



**COLUMBIA**  
INTERNATIONAL  
COLLEGE®  
Hamilton, Ontario, Canada



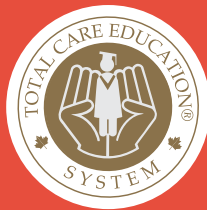
# WORKING TOGETHER FOR **YOUR SAFETY**

Safety guide to keep students safe when abroad



**Our Mission is to deliver  
peace of mind for parents and  
foster student success**

**Safety is one of  
the highest priorities of our  
Total Care Education System<sup>®</sup>**



**At Columbia International College (CIC), we are devoted to delivering a world-class education and living experience to our students.**

**Our school provides a safe, secure and caring environment. Through our Total Care Education System<sup>®</sup>, we are strongly committed to ensuring student safety and security inside and outside of our school. To achieve this goal, we need everyone to do their part.**

### **How can students help?**

As with any place you travel to or live in, you are ultimately responsible for ensuring your own safety. Practicing common safety measures and keeping yourself away from dangerous places, actions and events can help.

### **How can parents help?**

Parents, we urge you to please review this brochure's recommended safety measures with your child.

Treat this opportunity as a learning moment for your child and discuss these safety topics together.

Encourage your child to take to heart our safety recommendations to ensure their safety and security while away from home.

### **Why is this important?**

The purpose of this brochure is:

1. To help students travel "smart" when making their journey to CIC by outlining a list of safety tips
2. To showcase CIC's ability to ensure student safety by identifying key safety and security measures in our Total Care Education<sup>®</sup>
3. To help students become aware while studying abroad by highlighting procedures and good practices that they should adopt



# Smart Travel Tips

---

## Keep Important Documents Safe!



- Before travelling, make two copies of important documents (e.g., passport, ID cards, credit cards) in case they get lost:
  - ▶ Make photocopies and keep them inside different bags or luggage
  - ▶ Create digital copies by scanning important documents and emailing them to yourself

In case you lose your original documents and luggage, you still have an electronic copy to retrieve.

- Keep your personal information confidential
  - ▶ Do not show strangers or newly met acquaintances your travel or personal documents
  - ▶ After your arrival at CIC, do not use the originals unless needed
- Place your passport and other important documents in:
  - ▶ Our school safe in the Admissions Office (Room 163)

---

## Secure Money, Luggage & Belongings!



- Carry some cash but not a lot
  - ▶ Carrying too much cash can make you a target for theft
- Carry your wallet in a safe place. Avoid placing it where others can easily see it (e.g., your back pocket)
- Separate your sources of money
  - ▶ For instance, keep your credit cards in a different place from where you put your cash
- Avoid public displays of expensive jewelry, camera, etc. It could make you a target for theft and pickpocketing
- Do not leave your bags and luggage unattended. Never ask strangers or newly met acquaintances to watch over your things, even for a moment

---

## Don't Miss Your Flight!



- Check the airline schedule 12 hours prior to departure
- Check in at least 2-3 hours prior to departure
- Check and double check which Gate to board
  - ▶ Airlines may change the boarding Gate at the last minute – even after issuing your boarding pass
- Arrive at the boarding gate at least 60 minutes before flight time

---

## Airport Pick-Up!



- CIC Arranged Pickup
- Follow the instructions in your Airport Pickup documentation.
  - You can contact Airport Pickup at:  
airport.pickup@CIC-TotalCare.com  
+1(289) 684-2060

### Self-Arranged Pickup

- If you/your parents will be arranging your own pickup, please inform you liaison officer of:
  1. The date you arrive
  2. Who will be picking you up
  3. Where you will be quarantining



# Total Care<sup>®</sup> Protection

Our Total Care<sup>®</sup> team protects student safety and security with the following resources:

---

## Campus Security



- Members of our Campus Security team can be found in each of our academic and residence buildings
  - Campus Security assists with student's safety concerns or any questions they may have
  - Campus Security Staff ensure students are safe **24/7** and are available at all times
- 

## Residence Safety



- All our residence buildings are securely locked and monitored 24/7 by CCTV
  - Front desk staff is available at all times
- 

## Fire & Lockdown Drills



- Fire and lockdown drills are practiced every semester to ensure students and staff members are aware of evacuation procedures
  - Fire and smoke detection systems in all buildings are inspected and serviced regularly
-

---

## Lost & Found



- Lost or misplaced items may be brought to, or retrieved from, the “Lost & Found” area in residence and academic buildings  
*Students are responsible for their personal belongings.*

---

## Transportation Safety



- We provide FREE door-to-door school bus transportation to and from school and residences, as well as all transportation to and from school-organized trips and activities

---

## “Take Me Home” Taxi Card



- All new students are given a “Take Me Home” taxi card in their Residence Welcome Package
- This emergency card is to be used if a student ever finds themselves lost in Hamilton
- “Take Me Home” card provides new students a FREE ride back to their residence safely  
*Card is valid for the first month of arrival*

---

## Food Safety & Meals for Dietary Needs



- Chartwells, our food services provider, is known for their commitment to food safety
- Our Head Chef, a Registered Dietitian and a Certified Chef de Cuisine, ensures students have a balanced diet
- Chartwells serves special meals for students who:
  - ▶ have food allergies
  - ▶ are vegetarian/vegan
  - ▶ are lactose intolerant, and
  - ▶ have religious or special dietary needs

*Students must disclose any dietary needs to the school before beginning their study term to allow us to make appropriate arrangements.*

## Medical and Wellness Clinic



### Medical and Wellness Clinic (Nurses)

Ainsliewood Building Room 126

### Medical and Wellness Clinic (Counsellor)

Ainsliewood Building Room 135B

Monday to Friday

8:00am-4:30pm

### Weekdays: In School and Residence

- Residence wellness rooms allow students to rest and recover
- Nurses visit residences to check-up on ill students
- On-campus workshops and information sessions to help students with their emotional health & physical health

### Weekend: In Residence

- Nurses visit residences to check-up on ill students
- Staff members will accompany students to the nearest walk-in clinic for treatment if necessary

\*Medical conditions, including any illnesses/allergies, relevant medical history and medications you are, or have been taking, must be disclosed

## Wellness Kit

Wellness Kits have been put together by CIC to help you manage stress and stay calm.

Each student will receive their Wellness Kit at Orientation.







# What to Remember & Why!

## Keeping You Safe

One of the most important things you can do to ensure your safety is to remain alert and cautious at all times. Here are some tips to help you. establish good safety habits:



# IN RESIDENCE

## WHAT TO REMEMBER

Keep personal items and valuables such as your wallet, passport and laptop out of sight. Residence rooms are equipped with locked desk drawers for student convenience.

## WHY?

Anyone can take your personal items.

## WHAT TO REMEMBER

Keep your residence room doors locked at all times - even when you are inside or when you leave the room for just a few minutes.

## WHY?

Leaving your doors open and unlocked allows anyone to walk into your room and take your things.

## WHAT TO REMEMBER

**Do not** lend your room key to anyone.

## WHY?

Giving someone your room card allows them access to all your personal information and valuables, as well as those of your roommates.

## WHAT TO REMEMBER

Report any lost or stolen keys immediately to the Residence Office.

## WHY?

Missing keys make your property vulnerable to theft.

## WHAT TO REMEMBER

**Do not** let anyone you do not know into the residence building.

## WHY?

The intentions of unidentified people can vary and you could jeopardize everyone's safety.

## WHAT TO REMEMBER

Know the address and phone number of your residence building by heart and **do not** share this with people you do not know.

## WHY?

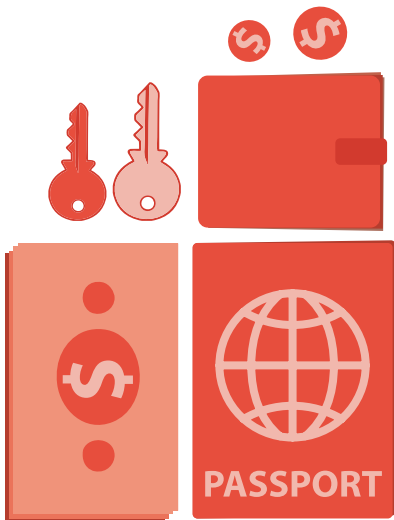
Giving strangers this type of personal information could compromise your security and that of your roommate. You could also become vulnerable to identity fraud.

## WHAT TO REMEMBER

CIC has a zero tolerance Bullying, Harassment & Violence Policy and bullying of any form (verbal, physical, social, cyber) must be reported to the school. Bullying is taken seriously by the school and those involved will be disciplined.

## WHY?

Bullying can be a traumatic experience, and some forms of bullying can be considered illegal. Keeping any incident to yourself and not reporting it will negatively affect your health and academic performance.



# PERSONAL DOCUMENTS & INFORMATION

## WHAT TO REMEMBER

If a stranger approaches you **do not** give them any of your personal information including:

- Name and Phone Number
- Home Address
- Banking Information
- Social Media Handles

## WHY?

A stranger can use your personal information to hack your personal accounts and can compromise your credit card/banking information.

Giving someone your PIN gives them access to your finances. Try to avoid this at all times. Check your online bank statements regularly.

## WHAT TO REMEMBER

### Do not lend:

- Money
- Your cell phone
- Other personal items to classmates or friends

If approached by a classmate to borrow these items, politely decline.

## WHY?

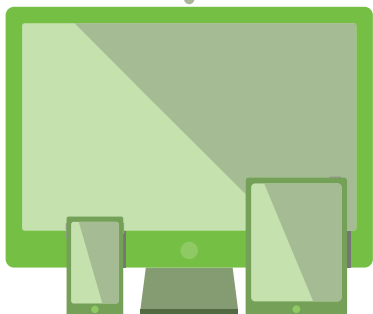
Others may take advantage of your generosity and you may not be compensated for extra charges on your phone or lost items. True friends do not ask to borrow money.

## WHAT TO REMEMBER

Keep important documents (passport, ID cards) in a safe place.

## WHY?

Important documents might get lost. It requires a lot of time and money to replace them. This also makes you vulnerable to identity fraud.



## WHEN ONLINE & PHONE CALLS

### WHAT TO REMEMBER

Think carefully before posting any content, photos or videos on social media.

- **Do not** post personal information such as full name, address, date of birth, or student number
- Check with your parents if you wish to disclose your whereabouts while studying abroad

### WHY?

Anything posted on social media or the internet can be seen by the public. This makes you vulnerable to many risks.

### WHAT TO REMEMBER

When shopping online, deal only with secure and authorized sites.

#### Do not:

- Share your personal information or bank information with unsecure sites
- Fall for online scams offering prizes or money for signing up to their service

### WHY?

You want to make sure you are giving your account details to legitimate sources. Unauthorized companies will try to take advantage of you and take out more money from your account without your approval.

### WHAT TO REMEMBER

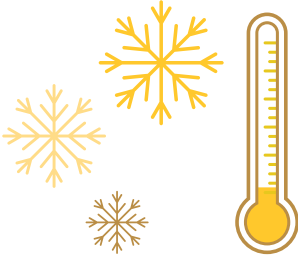
If you receive a phone call/ e-mail from an Embassy or a person claiming to be an official organization requesting information, do not give them any information including:

- Passport
- Name & Address
- Social Media
- Banking Information

If this happens, contact your Liaison Officer immediately.

### WHY?

There are scammers who pretend to be organizations to compromise your personal identity and/or your banking information.



# IN THE WINTER

## WHAT TO REMEMBER

Take extra precautions during the winter months (November to March).

- **Do not** underestimate the hazards of the winter weather. Sidewalks, roads and paths may be snow-covered, icy and slippery. Be extra careful when walking or crossing the street
- Dress appropriately - e.g., dress in layers and wear an insulated coat, waterproof boots, scarves, hats and gloves

## WHY?

Dress appropriately to prevent illness. CIC provides workshops to help students prepare for winter weather conditions.

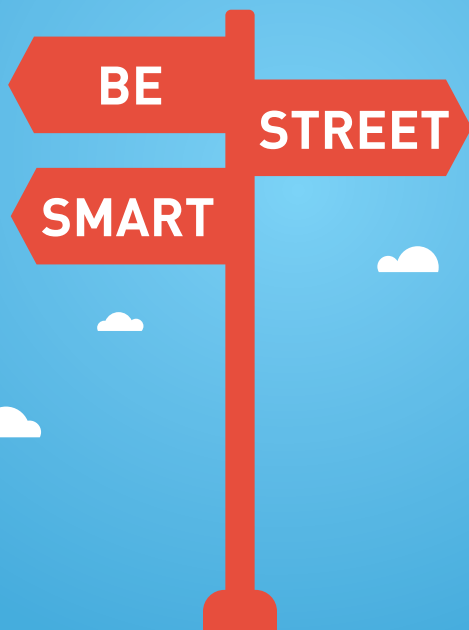
## WHAT TO REMEMBER

**Thieves will target luxury brand name coats** such as Canada Goose and Moose Knuckle brands in Hamilton. Do not walk alone, especially after sunset. Do not take unlit shortcuts and walk in deserted areas. Stay alert and do not be distracted by your phone while outside.

## WHY?

Thieves know how expensive brand name coats are and will target those who are distracted or isolated in public. Make sure to always follow the safest routes possible with lights and travel where there are other people.



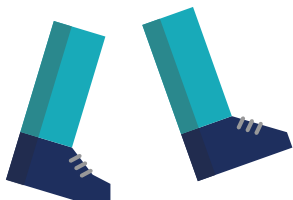


## BE STREET-SMART

### WHAT TO REMEMBER:

- Always be aware of your surroundings.
- Keep expensive personal items out of public view.
- Do not walk and text at the same time.
- Avoid walking down back or dark alleys.
- If you ever find yourself lost in the city, use the emergency card “Take Me Home” taxi voucher.
- Never share a taxi with people you do not know.

**WHY:** Staying street-smart will minimize your risk of being harmed.



## WALKING IN THE CITY

### WHAT TO REMEMBER:

- Obey traffic signs and walk on the sidewalk:
  1. Be alert when crossing the street. Put cell phones away and stop listening to music.
  2. Always carry a small amount of cash with you in case of emergency. However, do not carry a large sum of money.
- Do not give money to strangers on the street. If you are approached to give someone money, please report it immediately to any staff member at residence or school.
- When walking on the street at night, follow lighted paths and sidewalks and travel in pairs, especially when you are exploring an unfamiliar part of the city or a new city.

**WHY:** Pedestrian accidents occur when a person crosses the street illegally, disobeys traffic signals, and/or does not pay attention to their surrounding (i.e., Talking or texting, listening to music).



## DRIVING

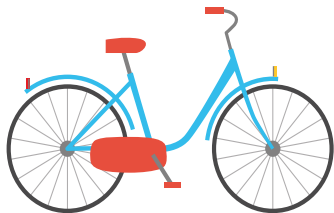
### WHAT TO REMEMBER:

If driving, be sure you have the following:

- A valid driver's license and insurance.
- In Ontario, all drivers must have a valid G class license and auto-insurance by law.

**WHY:** Driving without a valid driver's license is illegal and could suspend your driving privileges. Driving without insurance can result in a monetary fine of \$5,000 to \$50,000 CAD.





## RIDING YOUR BIKE

### WHAT TO REMEMBER:

- Obey all traffic laws, signs and signals. The Ontario Highway Traffic Act defines bicycles as vehicles.
- Do not ride your bike on a sidewalk. It is illegal in Hamilton, and most cities in Canada, with fines starting at \$300 CAD.
- Wear a helmet (required by law) and reflective clothing at ALL times when riding your bike.
- Use proper hand signals when riding at ALL times.
- Always lock your bike, even if you are away for a few minutes.
- Ensure you use working bike lights especially after sunset.

**WHY:** Disobeying traffic laws, signs and signals can warrant arrests and fines by the police. Cycling on the sidewalk carries a fine of \$300 CAD. By law, anyone under the age of 18 is required to wear a helmet when biking. Wearing reflective clothing allows you to be visible in day or night by moving vehicles. Bikes unattended and unlocked are at a risk of being stolen.



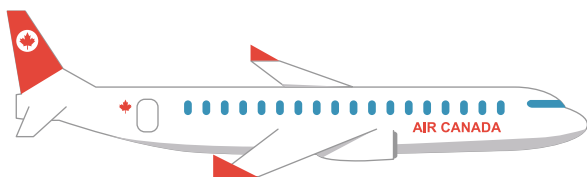
## PUBLIC TRANSIT

### WHAT TO REMEMBER:

When taking the City Bus, remember to:

- Carry your monthly bus pass given out by our school.
- Check the bus schedule before leaving. Ensure the bus is still running and check the arrival time of each bus stop to avoid waiting long.
- In winter months, to avoid waiting in the cold for too long, call the HSR bus line (905-527-4441) to obtain arrival time of the bus to your stop. You can use Google Maps App or Transit App for instant information.
- When waiting for the bus, join the line-up at the back of the line. Do not cut or push into the line.
- Remain respectful of others and follow the driver's instructions when using public transit.

**WHY:** Being prepared and informed when using public transit is the best way to ensure you have a safe trip.



## TRAVELLING AFTER LANDING IN CANADA

### WHAT TO REMEMBER:

When you plan to travel outside of Hamilton or Canada, ensure the following before you leave:

- Carry a copy of your passport and your travel documents.
- Make sure your passport and these documents remain valid during the entire time you are away from Hamilton.
- When travelling to another country and require re-entry into Canada, make sure that you have the proper documentation:
  1. Valid Entry Visa to Canada.
  2. Valid Student Permit.

**WHY:** You will NOT be able to travel if your travel documents or identification (e.g., passport) are invalid or lost. Our Admission Officers – located in room 163 of our Ainsliewood Building - will gladly help students renew their travel documents, entry permit and visa.

# FLU SEASON



## COLD AND FLU PREVENTION

The Medical Clinic shares important information through announcements to help students prepare for the winter months. Winter in Hamilton is generally in the months of December to March. Always make sure to check the weather before going outside and dress with layers in the winter to prevent getting sick.

The common cold and flu are both respiratory illnesses but they can be caused by different viruses. The Medical Clinic provides flu vaccinations for students to help them prevent the flu.

### **The flu virus can be transmitted in 3 ways:**

- By direct contact with infected individuals
- By contact with contaminated objects
- By inhalation of virus particles

### **Ways to prevent contracting any sickness is to:**

- **Wash your hands thoroughly and often**
- **Cough into your sleeves, tissue and wear masks**
- **Do not share personal items (ex. Utensils, dishes etc.)**
- **Exercise, drink plenty of water and eat well**

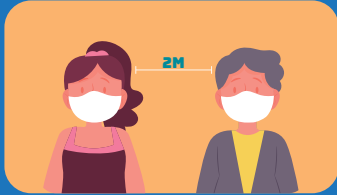


While you are studying at CIC, everyone both in and out of the classroom will be helping to ensure you stay safe. On Friday's, teachers will cover a presentation, article or guiding question with their students around safety in the first 15 minutes of the school day. These presentations are the same in every class so that a clear message is delivered to all students.

**Safety Friday topics have included:**

- Zero Tolerance of drugs and alcohol
- Health dangers of alcohol
- Helping a friend in need
- Mental Health Awareness
- E-mail and Phone Scams
- Community Safety
- Safety Practices when crossing the road

Following the presentation, the teacher will facilitate a discussion and encourage questions. This is a great opportunity for students share their thoughts and personal experiences and ask questions in a safe and inclusive classroom environment. We believe this is valuable for students so they can receive important and relevant safety messages in a timely manner.



# COVID-19 SAFETY PROTOCOLS

CIC's Safe School Committee meets weekly to review the Health and Safety protocols and new developments of the Pandemic. We take the safety of our community – students, teachers and staff – very seriously.

Some of the safety measures which have been implemented since February 2020, such as:

- Quarantine for new students and returning students
- Daily Staff Screening & Survey
- Daily Screening for Bus drivers
- Safety protocol & Screening for Students entering School and Residence
- Banning non-essential visitors

These Stepped-up safety protocols were implemented much earlier and at a higher standard than that imposed by the public health authorities. As the pandemic evolves, the protocols also get reviewed and updated by CIC's Safe School Committee on a regular basis.

## Before Arrival



- Sign and Return the Quarantine Acknowledgment and Confirmation form
- Download the ArriveCan App and provide all the necessary information. (Residence front desk number: +1-905-572-7883 ext 6101)
- Take a Covid-19 test (PCR or LAMP) within 72 hours prior to your flight
- Logging to your EZ Report, click on "Forms" button in the menu column. Complete the "Arrival Notification & Quarantine Room Booking" form and upload a copy of your flight ticket
- Ensure that you have the following documents:
  - Passport
  - IRCC letter [Study Permit Approval]
  - Acceptance Letter
  - CBSA Letter (provided by CIC)
  - Negative Covid Test Results

---

## Stringent 21-Day Quarantine



- Check-in straight into a dedicated residence for quarantine - Linden Hall
- Quarantine in a single room with a private washroom:
  - Can't leave your room without permission.
  - House parents at the front desk are a phone call away to provide assistance
- Meals are packed in disposable packages and delivered to your door
- You will be tested for COVID-19 on your 5th to 7th & 19th day of quarantine in the comfort of your room by our medical team. It is free of charge.
- We will support your academic, social, emotional and medical needs
- You will fully participate and learn remotely in all classes with teachers and classmates

---

## Residence Safety Protocols



- Restrict visitation to residences
- No visitors except emergency repairs personnel
- At all CIC building entrances all students and staff are required to:
  - Show a completed comprehensive health questionnaire
  - Swipe ID card
  - Use hand sanitizer
  - Wear a medical-grade mask
  - Check the body temperature
- Staff must wear a double layer of protection when interacting with students within 2 meters or closer

---

## Campus Safety Protocols



- Compulsory masks for students, teachers and staff in common areas and offices
- Mask and facial shield (double layer) for teachers in classrooms or in close proximity to students
- Students will sit 6 feet apart in the classroom and they must wear a mask
- Plexiglass partitions for dining tables and our office service counters
- Increase cleaning and sanitizing of high touchpoints in the classroom and throughout the school

---

## Covid-19 Daily Screening Measures



- Before coming to school, all students who stay in our residences are required to fill out a daily covid screening survey
- Students with any new or worsening symptom of COVID-19; even those with only one symptom (such as a runny nose), must stay in their residence until:
  - They receive a negative COVID-19 test result,
  - They receive an alternative diagnosis by a health care professional (eg. a school nurse determines a headache is from another cause), or
  - It has been a length of time (e.g. 10 days since their symptom(s) onset and they are feeling better).
- If you have any symptom such as a fever, headache, runny nose, sore throat, loss of sense of taste or smell, shortness of breath, cough, digestive issues (nausea, vomiting, or diarrhea), or muscle aches, your daily covid screening survey will trigger a response. Please remain in your residence room and our medical staff will support you.



## “TAKE ME HOME” TAXI CARD

Columbia International College has partnered with Hamilton Cab & Blue Line Taxi to offer students an emergency “Take Me Home” card, for the month of their arrival.

CIC will provide each new student with one “Take Me Home” card in their Residence Welcome Package. Students who find themselves in an unfamiliar place can call the number on the card for a free ride back to their residence.

**Hamilton Cab**

**HAMILTON CAB**

905-777-7777

**Blue Line**  
TAXI

**BLUE LINE TAXI**

905-525-0000



A pocket size card with these numbers is given to students upon residence check-in.

# IMPORTANT NUMBERS

Have a question or need help? Call us!

## SCHOOL

**CAMPUS SECURITY** (Ainsliewood)  
905-572-7883 ext. 2895

### SCHOOL BUILDINGS

905-572-7883  
Ainsliewood Office – ext. 2702  
Cedar Office – ext. 8101  
Maple Office – ext. 2635

### RESIDENCE BUILDINGS

905-572-7883  
Oak Hall – ext. 2700  
Pine Hall Boys –ext. 2901, 2900  
Pine Hall Girls –ext. 6102, 6101  
Arkledun Hall – ext. 4109, 4100  
Northcliffe - ext. 8800, 8900

905-308-7565  
Linden Hall – ext. 1200

## CITY

### EMERGENCY

For Police, Ambulance and Fire  
**Department dial:**  
**911**

### WEATHER CONDITIONS

For school closures due to weather conditions dial:  
905-572-7883 ext. 2001

### HAMILTON CAB

905-777-7777

### BLUE LINE TAXI

905-525-0000





## **Working together to keep students safe**

Student safety is paramount at CIC and we must all work together as a community to ensure every student remains safe when studying at CIC. This booklet provides students and parents with the important skills and knowledge necessary to stay safe when studying abroad. Always make sure to understand and practice the procedures and guidelines suggested in this booklet.

We believe that together, with all our full efforts student safety can be ensured.

We look forward to welcoming you to  
Columbia International College!

# Contact Us



+1 905 572 7883



[www.cic-totalcare.com](http://www.cic-totalcare.com)



[columbia@cic-totalcare.com](mailto:columbia@cic-totalcare.com)



[Columbia.International.College](https://www.facebook.com/Columbia.International.College)



[cic\\_totalcare](https://twitter.com/cic_totalcare)



[ColumbiaIntlCollege](https://www.youtube.com/ColumbiaIntlCollege)





1003 Main Street West, Hamilton, Ontario, Canada L8S 4P3

Tel: +1 905-572-7883 | Fax: +1 905-572-9332

[www.cic-TotalCare.com](http://www.cic-TotalCare.com) | [Columbia@CIC-TotalCare.com](mailto:Columbia@CIC-TotalCare.com)