

# Security

The police officers' mission is to provide the public with a safe environment that fosters good quality of life. Do not hesitate to call upon them. They are there to help you.

Police work consists in:

- Keeping the peace;
- Protecting lives and property;
- Enforcing laws and regulations;
- Preventing and tackling crime; and
- Helping the public.

## How to Recognize a Police Officer

- In the MRC de L'Islet, police officers work with the Sûreté du Québec, a national police force.
- They are identified by this coat of arms: a blue fleur-de-lys over a yellow background.
- Regular police officers wear a uniform: black trousers and a shirt under an olive jacket.
- They are also identified by a regimental number affixed to their shirt, on the left breast.
- Most of the time, investigators do not wear uniforms and are dressed in civilian clothes.

## Police Officers, Present Everywhere

- It is normal to see police officers on the street, in public places, at events, etc. Their presence does not imply danger. They are there to keep the peace and control traffic.
- Some police officers also work on prevention in schools, among youth and the elderly, with whom they talk about security in general, responsible driving, bullying, drugs, cyber crime, etc. Their goal is to prevent crime and ensure public safety.

## Police Station

The police station in the MRC de L'Islet is located in Saint-Jean-Port-Joli and is open from Monday through Friday from 8 a.m. to 4:30 p.m.  
506, route de l'Église, Saint-Jean-Port-Joli, GoR 3Go  
418 598-3343

Its services are free. You may go to the police station to:

- File a complaint for an infraction;
- Ask for the intervention of police officers on patrol;
- Give information; and
- Ask a question.

Police officers are citizens like any others. They must abide by the same laws as you. If you believe you have been unfairly treated by a police officer, you may contact the following instances:

- Any police station;
- Contrôle Routier's office; or
- Société de l'assurance automobile du Québec (SAAQ) office.

You may also file a complaint electronically by sending an email to this address:  
[deontologie-policiere.quebec@msp.gouv.qc.ca](mailto:deontologie-policiere.quebec@msp.gouv.qc.ca)



MRC de  
*L'Islet*

## Municipal Bylaws

Police officers may intervene when a person is not abiding by municipal bylaws.

For example, it is prohibited to:

- Urinate in a public place;
- Drink alcohol in a public place;
- Be under the influence of drugs or alcohol in a public place; and
- Beg for or solicit money on the street.

Depending on the situation, police officers may issue a warning or a ticket (with a fine).

Police officers must intervene wisely and without using excessive force. They also must:

- Give the reasons behind their intervention unless the person is arrested in the act; and
- Respect the arrested person's right to receive legal assistance.

During a police intervention, you have the right to contest the intervention itself and to file a complaint.

## Identification Papers

In Canada, you are not legally required to have your papers on you at all times in public places.

However, you are required to identify yourself to the police in these three situations:

1. You are driving a motor vehicle. You will have to show the police officer your driver's licence as well as your insurance certificate and registration, if he or she asks you to, even if you have done nothing wrong.
2. A police officer intercepts you because he or she thinks you have committed an infraction.
3. You match the description of someone who has committed an infraction.

In these cases, you will have to give your name, address and date of birth. However, you are not required to produce your identification papers.

Be careful! If you refuse to identify yourself in one of these three situations, the police officer can decide not to let you go before having made the necessary verification. He or she may even escort you to the police station.

Reference: Éducaloi. Online: <https://www.educaloi.qc.ca/jeunesse/capsules/questions-de-la-police-etes-vous-oblige-dy-repondre>



Do not try to bribe a police officer to avoid being issued a ticket. In Canada, it is considered an indictable offence. Police officers will never ask you for money, as it is a criminal act for them to.



## More about 911

Call the emergency calling centre (dial 911) in case of emergency.

### When to Call 911

You must contact the emergency service in the following cases:

- Emergency of any nature;
- Traffic accident;
- Assault (sexual or other) or harassment;
- Domestic violence;
- Theft or fraud;
- Missing child;
- Infraction or mischief;
- Fire.



In case of doubt, call 911, and the emergency calling centre's dispatch agent will guide you.

### Information to Provide

When the emergency calling centre agent answers « Emergency 911 »:

1. Specify the location of the emergency;
2. Identify yourself: name, first name, address, phone number; and
3. Stay on the line to answer further questions.

### Be prepared to answer the 5 following questions:

**Where?** Explain with as much detail as possible where assistance is required (address, location, closest intersection, etc.);

**When?** When did the event take place;

**What?** What emergency service is required (police, firefighters, ambulance), describe in detail what is happening;

**Who?** Identify or describe the individual(s) implicated with as much detail as possible (name, physical description, etc.); and

**How?** Explain the events, how things happened (weapons or objects used, implicated vehicles, flight direction, etc.).

When you are calling from a cellphone, geographical data appears on the screen of the 911 emergency calling centre's agent. Those are your coordinates (longitude latitude), which indicate where you are.

## Preparing for a Disaster

The MRC de L'Islet is a peaceful and pleasant region, but unfortunately, it is not immune to disasters, such as floods, strong winds and shortages of drinking water.

Facing an emergency, a good preparation can make a world of difference in terms of your safety and the safety of your loved ones. Here are a few very simple things you can do to improve your ability to cope with a disaster:

- Subscribe to your municipality's and the MRC's Facebook pages to receive adds and information posted when an emergency is unfolding.
- Make a family emergency plan.
- Get an emergency kit.

### Renseignements :

<https://www.securitepublique.gouv.qc.ca/securite-civile/se-preparer-aux-sinistres/sinistres.html>

