

AN INFORMATION SESSION FOR YOU!

You are living in Québec while your application for asylum is being reviewed. The Gouvernement du 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)
- **Maison de la Famille des Maskoutains**, in Saint-Hyacinthe (450-771-4010)
- **Services d'aide aux Néo-Canadiens**, in Sherbrooke (819-566-5373)
- **Centre Multiethnique de Québec**, in Québec City (418-687-9771)

The sessions are given in multiple languages. For more information, please visit: [Québec.ca/asylum-seekers](https://quebec.ca/asylum-seekers). **Being informed is important!**

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.

To learn more, consult the section on key values at:

[Québec.ca/en/immigration/settle-and-integrate-in-quebec/key-values](https://quebec.ca/en/immigration/settle-and-integrate-in-quebec/key-values)

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 shelter 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 #64500**

Sauvé Metro station

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

EMERGENCY TEMPORARY ACCOMMODATION

You may be given temporary housing 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 housing 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**.

IMPORTANT - In general, temporary accommodation is offered only once. Before leaving the government accommodation sites, be sure you have found an adequate lodging option.

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 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

Accueil Liaison Pour Arrivants (ALPA)

2030, boulevard Pie-IX

Montréal (Québec) H1V 2C8

Telephone: 514-255-3900

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

Carrefour d'aide aux nouveaux arrivants (CANA)

10780, rue Laverdure

Montréal (Québec) H3L 2L9

Telephone: 514-382-0735

Carrefour d'intercultures de Laval

1536, boulevard Curé-Labelle

Laval (Québec) H7V 2W2

Telephone: 450-686-0554

Carrefour le Moutier

219, rue Saint-Charles Ouest

Longueuil (Québec) J4E 1E1

Telephone: 450-679-7111

Centre des femmes de Montréal (CFM)

3585, rue Saint-Urbain

Montréal (Québec) H2X 2N6

Telephone: 514-842-4780

Centre social d'aide aux immigrants (CSAI)

6201, rue Laurendeau

Montréal (Québec) H4E 3X8

Telephone: 514-932-2953

La Maison d'Haïti

3245, avenue Émile-Journault

Montréal (Québec) H1Z 0B1

Telephone: 514-326-3022

La Maisonnée

6865, avenue Christophe-Colomb

Montréal (Québec) H2S 2H3

Telephone: 514-271-3533

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

5835, boulevard Léger, bureau 204

Montréal-Nord (Québec) H1G 6E1

Telephone: 514-955-5454

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

FINANCIAL ASSISTANCE

If you have no financial resources, you may be eligible for financial assistance from the Ministère de l'Emploi et de la Solidarité sociale.

To apply, complete the Form 3002 and bring it to a Services Québec office or to your local employment centre. For details, visit [Québec.ca/social-assistance](https://quebec.ca/social-assistance).

Scan the QR code to make a first application for last-resort financial assistance.

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

Centre spécialisé des demandeurs d'asile, des garants défaillants et des parrainés

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).

SERVICES OF A LAWYER AND LEGAL AID

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

Aide juridique Montréal / Laval

440, boul. de Maisonneuve Ouest, bureau 400
Montréal (Québec) H3A 3G5
Telephone: 514-864-2111 #6050
Fax: 514-849-5004

Referral Service of the Barreau de Montréal

Telephone: 514-866-2490

Monday to Friday, from 9 a.m. to noon.

This organization will suggest a lawyer 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.

SERVICES OF A CONSULTANT

If you use 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 College of Immigration and Citizenship Consultants. Refer to <https://college-ic.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.

► 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 *Certificat d'acceptation du Québec* (Québec Acceptance Certificate) 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 Gouvernement du Québec to immigrants are free of charge. You have no registration or tuition fees to pay. In addition, you can register for them using the acknowledgment of receipt of your asylum application if you have not yet received the asylum application document. You do not need a *Certificat d'acceptation du Québec* (Québec Acceptance Certificate) or a study permit to take these courses.

FULL-TIME COURSES

- During the day or in the evening
- Five days a week
- Monday to Friday
- Levels: beginner and intermediate

Full-time courses are given in adult education centres throughout Québec.

Scan the QR code to make an appointment in the institution of your choice.

For more information, visit Quebec.ca/full-time-french-asylum-seeker.



PART-TIME COURSES

- During the day or in the evening
- During the week or on the weekend
- Choice of 15, 12, 9, 6 or 4 hours a week
- Levels: beginner and intermediate

There are also online courses and specialized courses geared to the area of employment with an intermediate or advanced level.

Scan the QR code to make an appointment in the institution of your choice.

For more information, visit Quebec.ca/part-time-french-immigrant.



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 must always show the doctor or pharmacist:

- your **Carnet de réclamation** (claim card) issued by the Ministère 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.

NEW ELIGIBILITY

Since September 22, 2021, children whose parents are not eligible for the health insurance plan, including those without legal status in Canada, are now eligible for health and prescription drug insurance without a waiting period, on condition they show their intention to remain in Québec more than six months in the year after their registration with the Régie de l'assurance maladie du Québec (RAMQ).

- Children born in Québec are eligible for Québec health insurance at birth, without exception.
- Note that minor children of foreign national asylum seekers continue to be covered by the Interim Federal Health Program (IFHP). They do not benefit from the coverage offered by the RAMQ.

Because this is a first registration for a newcomer, the RAMQ has no information on the child or the family in its systems. It is therefore up to the family to contact the RAMQ to apply for a health insurance card.

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.

WHERE TO RECEIVE HEALTHCARE

The Info-Santé service gives you access by telephone to a healthcare professional for non-emergency problems. It is available **24/7** and can answer routine healthcare 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 an asylum seeker, you can access the PRAIDA (Regional Program for the Settlement and Integration of Asylum Seekers) 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 [Québec.ca/coronavirus](https://quebec.ca/coronavirus).

Vaccination is an effective and safe way to protect yourself against COVID-19. It is free. By having yourself vaccinated, you also protect the population as a whole. To make an appointment, simply go to the [Clic Santé](https://portal3.clicsante.ca/) website (<https://portal3.clicsante.ca/>), indicating your postal code. You may choose the place where you want to be vaccinated. Check the box "I do not have a health insurance number".

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 [Québec.ca/french](https://quebec.ca/french).
- **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 outside Montréal**
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.

DOMESTIC VIOLENCE

Domestic 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 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 conjugale or visit

<https://sosviolenceconjugale.ca/en>.

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

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)

Email: sos@sosviolenceconjugale.ca

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 bodies if doing so is necessary to enforce a Québec statute;
- be authorized to disclose personal information to Canadian immigration authorities or to Québec public bodies 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 an asylum seeker 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 the Ministère has about you, 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

QUICK REFERENCE

This quick reference is primarily intended for asylum seekers settled in Montréal. For contact information on offices located outside Montréal, call Services Québec at **514-644-4545** or **1-877-644-4545** (toll free).

EMERGENCY TEMPORARY ACCOMMODATION

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

Programme régional d'accueil et d'intégration des demandeurs d'asile (PRAIDA – Regional Program for the Settlement and Integration of Asylum Seekers)

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

514-484-7878 #64500

Sauvé Metro station

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

YMCA Residence

4039, rue Tupper, Westmount (Québec) H3Z 1T5

514-932-5353

Atwater Metro station

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

LEGAL AID AND LAWYERS

Aide juridique Montréal / Laval

Legal aid, immigration lawyers

440, boul. de Maisonneuve Ouest, bureau 400, Montréal (Québec) H3A 3G5

514-864-2111 #6050

Place-des-Arts Metro station

Referral service of the Barreau de Montréal

514-866-2490

Monday to Friday, from 9 a.m. to noon.

This organization will suggest a lawyer you can contact.

FINANCIAL ASSISTANCE

Centre spécialisé des demandeurs d'asile, des garants défaillants et des services aux parrainés

Income support, Island of Montréal

287, rue Notre-Dame Ouest, Montréal (Québec) H2Y 1T8

514-872-8838

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 or 1-877-864-9191 (toll free)

Referral for full time and part-time courses: [Quebec.ca/asylum-seekers](https://quebec.ca/asylum-seekers)

Ministère de l'Éducation et Ministère de l'Enseignement supérieur:

418-643-7095 or 1-866-747-6626 (toll free)

SCHOOL

Ministère de l'Éducation: 418-643-7095

School enrollment (children): **1-866-747-6626** (toll free)

SOCIAL INSURANCE NUMBER

General information: **1-866-274-6627** (toll free)

IMMIGRATION

Ministère de l'Immigration, de la Francisation et de l'Intégration:

514-864-9191 or 1-877-864-9191

Information sessions for asylum seekers (in English): [Quebec.ca/asylum-seekers](https://quebec.ca/asylum-seekers)

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

Work permit, study permit, Interim Federal

Health Program, change of address, information

<https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees.html>

Immigration and Refugee Board

Change of address, status of file

200, boulevard René-Lévesque Ouest,

Complexe Guy-Favreau, Montréal (Québec) H2Z 1X4

514-283-7733

Fax: 514-283-0164

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, work accidents and occupational illnesses, etc.:

Tribunal administratif du logement

All applications pertaining to leases, etc.

Montréal, Laval and Longueuil: **514-873-2245**

Other regions: **1-800-683-2245** (toll free)

HEALTH CARE AND SOCIAL SERVICES

Emergency (police, fire and ambulance): 911

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

Programme régional d'accueil et d'intégration des demandeurs d'asile

(PRAIDA – Regional Program for the Settlement and Integration of Asylum Seekers)

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

514-484-7878 #64500

Sauvé Metro station

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

Information and Referral Centre of 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 (natural gas): **1-800-361-4568 (toll free)**

GOVERNMENT SERVICES

Services Québec: **514-644-4545 or 1-877-644-4545** (toll free)

Information on Québec government services

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

Information on federal government services

TRANSPORTATION

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

EXO (trains): **1-833-255-6396** (toll free)

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**
or **1-800-361-7620** (toll free)

Driver's licence, Highway Code, etc.

OTHER SERVICES

Revenu Québec: **514-864-6299**

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

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

College of Immigration and Citizenship Consultants: **1-866-308-2742** (toll free)

For more information, please visit
[Quebec.ca/asylum-seekers](https://quebec.ca/asylum-seekers)

