
Title	Student Incident Response
Parent Policy	Not stated
Effective Date	2018 Nov 01

This procedure is applied in a manner consistent with applicable statutory and legal obligations, including university collective agreements and terms of employment, and the parent policy.

NOTE: The most up-to-date versions of our approved procedures are posted on the policy & procedure website. If you printed this procedure, check the website to be sure you have the current version.

From time to time, incidents involving students occur to which the university may want or need to respond. Incidents may include: accidents; alleged violation of university policies, procedures, and guidelines; conflict between individuals, teams, and/or groups; minor injuries, and the like. An incident may also include a student who is experiencing significant distress or exhibiting behaviours that elicit some concern. Incidents may occur in on-campus or online learning environments. **Where an incident is defined as a crisis, the procedure for response is outlined in the Student Crisis Response procedure.** A crisis is defined as a traumatic event that occurs outside the norm of daily human experience, such as a medical emergency, assault causing bodily harm, sexual assault, suicide or suicide attempt, kidnapping, death, or serious criminal activities, such as those involving weapons, social unrest, natural disaster, or fire.

When an incident involving a student occurs, the following protocol should be followed:

1. Report the incident to Campus Security. Any member of the RRU community can report an incident by calling X2525 or 250-391-2525
2. Campus Security, if appropriate, will then contact the CARE Team to alert the CARE Team Member who is on-call. The CARE Team receives incident reports from Campus Security as a matter of course.
3. The CARE Team Member will conduct a preliminary assessment of the situation, working with Campus Security as needed.
4. The CARE Team Member will facilitate arrangements for appropriate support and referral. This may involve liaising with the student's program office or other university support services including: Accessibility Services, Campus Security, Counselling, Financial Aid, Guest Services, Indigenous Student Services, International Student Support, Student Engagement or Student Team Performance. The student may also be referred to an external service provider if necessary.
5. If the incident involves the alleged violation of the Student Rights and Responsibilities policy, the procedures related to the Student Rights and Responsibilities policy will be followed. If the incident involves sexual violence or misconduct, the procedures related to the Sexual Violence and Misconduct policy will be followed.
6. The CARE Team Member will inform university departments of the incident as appropriate. Incidents involving student safety or well-being will be reported to the Associate Vice President, Student and Academic Services and the Associate Vice President Operations and Resilience.
7. Where necessary, the CARE Team will establish a follow-up meeting with the student to ensure that outstanding issues are being addressed.

Related Documents and Information

Related RRU policies

- [Sexual Violence and Misconduct](#)
- [Student Rights and Responsibilities](#)

Related RRU procedures

- [Sexual Violence or Misconduct - Students](#)
- [Student Crisis Response](#)
- [Student Rights and Responsibilities](#)

Related documents and information

- Collaborative Assessment, Referral, and Education (CARE) Team

Review and Revision History

Date	Action
2013-Nov-01	Approved
2018-Nov-01	Revised; current published version
2021-Nov-01	Transfer to new template – no content change
Next Review	
2021-Nov.01	For review