



College of New Caledonia

Emergency Preparedness and Response Plans





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Emergency Contact

Please be ready with a description of the emergency, number of people involved, your name, and location.

Call 911 for any Police – Ambulance – Fire emergencies

CNC Security (24 hours)

- 250 961 0786
- Available 24/7 for assistance for all campuses by telephone
- “Red Phones” where available around campus have direct access to a dispatcher for help, either 911 or Security
- Emergency call stations in parking lots have direct access to emergency dispatchers.

Burns Lake Campus

545 Highway 16 West
Box 5000
Burns Lake, BC, V0J 1E0
T +1 250 692 1700

Emergency (<i>medical, fire, police</i>)	911
Fire (<i>non-emergency</i>)	250 692 7587
RCMP (<i>non-emergency</i>)	250 692 7171
Ambulance (<i>non-emergency</i>)	1 800 461 9911
Primary First Aid on campus	250 692 6840
Secondary First Aid on campus	778 980 6566
Community Campus Manager	778 980 6566

Mackenzie Campus

540 Mackenzie Boulevard

PO Box 2110

Mackenzie, BC, V0J 2C0

T +1 250 997 7200

Emergency (<i>medical, fire, police</i>)	911
Fire (<i>non-emergency</i>)	250 997 4221
RCMP (<i>non-emergency</i>)	250 997 3288
Ambulance (<i>non-emergency</i>)	250 997 6501
Primary First Aid on campus	250 997 7200
Community Campus Manager	250 601 1109

Prince George Campus

3330-22nd Avenue

Prince George, BC, V2N 1P8

T +1 250 562 2131

Emergency (<i>medical, fire, police</i>)	911
Fire (<i>non-emergency</i>)	250 561 7667
RCMP (<i>non-emergency</i>)	250 561 3300
Ambulance (<i>non-emergency</i>)	250 952 2681
Primary First Aid & Security on campus	250 961 0786
Secondary First Aid on campus	250 961 6694
Director of Safety & Security	778 349 1942
Director of Facilities	250 613 8143

Quesnel Campus

100 Campus Way
Quesnel, BC, V2J 7K1
T +1 250 991 7500
TF +1 866 680 7550

Emergency (<i>medical, fire, police</i>)	911
Fire (<i>non-emergency</i>)	250 992 5121
RCMP (<i>non-emergency</i>)	250 991 9211
Ambulance (<i>non-emergency</i>)	250 992 3211
Primary First Aid on campus	250 255 4685
Director	250 255 7253

Vanderhoof Campus

195 1st Street East
Vanderhoof, BC, V0J 3A2
T +1 250 567 3200

Emergency (<i>medical, fire, police</i>)	911
Fire (<i>non-emergency</i>)	250 567 2616
RCMP (<i>non-emergency</i>)	250 567 2222
Ambulance (<i>non-emergency</i>)	250 567 9039
Primary First Aid on campus	250 567 3200
Community Campus Manager	250 567 3200 ext 3204

When in doubt, simply reach out!

Director,

Safety & Security - 778 349 1942

or

Coordinator,

Safety & Security - 778 890 0872



Emergencies

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Emergencies

Emergency Procedures

Be ready to report the exact location of the emergency or patient, and the nature of injuries.

Call 911 if emergency response is required immediately, then call CNC Security.

Ensure the scene is safe and there are no further hazards to people in the area or yourself.

Do not move the patient unless there is a high risk of further injury or death. Keep calm and do not leave the patient unattended unless doing so creates an imminent risk.

Be prepared to assist if requested by the First Aid Attendant or Paramedic.

Emergency Commands

In the event of an emergency, you will hear one of these two commands: **evacuate** or **lock down**. This may be either in person or through the emergency audible system.

Lock Down

A lock down is aimed at keeping you safe while remaining indoors. Take immediate refuge inside a secure area/room of the building and stay out of open or common areas.

If a lock down is advised for a CNC building, all persons in the affected building will be told that CNC is preparing to lock down. Please proceed to a secure area and lock the door behind you. When CNC Security, CNC staff, or external authorities announce the decision to lock down, you must follow their directions.

Remember: Do not leave the building until authorized to do so by Security, CNC staff, or external authorities.

Evacuate

An emergency evacuation order will be announced with the sound of the fire alarm bell.

- Leave the building immediately via the nearest exit.
- If the situation permits, close doors and windows, disconnect laboratory power equipment, secure safes and cash registers, and take personal belongings with you only if they are readily available.
- **Do not** use elevators under any circumstances.

- Assist persons in wheelchairs to the nearest fire exit stairwell (assisted evacuation area).
 - Inform Security, Facilities, or emergency response personnel if someone needs help to evacuate. Assisted evacuation areas are indicated on the evacuation plans posted in hallways.
- Follow the directions of Security, Facilities, or emergency response personnel on site.
- Once outside, move to the closest assembly area located in the various parking lots; these areas are identified with signs (e.g., A, B, C etc.).
 - After hours (11pm to 7am), exit the building and congregate at the assembly area in front of the campus. Wait for further instruction from Security, Facilities, or emergency personnel on site.
 - Do not block exit doors or impede the movement of others leaving the building.
- Notify emergency response personnel at the scene if you are aware of some individuals that are still in the building (i.e. in evacuation areas, or who are injured).
- Keep roads and walkways clear for emergency vehicles.

Evacuation of Persons Requiring Assistance

Visually-impaired persons

- Tell the person the nature of the emergency and offer to guide them.
- As you walk, describe where you are and advise of any obstacles.
- When you have reached a safe location, tell the person where they are.
- Ask if any further assistance is needed. Do not leave them alone until further help arrives.

Hearing-impaired persons

Persons with impaired hearing may not perceive emergency alarms and an alternative warning technique is required.

- Either: write down what the emergency is and the nearest evacuation route (e.g. "Fire – go out the rear door downstairs to the right, NOW!")
- Or: Turn the light switch on and off and gain attention, then indicate (through gestures or in writing) what is happening and what to do.

Mobility-impaired persons

- Wheelchair users and those unable to descend the stairs unassisted should stay in the assisted evacuation area until they can be assisted down safely.

- If you have mobility impairments but are able to get down the stairs unassisted, wait in the assisted evacuation area until the stairwell is clear and then proceed down.
- Assisted evacuation areas are indicated on the **evacuation plans posted in hallways**.

Classroom Emergency Preparedness and Response

CNC employees play a vital role in demonstrating leadership during emergencies. Since students often look to their instructors for guidance, it is crucial for staff to be well-informed about CNC's safety procedures.

The following information outlines basic emergency preparedness and response procedures for a classroom situation.

Before an emergency

- Know the building evacuation routes. Plan exit routes which do not use elevators. **Refer to the evacuation plans posted in hallways.**
- Know the outside assembly area for your classroom, identified on the evacuation plan and the campus map.
- Further information including assisted evacuation areas is available in the evacuation plans.
- Contact Security or Facilities for additional information, questions, or concerns regarding evacuation routes.

During an emergency

Fire

- If a fire is sighted or the fire alarm sounded, evacuate the building immediately and assemble outside at the Designated Assembly Area (DAA).
- After hours (11pm to 7am), exit the building and congregate at the assembly area in front of the campus. Wait for further instruction from Security, Facilities, or emergency personnel on site.

Earthquake

- Remain calm and take cover underneath a desk or table and hold on.
- Keep away from windows. Stay in place. Do not go outside. Be prepared for aftershocks. Wait and follow instructions from Security and/or Facilities.

Other situations requiring evacuation

- You will be directed by CNC Security or Facilities, or emergency response personnel to evacuate.
- Exit immediately out the nearest safe exit, go to the assembly area and wait for further instructions.

After evacuation

- Account for coworkers in your department or the students in your class.
 - If you have evacuated some distance from your department's nearest assembly area, try to inform your department of your location and situation if possible.
- Notify emergency response personnel and Security at the scene if you have information about the emergency situation, if you are aware that some individuals remained in the building (i.e. in evacuation areas, or who are injured), or if you know that some individuals are unaccounted for.
- Keep roads/walkways clear for emergency vehicles.





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Medical Events

A medical event can be minor in nature or very severe. In all cases, contact First Aid for treatment and assistance even after 911 has been contacted.

Call 911 if emergency medical response is required immediately.

Report all injuries to your supervisor or CNC employee, so it can be documented in CNC's online incident reporting portal.

CNC First Aid is available to respond to illness, injury, or exposure concerns by any CNC employee, student, or visitor. We will treat any patients who attend the First Aid office room.

For minor injuries, always contact First Aid, even if it's just for a bandage on a small cut. This ensures the injury is treated properly (i.e., with sterile supplies) and documented for your protection (e.g., for compensation) in case it worsens. To receive first aid treatment:

1. Alert CNC Security or First Aid:

- Visit the campus First Aid location if able.
- Request CNC First Aid to attend your location by contacting them directly.

2. Notify your supervisor/ instructor as soon as possible.

3. Report your incident:

- If you are an employee, complete an online incident report at cnc.bc.ca/employees/departments-services/security.
- If you are a student/visitor, report to Security, First Aid, or CNC staff.

Cardiac Arrest

Please familiarize yourself ahead of time where the Automated External Defibrillators (AED) are located on campus in the event of a cardiac arrest emergency.

Cardiac arrest is when the heart suddenly stops beating effectively. Signs of cardiac arrest include:

- Sudden collapse.
- Unresponsiveness to touch or sound.
- No breathing, or abnormal breathing, or only gasping.
- AEDs are located throughout campus and are ready to use without any prior training, just follow voice prompts.
- Call 911.

Cardiac Arrest: Compression-only CPR

Follow these steps for compression-only CPR:

- Assess scene safety.
- Tap patient and shout to check for responsiveness. If unresponsive:
 - 1. Phone 911 and shout for someone to bring an AED and have them summon First Aid**
 - 2. Push hard and fast in the center of the chest** (at least 5 cm deep and at a rate of 100-120 beats per minute).
 - 3. Use an AED if available. Follow the voice prompts.**
- Continue using the AED and giving compressions until the person responds or medical help takes over.

Non-Emergency Medical Aid for Students, Employees and Visitors

- 1. Contact CNC First Aid immediately.**
- 2. The CNC first aid attendant will determine if the patient requires further medical aid or not.**
- 3. If further medical aid is necessary then arrangements should be made for transportation** (e.g., ambulance, taxi, or the patient's friend or family member)
 - CNC staff must only ever transport injured individual(s) to a medical facility themselves if the situation is critical and time is of the essence.
 - The First Aid attendant must accompany the patient, if they deem it necessary given the patient's condition and as per their training.
- 4. If the patient refuses any further assistance/transport then attendant ends treatment and advises that the patient seek further medical aid.**
- 5. Document incident, interaction, and all instructions given to the patient.**

Overdose Prevention

What does an overdose look like?

- **Not moving** – the person isn't moving and can't be woken up.
- **Slow breathing** – the person is breathing very slowly or not breathing at all.
- **Blue lips** – the person's fingernails or lips are turning blue or purple.
- **Choking sounds** – the person is making choking, gurgling or heavy snoring sounds.

Cold & clammy – the person's skin feels cold and clammy to the touch.

Tiny pupils – the person's pupils are not dilated a normal size, look tiny.

How to help?

If someone is having an overdose, call 911 right away before calling campus First Aid, then follow the **SAVEME** steps below:

- **STIMULATE** – Try to wake the person. Call their name and shake their shoulder. If you can't wake the person, or if you aren't sure, call 9-1-1 right away.
- **AIRWAY CHECK** – Make sure the airway is clear. Tilt their head back and open their mouth.
- **VENTILATE** – Help the person breathe by pinching their nose closed and breathing into their mouth one every five seconds. You can use a breathing mask if you have one.
- **EVALUATE** – Has the person's condition improved at all? If not, get ready to use naloxone.
- **MEDICATION** – Prepare a 1 mL (one milliliter) dose of naloxone. Your kit may include a nasal spray or an injectable liquid—follow the steps to administer it.
- **EVALUATE AGAIN** – Give another dose if needed. Keep in mind that naloxone only works for a short time—if the drugs are still in the person's system when the naloxone wears off, they may go back into overdose and need another dose of naloxone.

Get naloxone and use it.

- Each CNC campus has naloxone kits available on site, they are stored in cabinets next to the AED cabinets marked on the maps at the end of this document.
- It is important to know that you can't overdose on naloxone, using it on someone who isn't having an opioid overdose will not harm them – you are also protected under The Good Samaritan Act.

When in doubt, simply reach out!

Director,

Safety & Security - 778 349 1942

or

Coordinator,

Safety & Security - 778 890 0872



Active Threat Events

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Active Threat Events

Abusive or Threatening Behaviour

The following procedures are meant as a guideline for dealing with abusive or threatening behavior.

- Do not put yourself in harm's way.
 - Call Security so they can assess the situation and respond to the abusive or threatening situation.
 - If Security is not available, call a nearby CNC staff person and call 911 immediately.
- Security will manage the threat or request assistance from the appropriate department.
- Security will immediately call for assistance or police if the threat is escalating.
- Police intervention may be required for incidents of a very serious nature.

Do not hesitate to call 911.

If you find yourself in the midst of a threatening situation that could become a physical altercation, there are a few de-escalation techniques that can help defuse the situation:

- **Talk calmly and try to reason with the other person.**
 - Ask why they are upset, listen to their perspective, and ask them how you can help.
- **Show empathy and understanding.**
 - People are more likely to respond positively if they feel understood and respected.
- **Maintain a safe distance from the other person.**
 - Try to stay more than an arm's length away so you have time to avoid any attempts by them to strike.
- **Look for opportunities to escape.**
 - Try and position yourself so the threat is not between you and an escape route.
 - If the situation becomes violent, try to run away or seek help from bystanders or law enforcement.

Active Shooter

If you hear gunfire or see someone with a gun or weapon.

1. **Run!** If you can get away without being noticed, do so immediately.
2. **Hide!** If you can't get away safely then take cover, hide, and stay quiet.
3. **Fight!** If you are detected and are face-to-face with shooter then do whatever you can to fight back.

If you find yourself in a hiding spot, then:

- Take cover in an area where you cannot be seen.
- Lock and barricade doors.
- Turn off lights.
- Turn off audio equipment and silence cell phones.
- Close blinds or curtains.
- Keep calm, quiet, and out of sight.
- Take cover behind concrete walls, furniture, solid objects etc.
- Keep the classroom or office secure until the Police, Security, or Facilities personnel arrive and give directions. Follow the directions precisely as given.
- Call 911 if you feel it is safe to do so.

Additional safety tips:

If you are caught in an open or exposed area and you cannot get into a classroom or office, then the following course of action can be taken:

- **Hiding** – look for a safe and secure hiding area. Once in place, try to remain calm. Stay hidden until you can contact emergency personnel.
- **Running** – If you decide to run, do not run in a straight line. Attempt to keep objects (trees, vehicles, trash cans, etc.) between you and the hostile person. When away from immediate area of danger, summon help and warn others.
- **Playing Dead** – If an intruder is causing death or physical injury to others and you are unable to run or hide you may choose to lie flat on your stomach and lay as still as possible.
- If you are caught by the intruder, obey all commands and avoid eye contact with the intruder.

Bomb Threats

Any call to CNC threatening the use of a “bomb” will be treated seriously and investigated immediately by Safety & Security.

Record as much information as possible about the bomb threat call, including:

- Telephone number on which the call was received.
- Time the call was received.
- Exact words of the person making the call.
- Voice (child or adult voice; male or female voice; any accent in the voice; whether or not the voice is familiar).
- Approximate age.
- Noises (any background noises including traffic, music, etc.).

Obtain as much information as possible from the source of the bomb threat, including:

- Time of explosion, type of bomb, location of bomb, reason why bomb was placed, appearance of bomb (and/or packaging), name of caller.
- Call Security; provide all details obtained, speaking calmly and deliberately to the Security guard.
- Quickly look around your area for suspicious objects but touch nothing. If you notice suspicious objects in your area inform Security.
- If the threat is received by note or letter, take it to Security immediately.

The following Canadian Government website offers a full description on how to manage a bomb threat:
www.ccohs.ca/oshanswers/hsprograms/bomb-threat.html



Suspicious Objects

- Do not touch any suspicious objects and call CNC Security immediately.

Crime in Progress

Do not attempt to stop or interfere with a crime in progress. If safe to do so, get a good description of the perpetrator. Note the person's:

- Height, gender, approximate age, weapon possessed, weight, skin and hair colour, clothing, name (if known).
- Method and direction of travel (license plate number, make, model and year of vehicle; colour; and any outstanding characteristics).
- Call CNC Security. Give your name, location, and department. Advise them of the situation and remain where you are until contacted by Security.

Call Security if you observe any suspicious signs, examples include:

- A scream or call for help
- A broken window
- An unfamiliar person doing any of the following:
 - Loitering on or about campus
 - Trying to break into a car
 - Repeatedly driving on or about campus
 - Driving on the grass or other inappropriate areas
 - Breaking into a locker, office or other secure area (such as bike compound)

When in doubt, simply reach out!

Director,

Safety & Security - 778 349 1942

or

Coordinator,

Safety & Security - 778 890 0872





Facility or Utility Failure

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Facility or Utility Failure

Fire

Fire in the workplace

Familiarize yourself with the location and operation of fire extinguishers and alarm pull stations in your immediate work area.

Never attempt to fight a fire larger than a wastebasket. Even a small fire can generate enough smoke to cause serious injury. Never attempt to fight a fire by yourself. Call for help.

Alarm bells, emergency audible messages, or strobe lights may indicate a real fire, bomb threat, hazardous gas leak, other emergencies, or a fire evacuation drill. Fire alarms are activated in two ways:

- By someone who notices a fire and pulls the nearest alarm (normally located in corridors of buildings); or
- Heat or smoke causing the activation of heat and smoke detector sensors.

In both cases, the alarm is received by an external monitoring agency that calls the Fire Department and alerts CNC Security.

When an alarm sounds – it must be treated as a real emergency.

Fast steady ring coupled with an audible message — get out!

- A fast-steady ringing fire alarm indicates a fire in the area. A voice recorded message will also provide instructions over the public announcement system.
- Everyone is to evacuate the building immediately by the nearest exit and congregate at closest Designated Assembly Area. Everyone should congregate at the Assembly Area in front of the campus if evacuating after hours (11pm to 7am).
- CNC staff will sweep areas to ensure everyone in the building is aware of the alarm and are progressing towards the exit.
- **Do not use elevators.**
- Individuals requiring assistance should stay in the assisted evacuation areas. Someone will assist.
- Move well away from all buildings.
- Do not re-enter the building until advised to do so by Facilities personnel or an appointed CNC Fire Warden.

Slow intermittent ring — warning

This is a warning only. It indicates a fire in another area of the building. Be prepared to evacuate. A voice recorded message will also provide

Fire prevention:

- Keep your work area neat and clean – free of clutter.
- Understand where the nearest fire fighting equipment is location and how to use it.
- Be alert for possible fire hazards (i.e., overloaded extension cords, coffee pot left on etc.)
- Be cautious when working with flammable liquids or explosive gases.

Hazardous Conditions/ Incidents

A hazardous condition could be a tripping hazard, misplaced manhole cover or any condition that could cause an accident. If you are aware of a hazardous condition please report it to the supervisor of that area, CNC Security, or Facilities.

Note: All imminent hazards (conditions that will result in serious injury if left unattended) should be immediately reported to the Facilities Services Department, and the department supervisor or Security so that immediate corrective action can be taken.

Utility Failure

Power outage

In the case of a power outage, Facilities Services will contact BC Hydro for failure information. This will be passed on via the Executive Committee through the Emergency Audible System, word of mouth, and posted notices.

If the failure is estimated to last less than one hour, College operations will continue as per usual provided lighting levels are adequate.

If the failure is estimated to last more than one hour, College operations may be cancelled by a member of the Executive Committee, until further notice. The building will remain open but regular operations will cease.

If evacuation is necessary, follow the direction of Security, CNC staff, or emergency personnel.

Turn off electrical equipment with manual switches (e.g. computers etc.).

- Unplug other electrical equipment to protect from possible power surges when the power returns.
- Wait for further instructions.

Plumbing failure/ flooding

Report the problem to Facilities Services immediately. Avoid any contact with electrical equipment or lines.

Elevator failure

- Do not use elevators during a fire, earthquake, or power outage.
- If you become trapped in an elevator, use the elevator telephone or alarm button to call the KONE call center for help. They will dispatch a technician and the response time is 20min for an entrapment.
- Do not attempt to pry open the doors or overhead hatch of a stopped elevator. Remain calm; use the elevator telephone or emergency button to call for help. Facilities personnel and/or Security will respond immediately.

Gas leak

- In the case of a gas leak, or a strong gas odor is detected, evacuate everyone from the building immediately then contact Security and/or Facilities Services but if neither are available contact local Fire Department or 911.
- Do not light matches or turn on lights or any electrical equipment. Also, be sure to close all exterior doors once everyone has been evacuated and wait for instructions. It is important that oxygen is not allowed to reenter the space as this can instigate ignition or an explosion.
- Personnel specifically trained in gas shutoff procedures will respond immediately and will recommend response procedures once they have confirmed the leak.
- Follow the direction of emergency personnel before reentering the building.

When in doubt, simply reach out!

Director,

Safety & Security - 778 349 1942

or

Coordinator,

Safety & Security - 778 890 0872



Communicable Disease Prevention

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Communicable Disease Prevention

Protect yourself and others against illness.

Handwashing

- The most important thing you can do to keep from getting sick is to wash your hands.
- Regularly wash your hands with soap and water for 20 seconds or use alcohol-based hand sanitizer or antiseptic handwash to help remove bacteria and viruses. Dry your hands thoroughly. Use a disposable towel to open the door upon leaving the washroom.
- Always wash and dry your hands after going to the washroom, coughing, sneezing, or touching objects, materials, or hard surfaces that may have been contaminated by someone else with an infectious illness.
- Always wash hands before and after eating, grooming, smoking, or any other activity that involves hand-to-face contact.
- Shared surfaces such as door knobs, light switches, telephones, keyboards and other hard surfaces can also become contaminated with all kinds of bacteria and viruses. These surfaces must be cleaned regularly.

Cough and Sneeze Etiquette

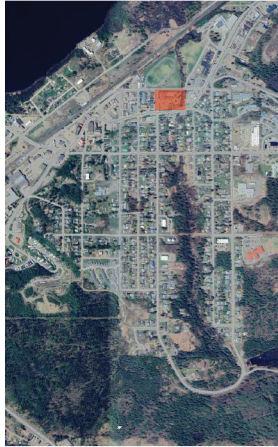
- Cover your nose and mouth when coughing or sneezing.
- Cough or sneeze into your elbow, or use a tissue.
- Always wash your hands after coughing and sneezing, or disposing of tissues.
- Generally, keep your hands away from your mouth, nose and eyes.
- Stay home until influenza-like symptoms (i.e., fever) have disappeared.
- Avoid those displaying influenza-like symptoms.



Campus Maps

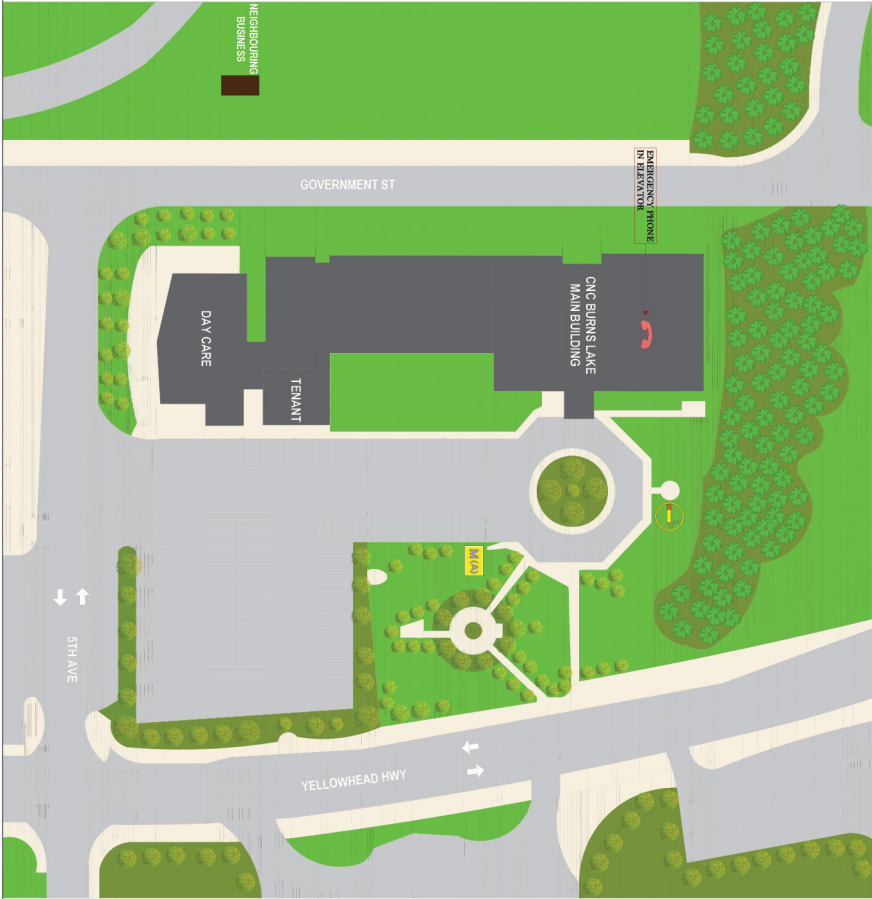
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KEY PLAN

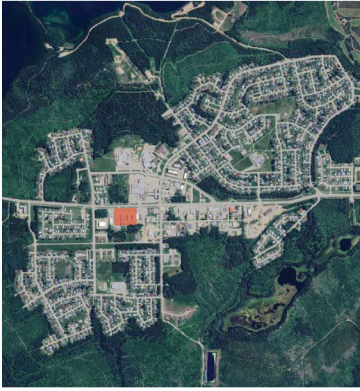


LEGEND

-  MUSTER STATION
DESIGNATED EMERGENCY ASSEMBLY AREA
-  EMERGENCY PHONE
-  SMOKING AREA



KEY PLAN



LEGEND

MUSTER STATION
DESIGNATED EMERGENCY ASSEMBLY AREA



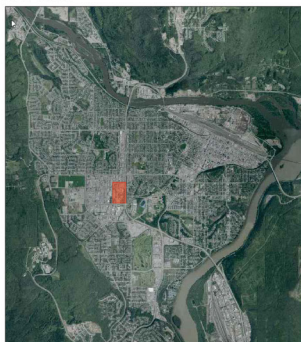
EMERGENCY PHONE



SMOKING AREA



KEY PLAN



LEGEND



MUSTER STATION - DESIGNATED EMERGENCY ASSEMBLY AREA



SMOKING AREA



CAFETERIA OR FOOD SERVICE



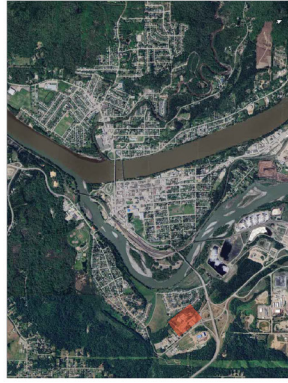
EMERGENCY PHONE



College of
New Caledonia

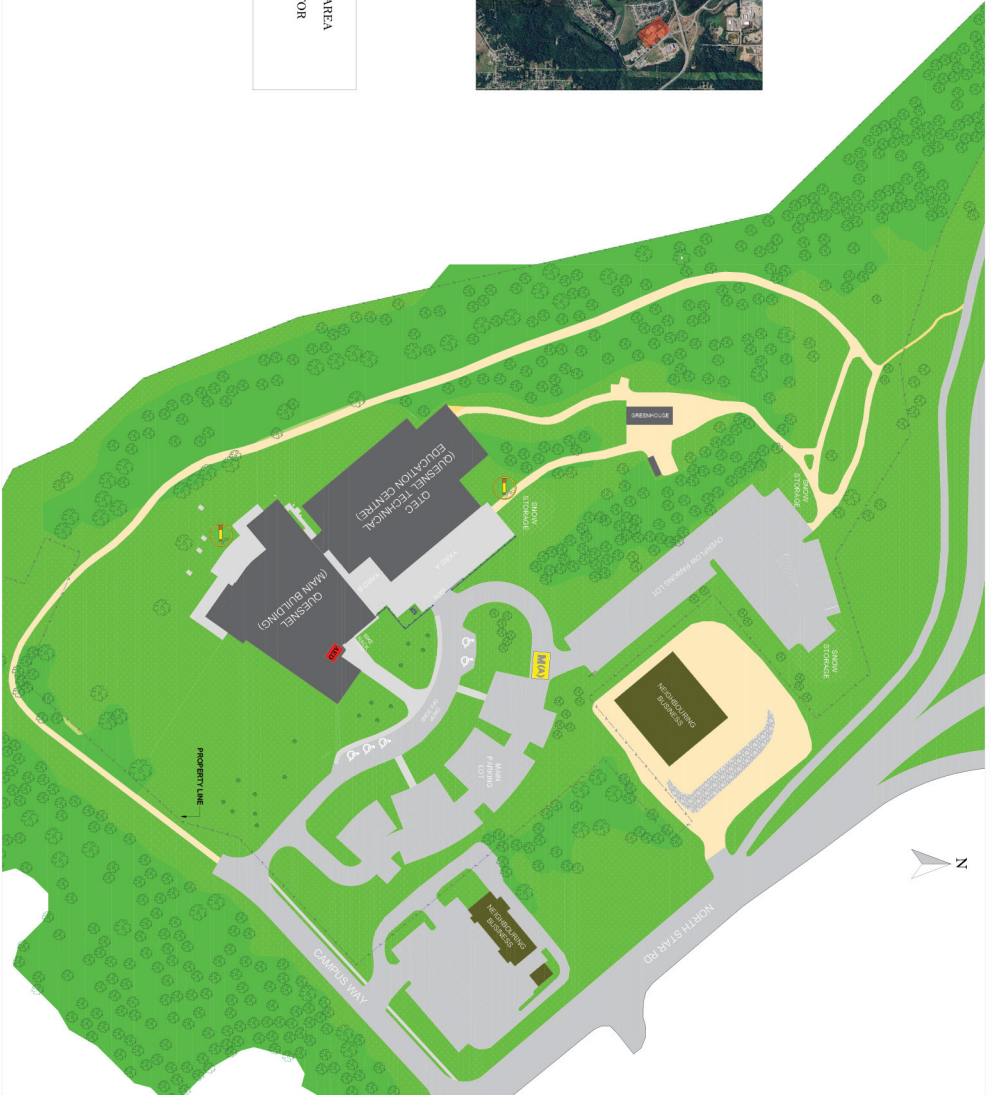
Prince George Campus

KEY PLAN



LEGEND

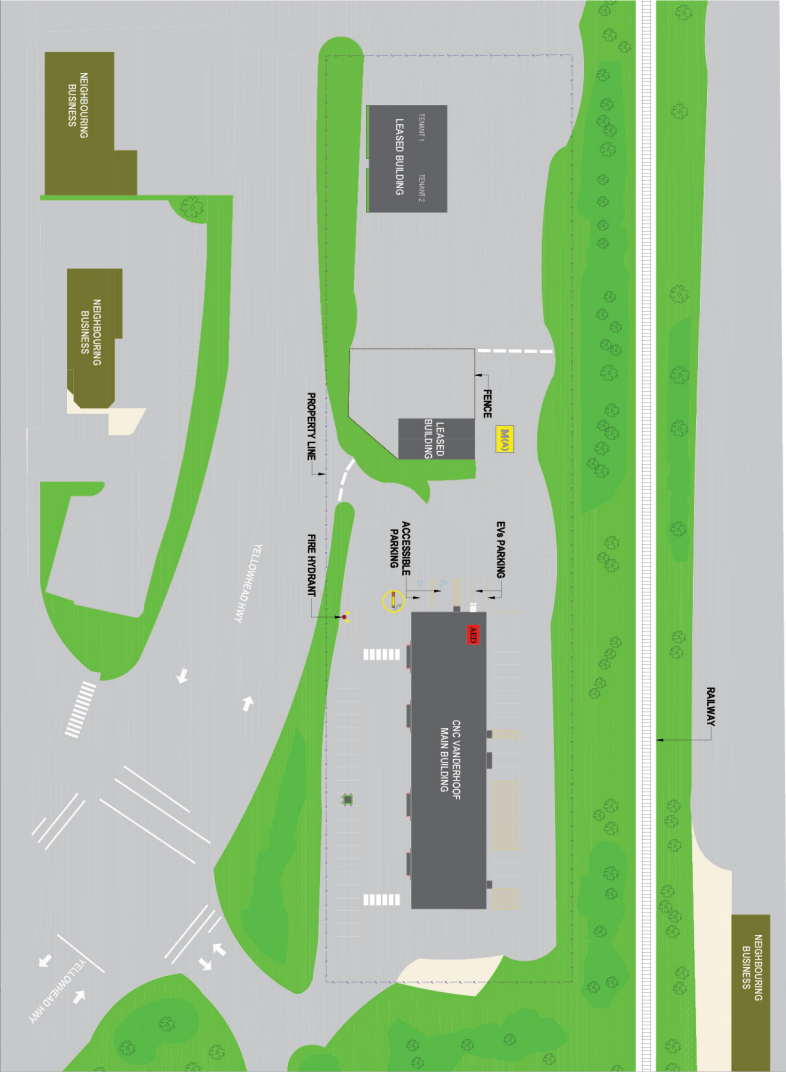
- MUSTER STATION
DESIGNATED EMERGENCY ASSEMBLY AREA
- AUTOMATED EXTERNAL DEFIBRILLATOR
- SMOKING AREA



College of
New Caledonia

Quesnel Campus

KEY PLAN



LEGEND

- A01** MUSTER STATION
DESIGNATED EMERGENCY ASSEMBLY AREA
- A02** AUTOMATED EXTERNAL DEFIBRILLATOR
- SMOKING AREA



College of
New Caledonia

Vanderhoof Campus



College of New Caledonia

Emergency Preparedness and Response Plans



Director of Safety & Security 3330-22nd
Ave. Prince George, BC, V2N 1P8 T 250 561
5821 ext 5483

