



*Canadian Police College*  
*1 Sandridge Rd, Ottawa, Ontario K1G 3J2*

## **FACILITY AND STUDENT GUIDE**

**Welcome to the Canadian Police College (CPC).**

The CPC is dedicated to providing police officers, law enforcement personnel, and other guests with an environment conducive to study and professional development.

Please note that **smoking is prohibited** anywhere inside CPC buildings and within 7 metres of entrances.

We hope that your stay will be a pleasant one.

### **ACCOMMODATIONS**

**Arrival:** Please register at Reception in Building A. This desk is manned 24/7. The Commissionaire on duty will provide a client ID badge and meal card which is to be worn at all times while on campus, keys to your bedroom in either Building A or D, and a magnetic security access card. If you have a car, please request a parking pass from the Commissionaire and park in lot 56 to the west of A block (no cost).

**Check In** You may check in any time after 16:00 on the day before your course/program commencement. If it starts on a Monday, you may check in any time after 16:00 on the preceding Saturday. Note your meal plan starts on the day preceding your course, and does not cover any meal on the preceding Saturday.

**Check Out:** Please vacate your room by 10:00 a.m. the day following the completion of your course/program. The CPC Registrar must approve any extension requests.

If you have special needs or disabilities please advise the CPC Registrar in advance. Bedrooms are single occupancy and assigned for the duration of your course. CPC maintenance staff keep the residence clean, but you are responsible for the general tidiness of your room and bathroom facilities. To ensure the proper functioning of the air conditioning unit in your room please do not place articles such as luggage in front of the air intake. If you are sharing a bathroom please keep adjoining doors locked for your own security. Bed linen, soap, and towels are provided, and every room is equipped with a phone, clock radio, high speed internet and television with remote control.

Bed linen and towels are changed on Mondays, Wednesdays and Fridays. If you need extra towels, soap, blankets etc. please advise the Commissionaire in A-Block. **In order to conserve energy (heating/air conditioning) please ensure the window is closed each time you leave your room.** Severe damage to pipes has been caused by windows being left open in winter.

**Visitors:** While visitors do not have access to the residence areas, they are welcome to enter either the cafeteria or the Lounge, both located in A-Block. Please sign your guests “In” and “Out” with the Commissionaire at Reception.

All buildings are accessible to people with physical disabilities.

If you notice any damage or malfunction with anything in your room (e.g. overflowing bath or toilet) immediately advise the Commissionaire at Reception.

## **MEALS**

The cafeteria is located on the main floor of A-Block. Your identification badge must be worn to show meal-plan entitlements. Proper attire is also required at all times in the cafeteria. (Please also refer to the section entitled “Dress”)

The full meal plan includes breakfast, lunch, dinner and 2 coffee breaks. If the meal plan has not been pre-arranged then you are required to pay the cashier for all meals taken at the cafeteria.

Special dietary meals are available upon advance written request to the Registrar.

Meal hours are: (may vary in July, August, late December and on Statutory Holidays):

<b>Monday to Thursday:</b>	Breakfast: 06:30 to 08:30
	Lunch: 11:30 to 13:00
	Dinner: 16:45 to 19:00
<b>Friday:</b>	Breakfast: 06:30 to 08:30
	Lunch: 11:30 to 13:00
	Dinner: 16:45 to 18:00
<b>Weekend:</b>	Breakfast: 09:00 to 13:00
	Lunch: 11:00 to 13:00
	Dinner: 16:45 to 18:00

The cafeteria is open from 06:30 to 18:00 for breaks and cash sales. (09:00 on weekends).

## CONDUCT

The CPC is committed to providing an environment free of harassment and discrimination. Staff, students and other guests are expected to behave accordingly.

**Quiet hours:** 23:00hrs - 06:00hrs daily.

**Consumption of alcohol anywhere on campus is not permitted** except in the CPC Lounge, during scheduled hours. (Please refer to the section entitled Lounges for scheduled hours of operation). If called, the RCMP patrol act on behalf of the CPC and has authority to enforce this policy. CPC Management is advised of all violations.

**Breach of Conduct:** Any serious breach of conduct or wilful damage to the premises is reported to the appropriate Chief of Police/Commanding Officer/Senior Administrator. A breach of conduct may result in student dismissal. For CPC students, in such instances, the full tuition, accommodation and meal costs will be charged to and paid by the organization.

## DRESS

Appropriate dress is “business casual”, uniforms or business suits. Men may wear dress pants with sweaters or open-necked shirts with collars, and appropriate business shoes. Women may wear dress pants, skirts, dresses or culottes with blouses, sweaters or open-necked shirts with collars. Product markings must be discreet.

Jeans, T-shirts, shorts, running shoes, are not considered appropriate dress except during scenario training. Attire may be more casual in the evenings and on weekends.

Since strong scents may cause allergic reactions, scented products are discouraged.

## COMPUTERS

Four **High Speed Internet** computers are located in A-Block, on the first floor in the Atrium area. These computers are currently equipped with the following software: Windows XP, MS Office 2003 Suite (Powerpoint, MSWord, Excel, MS Access), and Corel Office 2002 Suite (WordPerfect, Quattro Pro, and Presentations). The computers are all connected to a laser printer.

High Speed Internet access via network cable is available in **all** CPC bedrooms. All lines are active and dedicated for Internet access.

**NOTE: Dial up modems are not supported at the CPC.**

Clients wishing to use a laptop to access the Internet at the CPC should test their equipment before travel and also ensure they bring the required network cables (CAT5 patch cord). The laptop must be fitted with a network card, installed internet software browser, and unrestricted internet permission, without proxy.

You are reminded this is a Government of Canada-provided service, and are expected to follow your home department's policy for responsible Internet use. In particular please don't upload or download large files, because it reduces the bandwidth available for your colleagues.

The procedure for connecting to the Internet in a CPC bedroom is as follows:

- attach one end CAT 5 patch cord to your laptop computer.
- (NOTE: if you have forgotten to bring a patch cord, Reception may be able to provide a cord on loan)
- attach the other end of the patch cord to the computer network wall outlet, provided in every
- bedroom.
- turn on the computer.
- Once the operating system is running, open the internet browser.

(NOTE: some operating system configurations may be incompatible with the CPC Internet service configuration. If you cannot establish an internet connection, please contact the CPC IT section (993-0433, normal office hours only). You may use the shared computers in the atrium while waiting for assistance, or at any other time 24 hours per day/7 days per week.

For RCMP employees only, four **ROSS/INTRANET** computers are currently located in C-Block. These computers are currently equipped with the following software: Windows 2000, MS Office 2003 suite and Corel 2002 suite. If you wish to access your RCMP Groupwise on these computers, you must set up a GW password through your home Division. Laptops with RCMP Contivity and Entrust are no longer supported at CPC due to dial-up limitations.

## COMMUNICATIONS

The telephones available in each bedroom include unlimited, no charge local telephone calls. Long distance calls may be placed using either a credit card or a prepaid calling card. Instructions on how to use the telephones are on the front of each telephone set.

Voice mail is available at no charge. Instructions on how to set up this feature are also on the front of each telephone set. Candidates who use this feature are responsible to clear their own messages prior to "Check Out".

In addition, pay phones are available in the common areas of "A", "C" and "D" blocks. Students and guests are not permitted to use CPC office phones.

Incoming callers may contact bedrooms by dialing the auto attendant at (613) 993-9500 and entering 1 for A-Block + the room number, or 2 for D-Block + the room number. Incoming calls may also be directed through the Main Desk at (613) 993-9500 by entering "0".

A fax machine is available in C-Block for both incoming and outgoing communications: (613) 990-9738.

All inquiries or problems with computers or telephones should be forwarded via email to [support@cpc.gc.ca](mailto:support@cpc.gc.ca) or by calling (613) 993-0433.

Your postal address while on course is:

*(Course Name)*  
*Attn.: (Your Name)*  
*Canadian Police College*  
*1 Sandridge Road P.O. Box 8900*  
*Ottawa, Ontario K1G 3J2*

## LAUNDRY

Coin-operated washing machines and dryers, irons and ironing boards are situated on the 1<sup>st</sup>, 3<sup>rd</sup>, 5<sup>th</sup> and 7<sup>th</sup> floors of A-Block and the 3<sup>rd</sup> floor of D-Block.

## RECREATION FACILITIES

Fitness facilities, including a gymnasium, swimming pool, sauna, and exercise room are available for student and guest use.

The CPC is surrounded by approximately 80 acres of parkland with footpaths for walking, jogging and cycling. City maps as well as a few Mountain bikes with helmets are available from the Commissionaire at Reception.

Bicycles are not permitted in bedrooms but may be parked at bike racks located at the Westside of "A" Block, Southside of "B" Block and Northside of "D" Block. If special storage is required please advise the Registrar in advance.

## LOUNGE

A **licensed lounge** is located in A Block.

Hours of operation are from 17:00 to 01:00 hours Sunday through Friday, closed on Saturday. Hours may vary during July, August, late December and on holidays.

**The CPC Lounge is the only area where alcohol consumption is permitted and only during scheduled hours.**

**Other common areas** are available across from the elevators on each floor of A-Block and each floor of D-Block. Your cooperation in keeping all lounges tidy is appreciated.

**Conveniences:** A change machine, calling card machine, ATM (cash only), vending machines and an ice machine are located in the basement of A-Block. There is also an ice machine in the basement of D-Block, near the gymnasium.

## **THE CPC LIBRARY - CANADA'S POLICE LIBRARY**

***During your stay at the Canadian Police College, please feel free to:***

- use our facility at any time - we are open 24 hours each day throughout the year to Canadian police and law enforcement personnel and CPC students,
- ask for help from our experienced, qualified staff during our core hours: 08:00 to 16:30 ET, Monday to Friday, and until 21:00 on Thursday evenings September to June, borrow books from one of the most comprehensive collections of open source police literature you will find anywhere (*ask us - we will show you how*),
- photocopy articles from our extensive collection of police- and management-related magazines (*free of charge!*),
- borrow audiovisual materials (*e.g.*: CD-ROMs, DVDs, videotapes, *etc.*) - assisted by one of our staff members, ask us to perform a customized search for you on your topic using our vast collection of licensed, specialized electronic databases,
- request that we obtain for you the case law, newspaper and magazine articles, books, and reports you need but we don't hold in our own collection, and
- ask to be referred to a subject specialist if we cannot provide you with the answer to your question or the material you require.

***After your stay at the Canadian Police College, please don't hesitate to:***

- request our help with your operational, professional development, administrative, and research needs - we assist all Canadian police and law enforcement personnel, contact us by
  - telephone (613-993-3225)
  - E-mail ([library@rcmp-grc.gc.ca](mailto:library@rcmp-grc.gc.ca), or **LIBRARY/BIBLIO** on GroupWise), or
  - fax (613-993-2220) if you have a question (*make us your first stop in your research, not your last!*),
- search our catalogue on the Internet ([http://www.cpc.gc.ca/library\\_e.htm](http://www.cpc.gc.ca/library_e.htm)) or, for RCMP employees, on the Infoweb (*click on **Library** under **Training and Learning** on the home page*) to select and request material from us (*ask us - we will show you how*), and
- visit us and use our facility at any time if you are a Canadian police or law enforcement officer. (*Non-police personnel by prior appointment. Please contact us before you visit*)

***The Canadian Police College Library***

***The key to knowledge for the Canadian Police Community!***

## **EMERGENCIES**

**In case of emergency call 911** from your bedroom.

The Commissionaire at Reception will immediately be aware of your call and be able to provide direction to arriving emergency vehicles.

### **General Health**

If you are in need of medical or dental treatment during your stay, you may seek these services from the Medical/Health List (Please refer to the section entitled Medical/Health at the back of this booklet). Medical facilities require a provincial Health Insurance card or some form of payment. It is your responsibility to pay for a taxi to the nearest hospital or clinic.

Loss of time on course due to illness may preclude the awarding of a course certificate. If this happens, all efforts will be made to reschedule the student on a later course.

### **Fire and Emergency Procedure**

Evacuation procedures are posted on the door of each bedroom.

If you have a physical or medical disability which may hinder your evacuation from the building please advise the commissionaire and your course coordinator immediately upon your arrival. Arrangements will be made to assist you should the need arise.

The fire alarm system is tested on the first Tuesday of every month at approximately 09:30. The alarm will ring for less than 1 minute and there is no need to evacuate the premises.

## **SECURITY**

Please wear your identification badge for security purposes. The CPC is not responsible for personal property which is lost, stolen or damaged. Please keep your bedroom door and adjoining bathroom door (if applicable) locked at all times.

A security deposit box can be made available for your use. Please see the Commissionaire in A-Block should you require one.

## **MUSICAL RIDE BOUTIQUE**

Souvenirs and gym wear may be purchased from the Musical Ride Boutique located in Building K at the East side of the campus. Other shopping is located within reasonable distance of the campus.

## **PUBLIC TRANSPORTATION**

OC Transpo bus stops are located at the CPC entrances: the No. 7 bus on the south side of Sandridge Road will take you to the St. Laurent Shopping Center, while the No. 7 bus on the north (campus) side of Sandridge Road will take you downtown, to the city centre.

Exact fare, pre-purchased tickets or a bus pass are necessary to pay for bus service. For more details concerning routes and schedules check the OC Transpo web site (<http://www.octranspo.com>) or call 741-4390. You may also obtain bus schedules, tourist information and area maps from A-Block reception.

## **RELIGIOUS SERVICES**

For a list of Ottawa area churches, synagogues and mosques see the listings in the Yellow Pages of your phone book.

**BANK INFORMATION:** For Banking Institutions not listed below please refer to the Yellow Pages of the telephone directory in your room.

**Bank of Montreal (BMO)**  
945 Smyth Road (at St. Laurent)  
564-6045  
[www.bmo.ca](http://www.bmo.ca)

**Canadian Imperial Bank of Commerce (CIBC)**  
St. Laurent Shopping Center  
1200 St. Laurent Boulevard  
744-0841  
[www.cibc.com](http://www.cibc.com)

**Bank of Nova Scotia**  
65 Main Street  
564-5355  
[www.scotiabank.ca](http://www.scotiabank.ca)

**Toronto Dominion Bank**  
St. Laurent Shopping Center  
1200 St. Laurent Boulevard  
745-1588  
[www.tdcanadatrust.com](http://www.tdcanadatrust.com)



## MEDICAL/HEALTH

### Telehealth Ontario

Talk to a Registered nurse, confidential, toll free.....1-866-797-0000

### Area Hospitals

#### Ottawa Hospital - Civic Campus

1053 Carling Avenue

Emergency #.....761-4621

#### Ottawa Hospital - General Campus

501 Smyth Road

Emergency #.....737-8000

#### Montfort Hospital

713 Montreal Road

Emergency # .....748-4908

### Area Walk-In Clinics

#### ActiveCare Medical Group

##### CareMedics - Vanier

103 - 311 McArthur Road.....749-1678

Open 7 days a week, Monday-Friday 9am-9pm, Saturday & Sunday 10am-4pm

#### Family Medical Centres

##### Hillside Family Medical & Pediatric Centre

585 Montreal Road.....744-1339

Open Monday -Friday 9am-8pm, Saturday 10am-4pm

#### Rideau - Friel Medical Clinic

421 Rideau Street.....789-7707

Open Monday-Friday 9am-8pm, Saturday 10am-4pm, Sunday 12pm-4pm

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### Dental Emergencies

One number for Dentist on-call.....523-4185

Dialing the phone number provides the caller with the name, address and phone number of the Dentist

On-Call for that particular day.

Available 7 days a week 9am -9pm.

## **Opticians**

Lens Crafters  
St-Laurent Shopping Centre.....747-6188

Laurier Optical  
Orleans Shopping Centre.....841-9999

Vezenia Optical  
1980 Ogilvie Road.....747-0810

## **Area Pharmacies**

PharmaPlus Drugmart  
594 Montreal Road.....749-4954  
Open Monday-Friday 8:30am-9pm, Saturdays 8:30am-6pm, Sundays 10am-5pm

Shoppers Drugmart  
585 Montreal Road.....740-0616  
Open daily 9am-Midnight

Village DrugMart  
425 St-Laurent Boulevard.....746-4659  
Open Monday-Friday 9am-7pm, Saturday 9am-6pm  
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## **Massage Clinic**

Appointments are available Monday to Friday 9:30am-8pm, in room B-001 in B-Block. Call Bill Halliday, Orthotherapist, at 837-4016 to make an appointment.

## **Taxi Services**

Blue Line Taxi  
24 hour service.....238-1111

Capital Taxi  
24 hour service.....744-3333

Crystal Taxi  
24 hour service.....842-4111



