

In an environmental emergency, it is important for witnesses, victims, officials and responders to be able to communicate quickly and at all times with Urgence-Environnement.

## ENVIRONMENTAL EMERGENCY

Any SUDDEN situation that threatens, affects or is on the verge of impairing the quality of the water, air, soil, wildlife, wildlife habitats or the environment in which humans live, and that requires IMMEDIATE intervention.

You can reach Urgence-Environnement **24 hours a day, 7 days a week**, by calling our toll-free number in Québec and adjoining territories.

 **1 866 694-5454**

During business hours, environmental emergencies can also be reported to the regional offices of the Ministère de l'Environnement, de la Lutte contre les changements climatiques, de la Faune et des Parcs.



## REPORT AN ENVIRONMENTAL EMERGENCY

**Use caution!**  
**Your health is our priority.**

You may be asked for the following information when you contact Urgence-Environnement:

- Name, function, organization, address and telephone number of the person to contact at the site or who knows about the case (if it is a different person). This information will remain confidential;
- Location of the incident (address and details to help us pinpoint the location);
- Type of incident (e.g. spill or exceedance of standards);
- When the incident occurred (recent or not?);
- Details on the product spilled (e.g. name and physicochemical characteristics if known);
- Quantity involved, and if applicable, estimate of the quantity spilled, type and dimensions of container, etc.;
- Departments or organizations already informed or at the site;
- Action being taken (containment, retention, recovery of the product, etc.).

This information will be conveyed to the responder on duty if it is an environmental emergency.

The responder will determine what measures should be taken. Depending on the magnitude of the situation, the responder will monitor progress either remotely or at the site of the incident.

**Urgence-  
Environnement**  
**Québec** 

# Environmental emergency

## to report?

 **Call us!**  
**1 866 694-5454**

**24 hours a day / 7 days a week**



**Votre  
gouvernement** 

**Québec** 



In Québec, municipalities are responsible for protecting the citizens and property on their territory.

To support them in this role and ensure that appropriate measures to protect the environment are taken promptly, the Ministère de l'Environnement, de la Lutte contre les changements climatiques, de la Faune et des Parcs has a permanent emergency environmental response team. It is swift and well-organized, drawn from the regular staff of the Ministère's regional branches.

## URGENCE-ENVIRONNEMENT

### ROLE

- to help limit the release of contaminants that could threaten the life, health, safety, welfare or comfort of human beings, or that could harm or otherwise impair the quality of the soil, vegetation or wildlife;
- to participate in disaster prevention;
- to ensure that contaminant recovery is carried out in accordance with the laws and regulations of the Ministère.

**Regional teams are available at all times, throughout Québec!**

### TEAMS

### THAT WORK

### WITH YOU!

#### URGENCE-ENVIRONNEMENT:

- has emergency vehicles and a mobile command post to increase the effectiveness of response on site;
- acts in support of local response teams to minimize adverse environmental effects (it does not direct the work except in certain particular cases);
- collaborates with the Ministère's Centre d'expertise en analyse environnementale du Québec, whose experts and mobile laboratories (e.g. TAGA, a cutting-edge air analytical tool) may be called upon or even dispatched to the emergency site if the situation so requires.

#### URGENCE-ENVIRONNEMENT CAN ALSO:

- receive statements from whoever is responsible for the accidental presence of a contaminant in the environment, as in a spill, leak, over-standard discharge, etc. (sec. 21 of the Environment Quality Act: obligation to notify the Minister without delay);
- provide information on the laws and regulations that apply to the emergency situation.

**NOTE:** Urgence-Environnement does not respond in the case of spills affecting only the interior of buildings (residences, offices, laboratories, etc.).

### MOBILIZATION

### TO FIT

### THE SITUATION

#### URGENCE-ENVIRONNEMENT RESPONDS IMMEDIATELY PURSUANT TO THE LAWS AND REGULATIONS OF THE MINISTÈRE:

- **Minor emergency:** the team remains until recovery and restoration are completed.
- **Incident of greater magnitude:** the team remains until the situation is under control. Usually the case is then transferred to the regular services of the Ministère for the monitoring of operations.

When an emergency is of significant magnitude and the ministère de la Sécurité publique coordinates government operations, the Ministère acts as a partner with the Organisation de la sécurité civile du Québec, while also collaborating with regional civil security organizations.

### URGENCE-ENVIRONNEMENT

### RESPONSE REGISTRY

To inform the population about environmental emergencies, a response registry is provided on the website of the Ministère: [environnement.gouv.qc.ca/ministere/urgence\\_environnement](http://environnement.gouv.qc.ca/ministere/urgence_environnement)

The registry presents a brief description of incidents handled by the Urgence-Environnement teams. All incidents of an environmental nature since April 1, 2008 where there was a response in the field are in the registry, except for spills from the fuel tanks of vehicles involved in road accidents.