

REFERENCE GUIDE

FOR STUDENTS 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!

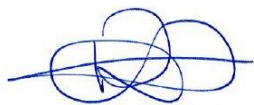
The CFTR staff is pleased to welcome you.

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



THE PLACE OF WOMEN

In a context where women represent 48% of Québec's population, the proportion of women is only 12% in road transport and 2% of the heavy vehicle mechanics.

However, in a traditionally male environment, access to information is a considerable obstacle for a woman who wants to learn about employment characteristics, such as job security, placement rates and working conditions.

Few women work as truck drivers, bus drivers and heavy-duty vehicle mechanics. Therefore, there are fewer places where they can interact with each other.

To allow you to share your experiences, the CFTR has set up a private Facebook group. This community - **La Place des Femmes** - gives you the opportunity to share, ask questions, present your concerns and help each other.

At the **CFTR**, you have **YOUR** place to achieve **YOUR** goals and **YOUR** dream of becoming a truck driver, bus driver or mechanic.

To join the community, simply connect to the CFTR Facebook page at <https://www.facebook.com/leCFTR/>

Welcome to YOUR community. It is a pleasure to welcome you!

The CFTR Place des Femmes Committee

RESOURCES FOR THE STUDENT

Centre Director: Mr. Patrick Blanchette

Head Teacher

• Name: _____

Head Teacher's contact

• Tel.: _____

• Email: _____

Service point Director

• Name: _____

Director's contact

• Tel.: _____

• Email: _____

**For general information contact
the CFTR reception desk**

•450-435-0167, ext. 7101

**Student support services: School
and psychosocial support**

•450-435-0167, ext. 7151

**Do you need help for your
financial support application?**

•info-sf-cftr@cssrdn.gouv.qc.ca

Center closure

•During the winter, consult the Info-tempête tab on the home page of our Internet site, cftr.ca, for information about closure of the institution.

CENTRE RULES

The CFTR has adopted rules of conduct where the values of respect prevail, toward others, in accordance with laws and regulations and the values related to the trade. The following rules reflect what is expected in the industry and will therefore be emphasized throughout your professional training.

<p>RESPECT FOR THE PEOPLE AROUND ME</p>	<ul style="list-style-type: none"> ➤ Respect for the organization and the people ➤ Respect in different forms of communication ➤ Respect for individual differences
<p>COMPLIANCE WITH INTERNAL AND EXTERNAL RULES</p>	<ul style="list-style-type: none"> ➤ Punctuality and attendance ➤ Mandatory dress code ➤ Cell phone use prohibited at all times during school hours unless: <ul style="list-style-type: none"> ▪ The instructor requests the use for educational purposes. ▪ The student asks in advance, due to a situation that would require him/her to use his/her cell phone. (E.g., parental responsibility)
<p>RESPECT FOR THE VALUES OF THE TRADE</p>	<ul style="list-style-type: none"> ➤ Act responsibly. ➤ Present a professional image. ➤ Ensure the cleanliness and condition of materials and equipment.

NON-COMPLIANCE DISCIPLINARY ACTIONS

STEP 1 • Verbal notice	The instructor verbally informs the student of the situation to be corrected and the expected changes. A note to this effect is entered in the student's record.
STEP 2 • Written notice	If little or no improvement is observed, the instructor meets with the student again, accompanied by another instructor. He once again informs him or her of the expected improvements. This is documented in a written report and entered in the student's record. The director is informed.
STEP 3 • Meeting with the director	If the problematic situation persists despite a verbal and a written notice, the student is referred to the director. After analyzing the situation, a letter of agreement may be issued based on specific expectations and expected results within a given time frame.

PROHIBITED BEHAVIOURS LEADING DIRECTLY TO INTERVENTION BY THE DIRECTOR



No verbal or physical abuse is tolerated.

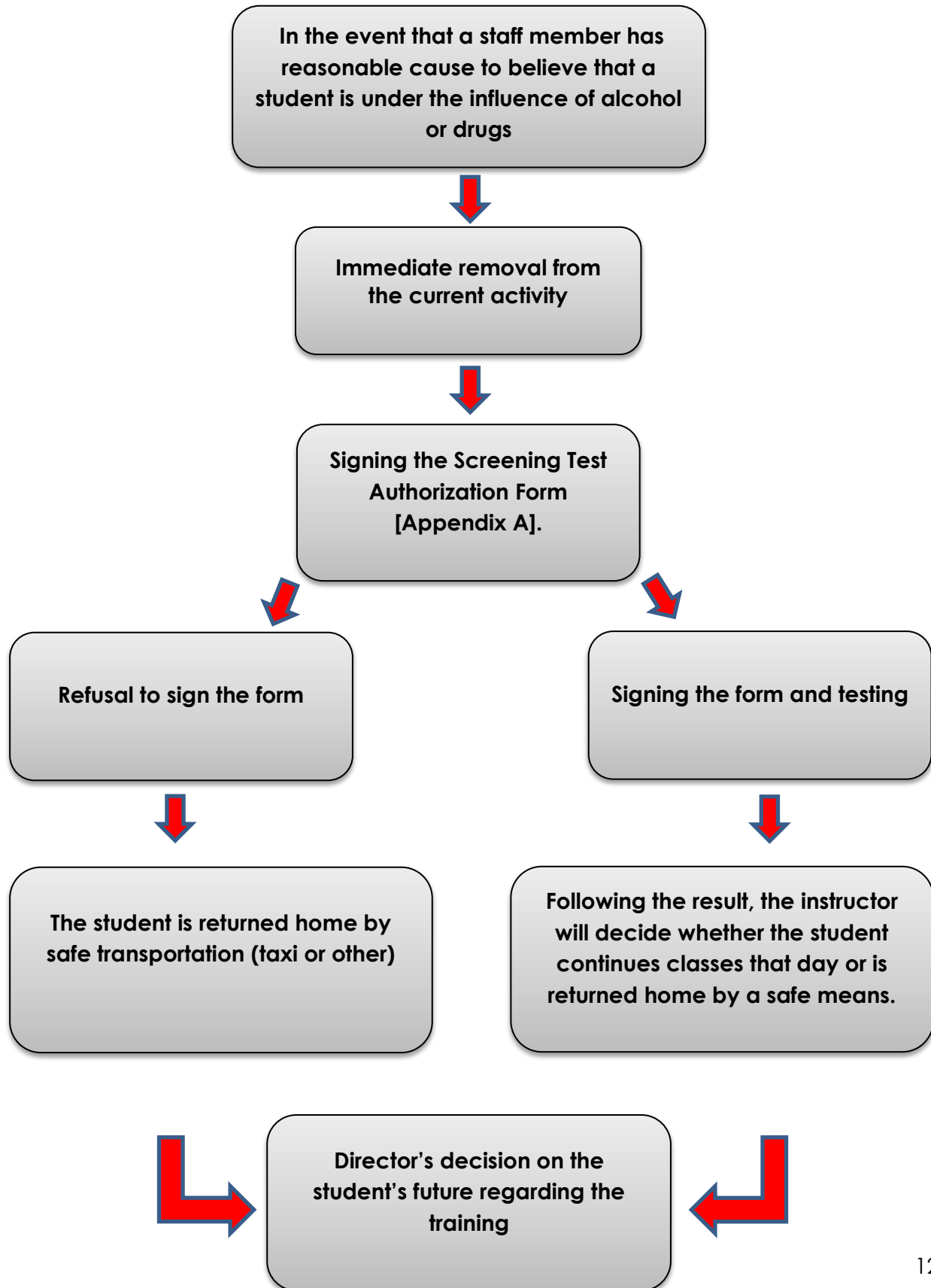


Zero tolerance for any form of threats, harassment or intimidation.



The use of alcohol, drugs, tobacco or electronic cigarettes is prohibited at all times.

DRUG AND ALCOHOL INTERVENTION PROCESS



PUNCTUALITY AND ATTENDANCE

- **You are required to notify your head Teacher of any absence; ***
- A prolonged absence could lead to the termination of your training.
- Late arrivals will be noted in your record.

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

MEASURES FOLLOWING REPEATED AND UNJUSTIFIED ABSENCES OR DELAYS

- 1) Upon reaching a cumulative absence of 2% (% of total program hours), the student will be met by his Teacher who will give the student a first written warning. (First action step according to the Centre Rules).
- 2) Upon reaching a cumulative absence of 4% (% of total program hours), the student will be met by the group Head Teacher who will issue a second warning. A copy of the second warning is given to the director and the responsible counsellor who will inform, if applicable, the local employment centre agent (second action step according to the Centre Rules).
- 3) Upon reaching a cumulative absence of 8% (% of total program hours), the student will be met by the director (third action step according to Centre Rules) and a letter of agreement will be issued and signed by both parties.

DRESS CODE

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

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

OCCUPATIONAL HEALTH AND SAFETY

The health and safety aspect are important and will be considered throughout your training. Your educational environment reflects your future work environment. Demonstrating your commitment to health and safety standards during your training prepares you for the reality of your job. During your training at CFTR, you will:

- Respect the health and safety rules transmitted to you.
- Report all work-related accidents to the Teacher as soon as possible. For emergency injuries caused by work-related accidents, the injured person will be taken to hospital.
- Complete the “Accident Record” form provided by the Teacher, which must be forwarded to the CFTR Secretariat within 24 hours. In the event that the student is unable to complete the form, the Head Teacher will complete the form.
- Wear personal protective equipment (gloves, safety glasses, safety shoes, orange road safety vest and helmet) when necessary, e.g., tie-down lab, vehicle washing, working under trucks.
- During outdoor activities, it is mandatory to wear an orange safety vest.

ACTIVE PARTICIPATION

Participation is said to be active when a person has chosen or agrees to participate in a training program for personal or career reasons. Active participation also refers as motivation during the training period.

Situational training progression awareness, it is the student's responsibility to monitor his or her progress throughout the training program. Furthermore, it is the student's responsibility to complete the exercises, assignments and tasks requested by the Teacher all along the training program.

EVALUATION

For each of the competencies, you will be evaluated according to two types of evaluation:

- Evaluation throughout the competency to assess your learning progression.
- Final evaluation to confirm the acquisition of the competency.

A student who is caught cheating during an evaluation will result in immediate termination of the test, and consequently a failing mark.

Following an evaluation assessment, the instructor will inform you of the verdict (pass or fail) as well as the areas you need to improve.

Before retaking the test, you will be required to submit a review plan and demonstrate your ability to solve the problems encountered (during the competency).

The various types of evaluation are conducted in accordance with the CFTR Standards and Procedures for Evaluation of Learning, which are available on the Intranet.

REVIEW OF A RESULT IN AN EVALUATION TEST

YOU MAY REQUEST A REVIEW OF AN EVALUATION TEST RESULT.

- The application must be submitted within 30 days from the known verdict.
- The disputed verdict must not have been the subject of a previous application for review.

You will find the form on our website at cftr.ca under the Student Services tab.

USE OF INTERNET AND SOCIAL MEDIA

Refer to the CSSRDN policy on Internet, Intranet, Extranet and Email Usage [Appendix B].

COMPLAINT PROCESS

The Ministry of Education has implemented new procedures for processing complaints in three stages applicable in all school service centers.

This new process covers any complaints that may be made by a student or one of his parents regarding the services he received, is receiving or should have receive.

This summary is based on the Ministry of Education's document, *Porter plainte* (Making a complaint). For detailed information, please refer to the official publication (in French): <https://www.quebec.ca/gouvernement/ministere/education/organismes-lies/protecteur-eleve/porter-plainte>

Three-step procedure

Step 1: Speak to the person directly involved or their immediate supervisor.

A student or parent who wishes to file a complaint must first contact the person directly involved or his/her immediate supervisor. The complaint can be made verbally, although it is advisable to keep a written record from this first stage, in order to keep track of the total response time.

The complaint must be addressed within 10 working days.

Step 2: Contact the person responsible for processing the complaints:

cftr.ca/traitement-dune-plainte/
(Under the Services aux élèves tab)

If, at the end of step 1, the student or parent is dissatisfied or the complaint has not been processed within the time limit set out in the Law, they may contact the person responsible for processing complaints designated by the Board of Directors of the school

service centre. This step can be done orally. However, it is recommended to keep a written record of the efforts made.

The complaint must be processed within 15 working days.

Step 3: Contact the student's Regional Ombudsman

Refer to our website at cftr.ca/traitement-dune-plainte/
(Under the Services aux élèves tab)

If, at the end of Step 2, the student or parent remains dissatisfied or the complaint has not been processed within the time frame provided for by the Law, they may then appeal to the Regional Student Ombudsman assigned to the student's region. The student or parent may be assisted by the Regional Student Ombudsman in formulating a written complaint.

The Regional Student Ombudsman will have 20 working days to process the complaint and make appropriate recommendations to the School Service Centre.

Québec's National Student Ombudsman will have five business days to inform the Regional Student Ombudsman of his or her intention to review the complaint. Should the Ombudsman decide to review the complaint, he or she will have 10 working days to complete the review; his or her findings or recommendations may replace those of the Regional Student Ombudsman, as he or she sees fit.

The Regional Student Ombudsman will then inform the complainant and the School Service Centre of the findings and the reasons for them, as well as any recommendations.

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 or, if applicable, the reasons for refusing to take action.

Complaint handling procedures

When the Regional Student Ombudsman reviews a complaint, he/she will notify the School Service Centre that is the subject of the complaint. The latter shall promptly forward to the Ombudsman any information it has concerning the complaint.

The Regional Student Advocate will provide the complainant and the person directly involved in the complaint, or their immediate supervisor, with an opportunity to be heard.

Anti-bullying and violence

The new complaints mechanism will also apply to anti-bullying and anti-violence. In the event of dissatisfaction with the follow-up provided by a school principal/director to a report or complaint in this matter, the student or parent may then make a complaint directly to the school service centre's complaint officer and then to the student's Regional Ombudsman.

Where the complaint involves bullying or violence, the Regional Student Advocate will give the complainant and the principal/director an opportunity to be heard.

Sexual violence

A complaint regarding an act of sexual violence may be made directly to the student's Regional Ombudsman without having to go through the first two steps of the process.

The Regional Student Ombudsman will then promptly forward the complaint to the principal/director of the educational institution involved unless the complainant objects or there are reasonable grounds to believe that this would hinder an investigation.

Complaints of sexual violence are handled on an emergency basis.

The Québec Student Ombudsman follows the definition of sexual abuse stated in the Act to prevent and fight sexual violence in higher education institutions:

"...any form of violence committed through sexual practices or targeting sexuality, including sexual assault. It also refers to any other misconduct, including that relating to sexual and gender diversity, in such forms as unwanted direct or indirect gestures, comments, behaviours or attitudes with sexual connotations, including by a technological means."

Confidentiality

Respect for the confidentiality of information will be at the heart of the role of the Protector national student body and regional student protectors. Any information obtained in the exercise of their functions will be treated confidentially and will not be shared only with the consent of the persons concerned.

Protection against retaliation

The National Student Ombudsman Act provides protection from reprisal for persons who make a complaint, cooperate in the handling of a complaint or accompany a person who makes a complaint.

It will also be prohibited for anyone to threaten a person with retaliation for not filing a complaint.

This protection applies both to the student or his or her parents and to the staff of an educational institution collaborating in the investigation of the facts of a complaint.

Any individual who retaliates or threatens to retaliate is subject to fines ranging from \$2,000 to \$20,000. These fines range from \$10,000 to \$250,000 for legal entities (school service centres, school boards, private educational institutions).

ANTI-BULLYING AND ANTI-VIOLENCE

With the aim of making both climates, social and educational, as adequate as possible and to allow you to devote yourself fully and safely to your success, the CFTR has adopted a plan to combat bullying and violence.

➤ **Please refer to page 16 of this guide for the detailed complaint process**

If you believe you are a victim or witness of bullying or violence — Act immediately by reporting it. All information and reports will be kept confidential.

If you need help or support:

☎ (450) 435-0167, extension 7151

✉ intimidationcftr@cssrdn.gouv.qc.ca

APPENDIX A – INTERVENTION PROCEDURE FOR PSYCHOTROPIC SUBSTANCES

NO TO INTIMIDATION AND VIOLENCE

Definition of bullying:

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

Bullying can manifest itself in a variety of ways. It is usually characterized by behaviours, words or gestures that are:

- Intentional or not.
- Repetitive.
- Expressed directly or indirectly.
- Done with the intent to harm or hurt.
- Done in a context of unequal power balance between two or more people, such as power or control relationships.
- Exclude a person from the group.
- Isolate them, make them less popular by spreading a rumour about them.
- Revealing of their secrets, talking behind their back or writing nasty things about them.

(DRUGS, ALCOHOL, MEDICATION, ETC.)

Use of psychotropic substances during training activities at the CFTR or during a placement

1. TERMINOLOGY DEFINITIONS

For purposes of interpretation of this policy, the following terms are defined as follows:

- 1.1 Impaired:** Alertness, perception and motor reflexes altered due to fatigue, illness or a psychotropic substance.
- 1.2 Reasonable cause:** Situation for which alcohol and drug testing may be required including:
Observation of alcohol or drug use.
Observation of notable signs and indicators 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.
Odd or unusual behaviour.
Dangerous behaviour.
An incident or accident that is clearly not the result of any cause other than personal error.
- 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 Psychotropic substance:** A substance that alters psychic functioning by causing changes in mood, perception, consciousness or behaviour. Psychotropic substances include alcohol, illicit drugs, certain prescription and over-the-counter medications and volatile solvents.
- 1.5 Substance abuse:** Addiction to alcohol, illicit drugs, medications or any other intoxicant. Addiction is a disease, and denial of the problem is part of it.
- 1.6 Vigilance:** A state of attention that allows one to act and react appropriately by means of acquired or innate reflexes.

2. OBJECTIVES AND CONTEXT OF APPLICATION

- 2.1.** As the owner/operator of heavy vehicles, CFTR management has an obligation to ensure that drivers of CFTR vehicles can operate the vehicle in a safe manner and are not impaired by any mind-altering substance (alcohol, illegal drug, medication or other intoxicant) or by fatigue.

- 2.2.** In this regard, the CFTR has adopted a "Zero Tolerance" policy regarding the use of alcohol, drugs and medication that can affect alertness and compromise safety during the entire training period, including the placement.
- 2.3.** The principle of "Zero Tolerance" also applies to a student's possession of and trade in any mind-altering substance.
- 2.4.** Failure to comply with this policy will trigger an intervention process and will be investigated, which may result in suspension or dismissal from the CFTR.
- 2.5.** Students who are taking or have taken medication that may affect their alertness (muscle relaxants, antihistamines, etc.) are required to notify their instructor before starting class.
- 2.6.** Likewise, any student driving a vehicle belonging to the company that hosts their placement is required to comply with this policy and is subject to the same conditions that prevail at the CFTR.

3. ALCOHOL TESTING

- 3.1.** If a teacher observes clear signs and indications that a student is under the influence of alcohol, the student may be tested.
- 3.2.** The teacher may, for reasonable cause, have the student take a blood alcohol test in the presence of an authorized witness. On the form used for the screening test, the signs and facts observed are to 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 testing the student for reasonable cause, either as a result of observing signs and indications of potential use or as a result of an incident or accident that could be attributed to impairment.
- 3.4.** If the student refuses to take the test, he/she will have to justify this refusal and meet with the administration to explain the reasons for his/her refusal and to learn what measures will be taken.
- 3.5.** If no alcohol detection device (professional electronic breathalyzer) is available at the time of testing, an Alco-Tube Plus type breathalyzer may be used as an indication.
- 3.6.** Following the tests, the teacher will record the results on the Screening Report Form. The student and teacher will sign to attest to the result, as will the authorized witness, even if the test indicates 0.000 g or 0 mg/100 ml of blood.
- 3.7.** At all times, while participating in CFTR related courses and activities, the student must have a blood alcohol level of 0.000 g or 0 mg/100 ml of blood. Detection of a blood alcohol level above 0 will automatically generate an investigation procedure and consequences for the student.
- 3.8.** If the test result is positive, the student will immediately and for the rest of the day be prohibited from driving a CFTR vehicle or any other vehicle.
- 3.9.** If the student must be returned home or sent to another location, this will be done in a safe manner.
- 3.10.** The teacher must notify the administration of the incident if this has not already been done.
- 3.11.** Before continuing with the courses of study, the student will have to meet with the director who will inform him/her of the measures that will be taken.

4. SCREENING FOR DRUGS, MEDICATIONS AFFECTING ALERTNESS, VOLATILE SOLVENTS AND OTHER INTOXICANTS

- 4.1.** If a teacher observes clear signs and indications that a student is under the influence of any drug, the student may be subjected to an immediate saliva test.
- 4.2.** The teacher may, for reasonable cause, have the student take a saliva test in the presence of an authorized witness. On the form used for the screening, the signs and facts observed are to be mentioned as well as the date and time of their observation.
- 4.3.** The student will then sign the consent form which states that the teacher is testing the student for reasonable cause, either as a result of observing signs and indications of potential use or as a result of an incident or accident that could be attributed to impairment.
- 4.4.** If the student refuses to take the test, he/she will have to justify this refusal and meet with the administration to explain the reasons for his/her refusal and to learn what measures will be taken.
- 4.5.** Following the test, the teacher will record the results on the Screening Report Form. The student and teacher will sign to attest to the result as well as the authorized witness, even if the saliva test is negative.
- 4.6.** If there is any doubt about a negative saliva test result, the CFTR reserves the right to request that a urine test be performed at an approved laboratory.
- 4.7.** At all times while attending CFTR classes and activities, students must not have any trace of drugs in their saliva, urine or blood. The very detection of traces indicates that a psychoactive substance has been used and that the student is a risk. A positive screening test will automatically generate an investigation procedure and consequences for the student.
- 4.8.** If the test result is positive, the student will immediately and for the rest of the day be prohibited from driving a CFTR vehicle or any other vehicle.
- 4.9.** If the student must be returned home or sent to another location, this will be done in a safe manner.
- 4.10.** The teacher must inform the director of the incident if this has not already been done

- 4.11.** Before continuing with the courses of study, the student will have to meet with the director who will inform him/her of the measures that will be taken.
- 4.12.** A student suffering from a drug addiction diagnosed by a specialized physician will be suspended from classes. The student may return to class after treatment under certain conditions, including sporadic testing.

APPENDIX B – USE OF INTERNET AND SOCIAL MEDIA

Use of the Internet, extranet and email¹

1. Objective

This directive is primarily concerned with the use of the telecommunication network made available to users of the schools, centres and administrative services of the Centre de services scolaires de la Rivière-du-Nord (CSSRDN).

2. Context

This guideline is issued in the context of the CSSRDN Internet, Intranet, Extranet, and email usage policy and covers file sharing, participation in forums and newsgroups, downloading files, and sending attachments via email.

3. Scope of application

This guideline is intended for users who benefit from electronic access or the use of CSSRDN-owned equipment.

4. Obligations of users

Users must:

D.1 Respect the laws and regulations in force in Québec and Canada.

D.2 Do not download software or files, or send mail, which may interfere with the proper functioning of workstations, the network and its infrastructure.

D.3 Keep your network access codes for your exclusive use and assume responsibility for actions associated with them.

D.4 Always ensure, that the School Service Centre's informational data is respected and secure.

D.5 Use email only for training purposes.

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

¹ This appendix has been adapted from the guidelines of the Centre de services scolaires de la Rivière-du-Nord and therefore applies to users of the CFTR digital tools as part of the CSSRDN.

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

- E.1** When there is an obligation to safeguard one's legitimate rights.
- E.2** When a crime or misdemeanour is suspected or being investigated as 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 the infrastructure or others.

6. Special provisions for prohibited activities

The School Service Centre reserves the right to take immediate action when any illegal activity is reported to its attention. It is prohibited particularly to:

- F.1** Use email for advertising, propaganda, harassment, dissemination of defamatory, hateful, offensive, disruptive, or denigrating statements or sexual or sexist comments or images.
- 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, and even prosecution for offences under the Criminal Code.
- F.4** Altering or transferring data electronically outside of the School Service Centre for the purpose of trading.
- F.5** To use the header (logo) or image of the Centre de formation en transport routier or the Centre de services scolaires for the purpose of participating in discussion groups or forums, and to associate his or her words with the name of the Centre de formation en transport routier or the Centre de services scolaires.
- F.6** To authorize a third party to access or use the telecommunication network that is part of the School Service Centre infrastructure.
- F.7** Use another person's user ID or password, or disclose any user ID or password, including your own.

