

MANICOUAGAN



FICHE 12

**STAYING SAFE  
IN MANICOUAGAN**

Manicouagan is one of those spaces that stands naturally apart from the rest. Those unspoiled lands where opportunities abound. Those Côte-Nord regions where the warmth of the people, as much as the beauty of the landscape, takes your breath away.

Here, the feeling of immensity is intertwined with a true culture of proximity. In Manicouagan, dynamism and enthusiasm go hand in hand with the philosophy of living in the present and making the most of every moment.

Choosing to live in Manicouagan means contributing to the bright future of the territory, all while achieving self-accomplishment.

As a newcomer, this guide is for you. It was created to help you settle and integrate into Manicouagan. In it, you will find plenty of practical information on the resources and services available.

**WELCOME HOME!**

#### **FIRST EDITION, JANUARY 2025**

Please do not hesitate to write to us at [info@mrcmanicouagan.qc.ca](mailto:info@mrcmanicouagan.qc.ca) to let us know about any changes that may have occurred since the writing of this guide.

#### **LAND ACKNOWLEDGMENT**

The Manicouagan municipalities are located on Nitassinan, the traditional unceded territory of the Innu people. In a spirit of friendship and solidarity, the municipalities acknowledge and honour the First Nations for the important contributions they made and continue to make to this territory.

## **TABLE OF CONTENTS**

[Law and Justice](#)

[Call 911 for Emergencies](#)

[Fire Prevention](#)

[Preparing for a Disaster](#)

## LAW AND JUSTICE

The mission of the police is to provide the population with a safe environment that contributes to quality of life. Do not hesitate to call on the police; police officers are there to help you.

Police work consists of:

**KEEPING THE PEACE**

**PROTECTING PEOPLE AND PROPERTY**

**ENFORCING THE LAW AND BYLAWS**

**PREVENTING AND REDUCING CRIME**

**HELPING THE POPULATION**

In Baie-Comeau, police officers are part of the Sûreté du Québec, the provincial police force. The Sûreté's crest is made up of two concentric circles: the inner blue circle features a white fleur-de-lys, the outer yellow one includes the words "Sûreté du Québec" written in black. Regular officers wear a uniform of black pants and an olive-green shirt and jacket. Each officer has their name on their uniform and can be identified through their badge number. Investigators do not wear a uniform; they dress in civilian clothes. Sometimes, they wear a black coat with "police" written on the back.



## ON PATROL FOR YOUR SAFETY

It is normal to see police officers patrolling the streets, public places, events, etc. Some officers patrol in police cars, others on motorcycle or foot. Their presence does not mean there is any danger; rather they are there to keep the peace and control traffic. When they are not responding to a call, feel free to chat with them.

Some community police officers also do prevention work in schools and with older adults to teach them about general safety, responsible driving, bullying, drugs, Internet crime, and so on. The goal is to prevent crime and keep people safe. Police officers are citizens just like everyone else. They must obey the same laws as you.

If you think you were the victim of an injustice at the hands of a police officer, you can:

- Contact a police station
- Contact a Contrôle Routier office
- Contact a Société de l'assurance automobile du Québec (SAAQ) office
- Send an email to : [deontologie-policiere.quebec@msp.gouv.qc.ca](mailto:deontologie-policiere.quebec@msp.gouv.qc.ca)



To file a complaint, visit [www.pes.securitepublique.gouv.qc.ca/plainte-commissaire/section/information/fr](http://www.pes.securitepublique.gouv.qc.ca/plainte-commissaire/section/information/fr) or call 1-877-237-7897

## MANICOUAGAN RCM SÛRETÉ DU QUÉBEC STATION

The police service is a free service. You can visit a police station to:

- Report a crime.
- Ask for police intervention from the officers on duty.
- Identify your valuables.
- Pass on information.
- Ask questions.

## MUNICIPAL BYLAWS

Police officers can intervene if a person does not respect municipal bylaws. For example, it is forbidden:

- To urinate in public.
- Drink alcohol in public.
- Be drunk or high on drugs in public.
- Begging or soliciting in public.

Depending on the situation, officers can issue a warning or statement of offence with a fine.



## CONTACT INFORMATION

Sûreté du Québec, Manicouagan  
1010 Mingan Street, Baie-Comeau  
418-589-3788

[www.sq.gouv.qc.ca](http://www.sq.gouv.qc.ca)

## SECURITY GUARDS

If you see a vehicle with the words Sécurité (security) written on it, those are not police officers but rather security guards. Security guards often work on school campuses, at the airport, in stores, etc. Their job is prevention. They can help you and request police intervention if needed.

## IDENTITY PAPERS

In Canada, carrying identity papers with you at all times is not mandatory, but recommended. If you drive a vehicle, then it is mandatory to have a valid driver's licence on you.

### IMPORTANT

If you commit an offence, it is mandatory to provide identification when the police officer asks for it. If you do not, you could be detained until you are positively identified.

Never offer a police officer money to avoid a ticket. That is considered a crime in Canada. Police officers will never ask you for money either as that is also a crime.

Police officers cannot take sides in a civil conflict. They will apply the Criminal Code and Code of Penal Procedure.

## THE JUSTICE SYSTEM

The Canadian justice system respects individual rights and ensures society functions in an orderly fashion. The same laws apply to everyone including police officers, government officials, and public servants, all of whom must exercise their duties in compliance with the law.



For more information, visit: [www.justice.gc.ca/eng](http://www.justice.gc.ca/eng)



# CALL 911 FOR EMERGENCIES

In case of emergency, dial 9-1-1 to reach the 911 Emergency Centre. You can also contact the Sûreté du Québec at 310-4141 or by calling \*4141 on your mobile phone.

You should call 911 in the following cases:

- An emergency is unfolding (fight, robbery, accident).
- You have been the victim of a crime (robbery in your home, fraud, assault).
- A life is in danger (sick person, armed individual).
- To report a fire.
- You need the police, fire department, or an ambulance quickly.

**When in doubt, dial 9-1-1 and the emergency dispatcher will guide you.**

## USEFUL REFERENCES

**Canadian Centre for Cybersecurity**  
[www.cyber.gc.ca/en](http://www.cyber.gc.ca/en)

**Fraud, Éducaloi**  
[www.educaloi.qc.ca/en/publications/webinar-fraud](http://www.educaloi.qc.ca/en/publications/webinar-fraud)

**Identity Theft – Office of the Privacy Commissioner of Canada**  
[www.priv.gc.ca/en/privacy-topics/identities/identity-theft/guide\\_idt](http://www.priv.gc.ca/en/privacy-topics/identities/identity-theft/guide_idt)

**Ministry of Public Security**  
 (Government of Québec)  
[www.quebec.ca/en/government/ministere/public-security](http://www.quebec.ca/en/government/ministere/public-security)

**Public Safety Canada**  
 (Government of Canada)  
[www.publicsafety.gc.ca/index-en.aspx](http://www.publicsafety.gc.ca/index-en.aspx)

**City of Baie-Comeau**  
[www.ville.baie-comeau.qc.ca/services/services-essentiels/securite-du-public](http://www.ville.baie-comeau.qc.ca/services/services-essentiels/securite-du-public)

# FIRE PREVENTION

## FIRES

On average, fires in Québec cause:

**13** damages homes per day

**400** injuries per year

**24 000** people evacuated per year

From the residential fires investigated, most are caused by three factors: faulty or overloaded electrical installations, cluttered heat sources, and unattended kitchens.

## FIRE DEPARTMENT

Firefighters protect people by preventing and putting out fires. They also intervene during accidents involving hazardous materials or in floods.

In road accidents, firefighters free drivers trapped in cars. They also carry out rescue operations involving heights (cliffs, mountains, bridges, etc.) and on bodies of water (rivers, streams, lakes, etc.).



## GOOD TO KNOW

Baie-Comeau has two fire stations.

**The Mingan Station**  
 1310 Anticosti Street,  
 Baie-Comeau  
 418-589-1573

**The Marquette Station**  
 19 Marquette Avenue,  
 Baie-Comeau  
 418-296-8165

## SMOKE DETECTORS

Smoke alarms, or detectors, alert occupants of a residence when there is smoke present by setting off an audible alarm. The alarm alerts occupants so they can react quickly. Smoke detectors save lives. Battery-operated detectors are the most common; they are ideal for bedrooms and hallways. Models that use lithium batteries are recommended as the batteries have a 10-year lifespan.

**It is mandatory to have at least one smoke detector per floor, including in the basement. However, a detector should also be installed:**

- In the hallway, near the bedrooms.
- In each bedroom where a person sleeps with the door closed.
- By a staircase.



**EVERY PERSON IN YOUR HOUSEHOLD MUST BE ABLE TO HEAR THE SMOKE DETECTOR WHEN IT GOES OFF.**

The smoke detector will emit an intermittent beeping sound when it is time to replace the batteries. Replacing the batteries every year or when you move into a new home is also recommended. Smoke detectors have a limited lifespan and should be replaced every 10 years.



For more information, visit the Société d'habitation du Québec website at: [www.habitation.gouv.qc.ca/fiches-de-projet/fiches-techniques/avertisseurs-de-fumee](http://www.habitation.gouv.qc.ca/fiches-de-projet/fiches-techniques/avertisseurs-de-fumee)



### CONTACT INFORMATION

Baie-Comeau Public Safety  
and Fire Prevention

1310 Anticosti Street, Baie-Comeau  
418-589-1504

## POWER OUTLETS

Improper use of electrical outlets can cause fires.

To avoid damaging your electrical outlets, make sure to:

- Never overload electrical outlets and unplug appliances that are not in use or if you are away for a long time for example.
- Use multi-outlet power strips with circuit breakers; otherwise it is even more important to only plug in low-energy appliances.
- Never use extension cords in a permanent manner; they should only be used temporarily, as they are not designed for long-term use. And beware, some cords are only designed for indoor or outdoor use.
- Do not roll up an extension cord when in use, and do not run it under carpets. Friction and heat could damage the sheathing and start a fire.

## HEATERS

Furniture, blankets, and curtains must be kept away from baseboard heaters. Leave at least 15 centimetres of clearance between any heating appliance and object, piece of furniture, or fabric to prevent fire.

## DRYERS

Although practical, dryers can be hazardous if poorly maintained. Lint, threads, and pet hair can build up, block pipes, and cause fires. To keep air and heat circulating properly, make sure to empty out the lint trap before each use. Cleaning the ducts that lead to the outside of the home is also recommended at least once a year.

## SAFE BEHAVIOURS TO ADOPT

### When using a **cooking appliance**

Ensure the appliance is properly switched off before leaving the room or home.

Use a timer to remind you of the cooking time.

Keep the stove top and hood clean.

Do not wear loose clothing when cooking.

Remove, check, and clean the hood at least once a year.

Keep a fire extinguisher handy.

Never use a stove as a space heater.

### When using a **barbecue**

Propane barbecues must always be used outdoors.

Using a barbecue indoors or in any enclosed space could cause an accumulation of carbon monoxide, a noxious and deadly gas.

Install the barbecue at least 1 metre from any building or combustible surface.

Propane tanks must be stored outside, both in winter and summer.

If your barbecue will not start on the first try, follow the manufacturer's instructions and let the gas escape before trying again.

Never leave a lit barbecue unattended.

Do not let children play around the barbecue.

Do not try to move a lit barbecue.



## WHAT TO DO IF THERE IS A FIRE?

### OVEN FIRE

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#### Dial 9-1-1

Switch the stovetop and oven off.

Keep the oven door closed.

Only use a fire extinguisher if it is suitable and if you know how to use it.

### BARBECUE FIRE

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If there is no danger, turn the gas off by closing the valve on the propane tank;

#### Dial 9-1-1.

### GREASE FIRE

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#### Dial 9-1-1

Do not try to move the burning pan; the burning oil could splash and burn you and spread the fire.

Never use water to put out a grease fire as water creates sudden flare-ups and can spread the fire.

Cover the fire with a tight-fitting lid or cookie sheet to smother the flames.

Turn off the range hood fan to avoid spreading the fire.

Never pour burning oil down the drain.


**If the fire does not go out immediately, leave the building and call 911.**

(If needed, use a neighbour's phone to call 911).



## PORTABLE FIRE EXTINGUISHERS

A smoke detector is the most effective way to save a life, but a fire extinguisher is also important. It can be useful in certain situations.

 To learn how to pick and install a fire extinguisher, visit:  
[www.quebec.ca/en/public-safety-emergencies/fire-safety/fire-safety-equipment-home/fire-extinguisher](http://www.quebec.ca/en/public-safety-emergencies/fire-safety/fire-safety-equipment-home/fire-extinguisher).

Have your extinguisher checked every year by a qualified professional. If it is refillable, have it refilled.



### PRACTICAL INFORMATION

Did you know that the average fire doubles in size every minute?

If there is a fire, the priority is to get out. Only use a fire extinguisher on a small or incipient fire, and if the room is not filled with smoke.



# YOU ONLY HAVE 3 MINUTES TO GET OUT WHEN A FIRE STARTS.

## HOW TO MAKE A FIRE ESCAPE PLAN

This includes the time it takes for the smoke detector to detect smoke, sound the alarm, and wake you up. That does not leave you much time to evacuate. The challenge is to get out quickly before the smoke prevents you from evacuating.

Map out your home's fire escape plan with your family. You can even make a game of it with the kids.

## YOUR ESCAPE PLAN SHOULD INCLUDE:

- Windows and doors that can be used as emergency exits.
- Two exit routes from every room if possible. Remember that the main exit from your home could be inaccessible so plan for alternate exits such as windows or a patio door.
- The outdoor meeting point. Pick a place that is accessible in every season, that does not require crossing the street, and where firefighters can see you when they arrive.
- The location of smoke and carbon monoxide (CO) detectors and portable fire extinguishers.

## HOME INSURANCE

**Get home insurance.** In case of a major fire, the Red Cross takes care of the victims, but only for three days. Home insurance is reasonably priced and will cover the cost of replacing your belongings and paying your expenses until you are rehoused. Without it, you could lose everything.

Making a fire indoors is not allowed unless it is in safe equipment designated for this purpose: fireplaces or heating fireplaces. There are bylaws in place regarding indoor fires.



For more information, visit: [www.infoassurance.ca](http://www.infoassurance.ca)

## OUTDOOR FIRES

Check the bylaws before making a fire outdoors, whether on the beach (camp fire) or on a private lot.

The City of Baie-Comeau allows fires in a fire pit or a proper container if it is at least 5 metres from any building or combustible material. The surface area of the fire cannot exceed 1 square metre.



### IMPORTANT

You must always check the fire danger index in effect before making an outdoor fire. Fire bans are sometimes issued when conditions are dangerous, such as in a drought.



### CONTACT INFORMATION

The Société de protection des forêts contre le feu (SOPFEU) is responsible for assessing fire danger.

Consult warnings and the interactive map on their website

[www.sopfeu.qc.ca/en/maps](http://www.sopfeu.qc.ca/en/maps)

# PREPARING FOR A DISASTER

Manicouagan is a peaceful and pleasant place, but unfortunately it is not immune to disasters, such as floods, fires, high winds, or drinking water shortages. In an emergency, being well-prepared can make all the difference for your safety and that of your loved ones.

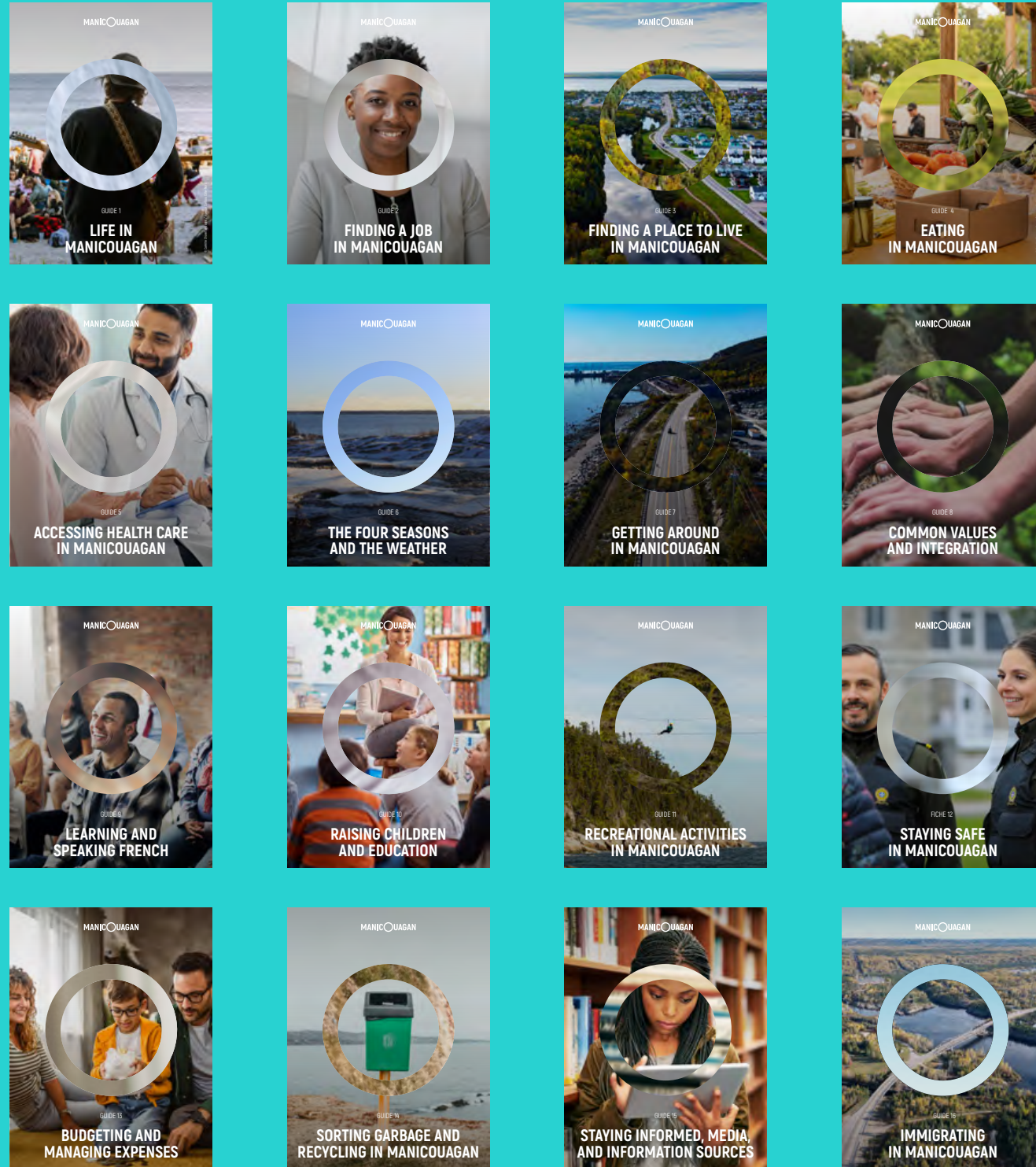
To be well prepared for any situation, it is a good idea to put together an emergency kit containing certain essential items, such as:

- Water: at least two litres per day per person. Use small bottles that will be easy to transport if an evacuation order is issued.
- Non-perishable foods such as canned goods, energy bars, and other foods that are easy to transport if an evacuation is issued.
- A manual can opener.
- A hand-cranked or battery-powered flashlight (and spare batteries). Replace batteries at least once a year.
- A hand-cranked or battery-powered radio (with spare batteries) or a weather radio.
- An extra set of car keys and house keys.
- Cash in small denominations such as \$10 bills and change for public telephones.
- A copy of your emergency plan and a contact list of resource people.
- If applicable, other specific items such as prescription medication, baby formula, disability aids, pet food, or food for your service animal (personalize your kit based on your specific needs).



For more information, visit [www.getprepared.gc.ca](http://www.getprepared.gc.ca) or [www.quebec.ca/en/public-safety-emergencies/emergency-situations-disasters-and-natural-hazards](http://www.quebec.ca/en/public-safety-emergencies/emergency-situations-disasters-and-natural-hazards)

# CONSULT THE OTHER GUIDES



# THANK YOU TO OUR PARTNERS

The success of this project is a testament of the strength of our collaborative partnership. The Manicouagan RCM would like to thank all its partners and collaborators for their trust and their vital contributions to the project.

## WORKING COMMITTEE

An initiative of



With the collaboration of



## FINANCIAL PARTNERS



This project is carried out as part of the sectoral agreement that aims to attract new residents and encourage long-term settlement in the Côte-Nord and with the financial support of the following partners: Caniapiscau RCM, Golfe-du-Saint-Laurent RCM, Haute-Côte-Nord RCM, Manicouagan RCM, Minganie RCM, Sept-Rivières RCM, le ministère des Affaires municipales et de l'Habitation, and the Société du Plan Nord.

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