

GUIDE REFERENCE



For student at the

**CENTRE DE FORMATION DU TRANSPORT ROUTIER DE
SAINT-JÉRÔME**

Student's name : _____

Group number : _____

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WELCOME

Welcome to the Centre de formation du Transport routier de Saint-Jérôme!

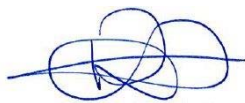
The CFTR staff is pleased to welcome you.

We will implement a series of measures to help you succeed. As a student, you will benefit from expertise recognized by the SAAQ, the Ministère des Transports and all transportation industry stakeholders.

With a professional attitude, positive participation, and continuous involvement in your learning activities, you will be able to develop the skills sought after in the job market.

Welcome to the transportation industry. We are proud to be able to count on you to ensure the future of transportation.

On behalf of the entire CFTR team, we wish you success in your studies.



Patrick Blanchette,

Director

EDUCATIONAL PROJECT 2023-2027

Through the Vision, Mission and Values statements, you will be able to identify the course of action that guides our actions.

Our vision carries a grandiose message, it inspires to be at the head and to stand out. This is the key ingredient of an approach that raises standards.

Our mission is to meet the essential element of our organization: To train workers and future workers in the field of road transport.

As for our values, they define the behavior that we put forward in the implementation of our educational project.

Every day, we support the learners at our centre to help them continue their journey in the field of transport.

Institutional Vision

Working together to support learners in developing their full potential by sharing our knowledge and passion.

Mission of the establishment

Training competent and professional workers for the road transport industry.

Values of the establishment

Collaboration

Interaction and implementation of a team's strengths.

Respect

Consideration of the environment, of others and of oneself with gratitude and esteem.

Professionalism

Quality of someone who carries out an activity with benevolence and great competence.

STUDENT RESOURCES

Director of the centre: Patrick Blanchette

Responsible

• Nom : _____

Coordinates

• Tél. : _____

• Email: _____

Direction

• Nom : _____

Coordinates

• Tél. : _____

• Email : _____

For general information, please visit the CFTR Reception Desk

• 450-435-0167, ext. 7101

Student Support Services:
Academic and psychosocial support

• For Mirabel 450-435-0167, ext. 7151
• For points of service, 450 435-0167, ext. 7146

Need help applying for financial assistance?

• info-sf-cftr@cssrdn.gouv.qc.ca

Closure of establishments

• In the winter season, consult the "Info-tempête" tab on the home page of our website, cftr.ca, to be informed in the event of an establishment closure.

CENTER RULES

The CFTR has adopted operating rules in which values of respect predominate, whether with respect to others, by virtue of laws and regulations or according to the professional values related to the profession. The following rules reflect what is expected in the labour market and will therefore be put forward throughout your vocational training.

Respect for the people around me

- Respect for the organization and people
- Respect in the different forms of communication
- Respect for individual differences

Respect des règles internes et externes

- Punctuality and attendance
- Mandatory dress code
- Cell phone use prohibited at all times during school hours unless:
 - the teacher requests it for educational purposes
 - the student requests it beforehand, because of a situation that would require him or her to use his or her cell phone (e.g., parental responsibility)

Respect des valeurs du métier

- Acting responsibly
- Present a professional image
- Ensure the cleanliness and condition of materials and equipment

PROHIBITED BEHAVIOURS LEADING DIRECTLY TO MANAGEMENT INTERVENTION



Verbal or physical abuse.

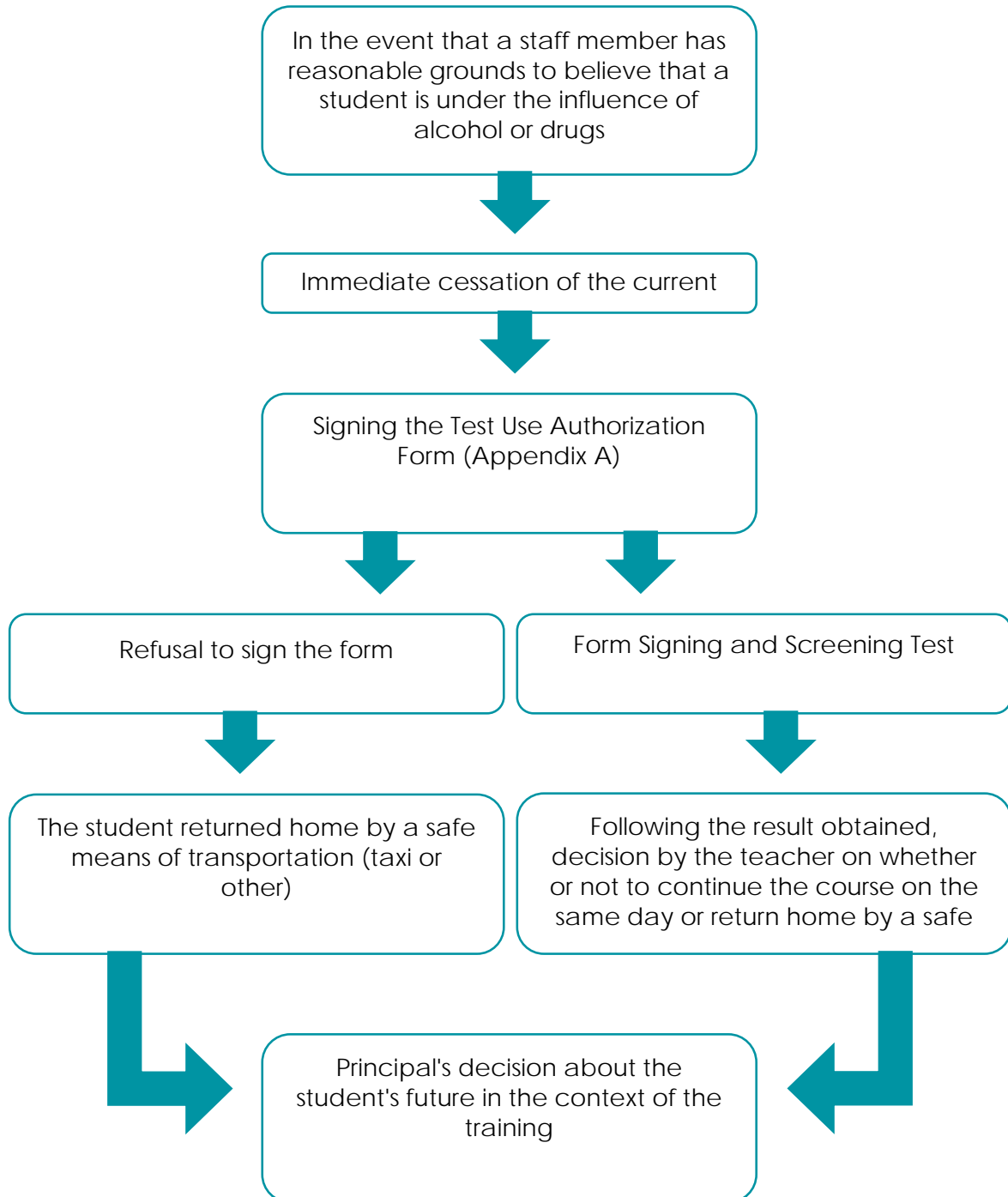


Any form of sexual threats, harassment, intimidation or violence.



Alcohol, drugs, tobacco or e-cigarette use

DRUG AND ALCOHOL INTERVENTION PROCESS



PUNCTUALITY AND ATTENDANCE

- **You are required to notify your responsible teacher of any absence*;**
 - A prolonged absence could lead to the termination of your training;
 - Delays will be recorded in your file.

*Any absence due to a cause beyond the student's control must be justified by an official document (death certificate, doctor's note, etc.)

ACTION FOLLOWING REPEATED AND UNJUSTIFIED ABSENCES OR TARDINESS

Guidelines for action to be taken in the event of repeated and unjustified absences or tardiness are being developed.

The information will be sent to you at the beginning of the training.

HEALTH AND SAFETY

The health and safety aspect is important and will be taken into account throughout your training. Your teaching environment is intended to be a reflection of your future workplace. Demonstrating your commitment to health and safety standards during your training prepares you for the reality of your job. During your CFTR training, you will be expected to:

- Respect the health and safety rules that will be sent to you.
- Report any work accident to the person responsible as soon as possible. In cases of emergency due to work accidents, the injured person is referred to the hospital.
- Fill out the "Online Event Report" form provided by the teacher, which must be sent to the CFTR secretariat within 24 hours. In the event of the student's inability to complete the form, the teacher in charge will complete the form.

DRESS CODE

The dress code required at the RTFC reflects industry standards. You must report to class wearing the uniform, as specified in your admission documents. A neat, clean and professional appearance is required.

In order to ensure the safety of our students and to comply with the rules of Occupational Health and Safety (CNESST), safety boots must be worn at all times. The shirt or sweater must be worn inside the pants and long hair must be tied back. Jewellery or accessories that could impair manual dexterity or that could cause a danger when performing a manoeuvre may not be worn during school hours.

Bus	Truck transport	MVLR
Closed shoes	Safety shoes with protective toe caps	Safety shoes with protective toe caps
Blue or black work trousers	Blue or black work trousers	Blue or black work trousers
Blue shirt or polo shirt	Blue shirt or polo shirt	T-shirt or shirt worn inside the pants
Orange bib mandatory outdoors	Safety glasses (when required)	Safety glasses (when required)
	Orange bib mandatory outdoors	Wearing jewelry, watches, hoodies is prohibited
	Gloves	Long hair tied back
	Safety Hat	

INTERNET AND SOCIAL MEDIA USE

Consult the policy on the use of the Internet, the intranet, the extranet and the e-mail of the CSSRDN [Appendix C]

COMPLAINT PROCESS

The Ministry of Education has put in place new three-step complaint-handling procedures applicable in all school service centres.

This new process covers any complaint that may be made by a student or a parent of the student about services they have received, are receiving, or should have received.

This summary is based on the Ministry of Education's "*Filing a Complaint*" document. For detailed information, please refer to the official publication:

<https://www.quebec.ca/education/prescolaire-primaire-et-secondaire/droits-eleve/porter-plainte>

Three-step procedure

Step 1: Contact the person directly concerned or his or her immediate superior.

The student or parent who wishes to file a complaint will first contact the person directly concerned or his or her immediate supervisor. The complaint can be made verbally, although it is advisable to keep a written record from this first step, in order, in particular, to calculate the processing time.

The complaint must be dealt with within 10 working days.

Step 2: Contact the person responsible for handling complaints:

Refer to our website at <https://cftr.ca/plan-lutte-intimidation-processus-traitement-plainte/>

(Under the *Students tab*)

If, at the end of step 1, the student or parent is dissatisfied or the complaint is not processed within the time limit set out in the Act, he or she may contact the person responsible for handling complaints designated by the board of directors of the school service centre. This step can be done orally. However, it is recommended that you keep a written record of the steps taken.

The complaint must be dealt with within 15 working days.

Step 3: Contact the Regional Student Ombudsman

Refer to our website at <https://cftr.ca/plan-lutte-intimidation-processus-traitement-plainte/>

(Under the Students tab)

If, at the end of step 2, the student or parent remains dissatisfied or the complaint is not processed within the time limit set out in the Act, he or she may then have recourse to the regional student ombudsman assigned to his or her region. The student or parent may be assisted by the regional student ombudsman in formulating his or her complaint in writing.

The regional student ombudsman will have 20 working days to process the complaint and, if necessary, make the relevant recommendations to the school service centre.

The National Student Ombudsman will have 5 business days to inform the Regional Student Ombudsman of his or her intention to examine the complaint. If the Ombudsman decides to examine the complaint, he will then have 10 working days to complete the examination and, if he deems it appropriate, substitute his conclusions or recommendations for those of the Regional Student Ombudsman.

The regional student ombudsman will then inform the complainant and the school service centre of the conclusions and the reasons on which it is based, as well as its recommendations, if any.

The school service centre will then have 10 working days to inform the complainant and the regional student ombudsman of the action it intends to take and, if applicable, the reasons justifying its refusal to take action.

Complaint Handling Procedures

When the regional student ombudsman examines a complaint, he or she will inform the school service centre that is the subject of the complaint. The latter must then immediately send him the information he has relating to this complaint.

The Regional Student Ombudsman will give the complainant and the person directly affected by the complaint, or their immediate supervisor, an opportunity to be heard.

Combating bullying and violence

The new complaint mechanism will also apply to the fight against bullying and violence. If the student or his or her parent is not satisfied with the follow-up given by a principal to a report or complaint in this area, the student or his or her parent may then file a complaint directly with the person responsible for processing complaints at the school service centre, and then with the regional student ombudsman.

When the complaint concerns an act of bullying or violence, the regional student ombudsman will give the complainant and the principal of the educational institution an opportunity to be heard.

Sexual violence

A complaint about an act of sexual violence can be made directly to the regional student ombudsman, without having to go through the first two steps of the process.

The regional student ombudsman will then immediately forward the complaint to the principal of the educational institution concerned, unless he or she has reasonable grounds to believe that doing so would prejudice an investigation or that the complainant objects to it.

Complaints relating to acts of sexual violence are dealt with as a matter of urgency.

The National Student Ombudsman refers to the definition of sexual violence in the Act to prevent and combat sexual violence in higher education institutions:

"Any form of violence committed through sexual practices or by targeting sexuality, including sexual assault. This concept also includes any other misconduct that manifests itself in particular by unwanted gestures, words, behaviour or attitudes with sexual or sexual connotations, including that relating to sexual or gender diversity, expressed directly or indirectly, including by technological means. »

Confidentiality

Respect for the confidentiality of information will be at the heart of the role of the National Student Ombudsman and the Regional Student Ombudsmen. Any information obtained in the course of their duties will be treated confidentially and will only be shared with the consent of the individuals concerned.

Protection from reprisal

The Act respecting the National Student Ombudsman provides protection against reprisals to persons who file a complaint, cooperate in the processing of a complaint or accompany a person who makes a complaint.

It will also be prohibited for anyone to threaten a person with reprisal measures to refrain from filing a complaint.

This protection applies to the student or his or her parents as well as to the staff of an educational institution cooperating in the examination of the facts relating to a complaint.

Any natural person who takes reprisal measures or threatens to do so is liable to fines ranging from \$2,000 to \$20,000. These fines range from \$10,000 to \$250,000 for legal persons (school service centre, school board, private educational institution).

APPENDIX A - ANTI-BULLYING AND ANTI-VIOLENCE

In order to make the climate, both social and educational, as appropriate as possible and to allow you to devote yourself fully and safely to your academic success, the CFTR has adopted a plan to combat bullying and violence.

- Refer to page 15 of this guide for the detailed complaint process

If you believe you are a victim or witness of bullying or violence - Act immediately by making a report: Any information or report will remain confidential.

If you need help or support:

- ☎ (450) 435-0167, ext. 7151 (Geneviève Héту, T.E.S.)
- ☎ (450) 435-0167, ext. 7146 (Jérôme Ste-Marie, T.E.S.)
- ✉ intimidationcfr@cssrdn.gouv.qc.ca

If you wish to report :



NO TO BULLYING AND VIOLENCE

Definition of bullying:

Bullying is a form of violence and should not be tolerated. It is an act, intervention or comment that threatens, hurts, humiliates or deprives someone else of their dignity. In a bullying situation, the victim is under the influence of another person or group and has difficulty defending themselves.

Bullying can manifest itself in a variety of ways. It is generally characterized by behaviors, words or gestures:

- Voluntary or not;
- Repetitive;
- Expressed directly or indirectly;
- Done with the intent to harm or cause harm;
- Posed in a context where power relations are unequal between two or more people, for example power or control relations.
- Excluding a person from the group;
- Isolate it, make it less popular by spreading a rumor about it;
- Revealing their secrets, talking behind their backs, or writing nasty things about them.

APPENDIX B – PSYCHOTROPIC SUBSTANCE RESPONSE PROCEDURE (DRUGS, ALCOHOL, MEDICATIONS, ETC.)

Use of psychotropic substances as part of training activities at the CFTR or during internships

TERMINOLOGICAL DEFINITIONS

For the purpose of interpreting this policy, the following terms are defined as follows:

- 1.1 Impaired:** Vigilance, perceptions and motor reflexes altered either by fatigue, illness or a psychotropic substance.
- 1.2 Reasonable cause:** Situation pour laquelle des tests de dépistage d'alcool et de drogues peuvent être imposés dont :
- Observation of alcohol or drug use;
 - Observation of notable signs and signs of consumption;
 - Smell of alcohol or cannabis (for example);
 - Speech difficulties;
 - Difficulty walking or standing;
 - Repetition of errors or observation of other unexplained changes in performance such as absenteeism and tardiness;
 - Whimsical or unusual behaviour;
 - Unsafe behaviour;
- An incident or accident that is not clearly the result of a cause other than a mistake on the part of the person.
- 1.3 Zero tolerance :** Any event related to psychotropic substances (possession, sale and consumption) will trigger an intervention procedure and the taking of consequent measures.
- 1.4 Substance psychotrope :** A substance that alters mental functioning by causing changes in mood, perception, consciousness and behaviour. Psychoactive substances include: alcohol, illicit drugs, certain prescription and non-prescription drugs, and volatile solvents.
- 1.5 Drug addiction :** Addiction to alcohol, illegal drugs, medication, or any other intoxicant. Drug addiction is a disease of which denial of the problem is a part.
- 1.6 Vigilance :** A state of attention that allows one to act and react appropriately by means of acquired or innate reflexes.

GOAL AND COMPLEX OF APPLICATION

- 1.1. As an owner-operator of heavy vehicles, CFTR management has an obligation to ensure that drivers of CFTR vehicles are able to drive safely and that their faculties are not impaired by a psychotropic substance (alcohol, illegal drugs, medication or other intoxicants) or by fatigue.
- 2.2. In this regard, the CFTR has adopted a "Zero Tolerance" policy regarding the consumption of alcohol, drugs and medication that may affect alertness and compromise safety throughout the training period, including the internship.
- 2.3. The principle of "zero tolerance" also applies to a student's possession and trade of any psychotropic substance.
- 2.4. Failure to comply with this policy will initiate an intervention process and will be subject to investigations that may lead to suspension or dismissal from the CFTR.
- 2.5. Students who at any time have to take or have taken medication that may affect their alertness (muscle relaxant, antihistamine, etc.) are required to notify their teacher before starting the class.
- 2.6. Similarly, any student driving a vehicle belonging to the company that receives him or her as an internship is required to comply with this policy and is subject to the same conditions that prevail at the CFTR.

2. ALCOHOL SCREENING

- 2.1. In the event that a teacher observes obvious signs and indications that the student is under the influence of alcohol, the student may be subjected to a drug test.
- 2.2. The teacher may, on reasonable grounds, have the pupil undergo a blood alcohol test in the presence of an authorised witness. On the form used for screening, the signs and facts observed will be mentioned as well as the date and time of their observation.
- 2.3. The student will then sign the consent form which states that the teacher is subjecting him or her to a screening test for reasonable cause, either following the observation of signs and indications of potential consumption or following an incident or accident that can be attributed to impairment.
- 2.4. If the student refuses to submit to the screening test, he or she must justify this refusal and meet with the principal to explain the reasons for his or her refusal and to know the measures that will be taken.

- 2.5. If no alcohol detection device (professional electronic breathalyzer) is available at the time of the test, an Alco-Tube Plus type breathalyzer may be used as a guide.
- 2.6. Following the tests, the teacher will record the results on the screening report form. The student and teacher will sign to testify to the result as well as the authorized witness, even if the test indicates 0.000 g or 0 mg/100 ml of blood.
- 2.7. At all times, as part of the courses and activities related to the CFTR, the student must have a blood alcohol level of 0.000 g or 0 mg/100 ml of blood. The detection of a blood alcohol level above 0 will automatically lead to an investigation procedure and consequences for the student.
- 2.8. If the test was positive, the student would be immediately prohibited from driving a CFTR vehicle or any other vehicle for the rest of the day.
- 2.9. If the student were to be returned home or sent to another location, it would be done safely.
- 2.10. The teacher will have to notify the principal of the incident if they have not already done so.
- 2.11. Before continuing with their program of study, students will have to meet with the principal who will inform them of the measures that will be taken.

3. TESTING FOR DRUGS, DRUGS AFFECTING ALERTNESS, VOLATILE SOLVENTS AND OTHER INTOXICANTS

- 3.1. In the event that a teacher observes obvious signs and indications that the student is under the influence of any drug, the student may be immediately subjected to a saliva test.
- 3.2. The teacher may, on reasonable grounds, administer a saliva test to the student in the presence of an authorized witness. On the form used for screening, the signs and facts observed will be mentioned as well as the date and time of their observation.
- 3.3. The student will then sign the consent form which states that the teacher is subjecting him or her to a screening test for reasonable cause, either following the observation of signs and indications of potential consumption or following an incident or accident that can be attributed to impairment.
- 3.4. If the student refuses to submit to the screening test, he or she must justify this refusal and meet with the principal to explain the reasons for his or her refusal and to know the measures that will be taken.

- 3.5.** Following the test, the teacher will record the results on the screening report form. The student and the teacher will sign to testify to the result as well as the authorized witness, even if the saliva test is negative.
- 3.6.** In case of doubt about a negative result with the saliva test, the CFTR reserves the right to request that a urine analysis be carried out in an approved laboratory.
- 3.7.** At all times, as part of the courses and activities related to the CFTR, the student must have no trace of drugs in the saliva, urine or blood. The detection of traces indicates that there has been consumption of a psychotropic substance and that the student represents a risk. A positive screening test will automatically lead to an investigation procedure and consequences for the student.
- 3.8.** If the test was positive, the student would be immediately prohibited from driving a CFTR vehicle or any other vehicle for the rest of the day.
- 3.9.** If the student were to be sent home or sent to another location, it would be done safely.
- 3.10.** The teacher will have to inform the principal of the incident if they have not already done so.
- 3.11.** Before continuing with their program of study, students will have to meet with the principal who will inform them of the measures that will be taken.

APPENDIX C – USE OF THE INTERNET AND SOCIAL MEDIA

Use of Internet, extranet and e-mail networks¹

1. Objective

This directive mainly applies to the use of the telecommunications network made available to users of schools, centres and administrative services of the Centre de services scolaire de la Rivière-du-Nord (CSSRDN).

2. Context

This directive is promulgated in the context of the CSSRDN's policy on the use of the Internet, Intranet, Extranet and e-mail and covers the exchange of files, participation in forums or discussion groups, downloading of files and sending attachments by e-mail.

3. Scope

Cette directive s'adresse aux utilisateurs qui bénéficient d'un accès par voie électronique ou de l'usage de matériel appartenant au CSSRDN.

4. Obligations of Users

Users must:

- D.1** Comply with the laws and regulations in force in Quebec and Canada;
- D.2** Not to download software or files, or shipments, that are likely to interfere with the proper functioning of the workstations, the network and its infrastructure;
- D.3** Keep your network access codes for your exclusive use and take responsibility for the gestures and actions associated with them;
- D.4** Ensure, at all times, that the School Service Centre's informational data is respected and secured;
- D.5** Use e-mail only for training;

¹ This appendix has been adapted from the directives of the Centre de services scolaire de la Rivière-du-Nord and therefore applies to users of the CFTR's digital tools as an integral part of the CSSRDN.

5. Special provisions relating to the rights and obligations of the Centre de services scolaire de la Rivière-du-Nord

If necessary, the School Service Centre reserves the right to monitor computer stations, access, retrieve, read, disclose and withdraw access to electronic communications in the following circumstances:

- E.1** When there is an obligation to safeguard one's legitimate rights.
- E.2** Where there is a presumption of a tort or mischief, or an investigation is required by law or by a third party:
- E.3** When there is a presumption that a user has committed or is about to commit an act that could directly or indirectly harm infrastructure or others.

6. Special provisions relating to prohibited activities

The School Service Centre reserves the right to act immediately when any illegal activities are brought to its attention. It is prohibited, in particular:

- F.1** To use e-mail for the purposes of advertising, propaganda, harassment, dissemination, defamatory and hateful, offensive, disturbing, denigrating or to use comments or images with sexual or sexist connotations;
- F.2** Use the Internet for personal purposes during training hours;
- F.3** Use, transfer or distribute obscene or sexist material and adult or child pornography under penalty of the measures described in the policy, or be prosecuted for offences under the Criminal Code;
- F.4** Alter or transfer data electronically outside the School Service Centre for the purpose of making a business out of it;
- F.5** Use the letterhead (logo) or image of the Road Transport Training Centre or the School Service Centre for the purpose of participating in discussion groups or forums, and associate his or her comments with the name of the Training Centre or School Service Centre;
- F.6** Authorize a third party to access or use the telecommunications network that is part of the School Service Centre's infrastructure;
- F.7** Use another person's user ID or password, disclose any code or password, including your own.