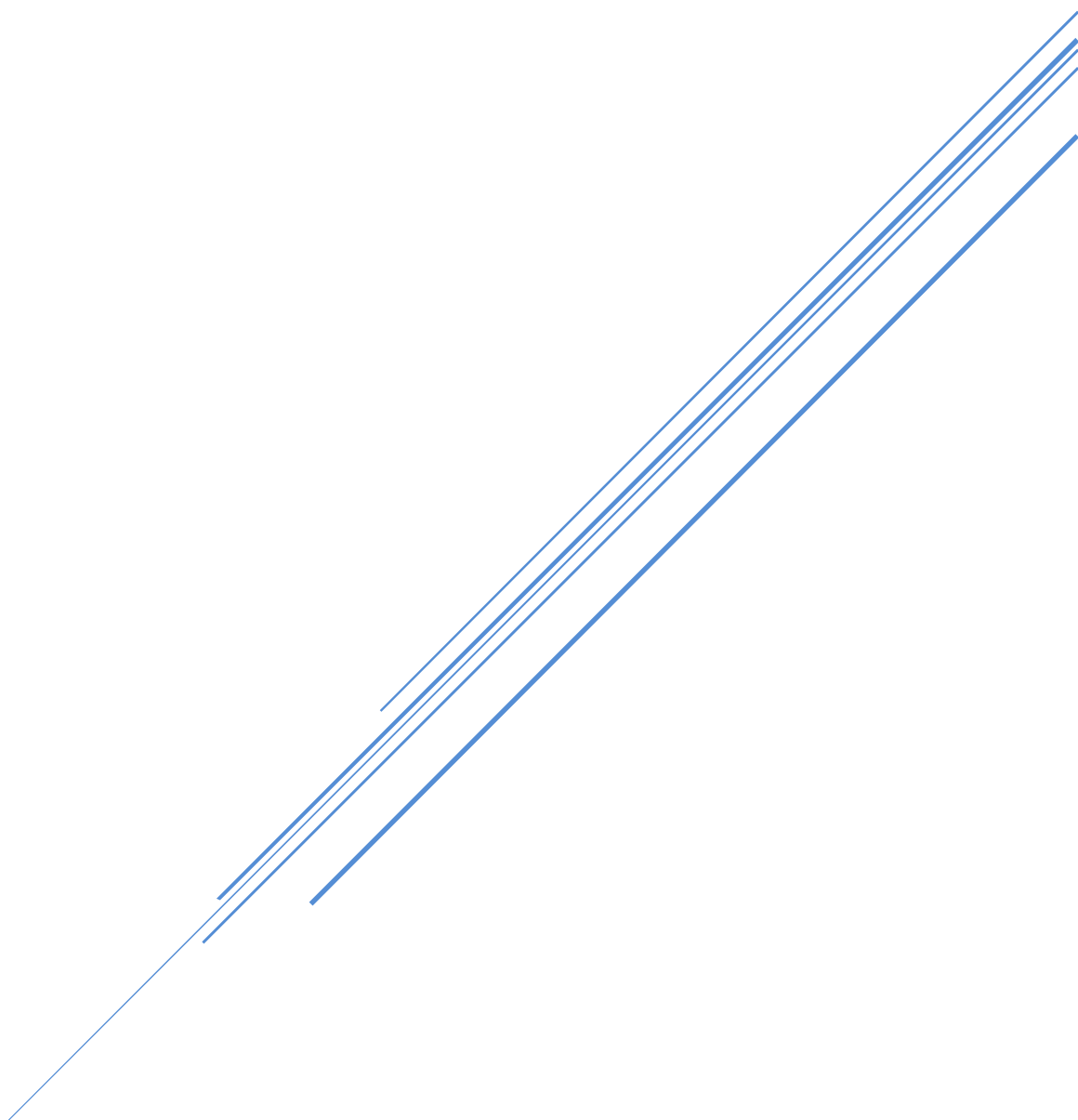


# EMPLOYEE HANDBOOK

2022/2023

Last Revised: February 2023



## Welcome to Coquitlam College

---

Coquitlam College has the reputation of being a friendly place. What we lack in the “bells and whistles” of facilities, we make up for in the excellence of our instructional and administrative personnel.  
Coquitlam College has the reputation of being a friendly place.

---

### Who’s Who?

<p><b><u>Administration</u></b> Will Eckford Vice-President/Principal <a href="mailto:weckford@coquitlamcollege.com">weckford@coquitlamcollege.com</a></p> <p>Chris Rands Associate Vice President and Student Affairs/ Vice Principal <a href="mailto:chrisrands@coquitlamcollege.com">chrisrands@coquitlamcollege.com</a></p> <p><b><u>Payroll and Benefits</u></b> Kaylene Donaldson Chief Financial Officer <a href="mailto:kaylene@coquitlamcollege.com">kaylene@coquitlamcollege.com</a></p> <p><b><u>Student Services</u></b> Joie Marin Academic Advising <a href="mailto:joie@coquitlamcollege.com">joie@coquitlamcollege.com</a></p> <p>Linda Bao Academic Advising, Instructor <a href="mailto:lbao@coquitlamcollege.com">lbao@coquitlamcollege.com</a></p> <p>Mike Williams Academic Advising <a href="mailto:mwilliams@coquitlamcollege.com">mwilliams@coquitlamcollege.com</a></p> <p>Eve Eckford Academic Advising <a href="mailto:eeckford@coquitlamcollege.com">eeckford@coquitlamcollege.com</a></p> <p>Richa Gautam Academic Advisor <a href="mailto:rgautam@coquitlamcollege.com">rgautam@coquitlamcollege.com</a></p> <p><b><u>Library/Bookstore</u></b> Billie Augustine <a href="mailto:baugustine@coquitlamcollege.com">baugustine@coquitlamcollege.com</a></p> <p>Elin Chung Library Assistant <a href="mailto:library@coquitlamcollege.com">library@coquitlamcollege.com</a></p>	<p><b><u>Office Administration</u></b> Jocelyn Hebler Registrar/Office Manager <a href="mailto:jhebeler@coquitlamcollege.com">jhebeler@coquitlamcollege.com</a></p> <p>Helen Liu Administrative Assistant <a href="mailto:hliu@coquitlamcollege.com">hliu@coquitlamcollege.com</a></p> <p>Elaine Nitschke Administrative Assistant <a href="mailto:enitschke@coquitlamcollege.com">enitschke@coquitlamcollege.com</a></p> <p>Jennie Park Administrative Assistant <a href="mailto:jpark@coquitlamcollege.com">jpark@coquitlamcollege.com</a></p> <p>Carina Raj (Coquitlam/Surrey Campus) Administrative Assistant <a href="mailto:craj@coquitlamcollege.com">craj@coquitlamcollege.com</a></p> <p>Sarah Tortora Administrative Assistant <a href="mailto:stortora@coquitlamcollege.com">stortora@coquitlamcollege.com</a></p> <p>Diane Wu Administrative Assistant <a href="mailto:dwu@coquitlamcollege.com">dwu@coquitlamcollege.com</a></p> <p>Serena Zeng Office Assistant Manager <a href="mailto:szeng@coquitlamcollege.com">szeng@coquitlamcollege.com</a></p> <p><b><u>Student Account Department</u></b> Marie Chen Student Accounts Assistant <a href="mailto:mchen@coquitlamcollege.com">mchen@coquitlamcollege.com</a></p> <p>Seline Chao Student Accounts Assistant <a href="mailto:schao@coquitlamcollege.com">schao@coquitlamcollege.com</a></p> <p>Alyshia Yee Student Accounts Assistant <a href="mailto:ayee@coquitlamcollege.com">ayee@coquitlamcollege.com</a></p>
--	---

<p><b><u>Marketing/Homestay</u></b> Sandy Chow Marketing Lead, Digital Designer <a href="mailto:sandy@coquitlamcollege.com">sandy@coquitlamcollege.com</a></p> <p>Diana Battocchio Business Development Coordinator, Academic Advising <a href="mailto:diana@coquitlamcollege.com">diana@coquitlamcollege.com</a></p> <p>Polly Dang Social Media Specialist <a href="mailto:pdang@coquitlamcollege.com">pdang@coquitlamcollege.com</a></p> <p><b><u>Marketing/Homestay</u></b> Penelope Cruz Administrative Assistant/Homestay Coordinator <a href="mailto:pcruz@coquitlamcollege.com">pcruz@coquitlamcollege.com</a></p>	<p><b><u>IT Department</u></b> Kirsten Hong Tai IT Support <a href="mailto:ktai@coquitlamcollege.com">ktai@coquitlamcollege.com</a></p> <p>David Lee IT Support <a href="mailto:dlee@coquitlamcollege.com">dlee@coquitlamcollege.com</a></p> <p><b><u>Maintenance</u></b> John Guratovich Maintenance</p> <p>Ken Furqon Janitor</p> <p><b><u>Security</u></b> Bill McLelland (604-649-6314)</p>
---	---

Table of Contents

ACADEMIC SEMESTER SCHEDULE ..... 3

BOOKSTORE ..... 3

BUS ROUTE ..... 3

CHILD ABUSE AND PROTECTION ..... 3

CLASS CANCELLATIONS ..... 3

CLASSROOMS (Food and Beverages) ..... 3

COLLEGE CLOSURES DUE TO INCLEMENT WEATHER CONDITIONS ..... 3

COMPUTER LAB..... 4

COQUITLAM COLLEGE EMAIL..... 4

CONDITIONS OF EMPLOYMENT ..... 4

EMERGENCY PROCEDURES ..... 4

EMPLOYEE BENEFITS..... 4

EMPLOYEE CONDUCT..... 5

HARASSMENT AND BULLYING PREVENTION FOR STUDENTS ..... 5

LIBRARY ..... 5

MEETINGS ..... 5

OFFICE HOURS..... 5

PARKING ..... 6

SECURITY ..... 6

SMOKING AND VAPING BAN ..... 6

WIFI ACCESS .....	6
UNREGISTERED GUESTS .....	6

## ACADEMIC SEMESTER SCHEDULE

Please refer to the website under “Admissions” to view the semester schedule for important semester dates (ie. start and end dates of a semester, midterm and final exam weeks, etc.). Hard copies can be found in the office.

## BOOKSTORE

The bookstore is open Monday to Friday from 8:30 am to 4:30 pm. The bookstore is constantly evolving, trying to provide the best service and reading selection possible to meet the needs of staff and students.

University instructors can order university textbooks for their class(es). Textbooks must be ordered 6 weeks prior to the start of the semester. Order forms and reminders will be sent out to instructors from the Bookstore/Library Coordinator. Senior Secondary and English Studies instructors need to consult with their Department Head regarding textbooks.

## BUS ROUTE

Coquitlam College is the hub of public transit. We are walking distance to Lougheed Bus Station and Lougheed Town Skytrain Station. Please visit Translink at [www.translink.ca](http://www.translink.ca) for schedules, maps, fares and passes.

## CHILD ABUSE AND PROTECTION

In the event of suspected child abuse (individual under 19), your duty to report overrides any duty to protect the privacy of our students and staff. The College is committed to assist child abuse prevention and in providing reporting protocols if child abuse is suspected or known to have occurred. Please refer to the 1.1.4 Child Abuse and Protection policy on the website under “About Us” for further details.

## CLASS CANCELLATIONS

UT Instructors who are not able to make their class, must call the office (604-939-6633) immediately to inform them of the class cancellation. The office will post class cancellations on the student portal and classroom door. Instructors should also contact students by sending an email to their CC email address. Instructors should ensure that students can make up for missed instructional time.

Senior Secondary (SS) or English Studies (ES) classes will only be cancelled under exceptional circumstances. When SS or ES instructors are away, the administration will begin their classes. It is the responsibility of the instructor to have an emergency prepared lesson plan available in their classroom or office. Lesson plans should be straightforward and easily implemented. When there is the likelihood of a prolonged absence, the College will make alternate arrangements.

## CLASSROOMS (Food and Beverages)

Food and beverages are not allowed in classrooms or the gym at anytime except for water. There is an exception to room 206 or gym when there is a staff meeting, student council meeting or other specifically planned events.

## COLLEGE CLOSURES DUE TO INCLEMENT WEATHER CONDITIONS

Weather closures at Coquitlam College are always precipitated by weather conditions which make it impossible for staff and students to safely reach the College. Coquitlam College reserves the right to make this determination. Coquitlam College staff are expected to make every -possible effort to be at the College to in order to make it possible for all students to have their in-person class in a fully functioning college environment.

## Instructors

Coquitlam College takes the decision to close the College very seriously. Multiple unilateral decisions to cancel classes will often precipitate an avalanche of cancellations creating a virtual College closure. This creates a totally unacceptable situation. Offering an online replacement class, while helpful, especially in a full closure scenario, is not considered as a proper replacement for an in-person class. Any decision to cancel a class must be cleared by the College administration (Vice President, Principal, Registrar) before students are informed of a class cancellation. It is often most difficult to make the first class in the morning, however this should not cause an immediate abandonment of the whole work day. Further the instructors who do come to the College will often have their class attendance severely reduced by other instructors cancellations to the point that their work for the day would have to be repeated to the detriment of the instructor and the students who have attended.

## COMPUTER LAB

Coquitlam College has two computer labs at the Coquitlam campus and one at the Surrey campus. The computer labs are available for both instructor and students use. The lab is open Monday to Friday from 8:00 am to 4:30 pm. Instructors can book the lab for their class with the Lab Assistant. The Lab Assistant at the Coquitlam campus can be made available to assist you and your class in software demonstration.

## COQUITLAM COLLEGE EMAIL

Each staff member is provided a Coquitlam College email address. The Desktop/Network Support will contact you to provide you with your email address and how to access your account.

## CONDITIONS OF EMPLOYMENT

All staff are required to sign a confidentiality agreement as part of their employment. The agreement will be provided by the Chief Financial Officer.

All staff will be required to have a criminal record check. The Office Manager will contact you to inform you of the procedures and respond to any questions you may have. Please refer to the 1.3.4. Criminal Record Review policy on the website under "About Us" for further details.

## EMERGENCY PROCEDURES

Fire, earthquake and lockdown emergency procedures are posted in each classroom and on the website under "Campus & Facilities".

Should a medical matter arise, please contact the office immediately (604-939-6633). The Vice President/Principal, the Associate Vice President and Student Affairs/Vice Principal and/or designate will be notified of the situation. They in turn will notify a St. John's qualified staff member who will assess the situation and treat the person in need. If further treatment is required, the school will call 911 and paramedics will be called to the scene to manage the situation.

Each medical incident that occurs is to be recorded in the first aid room booklet. Furthermore, an instructor or administrator will document any supplies or equipment used while treating the individual(s) and managing the situation.

## EMPLOYEE BENEFITS

### **Extended Health and Dental Coverage**

Coquitlam College has a mandatory extended health plan and life insurance package for all full-time employees after completion of 4 months continuous employment. Employees may opt out of extended health and dental portions only if they have proof of coverage under a spousal plan.

Instructors must teach nine (9) courses in a calendar year to qualify.

### **Extended Health and Dental Coverage When on Leave**

Staff members can request for Extended Health and Dental coverage when on leave of absence. Extended Health and Dental coverage will be covered up to a maximum of four (4) months and only once every four years. All

disability coverage will cease while on a leave of absence. Prior to the leave of absence, it is the responsibility of the staff member to make the request with the Vice President/Principal for Extended Health and Dental coverage and be approved by the Insurance Carrier.

Please see Chief Financial Officer in the office for further details regarding the employee benefit plan and coverage.

## EMPLOYEE CONDUCT

Coquitlam College is committed to providing a safe and pleasant working and learning environment for all staff and students at the College. The College does not condone and will not accept acts of discrimination and harassment, including sexual harassment.

Employees need to display the highest quality of professionalism, including honesty, integrity and trustworthiness. An employee in the position, or who has influence, input or decision-making power over a student's marks, academic interests or other matters shall not become engaged in a business or inappropriate personal relationship with a student for the duration of the professional relationship or evaluative role.

An employee who believes another faculty member or that themselves might be entering into a conflict of interest or a perceived conflict of interest, are advised to report the state of affairs with their Department Head, the Vice President/Principal or Associate Vice President and Student Affairs/Vice Principal.

Coquitlam College employees must maintain a good level of personal hygiene, cleanliness and general good manners toward staff and students. Any related concerns should be addressed with their Department Head, the Vice President/Principal or Associate Vice President and Student Affairs/Vice Principal.

## HARASSMENT AND BULLYING PREVENTION FOR STUDENTS

The College has a zero tolerance for bullying and harassment. The College is committed to providing an environment in which every student feels safe, accepted, and respected and, to the best of its ability will protect students from all forms of bullying and/or harassment that threaten their physical safety, social connectedness, and inclusiveness regardless of the student's gender, race, culture, religion, sexual orientation or gender identity.

Please refer to the College policy 1.3.2 Harassment and Bullying Prevention for Students on the website under "About Us" for further guidance.

## LIBRARY

The college library hosts print and electronic collections for the benefit of students and staff. The library print collection features more than 5,000 titles including academic and reference titles and over 2,000 fiction titles. Currently, patrons also have secure, remote access with EZ-proxy-based authentication to over 60,000 e-books and electronic articles through JSTOR, ProQuest eLibrary and NFB Campus subscriptions. The librarian and library assistant are available Monday to Friday from 8:30 am to 4:30 pm for library and bookstore services.

## MEETINGS

General staff meetings are scheduled 2 to 3 times per semester and held during lunch hour. All faculty are requested to attend. Each department has scheduled semester meetings to discuss relevant departmental issues.

## OFFICE HOURS

Coquitlam Campus: The front office is open Monday to Thursday from 8:00 am to 5:00 pm and 8:00 am to 4:30 pm on Friday.

Surrey Campus: The front office is open from 8:00 am to 4:00 pm.

## PARKING

Staff parking is available all along the south and west sides of the Coquitlam campus building. Parking passes can be picked up in the office, please ensure the pass is visibly displayed in your car, this will prevent from being towed. Limited staff parking is available at the Surrey campus, please check with the Surrey campus office staff member.

## SECURITY

For any safe or security issues during regular office hours at the Coquitlam campus, please contact our onsite security patrol, Bill McLelland at 604-649-6314. For the Surrey campus, please contact the Surrey office.

## SMOKING AND VAPING BAN

In compliance with British Columbia Tobacco and Vapour Products Act, Coquitlam College is a “tobacco and vaping free” campus. Students will be advised at the beginning of each semester and on a regular basis that smoking, and vaping is prohibited anywhere on campus. Students who ignore the policy will be warned and repeat offences may result in disciplinary action.

## WIFI ACCESS

WIFI is available to all staff and students. Username and password are provided throughout the College on the administration boards. If the public internet access is not sufficient, please see the IT Support for alternate access.

## UNREGISTERED GUESTS

If you become aware of individuals that seem unrelated to the College, please report these individuals to the office.