

## ► 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 SHELTER

#### CIUSSS du Centre-Ouest-de-l'Île-de-Montréal 514 284-0054

Programme régional d'accueil et d'intégration des demandeurs d'asile (PRAIDA – Regional reception and integration program for refugee claimants)  
3725, rue Saint-Denis, Montréal (Québec)  
Sherbrooke Métro 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  
Montréal (Québec)  
Atwater Métro station  
Monday to Friday (after 5 p.m.)  
Saturday and Sunday (24 hours)

### LEGAL AID AND LAWYERS

#### Community Legal Centre of Montréal 514 849-3671

Legal aid, immigration lawyers  
440, boulevard René-Lévesque Ouest, Suite 1001  
Montréal (Québec)  
Square-Victoria–OACI Métro station

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

Monday to Friday, from 9 a.m. to 4 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 parrainés 514 872-8838

Income support, Island of Montréal  
287, rue Notre-Dame Ouest  
Montréal (Québec)  
Square-Victoria–OACI Métro 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 Diversité et de l'Inclusion 514 864-9191 1 877 864-9191 (toll free)

Referral for part-time courses

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

Adult education centres (Centres d'éducation des adultes)

### SCHOOL

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

School enrolment (children)

### SOCIAL INSURANCE NUMBER

- Information in French 1 800 808-6352 (toll free)

- Information in English 1 800 206-7218 (toll free)

### IMMIGRATION

#### Ministère de l'Immigration, de la Diversité et de l'Inclusion 514 864-9191 1 877 864-9191 (toll free)

Registration for an information session for refugee claimants (information in English)

#### 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

Change of address, status of file Fax: 514 283-0164  
200, boulevard René-Lévesque Ouest  
Complexe Guy-Favreau,  
Montréal (Québec)  
Place-d'Armes Métro 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)

#### Régie du logement 514 873-2245

Lease 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 514 284-0054

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

Services pertaining to health care, shelter, social services, family assistance, unaccompanied minors, etc.  
3725, rue Saint-Denis, Montréal (Québec)  
Sherbrooke Métro station  
Monday to Friday, from 9 a.m. to 5 p.m.  
*With or without an appointment*

#### Information and Referral Centre of Greater Montréal 514 527-1375

Clothing, food, violence, etc.

#### Info-Santé 811

Telephone consultation on health and social services matters

### RESIDENTIAL SERVICES

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

#### Gaz Métropolitain (natural gas) 514 598-3222

### GOVERNMENT SERVICES

#### Services 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

## Important – Register for an information session by calling 514 271-3533

### 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, health care and schooling for your children.

To obtain information on these services and practical advice on life in Québec, register for an **information session** given by La Maisonnée, a partner organization of the Ministère de l'Immigration, de la Diversité et de l'Inclusion.

The sessions are given in French, Spanish and English.

Call **514 271-3533** for information.

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

### THE COMMON VALUES OF QUÉBEC SOCIETY

Like many other societies, Québec has adopted values that establish ways of living together, behaving in society and making collective decisions. **Knowing and respecting these values will make your life easier.**

In Québec:

- Speaking French is a necessity;
- Women and men have the same rights;
- Political and religious powers are separate;
- The exercise of human rights and freedoms must respect the rights and freedoms of others and the general well-being.

Québec is:

- a free and democratic society;
- a society based on the rule of law;
- a society enriched by its diversity.

To learn more, consult the site

[www.immigration-quebec.gouv.qc.ca/common-values](http://www.immigration-quebec.gouv.qc.ca/common-values)

### 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:

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

Regional reception and integration program for asylum seekers

3725, rue Saint-Denis, Montréal (Québec)

Tel.: **514 284-0054**

Sherbrooke Métro station

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

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)

Telephone: **514 932-5353**

Atwater Métro Station

Monday to Friday (after 5 p.m.)

Saturday and Sunday (24 hours)



### 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 12 organizations:

#### Accueil aux immigrants de l'Est de Montréal

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

#### Carrefour Le Moutier

99, place Charles-Le Moyne  
Longueuil (Québec) J4K 4Y9  
Tel.: 450 679-7111

#### Accueil liaison pour arrivants (ALPA)

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

#### Centre communautaire multiethnique de Montréal-Nord

11121, avenue Salk, bureau 15  
Montréal-Nord (Québec) H1G 4Y3  
Tel.: 514 329-5044

#### Bureau de la communauté haïtienne de Montréal (BCHM)

6970, rue Marquette  
Montréal (Québec) H2E 2C7  
Tel.: 514 725-9508

#### L'Entre Parents de Montréal-Nord

4828, boulevard Gouin Est  
Montréal-Nord,  
Québec H1H 1G4  
Tel.: 514 329-1233

#### Carrefour d'aide aux nouveaux arrivants (CANA)

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

#### La Maisonnée

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

#### Carrefour de liaison et d'aide multiethnique (CLAM)

7290, Hutchison, 2e étage  
Montréal (Québec) H3N 1Z1  
Tel.: 514 271-8207

#### La Maison d'Haïti

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

#### Carrefour d'intercultures de Laval

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

#### Regroupement des organismes du Montréal ethnique pour le logement (ROMEL)

6555, chemin de la Côte-des-Neiges  
Montréal (Québec) H3S 2A6  
Tel.: 514 341-1057, ext. 200



## FINANCIAL ASSISTANCE

If you are without financial resources, you are eligible for financial assistance from the Ministère du Travail, de l'Emploi et de la Solidarité sociale. If you are living **in the Greater Montréal area**, please go to the:

**Centre spécialisé des demandeurs d’asile, des garants défaillants et des parrainés**  
287, rue Notre-Dame Ouest, Montréal (Québec)  
Tel.: 514 872-8838  
Square-Victoria—OACI Métro 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**  
Legal aid office (immigration law)  
440, boulevard René-Lévesque Ouest, Suite 1001, Montréal (Québec)  
Tel.: **514 849-3671**  
Fax: **514 849-5004**

**Referral Service of the Barreau de Montréal**  
Tel.: **514 866-2490**  
Monday to Friday, from 9 a.m. to 4 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.<sup>1</sup> 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 et de l'Enseignement supérieur at **418 643-7095** or at **1 866 747-6626** (toll free) or consult the website at www.education.gouv.qc.ca.

**Important** - 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 Diversité et de l’Inclusion. 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

It is not necessary to obtain a study permit or a Québec Acceptance Certificate (Certificat d’acceptation du Québec) in order to take French language courses. The courses are free of charge but registration fees may apply.

To obtain the contact information for partner organizations of the Ministère de l’Immigration, de la Diversité et de l’Inclusion that offer part-time French courses, call **514 864-9191** or **1 877 864-9191** (toll free).

To find a partner organization that offers French courses, visit the following address: **www.Frenchspellssuccess.gouv.qc.ca** and click on the registration schedule.

To obtain the contact information for adult education centres that offer full-time and part-time French courses, call the Ministère de l’Éducation et de l’Enseignement supérieur at **418 643-7095** or **1 866 747-6626** (toll free).

## 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

If you have health problems related to your situation as a refugee claimant, you can access the Programme régional d’accueil et d’intégration des demandeurs d’asile (regional refugee claimant reception and integration program) of the CIUSSS du Centre-Ouest-de-l’Île-de-Montréal. You can go to the CIUSSS with or without an appointment.

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.

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).

## 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 et de l’Enseignement supérieur  
To find the service points in your region, call Services Québec at **1 877 644-4545** (toll free) or visit the site **www.gouv.qc.ca/portail/quebec/servicesquebec**.
- Registration for part-time French language courses**  
Partner organizations of the Ministère de l’Immigration, de la Diversité et de l’Inclusion
- Help in finding a place to live in Laval and Longueuil**  
Contact one of these two organizations:

LAVAL	LONGUEUIL
<b>Carrefour d’intercultures de Laval</b>	<b>Carrefour le Moutier</b>
Tel.: 450 686-0554	Tel.: 450 679-7111

## 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 Diversité et de l’Inclusion 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 Diversité et de l’Inclusion  
360, rue McGill, 4<sup>e</sup> étage  
Montréal (Québec) H2Y 2E9

*See maps on pages 4 and 16 of the French brochure.*

<sup>1</sup> 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.