



**Military Family  
Resource  
Centre**  
Montreal Region



**WELCOMING**

**GUIDE**

**FOR THE**

**MILITARY FAMILIES**



## MFRC Montreal Region



**Military Family  
Resource  
Centre**  
Montreal Region

### To contact us :



**Service Point:**

**Saint-Hubert:**

(450) 462-8777 ext. 6810

**Saint-Jean-sur-Richelieu:**

(450) 358-7099 ext. 7955

**Montréal:**

(514) 252-2777 ext. 4984



**Facebook:** CRFM région de Montréal/MFRC Montreal Region



**Email:** [info.crfm@forces.gc.ca](mailto:info.crfm@forces.gc.ca)

**Web Site:** <https://www.cafconnection.ca/Montreal/Home.aspx>

**MFRC's portal:** [crfmmfrmtl.ca](http://crfmmfrmtl.ca)

## NOTE FROM THE DIRECTION

Dear family,

The Montreal Military Family Resource Centre (MFRC) is pleased to welcome you to your new community. We know that a move can be demanding. We invite you to contact us to help ease your transition in the area and to learn about the services and activities developed specifically for newcomers. Consult our welcome kit available at our various points of service and on our Web site for more information!

Here are some short descriptions of our services and activities for newcomers:

### Home visit

As a newcomer, a courtesy visit is offered to you. A volunteer from your community or a member of our team will be happy to come to your home and answer your questions if you request it.

### Sponsorship Program

This program consists of matching newly arrived families with families from the community to facilitate their integration into their new environment. This system can be used when there is a technical need, such as calling a health centre to obtain a service, for information or simply to answer various questions about the services offered in the region.

We are here to accompany you in this new stage. For more information about our services, do not hesitate to contact our Reception and Information Clerks at:

**450 462-8777, ext. 6810** (Saint-Hubert and Montreal),

**450 358-7099, ext. 7955** (Saint-Jean-sur-Richelieu),

by e-mail at [info.crfm@forces.gc.ca](mailto:info.crfm@forces.gc.ca). Visit our website [www.cafconnexion.ca/Montreal-Region](http://www.cafconnexion.ca/Montreal-Region), follow us on our Facebook page: CRFM région de Montréal/MFRC Montreal Region and register on our platform at [crfmmfrcmtl.ca](http://crfmmfrcmtl.ca) to find out about all our upcoming activities.

On behalf of the board of directors, the volunteers and staff, welcome!



**Francine Habel**  
*Executive Director*

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## WELCOME TO YOUR MFRC!

The Military Family Resource Center, Montreal Region, is a non-profit organization incorporated under the law and regulations of the province of Quebec. It is governed by a board of directors that is voted by the community and is obligatorily composed of 51% civilian spouses of members of the Regular Force, the Reserve Force or the Cadet Instructors Cadre.

Its values are as follows:

- Every family is in need of support and resources;
- Such support and resources increase the family's power to grow and evolve;
- Such support and resources must be provided based on the needs defined by the families involved, with due regard and respect for each individual's unique circumstances and character.

Respect is *the* root value, as this expressed in various ways, including open-mindedness, consideration, trust and regard for others.

Our mandate is to provide services, by all means, to promote the health and well-being of military families, to meet their needs and to support their personal, community and family development. It is through the services and activities offered that we are constantly seeking to meet the specific needs of our military community. All our services are confidential and bilingual.

This guide is designed to make your transition here as easy as possible. All the documents facilitating your arrival in the region have therefore been combined with some details giving you more information, when appropriate.

## COMMUNITY INTEGRATION

### Newly arrived in our region?

Our welcome kit, an essential tool for new families, is designed to facilitate the integration into your new community. It is available electronically on our website at :

**[www.cafconnection.ca/Montreal-Region](http://www.cafconnection.ca/Montreal-Region)** and at our points of service. Newly reformulated, it contains a wealth of information on the services offered at the MFRC and practical information to facilitate your installation in the region.

- **Health Access Guide:** acts as a directory of the main health services offered in the regions covered by the MFRC Montreal region. It is an important tool for new families. This guide contains all the contact details for the medical institutions (medical clinics, CLSC, and hospitals) as well as their specificities.

### Meeting with the Community Integration Officer

As soon as you arrive in the region, or even during your House Hunting Trip (HHT), our Community Integration Officer is available to meet you. Do not hesitate to make an appointment with her; she will tell you about the services offered at the MFRC as well as in the community. The Community Integration Officer will answer your questions while showing you around the Center's facilities.

### Seasonal programming and calendar

Do not hesitate to get these two items to find out about all activities and events that are organized by the CRFM in the region. Distributed at our points of service, they are essential tools to tell you what is happening in the region!

### «Buddy Program»

It is possible to create a match between newly arrived families and those established in the region for some time to facilitate the integration. Open to all, this twinning is beneficial in order to obtain answers to the many questions that could arise in the present moment. To access this program, simply contact the Community Integration Officer.

The purpose of the Community Integration sector is to facilitate the installation of families in their new region, responding to requests for information, as well as introducing services and activities available both at the MFRC and in the community. Information pamphlets, community guides, tourist guides and resource lists are always available at our information desks both at the Saint-Jean and Saint-Hubert service points, and online at **[www.cafconnection.ca/Montreal-Region](http://www.cafconnection.ca/Montreal-Region)**.



### Greetings visit

Upon request, it is possible for a member of our team to meet you and your family at your new home to exchange, answer your questions and thus facilitate your integration in the region.

### Military Spouses' Facebook groups

Join the Facebook pages of Montreal Region Military Spouses/conjointes militaires de la région Montréal and Saint-Jean-sur-Richelieu Military Spouses. These groups are ideal for asking advice, sharing, planning social evenings or simply to meet families who are settled in the region!

In order to revitalize life in our community, a few social evenings are organized to be able to meet and exchange. Here are some suggestions:

#### Saint-Jean-sur-Richelieu:

- **Coffee nights:** held once a month, these evenings take place in cafes; the information can be found on the Saint-Jean-sur-Richelieu Military Spouses Facebook group.

#### Saint-Hubert:

- **Creative Tuesdays:** Held one Tuesday per month at the Saint-Hubert service point from 6.30 to 9 p.m., these evenings allow spouses to meet while working on one or more creative projects. No project in mind? No problem! You can still join them for a chat and to sip a cup of coffee.
- **Discovery workshops:** Thematic evenings where various workshops are presented. Held in Saint-Jean or Saint-Hubert, these workshops allow you to widen your horizons.  
Register on the MFRC portal at [crfmmfrcmtl.ca](http://crfmmfrcmtl.ca).
- **Military life between 2 bites:** Offered once every 2 months, these restaurant outings give you the opportunity to leave the routine at home and share a meal while discussing military life and its vagaries with others couples or people living the same reality as yours.  
Register at [crfmmfrcmtl.ca](http://crfmmfrcmtl.ca).

## VOLUNTEERING

For the MFRC, volunteering is not only a great way to make new acquaintances and break down isolation, it also develops skills, allows you to engage with your community and to blossom on a personal level. Our volunteers play a vital role in the implementation of the various programs offered and can actively participate in different stages of project creation.

### Register for volunteering

Interested in becoming one of our volunteers? You must contact the Volunteer Services Officer to make an initial contact. A meeting is necessary to clearly identify your motivations, interests, needs and abilities to volunteer within our organization. It is at this moment that the person in charge will determine with you the volunteer tasks that likely correspond to your interests. The MFRC's requirements will be explained to you, leading to a contract for volunteers, and a criminal background check will be performed. You will need to complete the membership form so that we can open your file as a volunteer (two ID cards with pictures are required).

### Volunteering opportunities

Here are some opportunities for MFRC volunteers:

- **Volunteering mornings:** volunteers meet 2 mornings a week to do various tasks in Saint-Hubert or Saint-Jean around a cup of coffee and lots of laughs.
- **Occasional volunteering:** it is possible to get involved, according to your availability, in different projects, roles or special activities such as:
  - o Board of Directors' member
  - o Volunteering mornings
  - o Clerical tasks
  - o Welcome visits
  - o Others, as needed



## Recognition activities

- **Recognition program:** In order to show the MFRC's recognition for the work and the involvement of our volunteers, a recognition program based on the number of hours worked makes it possible to recognize volunteers in the form of various gifts.
- **Recommendation letter:** Upon the volunteer's request, it is possible to give him/her a letter mentioning the number of hours of implication as well as a list of the tasks performed. This letter could be a good complement to a job application.
- **Volunteer recognition dinner:** It is important for us to recognize the value of the volunteers' involvement at the Center. Therefore, the MFRC Montreal Region organizes, at the beginning of the year, a dinner that is free for the volunteers. It also allows everyone, from both service points, to meet.
- **2nd Canadian Division Support Group Volunteer Dinner:** Organized with the Personnel Support Programs, this evening celebrates all the volunteers from the 2nd CDSG. This dinner is offered free of charge to the volunteers, and is held in the Spring.

### Benefits for the MFRC's volunteers:

- Free childcare covering the period of involvement
- Free training
- Community integration and thematic workshops (when possible)

### To contact the Community Integration Officer

Saint-Hubert: (450) 462-8777, ext. 6835

Saint-Jean: (450) 358-7099, ext. 5059

### To contact the Volunteer Services Officer

Saint-Hubert: (450) 462-8777, ext. 6803

Saint-Jean: (450) 358-7099, ext. 2915

# LIVING IN THE GREATER MONTREAL REGION

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We are more than pleased to welcome you in the beautiful Montreal region. Dynamic, multicultural and eclectic, our region has a lot to offer. All you need is a little curiosity, and that's it! Here is a quick introduction to give you some information on this region.

The following summary presents the cities where our three points of services are located. Please, do stop by whenever you need it. It will be a great pleasure to meet you!

## **Saint-Hubert:**

- About 30 minutes from downtown Montreal
- Beautiful bike paths
- Many recreational activities as families are deeply valued
- Very accessible transportation systems (bus and train)
- Regular festival and free activities for the whole family

## **Saint-Jean-sur-Richelieu:**

- Access to the waterfront
- Old Saint-Jean-sur-Richelieu (restaurants and boutiques with beautiful architecture)
- A city where culture is important (many shows and a very rich military history with a great heritage)
- International Balloon Festival of Saint-Jean-sur-Richelieu
- More and more young families are moving here

## **Montréal:**

- An abundance of shopping malls, restaurants and terraces
- Brimming with culture: events and festivals in summer and winter as well (ex: Just for Laughs festival, Montreal's International Jazz Festival, Montreal's Old Port, museums, shows)
- Mount Royal is known for its green spaces (great for picnics!); walks and cross-country skiing are a must
- Bubbling universe of life and recognized worldwide

We have limited the description to the places where our families are mainly located, because Montreal's region is vast. If you live outside of the mentioned cities, we invite you to consult your municipality's website.

However, remember that you are always welcome to our offices! For any questions or further information, do not hesitate to contact our Welcome and Information Clerks.

**Here are some useful links:**

- **City of Longueuil (Saint-Hubert borough)**  
[www.longueuil.ca/en/](http://www.longueuil.ca/en/)
- **Public transportation (RTL- Longueuil)**  
<https://www.rtl-longueuil.qc.ca/en-CA/home-page/>
- **City of Saint-Jean-sur-Richelieu - site only in French**  
[www.ville.saint-jean-sur-richelieu.qc.ca](http://www.ville.saint-jean-sur-richelieu.qc.ca)
- **Public transportation (Saint-Jean-sur-Richelieu) - site only in French**  
<https://sjsr.ca/transport-collectif/>
- **City of Montreal**  
<https://montreal.ca/en>
- **Société de transport de Montréal (STM Montréal)**  
[www.stm.info/en/](http://www.stm.info/en/)

## LIVING IN QUEBEC

The Montreal's Region MFRC wishes to inform you that all the documents provided by the province of Quebec are not primarily created for the Anglophones moving in the province. In fact, they were intended for those who immigrate to Canada.

However, since they contain useful information about procedures that every newcomer should know, we thought you might find them interesting.

### **Quebec on Internet:**

- **Learning about Quebec Guide**  
[www.immigration-quebec.gouv.qc.ca/en/informations/learning-quebec.html](http://www.immigration-quebec.gouv.qc.ca/en/informations/learning-quebec.html)
- **Living in Quebec**  
[www.immigration-quebec.gouv.qc.ca/en/index.html](http://www.immigration-quebec.gouv.qc.ca/en/index.html)
- **Quebec's Government Portal**  
[www.quebec.ca/en/](http://www.quebec.ca/en/)



## USEFUL INFORMATION FOR MILITARY FAMILIES

### Useful website for military families

[www.relocatecanada.com/montreal](http://www.relocatecanada.com/montreal)

- Fundamental information about the Montreal region.
- Available resources: lawyers, accountants, notaries, schools, education, etc.

*“Everything you need to know about moving here  
in Montreal!”*

### Resources for military families

<https://www.cafconnection.ca/Montreal/Home.aspx>

- Site containing all the information about our programs for the military families
- We created a Health Guide that is also available on our website at the address above

### Assermentation

Generally speaking, for most of the procedures related to your installation in Quebec, you will need certain documents to prove your identity or your residence here. It is possible that your name may not appear on these documents.

If, for example, the residence documents (e.g. lease, deed of purchase of domicile) are in your spouse's name, you will have to go to the following address:

<https://www.assermentation.justice.gouv.qc.ca/>

[ServicesPublics/Accueil.aspx](#) under the tab Consult the Register-Search for a Commissioner of Oaths.

By entering your postal code and selecting the radius in which you are looking, you will quickly and easily find a commissioner for oaths who will be able to swear you in, allowing you to continue the steps you have started in your installation.

### DID YOU KNOW...

- In Quebec, you must submit two tax declarations: one for the provincial and another one for the federal government.
- Some Quebec identity cards require the maiden name. If you want to add your spouse's name on the document, you will need a wedding certificate as a proof.
- In Quebec, children are vaccinated at CLSC

### To contact our Welcome and Information Clerks

Saint-Hubert: (450) 462-8777, ext. 6810

Saint-Jean: (450) 358-7099, ext. 7955

## HEALTH

All families arriving in the province must register their dependants with the Quebec's Health Insurance Plan (RAMQ). You can obtain the health insurance card by going on site (at the CLSC nearest you), or by calling the Régie, who will mail you a form to fill out afterwards. By mentioning that you are a military family, the waiting period to receive your new health insurance card is 4 to 6 weeks. In case of a problem, do not hesitate to contact the MFRC Community Integration Officer or a Prevention, Support and Intervention Coordinator. They will help you, no matter what!

### Régie de l'assurance maladie du Québec (RAMQ)

#### *Required documents to obtain your health card:*

- An original birth certificate, issued by a registry office before 1994, a Canadian citizenship card or a Canadian passport for each person to be registered. Church birth certificates are unfortunately not accepted.
- A second piece of identification such as driver's licence (from Quebec or another province).
- A passport-size photo that can easily be taken in most drugstores or directly at the RAMQ's offices.
- One proof of residency in Quebec such as:
  - Residential lease (complete document);
  - Deed of purchase of residential property (complete document);
  - Utility bill, such as a telephone or electricity bill (you will have to make a solemn affirmation at the RAMQ's offices);
  - A declaration or registration in an educational program in a Quebec's educational institution, or;
  - A letter from your employer stating that you've been employed *for more than 6 months*. If you have been living in Quebec for less than six months, the letter must stipulate that your employment will last for six months or more.

RÉGIE DE L'ASSURANCE MALADIE DU QUÉBEC  
(RAMQ)

Téléphone : 1 (800) 561-9749

Site Internet : [www.ramq.gouv.qc.ca](http://www.ramq.gouv.qc.ca)

## Local Community Health Center (CLSC)

The Local Community Health Center, also known here in Quebec as CLSC is your gateway to health and social services. Their mission is to promote and maintain the health and well-being of the local residents. It is also where you can see doctors, psychologists, social workers, nurses and many more. Depending on the size of the territory of your region, there will be one or more CLSCs.

The CLSCs offer a wide range of personalized services for youth aged 12 to 20. A qualified nurse will greet the teens with or without an appointment. They will also find services regarding their sexuality, contraception, psychological problems, etc.

To visit the closest CLSC near you, please see the **MUNICIPALITIES** section in this guide.

## *Info-Santé and Info-Social (811)*

Offered 24 hours, 7 days a week, this telephone service provides a personalized, confidential and non-urgent medical assistance. This service could also be used as a referral to other resources as needed and it can provide information about the health system in Quebec. This service is actually a great option before heading to the emergency room.

## *Register with a family doctor – waiting list*

To have access to a family doctor who accepts new patients, you must register at the *Family Doctor Finder (GAMF)*.

To register, you have two options:

- **Website:** <https://www.quebec.ca/en/health/finding-a-resource/registering-with-a-family-doctor/>
- **Phone: 1 (877) 644-4545** (to obtain your region's specific number)



The waiting time varies according to the number of doctors as well as the number of people without a family doctor in your region.

As soon as a doctor is assigned to you, the doctor will contact you.

*If you wish to put your name on the waiting list to find a family doctor using the Québec's Family Doctor Finder (GAMF), you must meet the following eligibility criteria:*

- You must not be registered with a family doctor already
- You must have a valid health insurance card
- You must live at the indicated address in your file at the *Régie de l'Assurance Maladie du Québec*
- You must live in the province of Quebec
- You must be 14 years old or over. (if you are under 14 years of age, someone else who is 14 years old or over must put your name on the waiting list on your behalf)

When filling out the online form, be sure to check the following box: *I would like to have an appointment with a nurse to undergo a clinical evaluation aimed at prioritizing my condition; I understand that I will not get treatment with this appointment.* This will ensure that a nurse will contact you so that you can establish your need and that you can, in the same phone call, report your military family status.

In the situation where both parents are military, you will need to contact the Family Doctor Waiting list desk at:

**1(877) 644-4545** to register your child.

When you are in communication with a clerk, you must mention that you are military, and that your child is an orphaned patient. Registration of your children will be done by phone, at this time.

The MFRC is here to give you a hand when you arrive in our region. If you have difficulties completing the documentation, or have questions about the Québec's health system, do not hesitate to contact our Prevention, Support and Intervention Coordinator for the health department.

**To contact the Prevention, Support and Intervention Coordinator**

Saint-Hubert: **(450) 462-8777, ext. 6806**

Saint-Jean: **(450) 358-7099, ext. 6554**

## SERVICES QUEBEC (CITIZEN SERVICES)

- **Quebec's Portal** offers several ways to access information regarding various government programs and services that you wish to obtain.

**To reach the service:**

Online services: <https://www.quebec.ca/en/>

By phone: **(514) 644-4545,**

Toll free: **1 (877) 644-4545**

Monday to Friday, from 8:30 am to 12:00 and  
from 1:00 pm to 4:30 pm

- **Military Community Guidebook:** annually published, this practical guide gives you access to all information on accommodations, relocation, available financial services (ex: SISIP), leisure, MFRC services and its calendar, and a lot more.
- **Welcoming guide for the military families:** never hesitate to ask for it while you are on your HHT or once you have moved in the region, simply by stopping by at the MFRC offices. This guide (exactly the same one you are reading now!) contains all the necessary information to facilitate your arrival here as well as your integration. Do not hesitate to ask to meet our Community Integration Officer; it will be a pleasure for her to meet and guide you through your relocation process.
- **Quebec Community Groups Network:** founded in 1995, the Quebec Community Groups Network (QCGN) is a non-profit organization linking 60 organizations across Quebec. As a center of evidence-based expertise and collective action, the QCGN identifies, explores and addresses strategic issues affecting the development and vitality of the English-speaking community of Quebec and encourages dialogue and collaboration among its member organizations, individuals, community groups, institutions and leaders:  
[www.qcgn.ca](http://www.qcgn.ca)

## On-demand virtual health care through the Montreal MFRC

Access to health care and adaptation to the health care system are some major issues that military families who, because of their lifestyle, are required to travel and must wait several months before obtaining a family doctor when they arrive in Quebec. The resulting delays and situations led the MFRC Montreal Region to start searching, a long time ago, for solutions to facilitate access to health care for military families in our community.

Through many contacts with health care authorities, and the availability of resources dedicated to military families, the MFRC assists families with the necessary procedures and their efforts.

In this context, the Montreal MFRC is pleased to announce the signing of a partnership with a telemedicine program: Medisys on-Demand. This program allows you to contact Canadian nurse practitioners and physicians by telephone, text message or secure video. It is therefore particularly well adapted to people who do not have a family physician by offering them many services without going to private or walk-in clinics.

The agreement with the MFRC allows military families to benefit from a 12-month subscription to the telemedicine service for \$14.99 (+ tax) per month (ex. July 2020 to July 2021). A package that also includes two annual physician visits for people over 16 years old is also available for \$23.99 (+ tax) per month. In addition, the MFRC supports members of the community by covering the costs of certain Medisys licenses upon request. These free licenses, in the region, will be allocated in priority to families who meet the vulnerability criteria defined by MFRC social workers.

For more information about the Medisys on-Demand service, write to the MFRC at:

**[SvcPersCRFMSoutienPsyStJean@forces.gc.ca](mailto:SvcPersCRFMSoutienPsyStJean@forces.gc.ca)**

We will then contact you to establish your eligibility for the service.

***Other possible options:***

- **Coop santé solidarité de Saint-Blaise:** to become a member, you will have to pay an initial fee of \$50, which corresponds to the clinic's social expenses. These will be reimbursed when you leave the clinic. Note that there is also an annual fee of \$100 per adult, \$50 for the first child and \$25 for subsequent children.

This annual fee will give you access to the clinic's services free of charge. To register for the clinic, you must call and mention that you are a military family.

- **Bonjour-Santé:** a website offering services to families to improve access to health care, reduce wait times and overcome barriers experienced by families in finding an appointment at a clinic.

Go to <https://bonjour-sante.ca/LandingPage/en.html> to start your search. Please note that a \$15 fee will apply when you start a search for a clinic near you.



**To contact the Prevention, Support and Intervention Coordinator**

Saint-Hubert: (450) 462-8777, ext. 6806

Saint-Jean: (450) 358-7099, ext. 6554

## SAAQ (Automobile registration)

The *Société de l'assurance automobile du Québec* (SAAQ) requires that all persons coming to reside permanently in Quebec obtain a registration certificate for a motor vehicle as well as a driver's license issued by the provincial government within 90 days after acquiring the permanent resident status in this province.

### ***Required documents:***

- Piece of ID with a picture
- A proof of residency in Quebec
- Driver's license from another Canadian province
- Birth certificate issued from a registry office (church birth certificates are not accepted)

### ***Driver's license:***

For new residents who are Canadian citizens, and whose driver's license has been issued in another province, you will need the documents mentioned above, in order to allow an exchange of licenses. You will then need to make an appointment at the SAAQ office near you. Once the documents have been completed with the SAAQ agent, you will be given a temporary driver's license, and your new license will arrive by mail, 10 working days after. There are no fees associated with the exchange of driver's licenses.

**SOCIÉTÉ DE L'ASSURANCE AUTOMOBILE DU QUÉBEC  
(SAAQ)**

Montreal region: **(514) 873-7620**  
Elsewhere in Quebec: **1 (800) 361-7620**

Monday, Tuesday, Thursday and Friday  
between 8:30 am and 4:30 pm  
Wednesday between 9:30 am and 4:30 pm

## *Vehicle inspection*

First and foremost, you have to make an appointment for the mandatory mechanical inspection with an agency who is licensed by the SAAQ, such as:

- **Garage Jacques Cadieux (450) 349-6060**  
380, rue Berthier, Saint-Jean-sur-Richelieu
- **Centre d'estimation Sherbrooke (819) 566-8464**  
4520, boulevard Industriel, Sherbrooke
- **Longueuil Mazda (450) 928-2000**  
60, boulevard Roland-Therrien, Longueuil
- **Centre des services automobiles (514) 937-5341**  
Club automobile Québec inc.  
2380, rue Notre-Dame Ouest, Montreal

## *License plates*

Once the mechanical inspection of your car has been completed, you must go to one of the registration offices (SAAQ) with some documents on hand. This will facilitate the creation of your file, so that you can obtain a new license plate.

### *The required documents are:*

- A valid registration certificate from another province or country
- A valid and complete inspection certificate
- A piece of identification with a picture

### *If you have not yet received your new driver's license:*

- Passport
- Birth certificate

Do you have questions about your driver's license or the registration of your car?

### **To contact our Community Integration Officer**

Saint-Hubert: **(450) 462-8777, ext. 6835**

Saint-Jean: **(450) 358-7099, ext. 5059**

For additional licensed agencies, and to find the closest SAAQ registration office, you can call or visit the SAAQ's website: [www.saaq.qc.ca/en/](http://www.saaq.qc.ca/en/)

You have **3 months** to change your license plate. To make the change, you do not need to make an appointment (you can go directly to a SAAQ branch).

Do not hesitate to contact the Community Integration Officer who will be happy to help you!

## EVENTS AND FAMILY ACTIVITIES

To allow our families to get together, meet and talk with new people, many activities and events are organized throughout the year.

These are also good moments to exchange and meet the new families who have just settled in the region.

Here are a few examples illustrating the wide range of activities:

- Halloween Party
- Loft's Haunted House
- Family amp
- Christmas Brunch
- Apple picking (North and South Shore)
- Sugar Shack (North and South Shore)
- Family Day
- Outdoor Movies

To take full advantage of these events, register through the MFRC portal [crfmmfrcmtl.ca](http://crfmmfrcmtl.ca). Also, do not forget to provide all the necessary information such as the names and ages of the participants and any allergies they could have.

### DADDY AND ME

The Daddy and Me activities are promoting the importance of fatherhood and primarily aim to give dads the opportunity to enjoy some quality time with their children. The very first time you participate in one of our activities in the Daddy and Me program, you and your child will receive a commemorative jersey that you can keep as a souvenir. All our activities are free of charge, and on our last activity of the year, mothers are invited to join us for a very festive evening. Please register [crfmmfrcmtl.ca](http://crfmmfrcmtl.ca). These activities are planned throughout the year, once a month. Check our seasonal programming for more information!

#### To contact the Events Coordinator

Saint-Hubert : (450) 462-8777, ext. 6806

Saint-Jean : (450) 358-7099, ext. 6554



## CHILDHOOD (2 MONTHS TO 5 YEARS OLD)

Our services are dedicated to children from 2 months to 5 years old who have not yet started kindergarten.

Our services support parents in their role, while promoting the children's development. The activities focus on the development of language, autonomy, socialization and creativity in young children. We also focus on learning new skills while promoting leadership development for older children.

### *Drop-in daycare services*

As a casual service, the drop-in daycare offers a program of activities aimed at the overall development of the child in accordance with the educational program of Quebec's daycare centers. Children's health is a major concern for the MFRC. Special attention is paid to allergen control, sanitation and constant safety in our two service points:

- **Saint-Hubert:**

Open Monday to Friday, from 7:45 am to 4:30 pm.  
Lunch supervision from noon to 1:00 pm.  
Snacks and meals are not provided.

- **Saint-Jean:**

Open Monday to Friday, from 7:45 am to 5:00 pm.  
Lunch supervision from noon to 1:00 pm.  
Snacks and meals are not provided.

- **Costs:**

\$6 per half day and \$3 for the supervised lunch.  
Registration required with our Welcome and Information Clerks.  
To obtain these rates, a maximum of 6 periods per week is allowed.



### **Pre-registration:**

When first registering for day care services, the parent must have completed the registration forms before the child uses our services. A coupon must also be filled out so that the Childhood Coordinator can communicate with the parent to inform him or her of the operation of the service, to know the expectations as well as the needs of the family.

### ***If registration is done over the phone:***

The Intake and Information Clerk will write the child's full name in the registration book and fill out the coupon to collect information from the parents and give it directly to the Children's Coordinator. Afterwards, the registration form will be sent by email or you will be able to come and fill it out at one of our points of service before your child(ren)'s first visit to our service.

### ***If registration is done on the spot:***

The child's full name will be written in the registration book, you will have to fill out the coupon in order to collect the necessary information (it will then be given to the Children's Coordinator) in addition to the necessary documentation for the registration of your child(ren).

### ***Registration documentation (registration forms, RL-24 and parent's guide):***

When completing the registration documents, make sure that all lines are completed correctly. Don't forget to include your child's health insurance card number as well as your social insurance number for the RL-24 document submitted at the end of the year for the income tax return. Once completed, you will be given a parent's guide to familiarize you with the rules and operation of the daycare centre. This guide is also available on our website.

### ***Temporary daycare service and moving assistance***

It is possible to use the daycare service for more than 6 periods per week (and not exceeding 3 months) for families when they are looking for a daycare service in their community. To have access to this service, you must contact the Childhood Coordinator who will evaluate your needs. Places are limited and registration is mandatory. The cost for this service is \$27 per child for a day.

### ***During the move, or on your House Hunting Trip (HHT)***

When it comes to moving, our drop-in daycare centers are open to welcome your children according to the costs and regular schedule. Contact our Welcome and Information Clerks for more information.

### ***Parents-and-tots periods***

Under the theme *The pleasure of being parent*, we organize outings to introduce you to the services and activities in the community. Children can have fun. These activities are reserved for parents with their children aged 5 and under, not yet going to kindergarten.

- **Pre-registration:** To participate, you must register at [crfmmfrcmtl.ca](http://crfmmfrcmtl.ca) to complete the registration form.

### ***Preschool workshops***

The *Busy Bees* and *Sunflower* preschool workshops aim, through structured planning, at promoting the overall development of the child at the physical motor, cognitive, affective, social and moral level, as well as the language skills. Diversified, and based on attractive themes, these activities will gradually prepare children for the school world.

- ***Busy Bees workshops:***

- **Age group:** children 2 and 3 years old.
- **Schedule:** one or two mornings a week, 9 to 11:30 am.

- ***Sunflower workshops:***

- **Age group:** children 4 and 5 years old.
- **Schedule:** one or two afternoons a week, 1 to 3:30 pm.

- ***Costs:*** will vary according to the number of periods the child will be registered per week as well as the number of workshops per session.

Our drop-in daycare services are available before and after the workshops at a cost of \$3 (depending on availability). To take advantage of this service, parents must pre-register.

- ***Pre-registration:*** to enroll your child in the drop-in daycare center, please contact us by phone at our Saint-Hubert or Saint-Jean Service point. When first registering for day care services, the parent must have completed the registration forms before the child uses our services. Please bring your child's health insurance card, as well as your social insurance card so you can add the daycare expenses on your annual tax reports.

- ***Preschool workshops documentation:*** a guide and a schedule will be handed out on the first day of the workshops, so that parents will know the rules and procedures for the workshops. These documents will be emailed to all parents who have registered their child.

### *Parental support workshops*

In order to support and strengthen parenting, the Childhood Coordinator can counsel parents and direct them to the right resources.

She can, among other things:

- Help you find a childcare service and tell you how Quebec's childcare services work
- Refer you to external organizations
- Suggest readings for the 0 to 5 years old children
- Lend games or other learning material from our library
- Other



**To contact our Childhood Coordinator**  
Saint-Hubert: (450) 462-8777, ext. 6830  
Saint-Jean: (450) 358-7099, ext. 7012

## CHILDCARE SERVICES IN QUEBEC

Did you know that you must apply to receive child assistance from the provincial government, in addition to the Canada Child Tax Benefit of the federal government?

Are you using a non-subsidized private daycare? If so, ask for the advance Payments of the Tax Credit for Childcare Expenses of the Quebec Government. A calculator for the daily daycare expenses can be found at this address:

**[http://www.budget.finances.gouv.qc.ca/budget/outils/garde\\_en.asp](http://www.budget.finances.gouv.qc.ca/budget/outils/garde_en.asp)**

### ***Childcare centers (CPE)***

*Accredited by the provincial government, with a reduced contribution (adjustable according to the family income declared when tax documents are filed).*

#### **Establishment setting:**

- Provides educational daycare services to children aged from 0 to 5 years old (until kindergarten)
- Children are grouped according to their age
- In a building accommodating approximately 40 to 80 children

#### **In-home setting:**

- Provides educational daycare services to children aged from 0 to 5 years old (until kindergarten)
- Services are coordinated, controlled and monitored by Childcare Centers
- In-home setting
- Multi-age groups
- Ratio of 6 children per educator





### ***Private daycare***

*Without reduced contribution (with tax credit).*

#### **Establishment setting:**

- Provides educational daycare services to children aged from 0 to 5 years old (until kindergarten)
- Children are grouped according to their age
- Building accommodating approximately 40 to 80 children
- Some establishments offer reduced contribution fees

#### **In-home setting:**

- Provides educational daycare services to children aged from 0 to 5 years old (until kindergarten)
- In-home setting
- Multi-age groups
- The educator is self-sufficient regarding the services offered

### ***Daycare in community centers***

- Provides educational childcare for children aged from 0 to 5 years old (up to kindergarten)
- In community centers
- Children are in multi-age groups





Waiting times are unofficial, so you may be on waiting lists at some child care centres.

### *Other resource*

#### **La Place 0-5 ans :**

Your child doesn't have a daycare space yet? Visit **<https://www.laplace0-5.com/>** to register for this one-stop shop for all recognized child care services in the province. All establishments present at La Place 0-5 ans have a permit issued by the Ministère de la Famille and all family environments are recognized by a coordinating office.

To register on **<https://www.laplace0-5.com/>** simply follow these 3 steps:

1. Create your parent account
2. Open a file for your child
3. Start a search on the map for child care services that are right for you

Did a child care service offer you a space? Great news! You will then have to provide the confirmation letter of your child's registration from La Place 0-5 as soon as you sign an agreement either in a CPE, a daycare centre or a family environment.

Family environments do not have waiting lists at La Place 0-5 ans, as do the CPEs or daycare centres. Considering that those in charge of a family environment have self-employed status, they are the ones who manage the granting of their spaces. They can then accept any child registered at Place 0-5 ans according to their own selection criteria.

When you create your Place 0-5 ans account, select the family environments that interest you to obtain their contact information. You will then need to contact them to let them know that you are interested in obtaining a place in their facility.

**To contact our Childhood Coordinator**  
Saint-Hubert: **(450) 462-8777, ext. 6830**  
Saint-Jean: **(450) 358-7099, ext. 7012**

## YOUTH (5 TO 17 YEARS OLD)

Created for our young people aged from 5 to 17 years old, the youth sector is full of activities and trainings at both service points, Saint-Jean and Saint-Hubert.

### THE LOFT

The Loft is a Youth Centre where young people, 5 to 17 years old, can meet. It is located in the heart of Residential Housing Units in Saint-Hubert. Children from military families have access to it and its free activities are conducted under the supervision of our experienced and dynamic Activity Leaders.

**Freshly arrived in the area:** When you arrive in the area, please feel free to contact us or even stop by the Loft for a visit. The Youth Centre Coordinator or Activity Leaders are always pleased to give you a tour of the facilities.

- **Pre-registration:** You must complete the registration form on your first visit at 40, rue de la Vérendrye. Once the form is filled out, your child can attend whenever he or she wants depending on the schedule.

The Loft's activities are very diversified:

- Theme-based activities and various games
- Crafts
- Outdoor activities and sports
- Board games
- Computer room
- Fun outings
- Special Activities (i.e. Green field trips)

**At-home visits:** When necessary and requested, a youth volunteer from the Loft can make a visit at home to welcome the newcomer and inform him or her about all the activities and events offered. This makes the integration in the new region easier.

### YOUTH VOLUNTEERING

We encourage our teens from military families to get involved in their community to develop their autonomy and to help them discover new facets of their personality.



### Registering to

**volunteer:** to find out more about current volunteer projects, please contact the Youth Centre Coordinator.

Other youth volunteering activities also available:

- Be a member of the Advisory Committee
- Carry out various tasks
- Decorate the Loft for special activities or events
- Carry out fundraising activities
- Assist in the integration of newcomers and sponsor them if needed

### Youth activities for the 5 to 12 years old

Thematic bilingual activities are organized monthly, free of charge, at the Saint-Jean and Saint-Hubert Service points by dynamic Activity Leaders.

Activities such as:

- Themed crafts
- Cooking workshops
- Group games
- Special activities
- Other

To see the complete schedule, please check the youth programming available on our website and at our points of service.

- **Registration:**

- o **Saint-Hubert:** the activities are every Saturday and Sunday, from 9 am to 3 pm. Registration in advance is not necessary because your child only has to show up at the Loft.
- o **Saint-Jean:** activities are held on Sundays, twice a month, from 9 am to 12 noon. It is important to register your child at [cfrrmmfrcmtl.ca](http://cfrrmmfrcmtl.ca).

*Please note that a registration form must be filled out before the start of the first youth activity for 5-12 years old.*

### To contact the Youth Centre Coordinator

Saint-Hubert: (450) 462-8777, ext. 6817

Saint-Jean: (450) 358-7099, ext. 2911

## Pedagogical days

Free and bilingual supervised days are offered for children aged from 5 to 12 years old on pedagogical days at our two service points. These dates are set according to the schools' calendars for the Marie-Victorin, Riverside and Hautes-Rivières School Boards.

All you need to do is to register at [cfrmmfrcmtl.ca](http://cfrmmfrcmtl.ca), and you're onboard! We also provide activities during Spring Break at both service points.

## Trainings

Several training courses and workshops are offered to our teenagers. If you are interested, contact the Youth Coordinator for more information.

Here is a list of the trainings offered:

- Babysitter course
- First aid course
- Stay Safe!
- Homework assistance
- Help with job search

## Workshops for teenagers

Every month, in the presence of one of our social workers, various topics reflecting the reality of military life are discussed around a good meal, prepared by the participants.

## Parental support

To support and strengthen the parental role, the Youth Coordinator can guide parents to the right resources, according to their needs. The Coordinator can also:

- Inform parents about the existing services in the community
- Give referrals to external organizations, and
- Offer reading suggestions for children and youth aged from 5 to 17 years old

### To contact our Youth Coordinator

Saint-Hubert: (450) 462-8777, ext. 6824

Saint-Jean: (450) 358-7099, ext. 6118

**Pre-registration:** *once you have made a first reservation, please complete the registration form before the first pedagogical day.*

**Hurry,  
spaces are limited!**

Stay tuned for the latest news about the Loft's activities and workshops!

## EMPLOYMENT AND EDUCATION SERVICES

Employability and education services are also provided to military spouses and children, 16 years old and over, who would love to take a second language course, update their résumés, or even receive help in job search through personalized services, and specific workshops.

### EMPLOYABILITY

We offer the necessary tools to conduct an effective job search in the Greater Montreal area. Our tools allow military family members to gain a better knowledge of the job market, and also adapt to the employers' needs depending on the job coveted.

Here is a short list of our services:

- **Personalized employment services:**

- Preparation and updates of cover letters and resumes
- Interview techniques
- Job search advice
- Information about potential employers in the region
- Return to the labour market

- **Workshops on employment:**

- Information sessions on Public Service jobs
- Job search workshops for young people aged 14 years old and over



## EDUCATION

French and English as a second language courses are given to spouses and children over 6 years old from military families. All courses are free and provided at Saint-Jean Garrison, Saint-Hubert MFRC and Montreal Garrison. A minimum of five students at a similar level is required to form a group. The schedule will be determined by the number of registrations.

For the student's language evaluation, a placement test is mandatory and will take place during the registration week.

Here is how we can help you when it comes to second-language courses:

- **Second-language courses:**

- **French and English courses:** One or two courses per week are offered, from September to December, and from February to May. The schedule will vary, depending on the demand
  - *Modular courses:* Beginner to intermediate (grammar, reading, comprehension and writing will be on the program).
  - *Conversation courses:* The main purpose of these courses is to improve your understanding and ability to communicate through a lot of group conversations.
- **Distance training with Rosetta Stone:** If you cannot attend classes in person, we offer an online learning program called Rosetta Stone.
- **Courses for youth (6 to 12 years old) and teenagers (13 to 16 years old):** Including homework assistance in both French and English as a second language,

- **Individual services:**

Support is provided through eligibility procedures for an English school, course equivalencies, francization programs and support from our various partners if needed.

For example:

- Information on training programs
- Return to school
- Equivalency information

- **Courses and trainings:**

We do provide various training sessions for adults, often at a reduced rate, to promote continuous development. The choice of training depends on the needs and demands in the military community.

For example:

- *First Aid Courses:*

The general First Aid and CPR (Cardiopulmonary Resuscitation) course is taught according to Red Cross standards. This 8-hour course is offered at different times throughout the year. Stay tuned for costs and training dates.



**To contact the Employment and Education Coordinator**

Saint-Hubert: (450) 462-8777, ext. 6827

Saint-Jean: (450) 358-7099, ext. 6084



## PRÉVENTION, SUPPORT AND INTERVENTION

The Prevention, Support and Intervention sector provides psychosocial support for the military families in our community. Specific services provided by this sector aim to respond to a variety of situations, such as:

- Anxiety or stress
- Relationship problems (couple, work and/or family)
- Mental health problems (or physical)
- Difficulty with anger and/or emotion management
- Social isolation or depression
- Difficulties with a child (ex: discipline, worries, etc.)
- Addiction problems
- Communication problems
- Intimacy in a relationship

Here are examples of services that we provide:

- **Prevention workshops and training on various psychosocial topics:** We understand the particular challenges that military families face. To support them, we offer various workshops on topics related to military reality.
- **Psychosocial counselling, referrals and support services:** Psychosocial consultations are free, bilingual and by appointment. These consultations can be individual, family, conjugal, for adults and for children. The focus will therefore be consolidating the strengths of individuals as well as family members.
- **Pairing and peer support program:** Families experiencing special difficulties related to the military lifestyle can be supported by a volunteer who knows this life. The main goal is to break the isolation and provide support and comfort.
- **Support to find health services:** Given the importance of health care, an important issue for the military families arriving in the Montreal region, the MFRC provides support and assistance to guide the families through the health care system while ensuring that all their needs are met.

Contact our team of social workers for further information. The length of the workshops varies according to the topic covered.

**This service is free, but you must register first.**

Many services can be offered:

- Help families understand Quebec's health care system
- Offer the *Health Guide* to the new families
- Evaluate options for telemedicine
- Be on the waiting list for a contact with a family doctor

**\*\* For more information  
about the health sector and  
the services offered by the MFRC  
(e.g.: telemedicine), visit  
the COMMUNITY INTEGRATION section. \*\***

You can contact us to discuss your needs. We would be more than happy to meet you to provide you support when you are dealing with an issue that may occur upon your relocation here, or to refer you to specialized resources in your region.



**To contact the Prevention, Support and Intervention  
Coordinators**

Saint-Hubert: (450) 462-8777, ext. 6828 ou 6837

Saint-Jean: (450) 358-7099, ext. 7103 ou 6470

## DURING THE ABSENCE

The Separation and Reunion sector provides services to families and the next of kin of an absent military member for a long time to support them during this absence. The absence can be, among other things, during a deployment, a posting, or when the military member is on a mission.

Here are some services offered during the member's absence:

- **Pre-deployment package:** Contains many useful resources, specially designed for families who are living the deployment or an extended absence.
- **Courtesy calls:** In case of a military deployment, a courtesy call can be made to the family to ensure a positive experience for the family.
- **Emergency daycare services:** At all times, the family must have an emergency care plan. In the event that the plan is unable to work, the family must request a meeting with a social worker who will assess the family's accessibility to an emergency child care in the community or at the MFRC.
- **Free service care during the member's absence:** This service is offered half a day per week to children aged from two months old to five years old. Based on the usual service points' schedules, for the families with an extended absence, the Separation and Reunion Coordinator will analyze the request and then authorize the service.
- **Psychosocial counselling:** Our psychosocial worker proposes to accompany the families as well as the relatives of the military member to promote the positive experience with these events. Various topics can be covered such as the organization of the routine, the parental relationship, stress management, communication in the couple, and the preparation for the move or other situation.

The agreement between the MFRC and its families is intended to provide a temporary and/or a short-term solution, while finding a longer-term solution.

It is also necessary to foresee a delay for the reception of the request as well as the settling of the services which can vary, according to the availability of the service.

Psychosocial counseling services are free, confidential, and you need an appointment. These consultations can be individual, with your family, or for your couple and they're also offered for children as well.

## Pairing and Peer support program

Families experiencing the absence of a member may be supported by a volunteer with deployment experience. The goal is to break the isolation that an absence such as this can bring, and then provide support and comfort. Ask your Separation and Reunion Coordinator for more information.

To bring support and comfort, but also to break the isolation of a deployment, military families (spouses, children and next of kin) can join a discussion and support group. The availability, the schedules and the locations of those groups, as well as the content of the discussions and the format of these groups have yet to be determined according to the demands and interests of the families. This service is free.

## Family support service in the absence of the military member

Here are the services you are entitled to when your spouse, son, daughter or other close military relative is away from home for service reasons such as courses, exercises, transfers with imposed restrictions, deployment or other reasons:

- Information on the family's experience before, during and after the absence
- Individual meetings for all family members (spouse, children, parents of military members)
- Emergency childcare service
- Social activities, telephone calls on request, twinning, exchange groups
- Consultations, assistance and advice as needed

**To contact the Separation and Reunion Coordinator**

Saint-Hubert: (450) 462-8777, ext. 6858

Saint-Jean: (450) 358-7099, ext. 2520

## SPECIAL CARE COUNSELLING SERVICES (Childhood, Youth and Parental Support)

Our Special Care Counselors intervene with children who live, or who are likely to experience, difficulties of adaptation and/or rehabilitation related to certain important needs to enable them and facilitate their daily lives. Their work aims to improve a situation to find harmony in a family, and its services aim to equip and inform regarding the education of the children as well as their development.

Some examples of situations discussed during consultations:

- Discipline toward a child or adolescent
- Emotion management and fraternal rivalries
- Communication with the child or adolescent
- Management of family routines
- Self-esteem and parental concerns
- Unsatisfactory family climate
- Intervention strategies to stimulate the general development of the child and/or to meet the particular needs of the child

### 0 to 17 years old

Children with special needs are welcome in our facilities. It is also possible to offer them support from both Childhood and Youth sectors, to make the integration easier. To have access to these services, you must make a request to the Special Care Counselling sector for a need assessment to be done. We can also guide you to external resources, if needed.

### Family consultations

Special care counselling is a field that aims to provide concrete help to people. The special counselor works with defined goals and means to work primarily on how, before answering the question "how? ».

Each follow-up meeting is unique as it depends on the needs and objectives previously established.

You can contact our Special Care Counselling sector to discuss your needs. The staff will be pleased to meet you and accompany and support you and your family through the process.

### Parental workshops

The Parental Support Workshops are offered free of charge by the MFRC and are designed to equip parents in their role to be confident in their interactions, decision-making and more. Facilitated by specialists, these evenings offer the opportunity to discuss various topics. A drop-in daycare service can also be offered for children of all ages upon registration in addition to a cold buffet. This is a great alternative to allow parents to participate in these workshops without worrying too much about the obstacles of everyday life.



**To contact the Special Care Counsellors**

Saint-Hubert: (450) 462-8777, ext. 6834 ou 6852

Saint-Jean: (450) 358-7099, ext. 2909 ou 2917



## ILLNESS, INJURY AND DEATH (Family Liaison Officer)

A social worker known as the Family Liaison Officer (FLO) works on the premises of the Canadian Armed Forces Transition Group. The role is simple: welcome the injured members and their families as they arrive at the unit. The FLO also assesses the needs and provides appropriate services and support for military families that could be dealing with illness, injuries, deaths or who have special and specific needs from military service. The Liaison Officer is also the resource for bereaved families. During difficult times, the FLO has a mission to support the families in all aspects that these moments brings.

Here are some examples of services provided by our FLO:

- Individual, marital, and family psychosocial follow-ups
- Support groups
- Workshops on psychosocial topics such as bereavement, illness and operational stress injuries
- Access to an emergency daycare service





## VETERAN FAMILY PROGRAM

Is your family making a transition from military to civilian life? If so, you will not be left behind because we do have resources and services to support you and your family, during the upcoming transition.

The Veterans' Family Program (VFP), funded by Veterans Affairs Canada, is specially designed for members who are, or will be, leaving the Canadian Armed Forces, for medical reasons, and for their families.

This program is offered across the country through the following options:

- The Military Family Resources Centres
- Family Info-Line
- **Cafconnection.ca**

The VFP Coordinator also offers the following services:

- **Personalized consultations:** We welcome, listen, and make a list of your needs with you. The coordinator also gives information and referrals according to military and civilian aspects. Personal follow-ups and a link with our different partners will be offered if needed.
- **Workshops and transition programs:** mandated programs are offered in the form of workshops such as: financial literacy training offered in collaboration with SISIP to assist with release planning and Mental Health First Aid training for Veterans and the surrounding community.

MFRC's staff, including the Veteran Family Coordinator, are aware of the many adaptations that you and your family may be facing before, during and after your release. We can help you make a successful transition from military to civilian life by offering programs and services tailored to the unique needs of the military.

**To contact the Veteran Family Coordinator**

Saint-Hubert: (450) 462-8777, ext. 6816

Saint-Jean: (450) 358-7099, ext. 2910

## OTHER GOVERNMENT SERVICES

### Dues and taxes

- **Canada Revenue Agency** 1 (800) 959-8281  
[www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)
- **Revenu Québec — Montérégie** (514) 864-6299  
1 (800) 267-6299
- **Revenu Québec — Montréal** (514) 864-6299  
[www.revenuquebec.ca/en/](http://www.revenuquebec.ca/en/) 1 (800) 267-6299

### Housing

- **Canadian Forces Housing Agency (CFHA)** (450) 678-8054  
After hours emergencies 1 800-903-2342
- **Régie du logement** (514) 873-2245  
[www.rdl.gouv.qc.ca/en/](http://www.rdl.gouv.qc.ca/en/)
  - 201, Place Charles-Lemoyne, Longueuil 1 (800) 683-2245
  - 109, rue Saint-Charles, bureau 13, Saint-Jean-sur-Richelieu 1 (800) 683-2245
  - 5199, rue Sherbrooke Est, bureau 2095, Montréal 1 (800) 683-2245

### Children

Please inquire immediately with the office of the *Régie des rentes du Québec* to know the amount of child support to which you are entitled.

- **Régie des rentes du Québec** 1 (800) 667-9625  
(Child support) (514) 864-3873  
[www.retraitequebec.gouv.qc.ca/en/Pages/accueil.aspx](http://www.retraitequebec.gouv.qc.ca/en/Pages/accueil.aspx)
- **Ministère de la famille** 1 (844) 363-2684  
[www.mfa.gouv.qc.ca/en/Pages/index.aspx](http://www.mfa.gouv.qc.ca/en/Pages/index.aspx)

### Others

- **Services Québec** 1 (877) 644-4545  
(Information about provincial programs and services)  
[www.quebec.ca/en/](http://www.quebec.ca/en/)
- **Service Canada** 1 (800) 622-6232  
(General information on Federal programs and services)  
[www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html](http://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html)

## FAMILY ALLOWANCE

New family resident in Quebec? As such, you are entitled to the Family Allowance, financial assistance for families with dependent children under the age of 18.

This financial measure includes the Family Allowance, the supplement for the purchase of school supplies, the supplement for a handicapped child and the supplement for handicapped children requiring exceptional care.

To be eligible for the Allowance, you must meet all of the following conditions:

- Be responsible for the care and education of a child under the age of 18
- This child resides with you, or is placed by a youth centre, and you pay the contribution required by this centre
- Be a resident of Quebec (according to tax law)
- You or your spouse has one of the following statuses
  - Canadian citizenship
  - Permanent resident
  - Temporary resident living in Canada for the past 18 months
  - Protected person

Proof documents will be required for the following situations:

- If the child was born outside Quebec or if he was adopted
- If the child for whom you are completing this form was born outside Quebec, and one of his parents is a Canadian citizen, or one of them is a permanent resident and has returned to the province, or, if the child arrived alone in Quebec, without his parents (proof of the child's residence in Quebec will be required)
- If you arrived in Quebec in the past 24 months, 2 proofs of residence of the child in Quebec will be required
- If you or your spouse do not have Canadian citizenship, one or two proofs of your immigrant status in Canada or that of your spouse will be required.

To receive the **Family Allowance**

In the case of a birth in Quebec, you do not have to request the Family Allowance. By declaring your newborn to the Registrar of Civil Status, you automatically register them with Retraite Québec.

However, you must apply if your child was born outside of Quebec or if:

- You are an immigrant or become a resident of Quebec
- Your child has arrived or is back in Quebec
- You adopt a child.

Following your request, feedback may be paid, for the Family Allowance, over a period of **11 months**, and this from the date of receipt of your request if all the criteria are met.

As part of a posting, it is indeed possible to receive your Family Allowance, even if you move to a province other than Quebec. To do this, you must visit the Retraite Québec website and then find the **Person living outside Quebec (LPF-811)** form. This form allows a person who has left Quebec to inform Retraite Québec that their absence from the province is temporary or that they believe they maintain residential ties with Quebec. Retraite Québec will then determine if it is still eligible for the Family Allowance. In other words, as long as you have a Quebec tax report to file, you will be entitled to the Family Allowance. The moment you no longer have to produce it, your Allowance will end.

However, this form does not allow Retraite Québec to be informed of a change of address. You will therefore need to complete the form provided for this purpose, which you will also find at: [www.retraitequebec.gouv.qc.ca/en/Pages/accueil.aspx](http://www.retraitequebec.gouv.qc.ca/en/Pages/accueil.aspx)

If it turns out that your next transfer means a return to Quebec, but you have not been filing a provincial income tax report for some time already, you will have to reapply for a Family Allowance while indicating the date at which you are planning to move to Quebec again. Since this is a return to the province, you may be asked for proof of previous residence.

**DID YOU KNOW ...**  
that despite your posting outside the province, you could still benefit from the Family Allowance?

## MUNICIPALITIES

Municipalities offer a number of services to residents, such as recreational activities, libraries, recycling and garbage collection.

*The following municipalities are listed in alphabetical order:*

### **BELOEIL**

**Website:** [beloeil.ca](http://beloeil.ca) (only in French)

#### **Town Hall**

777, rue Laurier  
(450) 467-2835

#### **Library**

620, rue Richelieu  
(450) 467-7872

#### **CLSC**

347, rue Duvernay  
(450) 536-2572

#### **Commission scolaire des Patriotes**

[www.csp.qc.ca](http://www.csp.qc.ca) (only in French)  
(450) 441-2919  
1 (877) 449-2919

#### **Riverside School Board**

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

#### **Pool**

(450) 464-3702

#### **Police (administration)**

866, rue Laurier  
(450) 922-7001

#### **Fire Department**

990, rue Dupré  
(450) 467-2835, poste 28

## **BOUCHERVILLE**

**Website :** [boucherville.ca/english/](http://boucherville.ca/english/)

### **Town Hall**

500, rue de la Rivière aux Pins  
(450) 449-8100

### **Library**

501, chemin du Lac  
(450) 449-8650

### **CLSC**

160, boulevard de Montarville  
(450) 655-3630

### **Commission scolaire des Patriotes**

[www.csp.qc.ca](http://www.csp.qc.ca) (only in French)  
(450) 441-2919  
1 (877) 449-2919

### **Riverside School Board**

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### **Police (administration)**

699, boulevard Curé-Poirier Ouest  
(450) 463-7011, poste 3

### **Fire Department**

600, chemin du Lac  
(450) 463-7028

## **BROSSARD**

**Website:** [www.ville.brossard.qc.ca](http://www.ville.brossard.qc.ca)

### **Town Hall**

2001, boulevard Rome  
(450) 923-6300

### **Library**

7855, avenue San Francisco  
(450) 923-6530

### **CLSC**

5811, boulevard Taschereau,  
bureau 100  
(450) 445-4452

### **Commission scolaire Marie-Victorin**

[www.csmv.qc.ca](http://www.csmv.qc.ca) (only in French)  
(450) 670-0730

### **Commission scolaire Riverside**

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### **Police (administration)**

4800, rue Leckie  
(450) 463-7011, poste 3

### **Fire Department**

3300, boulevard Lapinière  
(450) 463-7038

## CANDIAC

**Website:** [www.ville.candiac.qc.ca](http://www.ville.candiac.qc.ca) (only in French)

### **Town Hall**

100, boulevard Montcalm Nord  
(450) 444-6000

### **Library**

59, chemin Haendel  
(450) 635-6032

### **CLSC**

90, boulevard Marie-Victorin  
(450) 659-7661

### **Commission scolaire des Grandes Seigneuries**

[www.csdgs.qc.ca](http://www.csdgs.qc.ca) (only in French)  
(514) 380-8899

### **Riverside School Board**

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### **Police (administration)**

90, chemin St-Francois-Xavier  
(450) 638-0911

### **Fire Department**

90, boulevard Montcalm Nord  
(450) 444-6063

## CHAMBLY

**Website:** [www.ville.chambly.qc.ca](http://www.ville.chambly.qc.ca) (only in French)

### **Town Hall**

58, rue Martel  
(450) 658-8788

### **Library**

1691, avenue Bourgogne  
(450) 658-2711

### **CLSC**

300, chemin de Marieville  
(450) 658-7561

### **Commission scolaire des Patriotes**

[www.csp.qc.ca](http://www.csp.qc.ca) (only in French)  
(450) 441-2919  
1 (877) 449-2919

### **Riverside School Board**

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### **Police (administration)**

1301, boulevard Fréchette  
(450) 658-6655

### **Fire Department**

1301, boulevard Fréchette  
(450) 658-6655



## **FARNHAM**

**Website:** [www.ville.farnham.qc.ca/](http://www.ville.farnham.qc.ca/) (only in French)

### **Town Hall**

477, rue de l'Hôtel-de-ville  
(450) 293-3178

### **CLSC**

660, rue Saint-Paul  
(450) 293-3622

### **Commission scolaire du Val-des-Cerfs**

[www.csvdc.qc.ca](http://www.csvdc.qc.ca) (only in French)  
(450) 372-0221

### **Riverside School Board**

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### **Recreation department**

477, rue de l'Hôtel-de-ville  
(450) 293-3178

### **Sûreté du Québec**

(450) 266-1122

### **Fire Department**

(450) 293-5126

## **GREENFIELD PARK**

**Website:** [www.longueuil.quebec/en](http://www.longueuil.quebec/en)

### **Town Hall**

4250, chemin de la Savane  
(450) 463-7000

### **Library**

225, rue Empire  
(450) 463-7180

### **Commission scolaire Marie-Victorin**

[www.csmv.qc.ca](http://www.csmv.qc.ca) (only in French)  
(450) 670-0730

### **Riverside School Board**

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### **Police (administration)**

4800, rue Leckie  
(450) 463-7011, poste 3

### **Fire Department**

937, rue Macgregor  
(514) 895-7304

## LONGUEUIL

Website: [www.longueuil.quebec/en](http://www.longueuil.quebec/en)

### Town Hall

4250, chemin de la Savane  
(450) 463-7000

### CLSC—Longueuil Ouest

201, boulevard Curé-Poirier Ouest  
(450) 651-9830

### CLSC—Simone-Monet-Chartrand

1303, boulevard Jacques-Cartier Est  
(450) 463-2850

### Commission scolaire Marie-Victorin

[www.csmv.qc.ca](http://www.csmv.qc.ca) (only in French)  
(450) 670-0730

### Riverside School Board

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### Police (administration)

699, boulevard Curé-Poirier Ouest  
(450) 463-7011

### Fire Department

1700, boulevard Curé-Poirier Est  
(450) 463-7086

## MONTRÉAL

Website: [www.ville.montreal.qc.ca/en](http://www.ville.montreal.qc.ca/en)

### Town Hall

275, rue Notre-Dame Est  
3-1-1

### Santé Montréal

[www.santemontreal.qc.ca/en/public/](http://www.santemontreal.qc.ca/en/public/)  
(514) 286-6500

### Commission scolaire de Montréal

[www.csdm.qc.ca](http://www.csdm.qc.ca) (only in French)  
(514) 596-6000

### Commission scolaire de la Pointe-de-l'Île

[www.cspi.qc.ca](http://www.cspi.qc.ca) (only in French)  
(514) 642-9520

### English-Montréal School Board

[www.emsb.qc.ca](http://www.emsb.qc.ca)  
(514) 483-7200

### Police (administration)

1441, sur Saint-Urbain  
(514) 280-2222

### Fire Department

9-1-1

### Municipal services (Information)

3-1-1

## **RICHELIEU**

**Website:** [www.ville.richelieu.qc.ca](http://www.ville.richelieu.qc.ca) (only in French)

### **Town Hall**

200, boulevard Richelieu  
(450) 658-1157

### **Riverside School Board**

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### **CLSC**

300, chemin de Marieville  
(450) 658-7561

### **Fire Department**

200, boulevard Richelieu  
(450) 536-3333  
1 (888) 678-7000

### **Commission scolaire des Hautes-Rivières**

[www.csdhr.qc.ca](http://www.csdhr.qc.ca) (only in French)  
(450) 359-6411  
1 (877) 359-6411

## **SAINT-BRUNO-DE-MONTARVILLE**

**Website:** [stbruno.ca/english](http://stbruno.ca/english)

### **Town Hall**

1585, rue Montarville  
(450) 653-2443

### **Riverside School Board**

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### **CLSC**

50, chemin de la Rabastalière Est  
(450) 461-1012

### **Police (administration)**

1585, rue Montarville  
(450) 463-7057

### **Commission scolaire des Patriotes**

[www.csp.qc.ca](http://www.csp.qc.ca) (only in French)  
(450) 441-2919  
1 (877) 449-2919

### **Fire Department**

1585, rue Montarville  
(450) 463-7028

## SAINT-HUBERT

Website: [www.longueuil.quebec/en](http://www.longueuil.quebec/en)

### Town Hall

4250, chemin de la Savane  
(450) 463-7000

### CLSC

6800 boulevard Cousineau  
(450) 443-7400

### Commission scolaire Marie-Victorin

[www.csmv.qc.ca](http://www.csmv.qc.ca) (only in French)  
(450) 670-0730

### Riverside School Board

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### Police (administration)

4800, rue Leckie  
(450) 463-7011

### Fire Department

3300, boulevard Lapinière  
(450) 463-7038

## SAINT-JEAN-SUR-RICHELIEU

Website: [www.ville.saint-jean-sur-richelieu.qc.ca](http://www.ville.saint-jean-sur-richelieu.qc.ca) (only in French)

### Town Hall

188, rue Jacques-Cartier Nord  
(450) 357-2100

### CLSC

978, boulevard du Séminaire Nord  
(450) 358-2572

### Commission scolaire des Hautes-Rivières

[www.csdhr.qc.ca](http://www.csdhr.qc.ca) (only in French)  
(450) 359-6411, poste 7510  
1 (877) 359-6411

### Riverside School Board

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### Police (administration)

325, rue Macdonald  
(450) 359-9222

### Fire Department

525, rue Saint-Jacques  
(450) 359-9222

## SHERBROOKE

Website: [www.sherbrooke.ca/en](http://www.sherbrooke.ca/en)

### Town Hall

191, rue du Palais  
(819) 821-5618

### CLSC

50, rue Camirand  
1200, rue King Est  
(819) 780-2222

### Commission scolaire de la Région-de-Sherbrooke

[www.csrs.qc.ca](http://www.csrs.qc.ca) (only in French)  
(819) 822-5544

### Eastern Townships School Board

[www.etsb.qc.ca](http://www.etsb.qc.ca)  
(819) 868-3102

### Police (administration)

400, rue Marquette  
(819) 821-5555

### Fire Department

202, rue Wellington Nord  
(819) 821-5517

## VARENNES

Website: [www.ville.varenn.es.qc.ca](http://www.ville.varenn.es.qc.ca) (only in French)

### Town Hall

175, rue Sainte-Anne  
(450) 652-9888

### CLSC

2220, boulevard René-Gaultier  
(450) 652-2917

### Commission scolaire des Patriotes

[www.csp.qc.ca](http://www.csp.qc.ca) (only in French)  
(450) 441-2919

### Riverside School Board

[www.rsb.qc.ca](http://www.rsb.qc.ca)  
(450) 672-4010

### Police (administration)

1 (888) 678-7000

### Fire Department

(450) 652-9888

## HELP LINE

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<b>Alcoholics Anonymous</b>	(450) 670-9480
<b>Drugs: Help and Referral</b>	(514) 527-2626
<b>Gay Line</b>	(514) 866-0103
<b>Gambling: Help and Referral</b>	1 (800) 461-0140
<b>Kids Help Phone</b>	1 (800) 668-6868
<b>Parents Line</b>	1 (800) 361-5085
<b>Youth Protection</b>	(514) 721-1811
<b>Tel-Aide</b>	(514) 935-1101
<b>Tel-jeunes</b>	1 (800) 263-2266
<b>Suicide Action Montréal</b>	(514) 723-4000
<b>Info-Jeunes</b>	(450) 646-8888
<b>Écoute Entraide</b>	(514) 278-2130
<b>Info-Cancer Line</b>	1 (800) 363-0063
<b>Centre d'écoute et de référence Multi-Écoute</b>	(514) 737-3604