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VANCOUVER  
COMMUNITY  
COLLEGE



Vancouver Community College  
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# VCC Connections

## Safety tips for working women

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### Part 2: Workplace Action

#### **ALONE AND ALERT**

##### ***Be aware***

- Know staff in other stores and business [and departments], be aware of their schedules.
- If you are suspicious of people hanging around or strange phone calls—notify the police and staff in neighbouring stores [and departments]. Try to get a description of the person and the car.
- Be assertive and confident, look at and greet customers.
- If you feel uncomfortable after someone enters, trust your instincts. Look directly at the person, make it clear you are in charge and cannot be intimidated. Phone for help.
- Make sure that back doors or secondary doors are locked.
- Check all lighting before it gets dark.

##### ***Plan ahead***

- Ask about the risk assessment plan at your workplace.
- Plan emergency exits, know about safe places and pay phones.
- Try to imagine an appropriate response to various situations and decide ahead of time how you will respond.
- If your work takes you to new or different settings, be alert and make mental notes of your surroundings when you arrive. The first time you go into a new setting, or if

you are in a place where you feel uneasy, phone your own workplace when you arrive and again before you leave.

##### ***Keep personal information at a minimum***

Avoid discussing where you live, after-work plans, or vacation plans in front of, or with, customers or with anyone who makes you feel uncomfortable.

#### **AWARE IN THE OFFICE**

- Trust your instincts. If somebody you work with makes you uncomfortable, discuss the situation with a co-worker you trust, and plan your response to potential problems.

##### ***Use assertive behaviour with co-workers who are a threat***

- If you feel threatened, make a scene, yell.
- When you enter an office or meeting place alone, be aware of your surroundings.
- If you must meet new work contacts out of the workplace, meet at a public place. Keep personal information private.
- Avoid having new work contacts walk you to the car or escort you to your home or hotel room.
- When entering an elevator, stand next to the controls. Wait for the next elevator if you feel uneasy about the occupants. If someone makes you feel uncomfortable,

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## Quick quote

*Pessimist:*  
one who,  
when he has  
the choice of  
two evils,  
chooses both.

—Oscar Wilde

push the button for the next floor or push the alarm and all buttons (except stop).

### *If you are working late*

- Let security or a friend know, tell them when you expect to leave.
- While another co-worker is present check that all doors are locked and make sure washrooms/storage rooms are empty.
- If you suspect someone is lurking outside, call policy/security officers.
- If you enter a washroom and suspect someone might be in there, don't call out. Back out, go to a safe area with a lockable door and phone for help. (Plan ahead for safe places.)

### *Challenging strangers in the workplace*

- If you are alone or working late, and you encounter someone unfamiliar, indicate that you are not alone. Say "my supervisor will be right here and will be able to help you."
- Use assertive, but respectful, language.

### **WHAT EMPLOYERS CAN DO**

Worker's Compensation Board guidelines call for employers to do a workplace risk assessment to determine how much risk there may be of a violent incident occurring, and to identify appropriate prevention measures. There are some basic steps that employers can take to increase workplace safety. Here are some ideas:

### *Install extra phones and alarm systems*

- Pre-program phones to 911 or local police emergency numbers.
- Install phones in isolated areas such as storage rooms.
- Have an alarm installed that rings in the workplace and in a neighbouring business or household.

- Attackers expect alarm buttons to be at the desk—place them elsewhere—where customers will not be setting them off accidentally, but where staff can reach them.
- Install several buttons—put them by all doors, store rooms and coolers.

### *Increase the visibility in work areas*

- Install good outside lighting and train staff to check lights before dusk.
- Ensure the service desk is visible through windows and is well lit.
- Make sure windows are not obscured—ensure passers-by can see in.
- Make sure there is a clear exit route from the service desk to the door.

### *Share the responsibility for awareness*

- Set up a business watch or mall watch program with neighbouring businesses.
- Develop a buddy system for employees to get to bus stops or their cars after work.

### **TAKING ACTION AGAINST AN ATTACK**

**The most important defence tools you have are awareness and action.** Only you can decide how you will respond to an attack and how to respond if the attacker has a weapon. Use whatever force you feel is necessary to escape the situation and be ready to take the first opportunity to take action and get away.

### *Don't freeze. Act.*

- If you are grabbed don't freeze or panic. First, breathe deeply to calm yourself, then try to get attention. Yell loudly and repeatedly. Try shouting words like FIRE, HELP, NO and STOP. Blow a whistle, push a personal safety alarm, bang on something. **BE LOUD AND PERSISTENT.**
- **If there is anyone nearby, give them instructions to help you.** Single out some-

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one and send them for help—"You, in the red jacket, call the police." This will encourage bystanders to get help when they may not know what action to take.

- **If you decide to fight back**, remember there are many effective ways of responding to each type of attack. Prepare yourself to fight back, do whatever feels right to you. Try to imagine yourself responding successfully to different types of attack situations. Practise taking deep breaths to keep calm. Self-defense courses can teach you valuable skills and help you learn about vulnerable points on the body, but the best defense is to be vigilant and ready to respond.

### **BASIC PREVENTION**

**Increase your personal awareness—everywhere. Your risk of attack increases if you appear to unaware of what's going on**

**around you. Learn to be aware and recognize risk.**

- Be observant and aware of your surroundings. Walk with a purpose. Keep your head up, look around and directly at people to assess them, but don't stare.
- When you feel something just isn't right, **trust your feelings**.
- Digging in your purse, wearing headphones or struggling with heavy briefcases/luggage and uncomfortable clothing reduces your ability to be prepared.
- Have your keys ready. Keep them in your pocket, but as you approach your car or door have the right key positioned to open the lock immediately.
- Carry a personal safety alarm on your key ring, or wear it around your neck or pinned to your clothing.
- Report any suspicious incidents to employers or police.



### **Office Security Notice**

All KEC faculty and staff are reminded to lock their office doors when the room is unoccupied. This will aid in deterring theft of personal and college items. **Security will secure any office door found open, with the area unattended.** Your cooperation in the matter is much appreciated.

Bill Miller  
Bldg. Services Mgr.



## **Education Council Report**

*Education Council has met three times since the inaugural meeting of April 4, 1995. We have held two regular monthly meetings and one special meeting to discuss terms of reference for the Council.*

*On a trial basis, we sent minutes of the April 4 meeting to all departments. We have now decided to opt for economy and efficiency. A summary of Education Council business will be published each month in Connections. If, however, you want to obtain a full copy of the minutes, please contact Vivienne Garrott at 7159.*

Much of our work during these first months has focused on the following issues:

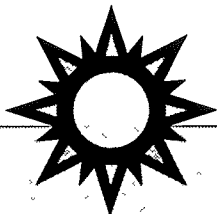
### **Terms of reference**

A committee consisting of Paul Hunt, Pat Kennedy, Laraine Niewinski, Sandra North, Stuart Scholfield and Celeste Tsuyuki has met several times to review Education Council terms of reference from other colleges and

draft our own terms of reference document. Thanks to their excellent work, we should be able to make good progress on this issue by the Fall. We have already reached decisions on some items: for example, the fact that Education Council should operate year round in this College (not ten months a year

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## Education Council *(continued from page 3)*



### Holiday Notice

Mark Goertz, KEC Library, will be on holiday from July 13 to August 12, 1995. For urgent matters, Please contact Aphrodite Harris, 7319.

as the Bill 22 guidelines suggest); the need to elect a Vice-Chair; and establishing an Agenda committee to ensure that Council works efficiently and effectively. Other issues are still under discussion: planning the timing of elections to facilitate full participation on the part of students in particular; considering how to maintain continuity by having varied terms of appointment for Education Council representatives; looking at the type of standing and ad hoc committees that Education Council may want to establish to assist effective operation.

### *Relationships with other committees*

Establishing the role and function of Education Council initially raised a fair amount of confusion (not surprising, in view of the fact that as a College we have recently gone through major restructuring). Defining how and where Education Council fits within the existing committee structure and what changes may be implied is still under debate. We need: 1) a coordinated and efficient structure without duplication and without the risk of being "committeed" to death, and 2) effective communication channels to ensure that Education Council members have the information they require to make appropriate decisions and recommendations to the Board. Linda Martin has provided Education Council members with a list of existing college committees and is compiling a package detailing terms of reference for these committees. We are receiving minutes of meetings of the Education Administrators Group and Linda Martin will give a regular update on Operations Council at Education Council meetings.

### *Relationship with the College Board*

As provided for in Bill 22, the Education Council Chair (Hilary Pearson) sits as a non

voting member of the College Board and provides a regular report on Council business. To date, Hilary has attended three Board meetings and two mini orientation sessions for Board members. Lee Anne Wilson, a Board member, attends Education Council meetings (as a non-voting member) and gives a report from the Board.

In May, the Chair and several Education Council members met with the College Board Chair, the President and the three Vice Presidents to begin discussions on joint authority. Further meetings will need to take place on joint authority and on establishing a process for the advisory role of Education Council.

### *The VCC Planning Package*

At the May 2 meeting the VCC Planning Package was circulated to Council. At the request of the Academic/ABE/ASE Division their Council representative provided the Divisions response to the planning document at the May 30 meeting. Several other responses to the planning package have been copied to Education Council. The President outlined the responsibility he holds for College planning and confirmed his intention to bring the planning document to Education Council for review and recommendation to the Board once he has received community input.

### *Policy and program/curriculum changes*

To date, Education Council has reviewed and approved three policies: Standards of Student Conduct, Admissions Appeal, and Approval Procedure for Artwork Requests. These will be taken forward to the Board for approval or information as appropriate. Information on program/curriculum revisions have been brought forward from the last meeting of the Academic/Instructional Council and from the Education Administrators Group.

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# Education Council *(continued from page 4)*

## External liaison

So far, Hilary has had two brief meetings with Education Council Chairs from other Colleges and Institutes and further meetings will be planned in the Fall. The Chairs are making a concerted effort to keep in touch and share information and resources. CIEA is planning to hold a Governance Workshop on August 26, 1995 and AECBC is hoping to facilitate a meeting of the Education Council Chairs in September.

## Future meeting dates

Two meetings of Education Council will be held in August: a short business meeting, followed by terms of reference discussion on August 2 in room 5025 at KEC, and a special meeting dedicated to terms of reference on August 23 in room 240 at City Centre. Both meetings will start at 2:00 p.m.

The next business meeting of Education Council will be September 5, 1995 at 2:30 p.m. in room 220 at City Centre. Any interested members of the College Community are welcome to attend.

## Education Council Representatives:

- ABE Rene Merkel
- Applied Arts Bob McAuliffe
- Hospitality Settimio Sicoli
- Business Paul Hunt
- Counselling Hilary Pearson
- Health Pat Hartley
- ESL Pat Kennedy
- Library Brenda Appleton
- KEC At Large Stuart Scholfield
- CC At Large Bob Aitken
- VMREU KEC Sandra North
- VMREU CC Wynn Keenan
- KESA Cassandra Crooks,  
Euclides Garrigo
- CCSA Angela Flores,  
Celeste Tsuyuki
- Administrators Dale Dorn,  
Laraine Niewinski,  
Linda Martin,  
Gail Rochester
- Board Member Lee Anne Wilson
- President John Cruickshank



**Recycle!!!  
Recycle!!  
Recycle!  
at  
City  
Centre**

Please drop off your old telephone books (white or yellow pages) in the appropriate recycle box behind **Receiving**. Money received from the recycle will be donated to the BC Lupus Association.

# announcements

## At last! VCC policy review

Many of you are aware that a complete review of all VCC policies and procedures is planned, to begin in earnest in September. Some initial steps have already been introduced to initiate the process. **Sharon McClure**, Manager, Classification and Special Projects in Employee Relations, will coordinate the project and will be responsible for the currency, accuracy and consistency of policies, both hard copy and on-line. Sharon will ensure that an approval proc-

ess is established and adhered to. She will also be a resource person for the policy writers. All policies will be written in "plain" English and a set format, approved by both Operations and Education Councils, will be implemented. Now that Operations Council and Education Councils are in place, we are well positioned to embark on the revitalization of our very outdated policy manual.

*John Cruickshank*

## more announcements

### Connections

#### Editor, Design and Layout:

Dale Rasmussen,  
PR Dept

#### Campus Contacts

Ngee-Moi Voon  
(CC),  
Manijeh Golkhizi  
(KEC)

#### Communications Coordinator

Sarah Lucas, local  
7158

Please recycle  
this newsletter.



### New Books at CC Library

- Advanced Microprocessors
- Design and Problem Solving in Technology
- Experiencing and Counselling Multicultural and Diverse Populations
- Hors d'Oeuvre Bible
- Hotel Management and Operations
- International Trade Business Plan
- Management of Maintenance and Engineering Systems in the Hospitality Industry
- MOSAIC Navigator
- Multimedia: Gateway to the Next Millennium
- New Classic Desserts
- Practical Troubleshooting with the Advanced Video Analyzer
- Quantity Food Purchasing (4<sup>th</sup> ed.)
- Sick Building Syndrome
- Speech Recognition
- Voices 3: Canadians Who Made a Difference

### New Books at KEC Library

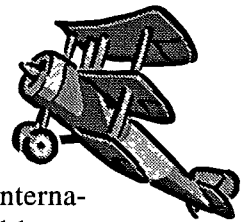
- Assessment and Testing: Myths and Realities
- Developing Administrative Excellence: Creating a Culture of Leadership
- History and Feminism: a Glass Half Full
- Parenting Teenagers
- Wedded to the Cause: Ukrainian Canadian Women and Ethnic Identity
- Beyond Alienation: Political Essays on the West
- Canadian Business Guide to Using the Internet

- Canada's Changing Families: Challenges to Public Policy
- Collaborative Learning: Underlying Processes and Effective Techniques
- Collaborative Peer Review: the Role of Faculty in Improving College Teaching
- The Program for Deaf and Hard of Hearing Adults at VCC: an Historical Examination (Leonor Vlug)
- The Usenet Book: Finding, Using and Surviving News Groups on the Internet
- Fostering Student Success in Quantitative Gateway Courses

### Don't miss the plane!

*Last call for International Opportunities.*

If you are interested in international project work and have not yet submitted the Questionnaire and/or your resume, *don't delay*. IE is now tabulating the information and will be registering the College's and its employees' credentials with the International Funding Agencies by the end of September. Since this process is time consuming and costly it will only be done once a year. ***You will not be registered unless you respond by September 15, 1995.*** For a copy of the questionnaire or more information, call Hilary Wong at 7490 or Fred Wuhrer at 7492.



## classifieds

### JOB POSTINGS

*Bookstore/Stores Clerk*, KEC. Closing: July 19.

*Bookstore Cashier*, KEC. Closing: July 19.

### FOR SALE

VM Westfalia, 1993, red, loaded, low mileage, extra clean. \$29,900. Phone: 464-4041.