thru the CNC hub location of the PG Candy Cruise and trick or treat from the safety of your vehicle!

For more info go to candycruise.ca.

Online Tropical Latin Dance Class

October 14th, 19th, 21st, 26th and 28th

Monday & Wednesday 4:00 - 4:30 pm

Find classes live on Facebook: [College of New Caledonia International Education](https://www.facebook.com/CollegeofNewCaledoniaInternationalEducation)