

A photograph of two men in brown suits walking away from the camera on a paved path. They are carrying briefcases and rolling suitcases. In the background, there is a large, multi-story stone building with many windows and a central tower. The scene is bathed in a warm, golden light, suggesting late afternoon or early morning. The overall mood is professional and welcoming.

Useful Information

**for your stay at the
École nationale de police**

Québec 



A word from Mrs Marie Gagnon, Director General

Welcome to the École nationale de police du Québec. Our institution is one of Quebec’s finest, rooted in the community, respectful of its partners, proud of the richness of its expertise and open to the world.

We are proud to make your activity possible and proud to see that our facilities allow the police community and its partners to meet for trainings, seminars, workshops and forums.

The School is committed to providing the best possible services with regards to its organizational capacity and to give clear and precise answers to its clientele. Don’t hesitate to send us your comments. They will allow us to improve our services.

We wish to offer you all the tools necessary so you can fully benefit from the high level of training offered by our instructors and our teachers. The CKI offers all the documentation regarding law enforcement and computers. Moreover, the School offers a wireless network in all rooms and common areas.

While you stay, you can benefit from our sporting facilities along with the numerous services available to all the School clientele.

I invite you to consult our emergency procedures (pages 3 and 16). This information is essential to ensure your security.

Have a great stay!

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Access to the School

Hotel card-key

A hotel card-key will give you access to your room and the main areas of the School. It also enables you to obtain your meals in the cafeteria according to your pre-selected boarding arrangements. You should wear the card in a visible spot at all times when you circulate in the School. Get your card at the Reception Desk; it will be activated according to the length of your stay.

Surveillance cameras

Surveillance cameras located inside and outside the School, for example at the entrance to the Sports centre, the shooting complex and the pool, allow surveillance of the facilities and equipment, as well as control of delivery truck traffic on campus.



Parking

On-campus parking and traffic

The reception staff will provide you with the information concerning available parking spaces. Parking in the roads adjacent to the building is prohibited. Note that, **during winter period, overnight parking on Margerite-D'Youville street is prohibited from 10:00 p.m. to 7:00 a.m., November 15 to April 15.** Make sure you follow the instructions OR ELSE YOUR VEHICLE MAY BE TOWED AT YOUR RISK AND EXPENSE.

The School is not responsible for theft or vandalism on campus. We recommend that you never leave valuables at sight, suitcases or bags in your vehicle when it is parked on School premises.

The speed limit on campus is 20 km/h.



Check-in and check-out time

Check-in time 4:00 p.m.

Check-out time 1:00 p.m.

- The morning of your departure, please do not leave any personal effects on the bed. The bed linen is changed after 8:00 a.m.
- Room B2-08 is available to temporarily store your baggage. Key is located at the Reception Desk.
- People staying at the School for more than a week must remove all personal effects from their room every week-end.

Safe

Each room is equipped with a safe located inside the dresser. The directions for the safe's use are also located inside the dresser. Police officers must leave their service weapon in the safe. May we also suggest that you leave your money and any valuables in the safe. The School is not responsible for any loss or theft on campus. A safe is also located in room B2-08 to store your service weapon if needed. You will find the key for this safe at the Reception Desk. For further information on this matter, please read the directive DIR 03-01 available in French, at the Crossroads of Knowledge and Information (CKI).

Wake-up calls

All of the School's rooms are equipped with an alarm clock. ***Please note that the hotel service staff do not make wake-up calls.***

Air conditioning and heating

Each room has a temperature control system. To change the ambient temperature, push the up or down arrow on the control panel to increase or decrease the temperature. Please note that, in certain rooms, the control board is hidden beneath a panel of the heating system.

Room windows must remain closed at all times to ensure the air conditioning system operates properly.

Problems and malfunctions

To report any malfunctions in your room, please contact the Reception Desk at extension 0 so that the situation may be remedied as soon as possible.



Emergency measures

Evacuation

When the alarm sounds or during an evacuation order:

- Evacuate promptly and do not return to your office or room;
- Do not use elevators;
- Exit the building through the nearest door.

Once outside the building:

- Go to the nearest assembly area (see the map on page 15) in order to answer to the roll call;
- Wait for instructions from the emergency measures coordinator before you go back in the building.

Fire

If you see a fire:

- Dial 911 and give the exact information to the duty security officer or activate the nearest wall-mounted fire alarm;
- Evacuate the premises immediately;
- On your way out, tell people in the area that there is a fire so that they may evacuate (see the map on page 15).

Earthquake or explosion

In the event of an earthquake or explosion;

- Immediately take cover under a desk or in a doorway while protecting your head with your arms;
- Calmly evacuate the premises once the incident is over.

Other emergency situations

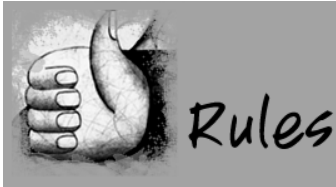
Other emergency situations, such as a tornado, a hostage taking, a demonstration, a gas emanation or a hazardous material spill, may require a complete or partial evacuation of the facility.

In any emergency situation:

- ***Assess the situation***
- ***Call 911***
- ***Think " Safety "***

Note:

When you call 911 from an in-house telephone, you reach the School's duty security officer who then provides communication to outside emergency services as required.



Respect for police recruits

During your stay at the School, you will be meeting and mingling with police recruits enrolled in the Police Patrolling Basic Training Program. These men and women have to abide by many rules, including using the more formal French “vous” form of address. We ask you to set an example by abiding by the policies, instructions and rules in force at the School.

The curfew for police recruits is 10:30 p.m. The use of any noisy device is therefore prohibited between 10:30 p.m. and 6:00 a.m. Also, we ask that you limit the noise range in your room and when you move around the School during this period.

Firearms

Police officers staying at the School must conform to the clauses of the Firearms Act (S.C. 1995,- c. 39) and the directive DIR 03-01. Their service weapon must be stored in the safe in their room. The directions for use of the safe are located in the dresser under the TV set. For further information, you may find these Regulations publications, in French, at the Crossroads of Knowledge and Information (CKI).

Alcoholic beverages

Drinking alcoholic beverages is prohibited in all the rooms and the buildings of the School. The Pierre-Caron lounge (Mess) is the only place where you are allowed to consume alcoholic beverages on School grounds.

The Tobacco Act

In accordance with the *Quebec Tobacco Act* (R.S.Q. c. T-0.01), smoking inside the School’s buildings and rooms is prohibited. The only smoking area is the outside of the building. Also note that you must respect a 9 metres non smoking zone at the entrance of the sports centre.

Please use the ashtrays installed outside, near the building’s access doors.

Dress code at the School

Business attire or uniform is the required dress on the School campus during training periods. ***Please note that all clothing made of denim is prohibited during this period.*** A student in training at the École nationale de police du Québec, currently employed by an organisation, shall normally comply with the dress policy of his/her employer. However, the student should also comply with the School dress policy, which shall have priority over any other.

At the cafeteria, the same attire is required. Also, wearing a peak cap, sportswear or sport shoe is prohibited. Two exceptions are listed for this rule:

1. The comedians may wear these clothing equipments when requested in the training scenarios.
2. Sportswear, bulletproof vest and equipment belt will be tolerated at the cafeteria, either for employees and clients, **only between two courses**.

Please note that you should not wear a uniform at the Pierre-Caron lounge (MESS) after 7 p.m., business attire or casual wear will be required. Denim clothing, including jeans, is accepted exclusively during this period.

Policy and procedure to foster a harassment-free environment

In order to ensure a harassment free work and study environment, where everyone is treated with respect and dignity, the School has enacted a policy and ensuing procedure aimed at preventing any form of harassment. This policy, POL 05-04, is available, in French, at the Crossroads of Knowledge and Information (CKI).

Respect for the School's Regulations

We ask you to abide by the policies, instructions and rules in force at the School. Serious misconduct in the respect of these regulations may result in sanctions or disciplinary measures even eviction from the room.



Reception and Security Desks

To reach the Reception Desk, dial 0 from any in-house phone.

Opening hours – Reception Desk

- Monday, 7:00 a.m. to 10:00 p.m.
- Tuesday – Thursday, 7:30 a.m. to 10:00 p.m.
- Friday, 7:30 a.m. to 4:30 p.m.
- Sunday, 3:30 p.m. to 10:00 p.m.

Opening hours – Security Desk

- Everyday, open at all times

Please note that some services are offered only by the employees of the Reception Desk as for sending and receiving faxes.

Cafeteria

Opening hours

Breakfast:	6:45 a.m. to 8:00 a.m. (police recruits have priority from 6:45 to 7:10 a.m.)
Lunch:	11:30 a.m. to 1:00 p.m.
Dinner:	4:45 p.m. to 6:00 p.m.

IMPORTANT

- All foods, even fruit, must be eaten in the cafeteria.
- Please note that the **people attending training activities of the Nicolet-ENPQ police station** (police recruits, instructors, telecommunication employees and actors) **have precedence for lunch in the cafeteria**. Because of the constraints of this program's schedule, these persons only have 30 minutes to eat their meal. Everyone else waits in line.

Health services clinic

The School's health services clinic, located on the ground floor of the sports centre, is open from Monday to Friday from 8:00 a.m. to 4:00 p.m. A doctor is present on the premises on Mondays, Wednesdays and Fridays from 8:00 a.m. to 9:30 a.m.

To see the doctor, report to the health services clinic between 8:00 a.m. and 8:30 a.m. with your health insurance card.

Drugstores

Pharmacie Famili-Prix (Shoppers Drug Mart)	Pharmacie Jean-Coutu (PJC)
80 place 21-Mars	1693 Louis-Fr�chet�te blvd.
Tel.: 819 293-2131	Tel.: 819 293-6111

If you would like directions to a drugstore located near the School, dial 0.

School Financial Services

The School Financial Services are located at the junction of A wing and B wing on the ground floor. The opening hours are from 8:15 a.m. to 12:15 p.m. and from 1:00 p.m. to 4:00 p.m., Monday through Friday.

Forms of payment

Payment of housing fees or tuition may be made at the School Financial Services with either a credit card (VISA, MASTERCARD, AMERICAN EXPRESS), a debit card or cash.

Banking facilities near the School

Laurentian Bank
92 Place du 21-Mars
Tel.: 1 800 252-1846

National Bank
1639 Louis-Fr chette blvd.
Tel.: 819 293-4531

Caisse populaire Desjardins
181 Notre-Dame street
Tel.: 819 293-4567

You can also use the **banking machine** located in B wing, ground floor, near the Pierre-Caron lounge (MESS). This machine is the property of the Club social ENPQ and is supplied by this organisation.

Public telephones

Public telephones are installed in the entrance hall of the sports centre, the main lobby and opposite the Le Patrouilleur store. Calling cards are for sale at the Le Patrouilleur store and at the Pierre-Caron lounge (MESS).

In room telephones and voice mail

To receive phone calls

Internal calls	Dial the extension number.
Internal calls to a room	Dial the room number. The letters of the room numbers must be substituted as follows: A = 1, B = 2, C = 3, G = 4 and P = 5.
Local calls	Dial 9, followed by the regional code 819, and then, the telephone number.
Long distance calls	Use your calling card. Charging a call to the room is not possible.
Collect calls	Dial 9 followed by 1 800 555-1111.

To make phone calls

To receive outside calls to your room	To reach someone staying at the School, dial the School's number at 819 293-8631 and then dial 3 followed by the room number. See the text above.
Voice mail messages in your room	The flashing light means that you have a message. To access the voice mail system, you can either press the " message " button at the bottom of the telephone keypad, or dial 6500, and then follow the verbal instructions.

Mail and faxes

The mail is collected everyday after 9:00 a.m. from the School's Reception Desk. You may give your letters, with sufficient postage, to the reception staff. Stamps are also sold at the Reception Desk.

A fax machine and cover sheets are available at the Reception Desk. There is a nominal charge for sending faxes.

- 1,00 \$ for the three first pages (including the cover sheet)
- 0,25 \$ for each extra pages
- Receiving faxes is free

Fax: 819 293-8630

Photocopier

A photocopier is at your disposal in the CKI (Crossroads of Knowledge and Information) located near the cafeteria. This is a fee based service. For any problem regarding the use of the photocopier, please dial 6406 from any in-house telephone.

Lost and found

All lost and found objects are collected at the Quartermaster Store in the basement of C wing, just below the cafeteria. You may consult a list of lost and found objects at the Reception and Security Desks.

Laundry

Washers, dryers, irons and ironing boards are provided in the following rooms: P2-04, B4-06. This is a fee based service.

Dry cleaning

The « Le Patrouilleur » store offers a dry cleaning service. Clothes left at the store counter before 9:30 a.m. will be returned on the following day, around noon. Clothes left after 9:30 a.m. will be returned two days later. This is a fee based service.

Vending machines

Vending machines are available near the cafeteria (E wing), in the amphitheatres hall, on the ground floor of D wing, in the shooting complex, on the second floor of E wing and in the training and housing building (P wing). Coffee machines are available on the second floor of C wing. There is a change machine near the cafeteria (E wing).

Should you find a malfunction with the vending machines, please contact the employees of the Club social ENPQ either at the Le Patrouilleur store or at the Pierre-Caron lounge (MESS).

ENPQ Social Club

While staying at the School, you need to become a temporary member of the ENPQ Social Club to have access to the Pierre-Caron lounge (MESS) and enjoy all the services provided by the Social Club.

Temporary membership dues are according to the length of your stay:

- Two days or less: \$1.00;
- More than two days: \$2.00 per week.

Le Patrouilleur store

B wing, ground floor

Video rental (VHS and DVD), dry cleaning drop off service, clothing, promotional items, sundries.

Opening hours

From Monday to Friday

- 7:30 a.m. to 10:30 a.m.
- 12:00 p.m. to 1:30 p.m.
- 5:00 p.m. to 7:30 p.m. on Thursday

Pierre-Caron lounge (MESS)

B wing, ground floor

The following newspapers are delivered every day: the ***Journal de Montréal***, ***Le Nouvelliste*** and the ***Globe and Mail***.

Opening hours

From Monday to Friday

- 7:30 a.m. to 10:30 a.m.
- 11:30 a.m. to 1:00 p.m.
- 2:00 p.m. to 3:30 p.m.

From Monday to Thursday

- 4:00 p.m. to 11:00 p.m.

On Sunday

- 7:30 p.m. to 11:00 p.m.

Management asks that you cooperate with police recruits and respect the opening hours and vacate the Pierre-Caron lounge by 11:00 p.m.

It is forbidden to drink or eat food and refreshments coming from outside the Salon Pierre-Caron. Except for lunches that are accepted during lunch time.

Please note that you should not wear a uniform at the Pierre-Caron lounge (MESS) after 7 p.m., business attire or casual wear will be required.

The Crossroads of Knowledge and Information (CKI)

The Crossroads of Knowledge and Information (CKI) is located on the ground floor of building C, in front of the cafeteria (room C1-12).

Schedule

From Monday to Friday

Open from 7:00 a.m. to 10:30 p.m.

Circulation and reference services from
7:30 a.m. to 8:00 p.m.

Sunday

Open from 7:30 p.m. to 10:30 p.m.

No circulation or reference service.

Friday

Open from 7:00 a.m. to 4:00 p.m.

Circulation and reference services :
7:30 a.m. to 1:00 p.m.

The Crossroads of Knowledge and Information (CKI) is a privileged work area where you will find reference documents, videos, DVDs, periodicals, the day's papers, annual reports, etc. The collection of the CKI consists mainly of police and criminology related documents, however there are also a number of texts on management, psychology, etc. These documents may be borrowed by the School's clients. Some of them may also be read online on the CKI Website at <http://cis.enpq.qc.ca>. It is also possible to search for titles and references online at the same address. The employees of the Crossroads of Knowledge and Information (CKI) will be glad to help you. This service is available even after your stay at the School is over. Please contact the CKI employees for details on the conditions that apply.

The following papers are received daily at the CKI: *Le Devoir*, *Le Nouvelliste*, *La Presse* and *Le Journal de Montréal*. A copy of past issues is kept for two weeks.

The CKI offers its clientele the opportunity to savour a cup of coffee while taking advantage of the services provided. A coffee machine is available next to the service counter.

Should you require any help or information regarding the CKI, you may contact the staff at extension 6622.

Rest areas

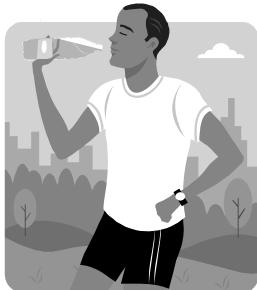
Here is the list of the rest areas available for the School's clientele :

- Fourth floor of A wing
- Outdoor rest area near the shooting complex
- Outdoor rest area near the patrol vehicle parking
- Inner court
- Outdoor rest area, near the cenotaph, in the front courtyard

Sports centre

All School clientele staying on the campus can access the **fitness room** free of charge **at all times**.

Dress code – Sports centre of the School



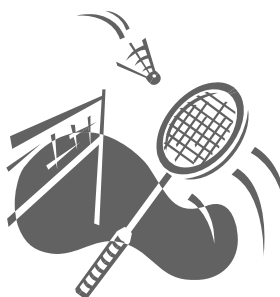
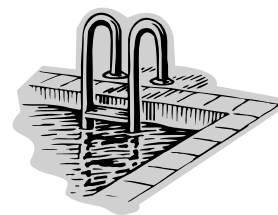
While using the sports facilities of the School you should be suitably dressed :

- Wear a t-shirt or a sweater (tank tops are not allowed);
- Wear a pair of shorts or a sport outfit;
- Wear sports shoes.

A few rules to follow while using the fitness room

- Have your hotel card-key with you at all times (or else you will be required to pay the daily \$5 fee);
- Bring a towel;
- Clean the equipments after using them;
- Put away the free weight;
- Respect the 15 minutes limit when using the cardio machines.

The School's clientele have access to the **swimming pool** free of charge during the opening hours managed by the City of Nicolet by presenting their hotel card-key to the receptionist of the sports centre. The free swimming schedule is available at the School's Reception and Security Desks and from the reception desk of the Sports Centre. The schedule may change without notice. For more information, please contact the Nicolet Recreational Services at 819 293-4649 or visit their web site at www.ville.nicolet.qc.ca.



To play **gym sports** such as badminton, tennis and volleyball, you must reserve a court beforehand by registering in a binder located in the CKI (room C1-12) near the photocopier. This reservation book gives details of available periods. These may vary according to training needs. The Head of the Extracurricular Activities (room C1-11), or a security agent in his absence, can lend sports equipments (racket, ball, shuttlecock, etc.)

Storing your bicycle at the School

You may not keep your bicycle in your room. A specific storage facility has been allotted for that purpose, in the basement of E wing. You may access this storage facility through door E1-118A, located across from the School's Training Vehicle car park. As the garage door may only be opened from the inside, go down the stairs, turn right and operate the garage door opener located on the wall; you may then walk your bicycle down the ramp. In order to avoid

accidents, please refrain from riding your bicycle down the ramp. The bicycle rack is located next to room E0-16. You have to supply your own padlock.

Public computers

Several computers are at your disposal during opening hours in the Crossroads of Knowledge and Information (CKI), located near the cafeteria. Should the computers all be in used, please see the Head of the Extracurricular Activities (room C1-11) to be informed of the other public computers available.

We ask that you respect the policies and directives related to the use of computers and Internet access at the School. Policy 06-05 and directive DIR 06-07 are intended to ensure the efficient use of the computers in an appropriate environment that is respectful and favourable to study and intellectual work. You may find these Regulations publications, in French, at the Crossroads of Knowledge and Information (CKI).

Downloading and using software other than that already available on the computers is prohibited. To communicate with your family and friends, the only authorised chat software is **MSN Messenger**, which is already installed.

Please note that it is forbidden to:

- Surf on web sites of a sexual nature or with violent, offensive, prejudicial or discriminatory content;
- Use the computer assets for unauthorised, commercial or illegal purposes;
- Change the System Folder, Control Panel and the preset options on each computer.

For any problem regarding the use of computer equipment, please dial 6406 from any in-house telephone.

Internet access available within the School

	Dial-up ¹	Cabled High-speed ²	Wireless ³ High-speed
Room	✓	✓	✓
Pierre-Caron lounge (MESS)			✓
CKI			✓
Amphitheatres		✓ 1 st row	✓

Support service

Monday - Friday, **8:00 a.m. to 4:30 p.m.**
 School computer department
 Extension 6406
 Or room B1-13

After 4:30 p.m.
 Please call the Reception Desk
 Extension « 0 »

¹ For **dial-up Internet** access you will need :

- a modem cable;
- a laptop computer with a DHCP configuration (see your network administrator for details).

Simply plug the cable from your laptop to the DATA outlet located in the phone. Then proceed as usual to connect to your Internet dial-up service using the same phone number, your user name and password.

² For cabled **high-speed Internet** access you will need :

- an Ethernet (you can borrow this type of cable at the Reception desk);
- a laptop computer with a DHCP configuration (see your network administrator for details).

The Internet cable outlet is identified by the at sign @.

³ For **wireless Internet** access you will need :

- a laptop computer with a DHCP configuration (see your network administrator for details);
- a wireless network card;
- a username and a password, provided by the employees at the Reception Desk and activated according to the length of your stay, to access the **ENPQ_Visiteurs** wireless network.

Please note that it is strictly forbidden to bring in and use a wireless router at the School. Please, always use the wireless net provided by the School to ensure every user the best connection possible.

Audiovisual training aids

For any information regarding the use of audiovisual aids for the class in which you are enrolled, please dial 6060 from any in-house telephone.

Room rental and event organisation

The School has a variety of meeting rooms for public and nonprofit organizations. The Community Services team will be happy to answer your questions about the availability and cost of renting these rooms and to help you organize an event or meeting. Please contact Community Services at ext. 6366.



École nationale de police du Québec

350 Marguerite-D'Youville street
Nicolet, Quebec J3T 1X4

Telephone	819 293-8631
Fax (there is a charge for sending a fax)	819 293-8630
Main e-mail address	courriel@enpq.qc.ca

Internal calls - Useful numbers

Reception Desk	0
Security Desk	6458
Audiovisual	6060
Computers	6406
Emergency	911
Le Patrouilleur store	819 293-6484
Sports centre	819 293-4649 (Nicolet Recreational Services)
Telephones	From 8:30 a.m. to 4:30 p.m. 6406
	Outside this period 0

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