

► Checklist

This checklist is primarily intended for refugee claimants settled in Montréal. For contact information on offices located outside Montréal, call Services Québec at **1 877 644-4545** (toll free).

EMERGENCY TEMPORARY SHELTER

CIUSSS du Centre-Ouest-de-l'Île-de-Montréal **514 484-7878 # 5**

Programme régional d'accueil et d'intégration des demandeurs d'asile (PRAIDA – Regional reception and integration program for refugee claimants)

35, rue de Port Royal Est, 5^e étage
Montréal (Québec) H3L 3T1

Sauvé Metro station Monday to Friday, from 9 a.m. to 5 p.m.
With or without an appointment

YMCA Residence **514 932-5353**

4039, rue Tupper
Westmount (Québec) H3Z 1T5
Atwater Metro station

Monday to Friday (after 5 p.m.) Saturday and Sunday (24 hours)

LEGAL AID AND LAWYERS

Community Legal Centre of Montréal **514 864-2111**

Legal aid, immigration lawyers
425, boul. de Maisonneuve Ouest
bureau 600
Montréal (Québec) H3A 3K5
McGill Metro station

Referral service of the Barreau de Montréal **514 866-2490**

Monday to Friday, from 9 a.m. to noon and from 2 p.m. to 4 p.m.
Summer schedule: same hours, except Friday, from 9 a.m. to 12 p.m.
This organization will suggest a lawyer who you can contact.

FINANCIAL ASSISTANCE

Centre spécialisé des demandeurs d'asile, des garants défaillants et des services aux parrainés **514 872-8838**

Income support, Island of Montréal

287, rue Notre-Dame Ouest
Montréal (Québec) H2Y 1T8
Square-Victoria–OACI Metro station

Monday, Tuesday, Thursday and Friday, from 8:30 a.m. to 4:30 p.m.
Wednesday from 10 a.m. to 4:30 p.m.

FRENCH LANGUAGE COURSES

Ministère de l'Immigration, de la Francisation et de l'Intégration **514 864-9191** **1 877 864-9191 (toll free)**

Referral for full time and part-time courses **www.quebec.ca/francais**

Ministère de l'Éducation et Ministère de l'Enseignement supérieur **418 643-7095** **1 866 747-6626 (toll free)**

SCHOOL

Ministère de l'Éducation **418 643-7095** **1 866 747-6626 (toll free)**

SOCIAL INSURANCE NUMBER

Information in French **1 800 808-6352 - option 3 (toll free)**
Information in English **1 800 206-7218 - option 3 (toll free)**

IMMIGRATION

Ministère de l'Immigration, de la Francisation et de l'Intégration **514 864-9191** **1 877 864-9191 (toll free)**

An information session for refugee claimants (in English)
www.immigration-quebec.gouv.qc.ca

Immigration, Refugees and Citizenship Canada **1 888 242-2100** **(toll free)**

Work permit, study permit, Interim Federal Health Program, change of address, information

Immigration and Refugee Board **514 283-7733** **Fax: 514 283-0164**

Change of address, status of file
200, boulevard René-Lévesque Ouest
Complexe Guy-Favreau
Montréal (Québec) H2Z 1X4
Place-d'Armes Metro station

JUSTICE AND RIGHTS

Commission des normes, de l'équité de la santé et de la sécurité du travail **1 844 838-0808 (toll free)**

Working conditions, workplace accidents and occupational illnesses, etc. **1 800 265-1414 (toll free)**

Tribunal administratif du logement **514 873-2245**

All applications pertaining to leases
Montréal, Laval and Longueuil
Other regions **1 800 263-2245 (toll free)**

HEALTH CARE AND SOCIAL SERVICES

Emergency (police, fire and ambulance) **911**

CIUSSS du Centre-Ouest-de-l'Île-de-Montréal **514 484-7878 # 5**

Programme régional d'accueil et d'intégration des demandeurs d'asile (PRAIDA – Regional reception and integration program for refugee claimants)
Services pertaining to medical care, shelter, social services, family assistance, unaccompanied minors, etc.

35, rue de Port Royal Est, 5^e étage
Montréal (Québec) H3L 3T1
Sauvé Metro station

Monday to Friday, from 9 a.m. to 5 p.m.
With or without an appointment

Information service and multilingual reference (Greater Montréal) **211**

Assistance service for referral to appropriate social and community resources (Clothing, food, violence, etc.)

Info-Santé **811**

Telephone consultation on health and social services matters

RESIDENTIAL SERVICES

Hydro-Québec (electricity) **514 385-7252**

Hydro-Sherbrooke (electricity) **819 821-5622**

Énergir **1 800 361-4568 (toll free)**

GOVERNMENT SERVICES

Service Québec **514 644-4545**

Information on Québec government services **1 877 644-4545 (toll free)**

Service Canada **1 800 622-6232 (toll free)**

Information on federal government services

TRANSPORTATION

Société de transport de Montréal (bus, subway) **514 786-4636**

Agence métropolitaine de transport (trains) **514 287-8726**

Réseau de transport de Longueuil **450 463-0131**

Société de transport de Laval **450 688-6520**

Société de l'assurance automobile du Québec **514 873-7620**

Driver's licence, highway code, etc. **1 800 361-7620 (toll free)**

OTHER SERVICES

Revenu Québec **514 864-6299**

General information **1 800 267-6299 (toll free)**

Canada Revenue Agency **1 800 959-7383 (toll free)**

Canadian Society of Immigration Consultants **1 866 308-2742 (toll free)**

Guide for asylum seekers in Québec wishing to obtain Québec government services



AN INFORMATION SESSION FOR YOU!

You are living in Québec while your application for asylum is being reviewed. The Government of Québec offers various services related to accommodation, financial assistance, social services and schooling for your children.

To obtain information on these services and practical advice on life in Québec, register for an information session given free of charge by the following five partner organizations:

• **La Maisonnée**, in Montréal (514 271-3533)

• **Le Carrefour le Moutier**, in Longueuil (450 679-7111)

• **The Maison de la Famille des Maskoutains**, in Saint-Hyacinthe (450 771-4010)

• **The Assistance Service for New Canadians**, in Sherbrooke (819 566-5373)

• The Center Multiethnique de Québec, in Québec City (418-687-9771)

The sessions are given in multiple languages.

Being informed is important! This document will serve as a checklist.

SHARING QUÉBEC'S KEY VALUES

To facilitate your integration into Québec society, it is important to take ownership of and respect Québec's key values.

These can fall under five main orientations that make Québec a distinct society:

• Québec is a French-speaking society;

• Québec is a democratic society;

• Equality between women and men;

• The rights and responsibilities of Quebecers;

• Québec is a secular society.

PRAIDA SERVICES

The Regional Program For The Settlement And Integration Of Asylum Seekers (PRAIDA) has a provincial mandate to provide health and social services to asylum seekers and to facilitate their settlement in Québec.

Thus, PRAIDA can:

• provide psychosocial services and nursing care;

• direct and refer to community and institutional resources;

• provide emergency temporary accommodation to eligible persons upon arrival.

PRAIDA

CIUSSS du Centre-Ouest-de-l'Île-de-Montréal

35, rue de Port Royal Est, 5^e étage
Montréal (Québec) H3L 3T1
Telephone : **514 484-7878 # 5**

Sauvé Metro station

Monday to Friday from 9 a.m. to 5 p.m. *with or without an appointment*

TEMPORARY AND EMERGENCY SHELTER

You may be given temporary shelter upon arrival in Québec. This service is offered following a psychosocial assessment that takes into account your financial situation and social network (family members, friends and acquaintances). To request shelter, visit or call the PRAIDA whose **contact details are shown in the section above**.

If you arrive in Québec outside the opening hours of the CIUSSS du Centre-Ouest-de-l'Île-de-Montréal, please go directly to:

YMCA Residence

4039, rue Tupper, Westmount (Québec) H3Z 1T5
Telephone: **514 932-5353**
Atwater Metro Station

Monday to Friday (after 5 p.m.) Saturday and Sunday (24 hours)

Several other accommodation services can assist people in need. However, each organization has its own policy regarding clientele, hours of operation, length of stay and application procedures.

Should you need help with your inquiries, please do not hesitate to **call 211**.

ASSISTANCE IN FINDING HOUSING

Several organizations can assist you with finding housing that suits your situation and budget. You can contact them with confidence. Here is the contact information for the 13 organizations located in Montréal, Laval and Longueuil:

Accueil aux immigrants de l'Est de Montréal

5960, rue Jean-Talon Est, bureau 209
Montréal (Québec) H1S 1M2
Telephone : 514 723-4939

Centre des femmes de Montréal (CFM)

3585, rue Saint-Urbain
Montréal (Québec) H2X 2N6
Telephone : 514 842 47-80

Accueil Liaison Pour Arrivants (ALPA)

2030, boulevard Pie-IX
Montréal (Québec) H1V 2C8
Telephone : 514 255-3900

Centre social d'aide aux immigrants (CSAI)

6201, rue Laurendeau
Montréal (Québec) H4E 3X8
Telephone : 514 932-2953

Accueil pour immigrants et réfugiés du Sud-Ouest de Montréal Centre Prisme (AIR-SOM PRISME)

414, avenue Lafleur, bureau 1-10
LaSalle (Québec) H8R 3H6
Telephone : 514 364-0939

La Maison d'Haïti

3245, avenue Emile-Journault
Montréal (Québec) H1Z 0B1
Telephone : 514 326-3022

Carrefour d'aide aux nouveaux arrivants (CANA)

10780, rue Laverdure
Montréal (Québec) H3L 2L9
Telephone : 514 382-0735

La Maisonnée

6865, avenue Christophe-Colomb
Montréal (Québec) H2S 2H3
Telephone : 514 271-3533

Carrefour de liaison et d'aide multiethnique (CLAM)

7290, rue Hutchison, 2^e étage
Montréal (Québec) H3N 1Z1
Telephone : 514 271-8207

Organisme pour l'Intégration, la Citoyenneté et l'Inclusion (OICI)

5835, boulevard Léger, bureau 204
Montréal-Nord (Québec) H1G 6E1
Telephone : 514 955-5454

Carrefour d'intercultures de Laval

1536, boulevard Curé-Labelle
Laval (Québec) H7V 2W2
Telephone : 450 686-0554

Service d'interprète d'aide et de référence aux immigrants (SIARI)

6767, chemin de la Côte-des-Neiges, bureau 499
Montréal (Québec) H3S 2T6
Telephone : 514 738-4763

Carrefour le Moutier

99, Place Charles-Le Moyne
Longueuil (Québec) J4K 4Y9
Telephone : 450 679-7111

FINANCIAL ASSISTANCE

If you are without financial resources, you may be eligible for financial assistance from the Ministère du Travail, de l'Emploi et de la Solidarité sociale.

To apply, complete the Form 3002 and bring it at a Services Québec office or at your local employment centre. For details, visit **www.quebec.ca/social-assistance**.

You can also go in person or call the following office:

Specialized centre for refugee claimants, defaulting sponsors and sponsored persons
287, rue Notre-Dame Ouest
Montréal (Québec) H2Y 1T8
Telephone: **514 872-8838**
Square-Victoria–OACI Metro station

If you live **outside the Greater Montréal area**, contact the local employment centre in your region. To find the local employment centre in your region, call Services Québec at **1 877 644-4545** (toll free).

You can also contact the Centre de communication avec la clientèle at **514 873-4000** or **1 877 767-8773** (toll free).

Important - As part of your application, you must submit your *Refugee Protection Claimant Document* from Immigration, Refugees and Citizenship Canada and the document *Interim Federal Health Certificate of Eligibility*.

THE SERVICES OF A LAWYER AND LEGAL AID

If you require the services of a lawyer, you can contact one of the following organizations:

Community Legal Centre of Montréal
425, boul. de Maisonneuve Ouest
bureau 600
Montréal (Québec) H3A 3K5
Telephone: **514 864-2111**

Referral Service of the Barreau de Montréal
Telephone: **514 866-2490**
Monday to Friday, from 9 a.m. to noon and from 2 p.m. to 4 p.m.
Summer schedule: same hours, except Friday, 9 a.m. to 12 p.m.
This organization will suggest a lawyer who you can contact.

Useful information - Depending on your financial situation, you may be eligible for the services of a lawyer free of charge. Contact the Community Legal Centre of Montréal or your lawyer.

THE SERVICES OF A CONSULTANT

If you use the services of a consultant, make sure that the consultant is an authorized person.¹ In Québec, a person authorized to represent you can be a lawyer who is a member of the Barreau du Québec or a notary who is a member of the Chambre des notaires du Québec. Ask to see the person’s membership card.

You may also retain the services of a member in good standing of the Immigration Consultants of Canada Regulatory Council. Refer to **www.iccrc-crcic.ca** for the list of members.

Important - If you use the services of a consultant who is not a lawyer who is a member of the Barreau du Québec, his or her fees will not be reimbursed.

SCHOOLS AND FRENCH LANGUAGE COURSES

► **School for children**

You can register your children for school. Access is free for pre-schoolers (5 years of age), elementary school children, (6 to 12 years of age) and secondary school children (12 to 18 years of age). Some schools offer preschool education to 4-year-old children.

For information on registering your child for school, you can contact the Ministère de l’Éducation at **418 643-7095** or at **1 866 747-6626** (toll free) or consult the website at **www.education.gouv.qc.ca**.

Important - To register your children for school, you must submit your *Refugee Protection Claimant Document* issued by Immigration, Refugees and Citizenship Canada.

► **School for adults**

If you are over 18 years of age and wish to study, you must:

= pay the tuition fees charged for international students;

= obtain a *Québec Acceptance Certificate* (Certificat d’acceptation du Québec) issued by the Ministère de l’Immigration, de la Francisation et de l’Intégration. For more information, call **514 864-9191** or **1 877 864-9191** (toll free).

= obtain a study permit issued by Immigration, Refugees and Citizenship Canada. For information, call **1 888 242-2100** (toll free).

► **French language courses for adults**

The French integration courses offered by the Government of Québec to immigrants are free of charge. You have no registration or tuition fees to pay. In addition, you do not need a Certificat d’acceptation du Québec (CAQ) or a study permit to take these courses.

For more information, please visit **www.quebec.ca/francais**.

HEALTH CARE AND SOCIAL SERVICES

Some health care services and prescription drugs are covered by the Interim Federal Health Program or the Régie de l’assurance maladie du Québec. To access these services and medications, you must present certain documents.

If you are receiving last-resort financial assistance, you always need to show the doctor or pharmacist:

= your ***Carnet de réclamation*** (claim card) issued by the Ministère du Travail, de l’Emploi et de la Solidarité sociale;

= your ***Refugee Protection Claimant Document*** or your ***Interim Federal Health Program Certificate*** issued by Immigration, Refugees and Citizenship Canada or the Canada Border Services Agency.

If you are not receiving last-resort financial assistance (because you work, for example), you must obtain the temporary document entitled ***Confirmation de votre couverture pour les médicaments d’ordonnance fournis au Québec*** (confirmation of your coverage for prescription drugs provided in Québec).

To learn the procedure to follow to obtain this confirmation, call the general information line of the Régie de l’assurance maladie du Québec at **1 800 561-9749** (toll free).

Subsequently, you must always show the doctor or pharmacist:

= your ***Confirmation de votre couverture pour les médicaments d’ordonnance fournis au Québec*** (confirmation of your coverage for prescription drugs provided in Québec);

= your ***Refugee Protection Claimant Document*** or your ***Interim Federal Health Program Certificate***.

Where to receive health care

The Info-Santé service gives you access by telephone to a health care professional for non-emergency problems. It is available **24/7** and can answer routine health care questions or refer you to the appropriate resource in the health and social services network. Call **811** from anywhere in Québec.

If you have health problems related to your situation as a refugee claimant, you can access the PRAIDA (regional refugee claimant reception and integration program) of the CIUSSS du Centre-Ouest-de-l’Île-de-Montréal

When an urgent health problem arises, you must go to an emergency department (medical clinic, hospital) as quickly as possible or dial **911** to obtain help (police, ambulance, fire department).

COVID-19

Regardless of immigration status, medical care and hospital costs related to the treatment of COVID-19 are covered. Being affected by COVID-19 is not a reason for expulsion or denial of status. If you experience flu-like symptoms, gastroenteritis or COVID-19-like symptoms, regardless of whether you need to see a family doctor, contact the Coronavirus Information Line (COVID-19) at:

Québec, Montréal, Montérégie and Outaouais: (Area code) **644-4545**

Elsewhere in Québec: **1-877-644-4545** (Toll-free)

You can also visit **www.quebec.ca/coronavirus**.

SETTLING OUTSIDE MONTRÉAL

If you settle outside the greater Montréal area, you can have access to the following services, which are also offered in Montréal:

=**Financial assistance**
The nearest local employment centre

=**Free services of a lawyer**
The legal aid office in your city

=**Enrolling a child in school or registering for French language courses in an adult education centre**
Ministère de l’Éducation
To find the service points in your region, call Services Québec at **1 877 644-4545** (toll free) or visit the site **www.quebec.ca/francais**.

=**Registration for part-time French language courses**
School board and partner organizations of the Ministère de l’Immigration, de la Francisation et de l’Intégration

=**Help in finding a place to live in Laval and Longueuil**
For contact information of organizations outside the Montréal metropolitan area, contact the Ministère de l’Immigration, de la Francisation et de l’Intégration by calling **514-864-9191** or **1-877-864-9191**.

DISCRIMINATION

Discrimination refers to a situation in which a person or group of persons are treated differently by reason of personal characteristics. Discrimination creates inequalities, preventing those who suffer it from fully exercising their rights or freedoms. The grounds of discrimination prohibited by the Charter of Human Rights and Freedoms are the following: race, colour, sex, gender identity or expression, pregnancy, sexual orientation, civil status, age except as provided by law, religion, political convictions, language, ethnic or national origin, social condition, handicap or the use of any means to palliate a handicap.

Under the Québec Charter, it is possible to file a complaint of discrimination with the Commission des droits de la personne et des droits de la jeunesse. If necessary, this complaint may be followed by an appeal to the Human Rights Tribunal.

You have the right to complain if a landlord refuses to rent you an apartment or if an employer refuses to hire you because of your ethnic origin.

For more information on the Charter of Human Rights and Freedoms, visit **www.cdpdj.qc.ca**.

SPOUSAL VIOLENCE

Spousal violence is based on a relationship of domination in the context of a current or past love relationship. It is intentional and manifests itself through aggressive, violent and destructive behaviour within a private and privileged relationship. It can take the form of verbal threats, economic threats, harassment, physical assaults (sexual or not) as well as superficial or more serious blows. This type of violence reveals a desire for control and manipulation; it is formally condemned by the Law as it violates the fundamental rights of the victim, i.e.:

= the right to integrity;

= the right to dignity.

If you are a victim, you are entitled to protection and you will not lose any of your rights should you leave the marital home to escape the abuse. The Law also protects your children in such a situation.

It is recommended to call the police in cases of domestic violence It will then protect those in need and social services will shelter you. You will then have access to several useful resources: free shelters, sexual assault support centres or crime victim assistance centres.

If you need help, if you want to help someone or if you want to better understand what spousal violence is, contact SOS violence conjugal or visit **www.violenceconjugale.gouv.qc.ca**.

If you are a witness or victim of spousal violence, call **911**.

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| SOS violence conjugale |
| 1 800 363-9010 (24/7) |
| Text message: 438-601-1211 (2:30 p.m. to 10:00 p.m., Monday to Friday) |
| Mail: sos@sosviolenceconjugale.ca |
| |

THE PROTECTION OF PERSONAL INFORMATION

Your personal information is confidential and may not be disclosed without your consent. However, the Ministère de l’Immigration, de la Francisation et de l’Intégration may, without your consent:

= communicate personal information to Canadian immigration authorities and Québec public agencies if doing so is necessary to enforce a Québec statute;

= be authorized to disclose personal information to Canadian immigration authorities or to public Québec organizations if this disclosure is necessary in the exercise of their powers, the implementation of a program that they manage, or in providing services that are offered by the Ministère, in particular for identification purposes, or when the disclosure is clearly made for your benefit or for your safety in emergency situations.

The Ministère may, under provisions in the *Act respecting Access to documents held by public bodies and the Protection of personal information* (chapter A-2.1), transmit certain personal information concerning you to government departments and bodies. Specifically, such information may concern your address or information on your legal status as a refugee claimant in Québec that will enable them to ascertain whether you are still eligible for certain government services.

Access to this information is strictly limited to those individuals authorized to examine it pursuant to the Act.

To learn what information about you is in the Ministère’s possession, you must send a written request to the ministerial official responsible for the protection of personal information, at the following address:

Secrétariat général
Ministère de l’Immigration, de la Francisation et de l’Intégration
1200, boulevard Saint-Laurent, bureau 2.200
Montréal (Québec) H2X 0C9

^[1] New federal regulatory provisions stipulate that anyone who represents for remuneration a person before the Immigration and Refugee Board of Canada (IRB), Refugees and Citizenship Canada, or the Canada Border Services Agency (CBSA) must be an authorized representative