



# Useful information

## for your stay at the École nationale de police du Québec



Building P



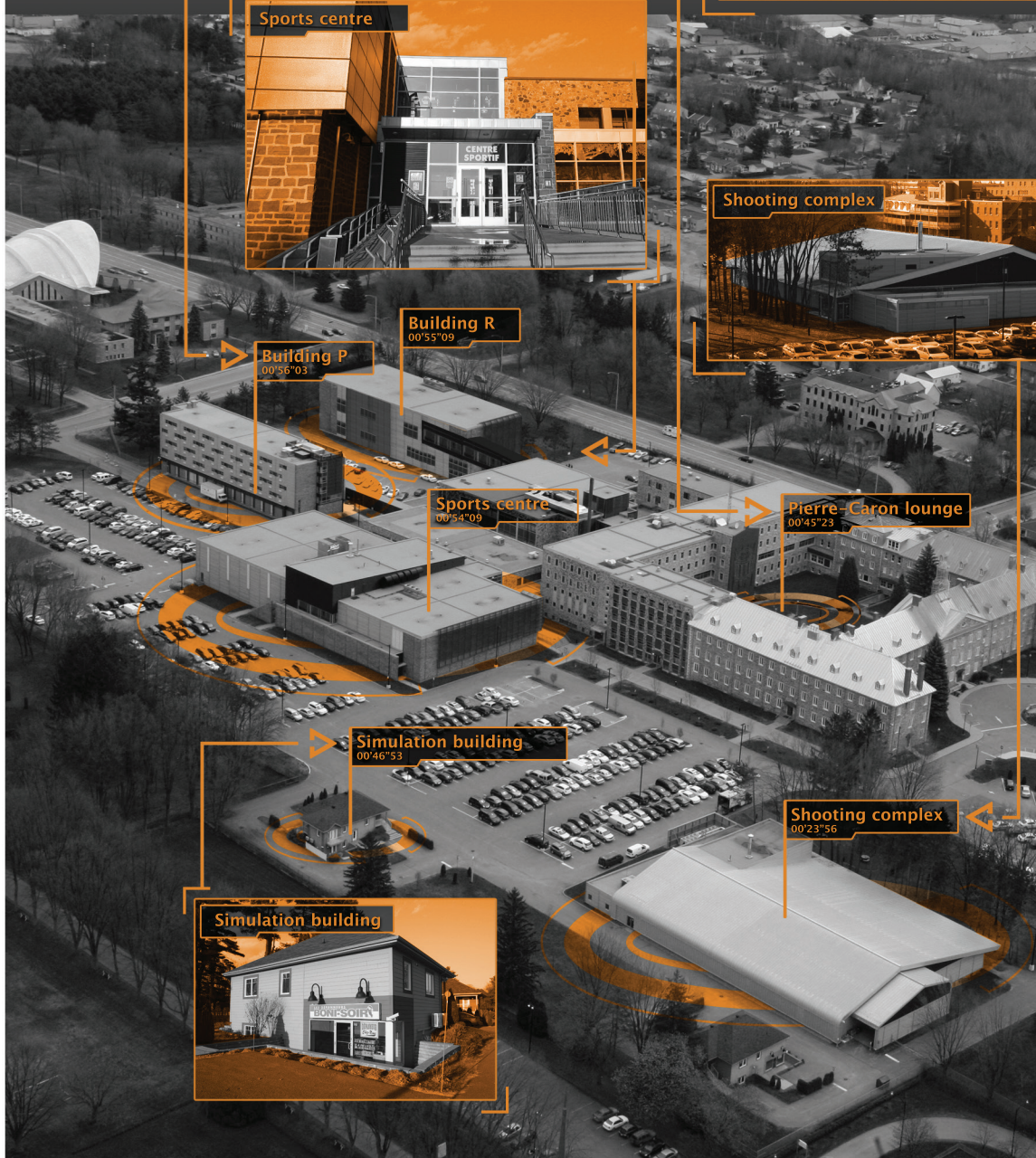
Pierre-Caron lounge



Sports centre



Shooting complex



Building P  
00'56'03

Building R  
00'55'09

Sports centre  
00'54'09

Pierre-Caron lounge  
00'45'23

Simulation building  
00'46'53

Shooting complex  
00'23'56

Simulation building

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# A word from the Director General

Mr. Yves Guay



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 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 CIS 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 1, 2 and 18**). This information is essential to ensure your security.

Have a great stay!



911

# Emergency measures

46°23'26" 72°59'95"

## BEHAVIOURS

[www.enpq.qc.ca/mesures-durgence/](http://www.enpq.qc.ca/mesures-durgence/)

## TO ADOPT IN **EMERGENCY SITUATIONS**



### Armed individual

If you witness a situation involving an armed individual:

If you can escape safely:

1. Remain calm and evacuate the premises discretely.
2. Avoid attracting the individual's attention.
3. If you meet a police officer, keep your hands visible to show you are not a threat.
4. Tell the persons you meet to leave the premises.
5. If possible, call **School Security**.
6. If you are outside the campus during a training activity, call the police by dialing 911 or contact your supervisor or the dispatcher using radio communications.



If you cannot escape safely, take cover in a safe place:

1. Proceed to the nearest and safest room.
2. Lock the door. Turn off any video and audio devices. Turn off the lights.
3. If you can, cover the windows.
4. Move away from doors and windows.
5. Avoid making noise. Switch your cell phone to silent mode; do not turn it off.
6. Adopt a crouch or lying position.
7. Stay in the room and wait for instructions.
8. If possible, contact **School Security**.





## Fire

If you witness the beginning of a fire:

1. Activate the fire alarm.
2. Contact **School Security**.

If the alarm sounds:



1. Stop any ongoing activity safely.
2. Close the doors and windows.
3. Leave the building quickly and immediately through the nearest exit.
4. On your way out, alert all the persons you meet and tell them to leave the building.
5. Take the stairs and never use elevators.
6. Go to your assembly area and wait for instructions.

## Other emergency situations

Other emergency situations such as a suspicious package, a gas leak, a bomb threat, violence and assault, an earthquake or others, may require specific actions or a complete or partial evacuation of the building.

*In any emergency:*

- *Assess the situation.*
- *Call School Security by dialing 911 (internal telephone) or 819-293-8631, extension 6458 (cell phone).*
- **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.

**Safety** 911 (internal telephone)  
**ENPQ** 819 293-8631, extension 6458 (cell phone)



## Access to the School

46°23'26" 72°59'95"

### 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 Carrefour de l'information et du savoir - CIS (Library), the shooting complex and the pool, allow surveillance of the facilities and equipment, as well as control of delivery truck traffic on campus.



## Parking

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### 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.



# Housing

46°23'26" 72°59'95"

## 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. A room next to the Reception Desk is available to temporarily store your baggage. 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 a dresser. Police officers must leave their service weapon in the safe. We also suggest that you leave your money and any valuables in the safe. **Three safes are also available in the room next to the Reception Desk** to leave your service weapon if necessary. The key of this room is at the front desk. For further information on this matter, please read the directive DIR 03-01 available in French, at the Carrefour de l'information et du savoir – CIS (Library) and in the publications of the School website at [www.enpq.qc.ca](http://www.enpq.qc.ca). The School is not responsible for losses or thefts on campus.

## 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

To change the ambient temperature, push the up or down arrow on the control panel. In some of the rooms, the control board is hidden in the panel of the heating system. Room windows must remain closed at all times to ensure the air conditioning system operates properly. Temperature control is accessible only at lunch time and after 4 pm. At other time, the temperature in the rooms is programmed.

### 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.





# Rules

46°23'26" 72°59'95"

## 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. They have to abide by many rules. 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 10:00 p.m. The use of any noisy device is therefore prohibited between 10:00 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.

Also, rooms located in aisle C on the 3rd and 4th floors are reserved for the recruits. Other clientele is not allowed in this area.

## 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. These documents can be found at the Carrefour de l'information et du savoir - CIS (Library) and in the publications of the School website at [www.enpq.qc.ca](http://www.enpq.qc.ca). Their service weapon must be stored in the safe in their room. Instructions are on the safe.

## Alcoholic beverages

It is forbidden to bring or drink alcoholic beverages 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 at the School.

## The Tobacco Act

In accordance with the *Quebec Tobacco Act* (CQLR 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.

Moreover, vaping (use of electronic cigarettes) is prohibited inside the School buildings.



## Dress code at the School

Business casual wear or uniform is the required dress code on the School campus during training periods. The uniform must be worn without any omission, addition or modification and cannot be altered for any reason whatsoever.

***Please note that all clothing made of denim is prohibited during this period.*** In the cases of students in training at the École nationale de police du Québec, currently employed by an organisation, they must comply with the School dress policy, which shall have priority over the dress code required by his employer.

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 casual wear or casual wear will be required. Denim clothing, including jeans, is accepted exclusively during this period. Ball caps are prohibited at all times at the Pierre-Caron lounge.

**The School reserves the right to deny access to training or an activity to any client or student who does not respect these rules.**

Any request to modify the dress code must be authorized by the School Administration.

As a think tank and an integrated police training activity centre, the École nationale de police du Québec is also a neutral establishment in regard to differences in labour relations that may occur within its clients' organizations.

In order to keep this notion of neutrality, the School maintains the enforcement of its policies and directives regarding wearing of the uniform for police officers engaged in pressure tactics whether they are participants in advanced training or meetings, casual instructors, members of committees, or visitors.



# 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 Carrefour de l'information et du savoir – CIS (Library) and in the publications of the School website at [www.enpq.qc.ca](http://www.enpq.qc.ca).

## 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*

- Sunday, 3:30 p.m. to 10:30 p.m.
- 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.

### *Opening hours – Security Desk*

- Everyday, open at all times

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

## Cafeteria

### *Opening hours*

- Breakfast: 6:45 a.m. to 8:00 a.m. (recruits have priority from 6:45 to 7:10 a.m.)
- Lunch: 11:20 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.

## Health services clinic

The School's health services clinic, located on the ground floor of the Sports Centre is open during the week and a nurse is on duty during opening hours. A doctor is present at the clinic on Monday, Wednesday and Friday mornings from 8:00 a.m. to 10:00 a.m.

### Opening hours

- Monday – Friday,  
8:00 a.m. to 16:00 p.m.

To see the doctor, report to the health services clinic between 8:00 a.m. and 10:00 a.m. with your health insurance card or dial 6257 for an appointment.

## Drugstores

Pharmacie Familiprix  
80 place 21-Mars  
Tel.: 819 293-2131

Pharmacie Jean-Coutu (PJC)  
1693 Louis-Fr chet te blvd.  
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.

### Opening hours

- Monday - Friday  
8:15 a.m. to 12:15 p.m.  
1:00 p.m. to 4:00 p.m.

## 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 chet te blvd.  
Tel.: 819 293-4531

Caisse Desjardins  
181 Notre-Dame street  
Tel.: 819 293-8570

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 located in the entrance hall of the sports centre.

## In room telephones and voice mail

### *To make phone calls*

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Internal calls	Dial the extension number.
Internal calls to a room	Dial 7 followed by 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 receive phone calls*

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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 7 followed by the room number. See the section above.
Voice mail messages in your room	You have to press the "messagerie" button at the right of the receiver or dial 6500 and follow the indications. A flashing light is indicating that you have a message.

Your password is the first four letters of your last name.

## 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. Your envelopes can also be stamped there at your own expense.

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

- For each fax : \$1.00 (a cover sheet is mandatory)
- Receiving faxes is free

**Fax: 819 293-8630**

## Photocopier

A photocopier is at your disposal in the Carrefour de l'information et du savoir - CIS (Library) 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 Service de l'approvisionnement 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. You can leave your clothes at the counter in order to have them cleaned. 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 in room E1-01.2 next to the Maurice-Baril room, in the amphitheatres hall, on the ground floor of D wing, in the shooting complex, on the 2<sup>nd</sup> floor of E wing and in the housing and training building (P wing). Coffee machines are also available on the second floor of C 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

- Specialized and school supplies, promotional items, common everyday use items, souvenirs and clothes
- Video rental (DVD and Blu Ray)
- dry cleaning drop off service

### **Opening hours**

- From Monday to Friday  
7:30 a.m. to 11:00 a.m.  
12:00 p.m. to 2:00 p.m.
- Tuesday and Thursday  
5:00 p.m. to 7:30 p.m.

### ***Pierre-Caron lounge (MESS)***

B wing, ground floor

- Members only
- Proper attire
- No hat of any sorts
- No weapon during hours where alcohol is served
- No uniform after 7:00 p.m.

The following newspapers are available: 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.

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.

# Carrefour de l'information et du savoir – CIS (Library)

The CIS is located on the ground floor of building C, in front of the cafeteria (room C1-12).

## *Opening hours*

- Monday to Friday  
7:00 a.m. to 10:30 p.m.  
**Circulation and reference services**  
9:00 a.m. to 8:00 p.m.
- Friday  
7:00 a.m. to 4:00 p.m.  
**Circulation and reference services**  
9:00 a.m. to 1:00 p.m.
- Sunday  
7:30 p.m. to 10:30 p.m.  
**No circulation or reference services**

The CIS 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 CIS 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 CIS 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 Carrefour de l'information et du savoir – CIS will be glad to help you. This service is available even after your stay at the School is over. Please contact the CIS employees for details on the conditions that apply.

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

The CIS offers to its clientele 32 computers, a black and white printer and a photocopier (user has to pay).

Should you require any help or information regarding the CIS, you may contact the staff at extension 6622 or by email at [cis@enpq.qc.ca](mailto:cis@enpq.qc.ca).

## Rest areas

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

- Room A4-07, on the 4<sup>th</sup> floor, Wing A (above the entrance hallway)
- 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***



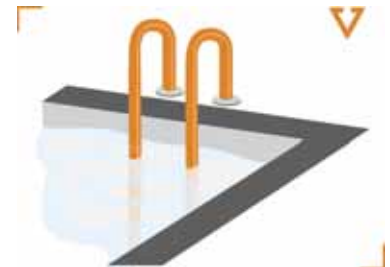
While using the sports facilities of the School you should be suitably dressed :

- 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 back 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. It is mandatory to bring a towel. 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](http://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 CIS (room C1-12) near the photocopier. This reservation book gives details of available periods. These may vary according to training needs. A police cadet on watch duty at the gym, or the Head of the Extracurricular Activities (room C1-11) in his absence, can lend sports equipment (rackets, balls, shuttlecocks, 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. The outdoor covered bicycle racks located in front of the Sports Centre entrance can also be used for storing your bicycle.

## Public computers

Several computers are at your disposal during opening hours in the Centre de l'information et du savoir – CIS (Library), 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 Centre de l'information et du savoir – CIS (Library).

Downloading and using software other than that already available on the computers is prohibited.

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

	Wireless High-speed	Cabled High-speed
Room	✓	✓
Pierre-Caron lounge (MESS)	✓	
CIS	✓	
Amphitheatres	✓	✓ 1 <sup>st</sup> row

### *Support service*

#### **Opening hours**

- 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 »

#### **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.

#### **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 sign @.

***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.***

## Rental of laptop computers

To rent a laptop computer, you must contact the *Service des ressources matérielles et des technologies de l'information* (Material Resources and Information Technologies Department) located in the B wing in room B1-13, or at extension 6406.

Rental rates:

- 5 days: \$18.68
- 10 days: \$37.37
- 15 days: \$56.05
- 20 days: \$74.73

The minimum rate is for 5 rental days and will be charged on a credit card only. Prices may change without notice.

## 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.



## Address and useful numbers

46°23'26" 72°59'95"

### 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 email 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	6406 (From 8:30 a.m. to 4:30 p.m.) 0 (Outside this period)
<b>EMERGENCY</b>	<b>911</b>

### For more information about the School

You will find further information on the School website at [www.enpq.qc.ca](http://www.enpq.qc.ca).

You want to be kept informed on what is happening at the School? Go to [www.enpq.qc.ca/lecole-en-ligne](http://www.enpq.qc.ca/lecole-en-ligne) and subscribe to our newsletter *L'École en ligne* (in French only).

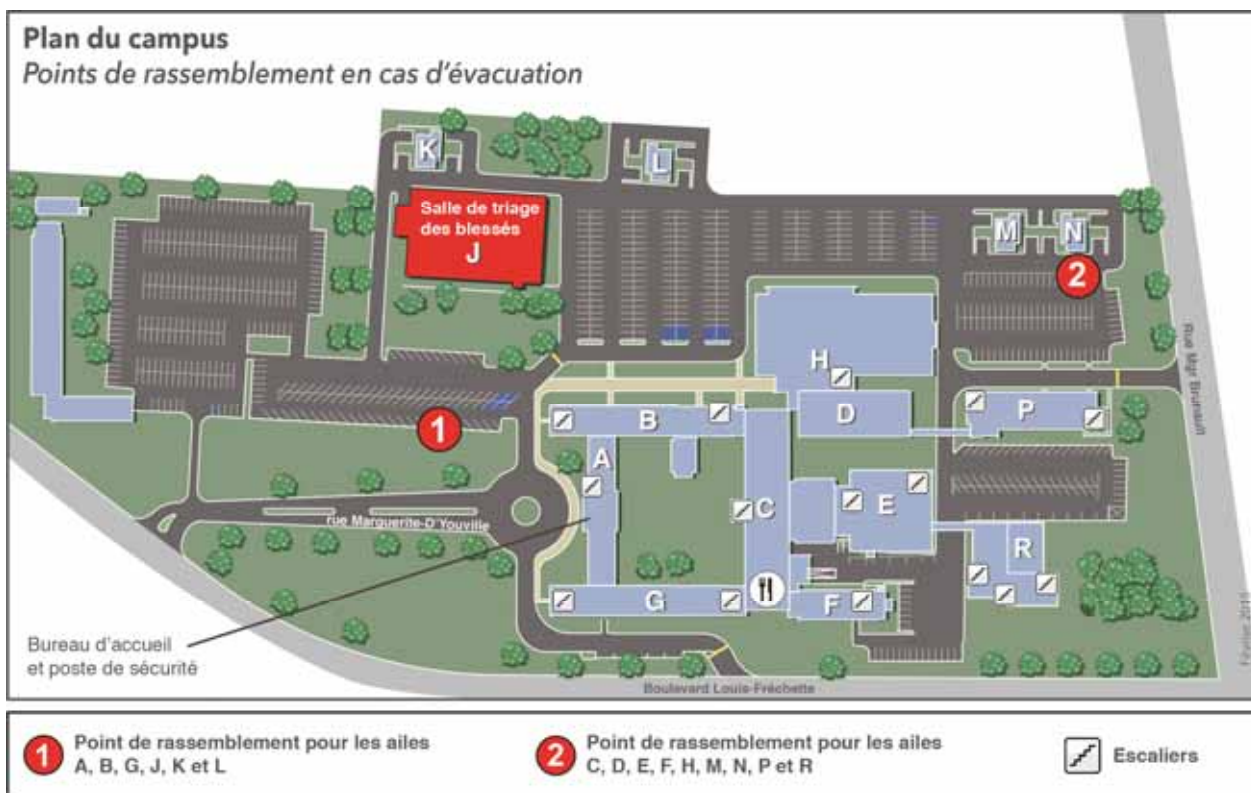




# ENPQ campus map

46°23'26" 72°59'95"

Here is the campus plan with the assembly areas in the event of an evacuation. For more information about the emergency measures, go to page 1 of this guide.



January 10, 2016 edition  
Produced by the  
Direction des affaires institutionnelles  
et des communications  
[Institutional Affairs and  
Communications]  
GUI 01-02