



CCNM

CANADIAN COLLEGE OF
NATUROPATHIC MEDICINE

Facilities & Operations

Hours of Operation

Classrooms & Lounge Hours:

Mon - Fri: 7:30 a.m. – 9 p.m.

Sat: 8 a.m. – 5:30 p.m.

Sun: 8 a.m. – 5 p.m.

Clinic Hours:

Mon - Thurs: 8 a.m. – 8 p.m.

Fri: 8 a.m. – 4 p.m.

Sat: 9 a.m. – 4:30 p.m.

Sun: Closed

Library Hours:

Mon - Fri: 8 a.m. – 9 p.m.

Sat: 9 a.m. – 5 p.m.

Sun: 8 a.m. – 5 p.m.

Please note that all areas are alarmed after campus hours. The alarm system is sensitive, and you will trigger it by movement or by opening the door and the police will be dispatched.

The library is accessible only during posted open hours. At other times it is alarmed, and unauthorized entrance will set off the alarm.

Student Services (Admissions, Registrar)

Monday-Friday 9 a.m. – 4:30 p.m.

Academic Office (IRC)

Monday-Friday 9 a.m. – 4:30 p.m.

Counselling Office

By appointment.

Clinic

As posted on the clinic door and [website](#).

Note: Please be cautious at times when the alarm is armed. Refer to the section on Safety and Security. If you know you will be in a secure area beyond the times noted above, a person with a valid alarm code must be present or advised.

Statutory Holidays

The CCNM – Boucher Campus observes the following holidays, and campus is closed on these days:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day

- Canada Day
- British Columbia Day
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day*

*Note. Boxing Day is not a statutory holiday in the Province of BC.

The CCNM – Boucher Campus is closed between December 25 and January 1. Students must not be on site during this break.

Emergency Closures

Boucher recognizes that situations including severe adverse weather conditions, building emergencies or serious safety concerns may result in a decision to close the campus.

The Director Campus Operations and Academic Affairs, in consultation with the President, will conduct a risk assessment prior to making the decision to close the College and assess the emergency. If a campus closure is announced, employees who are scheduled to work are not required to report to work.

Any campus closure decision is made with the utmost concern for students and employees. If a decision is made to close the campus, every reasonable effort will be made to deliver a timely and coordinated response to notify students, employees and the College community with as much notice as possible using:

- CCNM – Boucher Campus email
- Campus external website and clinic website
- The CCNM – Boucher Campus official social media sites

A campus closure may result in switch to virtual delivery or cancelling scheduled classes, activities, events and services, and may result in cancelling and rescheduling exams to ensure the safety of the campus community.

Cancelling Final Exams

In the event that a CCNM – Boucher Campus closure results in the cancellation of final exams, cancelled exams will be rescheduled or alternate arrangements may be made. The cancellation of final exams will be announced via notification through email. Whenever possible, rescheduled examinations will take place at the same time of day and location as originally scheduled – only the days will be changed. If the rescheduled examination is moved to the following Monday, which is a statutory holiday, then the examinations will be rescheduled to Tuesday.

Student Access and ID Cards

New students receive an official CCNM – Boucher Campus ID card from Student Services during orientation week (week one). Students are required to wear their ID cards when on rotation in the clinic.

Current students who need to replace their Student ID cards may do so through the Operations and Academic Administrator, located on the 3rd floor. There is a \$10 fee for issuing a replacement ID card.

Several areas of the school are access-controlled by security access cards, including the main stairwell, the classroom area, counselling, and the library. New students will be given one access card at the start of their program. The card is assigned to the individual student who is responsible for its use and must not be shared with anyone else. Do not put any identifying information on these cards or attach them to your student ID card, as if lost together they would allow unauthorized people to identify and access our premises.

Please notify the Operations and Academic Administrator immediately if the card is lost so that it can be deactivated to prevent unauthorized use. There is no fee for the first card, however \$15 is charged for a replacement if required, refundable only if the card is returned in good and usable condition.

If a visitor requires a temporary access card, please contact the Operations and Academic Administrator.

Study Space

Students and student groups have access to suite 110 for quiet studying and group meetings. This space may also be used by groups, including staff and faculty, wishing to have meetings, as well as by faculty for testing and small group work.

Quiet Space

The quiet space can be found in the counselling office area. It is open to all staff and students who may be interested in taking a break from the busy life on campus. This space is meant for quiet reflection where individuals can sit and be with themselves without feeling any obligation to talk or do anything.

Showers

Two showers are located in the student commons area for the use of students and staff. The showers are regularly cleaned, however students who use the shower are responsible for helping to maintain the cleanliness of the showers and for removing towels and personal products afterwards.

Bicycle Storage

Student bicycles may be locked in suite 110, which is located on the main concourse. Students must bring their own lock. The room can be accessed with the assigned fob/access card that opens the doors to other campus areas. The bike room is accessible during regular campus hours. Please note the school is not responsible for lost, stolen or damaged bicycles and students are advised to use this space at their own risk. As the bicycle room is on the main concourse not far from the SkyTrain entrance, we strongly encourage students to be vigilant of their surroundings and to ensure nobody follows them into this area.

Parking

There is a public parkade south of Columbia at 4th Street. Parking time can be purchased from the meters available in the parkade or students may contact Impark to arrange long-term

parking in that lot at a preferential student rate. There are other long-term private parking facilities near the College available through Impark. Some street parking is available in the neighbourhood. The CCNM – Boucher Campus is not responsible for damage or injury resulting from any parking of personal cars. To make arrangements for parking contact Impark directly at (604) 331-7288.

Public Transportation

CCNM – Boucher Campus is located at the Columbia SkyTrain Station in New Westminster and is accessible by bus as well. For information about transit passes, rate fares and routes, contact [TransLink](#). Please note that CCNM – Boucher Campus students are not eligible for participation in the UPASS program.

Lockers

Student lockers are provided by the CCNM – Boucher Campus through the Student Association (BNSA). The lockers are located on the ground and main floors of the school premises. Main floor (level 2) lockers are primarily reserved for students in the clinic, for convenient access. Lockers will be assigned to each student during orientation. Students must provide their own lock. For any maintenance issues with lockers students should contact the Operations and Academic Administrator.

Small lockers are available for primary clinic interns in the Intern office and are self-assigned at the beginning of the first term. It may be necessary to share lockers. Students must provide their own lock.

Students are responsible for cleaning out their locker upon graduation from the program by the indicated date (see Grad Exit Guide for details). Students who do not clean out their lockers or deface/damage the locker may not receive their diploma until the locker has been adequately cleaned as determined by Administration. Students dismissed or withdrawn from the program must clean out their locker within five business days of written notice from the Deans Council. Students on an approved leave of absence for less than a year may retain their locker. Students on approved leave for more than one year may not retain their locker and must clean it out. Upon return to the program a new locker will be assigned.

Clinic mailboxes are assigned for each student in the clinic and are located in the Supervisor office. Staff and clinic administration use this space to communicate with clinicians and these boxes need to be checked regularly.

Lounge and Eating Areas

The second floor student lounge has a kitchenette for food preparation and refrigerators for food storage. There is a smaller kitchenette in the BNSA space on the first floor. Each cohort is designated a fridge and a cupboard to store food. It is the responsibility of student users to keep the facilities, appliances and dishes clean including the counters, tables, chairs and furniture in the lounge area. Recycling receptacles are provided. Please ensure that items for recycling are properly washed first.

Student Deliveries

Due to the number of students at the CCNM – Boucher Campus, we are unable to accept packages for students unless they are directly related to their studies (medical equipment, etc.). If you are ordering medical equipment, please assure that the package is addressed: Your

Name, C/O The Canadian College of Naturopathic Medicine - Boucher Campus, Suite 330-435 Columbia Street, New Westminster BC, V3L 5N8. No other packages will be accepted.

Lost and Found

A lost and found is also located in the hallway near the washrooms on the second floor. Lost and found items are removed at the end of each month as is administered by the BNSA. If a valuable item is found, please hand it into Student Services and do not leave it in the BNSA lost and found. Clinic lost and found is in the intern office. It is cleared out at the end of each term and the unclaimed items are donated.

Room Booking

1. Used as public facilities to be booked for meetings, education or training seminars and community interest events.
2. Groups using the facilities may not limit attendance on the basis of race, colour, ancestry, place of origin, religion, marital status, family status, age, gender or gender expression, sex, sexual orientation, or mental or physical disability as defined by the *BC Human Rights Code* and the *Canadian Charter of Rights and Freedoms*.
3. All events (guest speakers, third party delivered courses, open labs, holiday celebrations, fundraising initiatives, etc.) and meetings (for clubs, associations, committees etc.) must be booked in advance through before the event can be scheduled. This procedure is to avoid double-bookings and to ensure events have the appropriate approval to be delivered on-campus.
4. The CCNM – Boucher Campus reserves the right to impose conditions and/or limitations on the use of rooms and spaces and to withdraw or deny access to them;
 - a. if it determines that the use may interfere with the College's operations or activities or the safety and security of persons and facilities,
 - b. for failure to follow this policy or the associate procedure
 - c. if the applicant has invoices outstanding for three months
5. The CCNM – Boucher Campus may assess and collect fees or costs for the use of CCNM – Boucher Campus rooms and spaces and take action to pursue any remedies or damages, if its policies and procedures or booking or use agreements are not followed.
6. All users of CCNM – Boucher Campus rooms and spaces are required to comply with all applicable College policies, as well as all federal and provincial legislation and regulation and municipal by-laws relating to private property and the rights of individuals and the College.
7. This policy applies to the booking of all CCNM – Boucher Campus rooms and spaces. This includes classrooms 1,2,3,4,5,6,7,8, the BNSA student lounge, suite 110, and all open spaces.
8. It is the responsibility of the renter to vacate the room in the case of an emergency or fire alarm.

Mandatory Liability Insurance

All facility users are required to carry liability insurance and must provide a liability insurance certificate in the amount of \$2,000,000 per occurrence, including full participant coverage and naming the Canadian College of Naturopathic Medicine - Boucher Campus as an additional insured party.

1. The College is not responsible for theft or loss of articles or property belonging to persons renting space or the attendees

2. The College is not responsible for damages arising out of occupancy by any person or group renting space. Any damages must be paid by the renter.

Space Priorities

CCNM – Boucher Campus rooms and spaces are primarily for the academic, administrative and research use of the school.

1. Large school-wide events such as convocation, meetings, and vendor fairs supersede most other reservations.
2. Internal users have priority in the booking of CCNM – Boucher Campus rooms and spaces.
3. Normally, the priority ranking for the use of CCNM – Boucher Campus space that is generally available for booking is:
 - a. space used for general teaching for approved courses, seminars, laboratories, and tutorials of study leading to degrees, diplomas or certificates of the College, including associated academic activities such as examinations and tests
 - b. space used for restricted teaching that is to be used for a faculty's or department's teaching needs
 - c. priority is given to our sponsor bookings
 - d. non-credit educational activities
 - e. student studying activities.

Fees

- There is no charge for booking free internal events
- Parties who charge participants to attend an events will be charged a room rental fee
- Staff and faculty may apply for a discount on the room rental.
- All external events are subject to a charge

Room Booking Procedure

Please check the room bookings calendar for the most current availability and updates before submitting a room request. You can access the updated calendar using the following URL:

[CCNM Boucher Room Bookings](#)

When emailing the room bookings team, please ensure that:

1. There is no class scheduled in the room.
2. The room has not already been booked by someone else.
3. You include relevant details in your email, such as the date, time, and purpose of your booking.

For efficient processing, please direct all requests to roombookings@ccnm.edu. We appreciate your attention to this process, which helps ensure room availability for everyone.

Food in Classrooms & Clinic

Food is permitted in the academic classrooms; however, students are responsible for cleaning any spillage that may occur. For the carpeted classrooms, students must have spill-proof mugs and it is preferred that food not be consumed in carpeted areas.

Food is not permitted in the lab, dispensary or clinic treatment rooms. Basic hygiene and professionalism of the clinic must be maintained and students are not permitted to eat and/or drink during patient visits.

NOTE: THE CLINIC IS A NUT FREE ZONE: NO NUTS ARE PERMITTED IN THE CLINIC INCLUDING THE INTERN OFFICE AND TREATMENT ROOMS.

Campus Safety & Emergency Procedures

Safety & Security

The safety of our students, patients, instructors and staff, and the security of our premises and property is a priority for the CCNM – Boucher Campus and the responsibility of us all. Please be conscious at all times of safety and security and act appropriately. The immediate area around the school is a downtown core; please exercise caution when traveling on the streets and in the SkyTrain station.

Specifically:

1. Doors must be securely closed and shut in all areas; no door should be propped open.
2. Emergency exits from classrooms should only be used in emergencies and not for regular use.
3. Students, staff, and faculty should wear their CCNM – Boucher Campus ID tags visible at all times when on campus.
4. Students, staff and faculty should carry their Access card with them while on campus, as they may be expected to present it if asked.
5. All students can access the classroom areas, counselling department, BNSA offices, library and the stairwell with their Security Access Card.
6. At certain hours these areas are automatically armed and any movement will cause the alarm to be triggered.

Do not enter secure areas unless you have been given an alarm code. You will not be able to disarm the alarm and the police will be called. Please wait for them if you have inadvertently triggered the alarm.

If you see anyone who is unfamiliar walking around school property i.e., in hallways, please notify administration or security.

At no time should anyone admit persons not known to them to the secure areas of school. Please refer unknown persons/visitors to Administration or Student Services.

Liability

The CCNM – Boucher Campus, its employees or agents, do not assume any financial or legal liability for:

- Lost, stolen or damaged property left on the College premises;
- Bodily injury suffered in the course of normal College activities that are not related to a fault or defect in the structure or normal functioning of the College's premises and or equipment; or that was caused by the injured party, or another's behaviour or activity resulting in the injury;
- Student's activity or conduct outside of the College's premises;

- Any physical or mental malady, complaint or grievance by a student as a result of any effect on their person by any treatment, exercise or exposure to any modality or educational method used or taught in the CCNM – Boucher Campus naturopathic medicine program.

General Community Awareness

Be aware of your surroundings:

- if you are the last to leave, check all the doors and turn off as many lights as you can before you leave;
- when leaving, make sure that doors latch securely behind you;
- use a buddy system whenever possible:
 - leave at the same time as other people
 - walk together to the SkyTrain or parking lot together

Report suspicious activity by speaking with the security guard or calling 911 for the police.

Visitor Passes

All visitors, whether family, friends, businesses or other visitors are required to have a Visitor Pass.

All Visitors must check in with reception in suite 330 and obtain a Visitor Pass. The pass should be visible at all times while on CCNM – Boucher Campus property and must be returned to the issuing office at the end of the visit. A piece of photo ID will be required to be retained until the visitor pass is returned at the end of the visit.

Administrative personnel are expected to attend to their visitors. Please meet your visitor at the front entrance to Administration so they are not wandering through the area. Visitors who will not be in the attendance of a staff member while on site, will be issued a visitor pass by the Operations and Academic Administrator.

Clinic patients are exempt from requiring visitor passes; however, all patients and visitors to the clinic are required to check in with the front desk attendants. All visitors must be approved by the Clinic Manager.

Clinic visitors (excluding patients) will then be issued a Visitor Pass by the Clinic Manager.

Staff/students/faculty must wear their CCNM – Boucher Campus ID tags visible during their clinic shift.

Students who are not on shift or are not in for a booked appointment in the clinic should not be in the clinic unless authorized by the Clinic Manager.

Please report any unusual behaviour or suspicious visitors to the front desk attendant or to the Clinic Manager immediately.

Emergency Incident

An emergency is defined as any of the following: serious injury, death, fire, or any potentially life-threatening situation.

Incidents include any event which, while not necessarily life threatening, impacts the safety or welfare of any person and/or could jeopardize the professionalism, ethically or legally or otherwise, of clinic Interns, staff, students or faculty, the clinic or the CCNM – Boucher Campus as a whole. If an incident occurs, an administrator, as well as the Chief Medical Officer (CMO), must be notified immediately.

An Incident Report must be completed and submitted immediately to the CMO for any emergency or incidents that occur on campus. All incidents will be investigated. If a patient is involved, a copy of the report should be put in the patient chart. Incident report forms can be found on MYCCNM-Boucher SharePoint.

Illness

If a student becomes ill:

- Offer immediate assistance as needed.
- Call for help or send someone to get help if necessary.
- Students emergency contact person will be notified if the student is incapacitated and provides consent, or if they are unconscious. Please contact student services and they will connect with the emergency contact person.
- If janitorial assistance is needed, please alert the Operations and Academic Administrator and they will alert the caretaker.

Emergency Protocol

If a student /staff/faculty or other casualty requires emergency care for an injury, the red emergency cart (supervisor room) on the third floor or the emergency kit (grey toolkit) from academic administration should be used.

First Aid Responders

Third Floor → Administration → Dr. Vedadi

Third Floor → Clinic → all NDs on shift

1. Calmly assess the immediate danger and ensure the safety of yourself and any others present. If the casualty is bleeding profusely, unconscious, having chest pain, difficulty breathing, or other potentially life-threatening situation, call 911.
2. If possible, send someone for help: to alert a first aid attendant or ND from the clinic.
3. Begin first aid/ CPR if you are trained.
4. Do not wait for a first aid (FA) attendant if you are trained and immediate action is required.
5. The FA attendant will offer assistance and guidance as needed, once they arrive.
6. Monitor and treat the casualty, with the FA attendant, as required until either the situation has resolved, or the casualty is placed in the care of EMS or first responders.
7. If you are alone with the casualty and have determined the scene is safe, assess the CBAs and provide care as needed.
8. Yell for HELP (as loudly as required to be heard).

9. If no one has responded to your call for help, and you have not been able to call 911 you should place the casualty in the recovery position, if safe to do so and go call 911. Return to the casualty as soon as possible.
10. Document the incident as you are able, or arrange for a second party to record time, vitals etc., but at no time allow this to interfere with delivery of care.
11. After the emergency has been resolved, complete a CCNM – Boucher Campus Incident Report Form and submit it immediately to the CMO.
12. Follow evacuation procedures if the emergency is a fire or danger of life to others.

If a student/staff/faculty member has an injury that is not life-threatening, they should notify their instructor and be treated at the clinic if possible. An incident report should still be filed with the CMO.

First aid kits are available throughout the campus for minor injuries to students/staff/faculty such as small cuts or scrapes.

Clinic I:

Front desk → in labelled file cabinet

Clinic II:

In hall Cupboard on bottom left

Administration:

Staff room in drawer under microwave

Academic admin offices/LRC:

LRC on cabinet outside lunchroom

Student Services:

In kitchen area/under sink

Academics:

LRC

Incident Reporting

All incidents on campus must be documented on an Incident Report Form (MYCCNM- Boucher SharePoint). Doctors, senior officials or first aid attendants attending the incident are requested to submit a CCNM – Boucher Campus Incident Report Form to the CMO within 48 hours of the incident who will follow up on all incident reports. All first aid and emergency kits contain Incident Report Forms.

Evacuation Protocol

A building occupant is required by law to evacuate the building whenever a fire alarm sounds. Familiarize yourself with the CCNM – Boucher Campus evacuation procedure, the location of fire extinguishers and emergency pull stations. You should also know the most direct route(s) out of the building, as well as the location of the Emergency Assembly Area where you will gather in an evacuation.

Emergency evacuation drills will be held from time to time throughout the year and will not be pre-announced.

Emergency Assembly Area

If the fire alarm sounds or you are instructed by the CCNM – Boucher Campus Evacuation Marshal or an Evacuation Warden, all Students, Faculty, and Staff are required to follow the evacuation procedure and assemble on the grassy area of the church behind the building (North) on Clarkson Street and remain there until the CCNM – Boucher Campus Evacuation Marshal advises that it is OK to return to the building. DO NOT LEAVE THE ASSEMBLY AREA unless directed to do so.

IF THERE IS FIRE, SMOKE or DANGER IN YOUR AREA, activate emergency response by ACTIVATING THE NEAREST PULL STATION located at the entrances to stairwells.

Evacuation Procedure

When the alarm sounds (or when directed by the Evacuation Marshal, an Evacuation Warden)

1. STOP WHAT YOU ARE DOING AND IMMEDIATELY EVACUATE THE BUILDING. Use the NEAREST SAFE EXIT to evacuate the building.
2. DO NOT USE the ELEVATOR. DO NOT USE THE SKYTRAIN AS AN EXIT unless there is no other way to escape.
3. Elevators DO NOT lock down in an Emergency.
4. If you are stuck in the elevator use the emergency phone to call for assistance or use the emergency alarm to signal for help. Do not attempt to free yourself from the elevator.
5. Touch all closed door handles/ knobs, IF THEY ARE HOT DO NOT OPEN THEM.
6. If safe to do so, provide aid to any person with a disability or unable to evacuate by themselves.
7. Warn others as you leave the building and move away from the building to a safe distance.
8. Go to the EMERGENCY ASSEMBLY AREA: GRASS AREA OF THE CHURCH BEHIND THE BUILDING ON CLARKSON. DO NOT LEAVE THE ASSEMBLY AREA unless directed to do so.
9. If you know the location of the fire or emergency, inform the evacuation warden (orange vest), evacuation marshal (labelled orange vest) or an emergency responder.
10. DO NOT RE-ENTER THE BUILDING until you are instructed to do so by the CCNM – Boucher Campus evacuation marshal.
11. A building occupant is required by law to evacuate the building whenever the fire alarm sounds.

Evacuation Marshals:

Melissa Caines
Reid Wildeman

Non-Emergency Numbers:

FIRE and AMBULANCE

604-519-1000

POLICE

604-525-5411

Royal Columbia Hospital
604-520-4253

Surrey Memorial Hospital
604-581-2211

Transit Police
604-515-8302

Emergency Equipment Locations

Fire pull stations: located at the entrance to each stairwell

Fire hose and fire extinguisher: located at entrance of each stairwell on every floor

Infectious Disease Control on Campus Guidelines

The CCNM – Boucher Campus is a small campus with students and staff having significant contact. It is everyone's responsibility to halt the spread of infection. This is particularly important in the teaching clinic where at risk populations (immune compromised, elderly, infants) are being treated.

CCNM – Boucher Campus General Infection Control Guidelines

- Follow all current requirements for infection control.
- Stay home if you are sick (so you do not spread the illness to other people).
- Students/staff/faculty may call the clinic for a phone or telehealth consult but should not attend the clinic while actively infectious.
- Wash your hands with soap and water frequently to reduce the risk of contamination.
- If soap and water are not available, use an alcohol-based hand rub.
- Alcohol based hand rub dispensers are located throughout the CCNM – Boucher Campus.
- Use a tissue, or cough and sneeze into your arm, not your hand and turn away from other people.
 - Use single-use tissues. Dispose of the tissue immediately.
 - Wash your hands after coughing, sneezing or using tissues.
- Do not touch your eyes, nose and mouth with unwashed hands (viruses can enter your body from unwashed hands).
 - Do not share cups, glasses, dishes, cutlery, cigarettes or cellphones.
- Routinely clean and disinfect frequently touched objects and surfaces, including doorknobs, keyboards, and phones.
- If you begin to feel sick while on Campus, go home immediately.

General Prevention at School and Clinic

- Eliminate or decrease the use of shared items such as pens, clipboards, phones.
- Use a disinfectant to clean objects and hard surfaces that are handled by many (i.e., phones, tables, and chairs) Cavi wipes or similar disinfecting wipes are provided in all classrooms and clinic rooms.
- Treatment rooms need to be disinfected after each patient.
- Maintain minimum 1.5 m separation between patients/students/staff.
- Provide a mask to patients presenting with Influenza-like illness (ILI).
- Wear a face mask when face-to-face with patients with ILI.

- Patients will be triaged by the front desk if they enter the clinic – to get them into rooms as soon as possible and decrease the chance of transmission.
- We recommend that patients (including students who are patients) have phone/telehealth consults with the Boucher Naturopathic Clinic if they are ill rather than attending in person.

General Prevention at Home

- Eat nutritious foods, including plenty of fruits and vegetables.
- Avoid sugar, alcohol, and processed foods.
- Get plenty of sleep and exercise regularly.
- Don't share eating utensils, drinks or towels with anyone.
- Stay home if you are feeling unwell and isolate yourself to prevent the spread of infection.
- If you live with domestic or farm animals take special care to wash your hands after contact with them.
- Regularly clean areas that are used by many people (i.e., bathrooms and kitchens) with disinfectant.