



# WELCOME GUIDE FOR MILITARY FAMILIES



**Military Family  
Resource Centre**  
Montreal Region

WELCOME • SUPPORT • UNITE

## CONTACT US

Service centres:

**Saint-Hubert:**

450 462-8777, ext. 663-6810

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

450 358-7099, ext. 668-7955

**Montreal:**

514 252-2777, ext. 663-4984

**Sherbrooke:**

450 358-7099, ext. 668-2349

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

Website: [cfmws.ca/montreal-region/](http://cfmws.ca/montreal-region/)

[military-family-resource-centre-montreal-region](http://military-family-resource-centre-montreal-region)

Service portal: [crfmmfrcmtl.ca](http://crfmmfrcmtl.ca)

Follow us:



Military Family Resource Center,  
Montreal Region

## A word from the Director



Dear family,

The Military Family Resource Centre (MFRC) is pleased to welcome you to your new community. We know that moving can be demanding. We invite you to contact us to help ease your transition to the region, and to learn about the services and activities available to newly relocated families at. Consult our welcoming kit at our various points of service and on our website to find out more!

We're here to support you in this new phase. For more information about our services, please do not hesitate to contact our customer service and operations managers: 450 462-8777, ext. 663-6810 (Saint-Hubert and Montreal), 450 358-7099, ext. 668-7955 (Saint-Jean-sur-Richelieu), or by e-mail at [info.crfm@forces.gc.ca](mailto:info.crfm@forces.gc.ca).

On behalf of the Board of Directors, volunteers and staff, welcome!

# Table of contents

<b>A word from the director</b>	<b>3</b>
<b>Community integration</b>	<b>5</b>
<b>Children and youth - Early childhood</b>	<b>10</b>
<b>Childcare in Quebec</b>	<b>13</b>
<b>Children and youth - Youth sector</b>	<b>17</b>
<b>Employment and education</b>	<b>19</b>
<b>Psychosocial care</b>	<b>21</b>
<b>Special education (childhood and parental support)</b>	<b>22</b>
<b>Prevention, support and intervention</b>	<b>24</b>
<b>Absence and deployment</b>	<b>25</b>
<b>Illness, injury and death (Family Liaison Officer)</b>	<b>26</b>
<b>Program for veterans' families</b>	<b>27</b>
<b>Practical information for military families</b>	<b>28</b>
<b>Living in Quebec</b>	<b>29</b>
<b>Living in the Greater Montreal Area</b>	<b>41</b>
<b>Government services</b>	<b>43</b>
<b>Accommodation services</b>	<b>44</b>
<b>Municipal information</b>	<b>45</b>
<b>Hotlines</b>	<b>53</b>

# Community Integration

The Community Integration sector aims to help families settle into their new region, while responding to requests for information and publicizing the services and activities available both at the MFRC and in the community. Information pamphlets and resource lists are available at our information counters in Saint-Hubert and Saint-Jean, and online at: <https://sbmfc.ca/services-de-soutien/familles/centres-ressources-familles-militaires-virtuels>.

## New to the region

Our welcoming kit, an essential tool for new families, is designed to facilitate integration into the new community. It is available electronically on our website at <https://www.sbmfc.ca/region-montreal/centre-de-ressources-pour-les-familles-des-militaires-region-de-montreal/nos-services/integration>, on the portal at <https://crfmmfrcmtl.ca/fr/integration/integration-communautaire> or at our various service outlets. The welcoming kit contains information about the various services offered at the MFRC, as well as practical information to help new arrivals settle in.

## Health Guide

This directory lists the main health services offered in the regions served by the Montreal Region MFRC. This guide contains most of the contact information for medical establishments (medical clinics, CLSCs and hospitals) as well as their specific features. You can also find options for accessing medical care if you don't have a family doctor.

If you are expecting a child, please consult the section on the birth rate in Quebec (Vivre au Québec/Natalité).

You can find our health guide at the following link:

[https://crfmmfrcmtl.ca/files/download/Documents/715559fb-82f3-4326-8bf0-f60c3dbdb420/\\_Data\\_/FR%20-%20Guide%20Sante%CC%81%20-%202023%20-%20reduit.pdf](https://crfmmfrcmtl.ca/files/download/Documents/715559fb-82f3-4326-8bf0-f60c3dbdb420/_Data_/FR%20-%20Guide%20Sante%CC%81%20-%202023%20-%20reduit.pdf)

Families are also helped to integrate into their new community through contacts with other military families in the region. To this end, the MFRC organizes two social events a year: the Welcome party at the end of summer, and the Christmas brunch in December. These events are ideal to create bonds between families who have been in the area for a while and those who are new to the area. Keep an eye on our monthly newsletter and programming to be sure you can participate in these events.

### **Support in finding health care services**

Considering the importance of health care for families arriving in the region, the MFRC offers support and assistance to families to guide them in the health care network while ensuring that their needs are met.

- Help families understand the Quebec healthcare system
- Offer the Guide Santé to families new to the region
- Provide information about the Military Family Virtual Healthcare Program (MFVHP)

### **Meeting with community integration officers**

As soon as you arrive in the region, or during your house-hunting trip, our Community Integration Officers are available to meet with you. We invite you to make an appointment so that they can inform you about the services offered at the MFRC and in the community and answer any questions you may have.

### **Program and calendar**

Don't hesitate to pick up our program and calendar to find out about all the activities and events organized by the MFRC. These documents are essential tools to keep you informed about what's going on throughout the year!

### **Social groups**

Join our Facebook pages: Montreal Region Military Spouses/conjointes militaires de la région Montréal and Saint-Jean-sur-Richelieu Military Spouses. These groups are ideal for asking advice, exchanging ideas, planning social evenings or simply meeting other families who have settled in the region.

Relocation brings with it its share of challenges for military families. It can lead to the loss of support networks and isolation. The language barrier can make it difficult for some people to integrate into the world of work and their new community and can contribute to loneliness. The Community Integration Activities program is designed to address these issues.

The activities included in the community integration program offer spouses the opportunity to break their isolation and forge links with other members of the community. They also enable them to acquire new skills and knowledge, promoting personal development and well-being. In addition, the participants can develop new interests that they can pursue in the community, thus facilitating their integration. Finally, the presence of community integration officers at these activities provides an opportunity to establish positive contact and develop a bond of trust with participants, which promotes referral and access to services.

#### **→ Saint-Hubert:**

"Creative and chatting evenings " are held on Mondays from 6:30 p.m. to 9 p.m. at the Youth Community Integration Center (YCIC) located at 40, rue de la Vérendrye in Saint-Hubert. These evenings enable spouses to get together while working on their creative projects. Even if you don't have a project in mind, you can still join the group for a chat.

## Volunteering

Volunteering is not only a great way to meet new people and break isolation, but is also a great way to gain skills, get involved in your community and grow personally. Our volunteers play an essential role in implementing the various programs we offer and can actively participate in certain stages of project implementation.

### → Sign up to volunteer:

To become a volunteer, you can contact our Community Integration Officers to establish initial contact. A meeting is necessary to determine your needs, motivations and interests in volunteering with our organization. At this stage, the agents work with you to determine the tasks that correspond to your interests, skills and availability. The MFRC's requirements are then presented to you, leading to the commitment contract and the background check. You'll complete the membership forms to open a volunteer file in your name (two photo IDs will be required).

### → Volunteer opportunities

Here are just a few of the opportunities available to MFRC volunteers:

- Volunteer mornings: volunteers meet weekly to perform a variety of tasks:
  - Events, workshops and kiosks;
  - Volunteer initiatives;
  - Manual labor;
  - Office work.
- Board of Directors

## → Recognition activities

To thank MFRC volunteers, a recognition program, based on the number of hours worked, underlines their work and involvement in various ways:

- MFRC Volunteer Recognition Dinner and Awards.
- CFMWS National Volunteer Recognition Program (NVRP) volunteer recognition event.

### Benefits offered to volunteers by the MFRC include

- Free daycare service covering volunteer morning periods (Wednesday-Thursday), but during all volunteer involvement (subject to drop-in daycare availability).
- Free training.



**To contact the Community Integration Officers:**

Saint-Hubert: (450) 462-8777, ext. 663-6835

Saint-Jean: (450) 358-7099, ext. 668-2915

# Children and youth - Early childhood

At the MFRC, our services support parents in the exercise of their role and promote children's development. Our activities focus on the development of language, autonomy, socialization and creativity in young children. We emphasize learning new skills while fostering leadership in older children.

## **Drop-in daycare**

Our drop-in daycare is an occasional service offering a program of activities aimed at the child's overall development, in accordance with the educational program of the Association des haltes-garderies communautaires du Québec. Children's health is a constant concern for the MFRC. We take great care to the control of allergenic products, to sanitation and to the safety of the premises in our two points of service.

Saint-Jean-sur-Richelieu and Saint-Hubert drop-in daycare centers:

- Open: Monday to Friday, 7:45 a.m. to 4:30 p.m.
- Supervision of lunch from 12 noon to 1:00 p.m.
- Snacks and meals not included;
- Cost: \$10 per half-day.

Registration is mandatory with our reception and information clerks and a maximum of 6 periods per week is allowed to benefit from the rate.

→ **Transitional daycare and emergency moving service**

It is possible to obtain childcare services for more than 6 periods per week (and not exceeding 3 months), an option offered to families who are looking for childcare in their community. To obtain this service, you must contact the Child and Youth coordinators, who will assess your needs. Please note that places are limited and registration is mandatory. The cost of this service is \$36 per day per child.

When it's time to move, the drop-in centers are open to welcome children at the regular cost and according to the usual schedule, as well as to the availability of our service.

See our reception and information clerks for more details.

→ **First-time registration**

Contact the Childcare Coordinator to find out how to access the service. However, it is important to have completed the registration forms before the child's first attendance. The aim of this procedure is to inform the parent about how the service works and to find out the family's expectations and needs.

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

Don't forget to add your child's health insurance card number and your social insurance number to the RL-24 document issued at the end of the year for income tax purposes. A parent's guide is provided to help you understand the rules and operations of the drop-in daycare center. This guide is also available on our website.

## → Parental support

To support and strengthen parenting, our Child and Youth coordinators can offer support to parents, directing them to the right resources.

Child and youth coordinators can, among other things:

- Help you find a daycare center and provide information on how daycare services work in Quebec;
- Refer you to external services and resources;
- Suggest readings adapted to children aged 0 to 5;
- Lending games;
- Etc.



**To reach the Child and Youth coordinators in Saint-Jean:**

Saint-Jean : 450 358-7099, ext. 668-7012

Saint-Hubert : 450-462-8777 ext. 663-6830

# Childcare services in Quebec

To receive the provincial government's child support services and the federal government's Canada Child Tax Benefit, you must apply for them. If you decide to use an unsubsidized private daycare service, you can apply for an advance refund of the Québec government's childcare tax credit.

## Childcare centre (CPE)

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

- **Institutional**
  - Educational daycare services for children aged 0 to 5 (until they enter kindergarten);
  - Children grouped according to age;
  - Location: Business that can accommodate between 40 and 80 children.
- **Family daycare**
  - Educational daycare services for children aged 0 to 5 (up to kindergarten entry);
  - Coordinated, controlled and supervised services by Childcare centre (CPE);
  - Location: private residence;
  - Children in multi-age groups;
  - Ratio of 6 children per educator.



## **Private daycare**

*No reduced contribution (with tax credit).*

- **Institutional**

- Educational daycare services for children aged 0 to 5 (up to kindergarten entry).
- Children grouped by age
- Location: Business that can accommodate between 40 and 80 children.
- Reduced fees in some establishments

- **Family daycare**

- Educational daycare services for children aged 0 to 5 (until they enter kindergarten)
- Location: private residence
- Children in multi-age groups
- Educator's autonomy regarding services offered.

## **Community daycare**

- Educational daycare services for children aged 0 to 5 (up to kindergarten age).
- Find a drop-in center near you:  
[www.haltegarderiecommunautaire.org/](http://www.haltegarderiecommunautaire.org/)
- Children in multi-age groups

## **Government services**

The Childcare Registration Portal replaces the former La Place 0-5 program as of October 16th, 2025.

This is an important step in the fair and transparent allocation of childcare spaces.

The portal is easy to use, secure and informative to meet families' needs. Children must be registered after their birth, or their arrival in the family in the case of adoption.

It is the desired date of entry into daycare that is now considered when allocating places, rather than the date of registration on the platform.

To access the Registration Portal, you must identify yourself using your Government Authentication Service account.

If you need help creating a Government Authentication Service account, visit the "How to create an account" page on the Portal for answers and a tutorial to guide you through the account creation process.

If you don't have a Quebec health insurance card with which to create a Government Authentication Service account, contact Services Québec at 1 877 644-4545. An agent will be able to guide you through the process.

To find out more about the Portal and how to access it, visit the following information pages:

<https://www.quebec.ca/en/family-and-support-for-individuals/childhood/childcare-centres/registration-portal>



### → **Steps in the telephone process**

If you are unable to create a Government Authentication Service account to register your child on the Child Care Registration Portal, you must use the telephone route. First, check your eligibility on the Government Authentication Service website or by contacting Services Québec at 1 877 644-4545 for support.

Before using the telephone:

- Consult the map of educational childcare services (SGEE) and note the names of the centers that interest you;
- Pay particular attention to the admission priorities of the CPEs and subsidized daycare centers (GS) your child could benefit from;
- Determine your child's desired start date at the daycare center;
- Make sure you have your child's civil registration number (NIREC), which appears on his or her birth certificate.

If your child was registered at La Place:

The first call must be made by the person who was the account holder in La Place before it closed (the second parent cannot perform this action).

You must have the required information on hand so that an agent can retrieve your file and identify you:

- The answer to your security question in La Place 0-5;
- Your child's La Place 0-5 registration confirmation number;
- You must have access to the e-mail box associated with the e-mail address indicated in your La Place account. An agent will send you a security code to this address to verify your identity. This address cannot be changed if the parent has not been authenticated.

After your call:

- Check your e-mail frequently;
- The Registration Portal will send you important notifications about your registration.

You must contact the Ministère de la Famille customer service department:

- When a change needs to be made to your account;
- Adding or withdrawing a childcare service;
- Registering a new child;
- Updating your contact information;
- To find out your child's rank indicator, updated monthly;
- To obtain any other information concerning your admission requests.



→ **Actively seeking a suitable place for your child.**

You will receive an e-mail notification if your child is referred to a daycare center. The daycare center will contact you directly via the means of communication you have chosen.

You can contact the private, non-subsidized daycare centers and family daycare services that interest you directly.

Contact the Centre de relations avec la clientèle du  
Ministère de la Famille:

Toll-free: 1 855 336-8568

Monday, Tuesday, Wednesday and Friday

8:30 a.m. to 4:30 p.m.,

Thursday 10:00 a.m. to 4:30 p.m.

- For questions about the Childcare Registration Portal, dial 1.
- If you are a parent who does not have a health insurance card to create an account with the Government Authentication Service to access the Portal, dial 1.
- If an agent has not yet created an account for you, press 1.
- If an agent has already created your account and you wish to make a modification or query, press 2.

# Children and youth - Youth sector

Aimed at school-age children aged 5 to 17, the Youth sector offers a wealth of activities and training at the Saint-Jean-sur-Richelieu and Saint-Hubert service points, as well as at the CIJC.

## Youth Community Integration Center (YCIC)

The YCIC is a gathering place for children aged 5 to 17. Located in the heart of the residential housing units in Saint-Hubert, the center is open, free of charge, to all teens and children from military families, and offers activities managed by our experienced counsellors.

Please note that a registration form must be completed prior to the start of the first youth activity for 5 to 12 year-olds.

Several training courses and workshops are available for teenagers. For more information, contact the YCIC coordinator.

These include, but are not limited to:

- Babysitting classes;
- First aid;
- “Ready to be left alone” classes;
- Homework help;
- Job search assistance.

Pre-registration: It's important to complete the online registration form via the portal when you first visit the YCIC at 40, rue de La Vérendrye. You'll find the form at the following link: [crfmmfrcmtl.ca](https://www.crfmmfrcmtl.ca)

We offer a wide range of activities for kids and teens:

- Theme-based activities and games;
- Crafts;
- Outdoor activities and sports games;
- Board games;
- Computer room;
- Outings;
- Special activities (e.g.: Classe verte).

Activities for children aged 5-12 are organized at the Saint-Jean Garrison service point. Kids can enjoy themed activities with dynamic animators, such as group games, arts and crafts, cooking workshops and more. See the program for the official schedule. Registration is free and mandatory at [crfmmfrcmtl.ca](https://www.crfmmfrcmtl.ca).

## Volunteer

Teenagers are encouraged to get involved in their community to develop their independence and discover new facets of their personality. Here are a few examples of available volunteer activities:

- Participation in advisory committees;
- Performance of various tasks;
- Decorating the YCIC for special events;
- Participation in socio-financing activities;
- Helping integrate newcomers.

To find out more about current volunteer projects, please contact the Saint-Hubert youth coordinator.



**To reach the Saint-Hubert Children and Youth Coordinators:**  
YCIC: (450) 462-8777, ext. 663-6830



# Employment and education

Employment and education services are offered to spouses and children aged 16 and over of military personnel who wish to take courses and training to prepare for the job market. With the help of individual services and workshops, you can refresh your résumé or even get a helping hand in your job search.

## Employability

We offer the tools you need to conduct an effective job search in the Greater Montreal area. These tools enable military family members to gain a better understanding of the job market, and to better prepare and adapt to employers' needs.

Here is a brief list of the services we offer:

- Individual employment services;
- Design or update of curriculum vitae and cover letter;
- Interview techniques;
- Job search advice;
- Information on potential employers in the region Back on the job market

### Employment workshop

- Information sessions on civil service jobs
- Job search workshops for young people aged 14 and over

## Education

French and English as a second language courses are offered to spouses and children aged six or higher of military families. All courses are free of charge and are offered online or in person at our 3 points of service: Saint-Hubert, Saint-Jean or Montreal, depending on demand. A minimum of five students of similar level is required to form a group. Schedules are determined according to enrolment.

### Individual services

We offer support with English-language school eligibility procedures, course equivalencies, francization programs and accompaniment to various partners as needed. For example:

- Information on training programs;
- Back to school;
- Information on obtaining equivalence for diplomas outside Quebec.

### Courses and training

We offer a wide range of training courses for adults, to help them develop their skills. Courses are chosen according to the needs, demand and supply of members of the military community. For first aid courses, customers are directed to the right resources.



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**To contact the Employment and Education Coordinator**  
Saint-Hubert: **(450) 462-8777, ext. 663-6827**  
Saint-Jean: **(450) 358-7099, ext. 668-6084**

## Psychosocial care

The psychosocial intake service is the initial point of contact for an initial assessment of your needs in relation to your situation. You will then be referred to our intervention services (social workers and specialized educators).

The psychosocial intake worker offers you a sympathetic ear, personalized support and confidential referral to the services and resources that can really help you. If necessary, a referral to an appropriate community resource may also be offered, depending on the nature of your request.

Every family is unique and faces its own challenges. Know that you are not alone. A call or e-mail is all it takes to get started.



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### To reach the Psychosocial intake service

Saint-Hubert: (450) 462-8777, ext. 663-6821

Saint-Jean: (450) 358-7099, ext. 668-2917

Email us at [SvcPersCRFMSoutienPsyStJean@forces.gc.ca](mailto:SvcPersCRFMSoutienPsyStJean@forces.gc.ca)



# Special education (Children and parental support)

Our specialized educators work with children who are experiencing, or who are likely to experience, adaptation and/or rehabilitation difficulties related to certain important needs, to facilitate their daily lives. Their work aims to improve a situation to restore the family's wellbeing. Our services are designed to provide parents with tools and information on child-rearing and development.

Here are a few examples of situations addressed in consultation:

- Disciplining a child or teenager;
- Managing emotions and sibling rivalry;
- Communication with the child or teenager;
- Managing family routines;
- Self-esteem and parental concerns;
- Unsatisfactory family climate;
- Intervention strategies to stimulate the child's overall development and/or to meet the child's specific needs.

## Child and Youth Services

Children with special needs are welcome in our facilities. We can offer them support to facilitate their integration. To access this service, it is important to make a request to the Special Education department to assess the needs of your child. We can also refer you to external resources, if required.

## Family consultations

Special education is a field that aims to provide concrete help to people in need. The special educator works on defining objectives and means, to chisel out the way to help and answer the question "how?".

To achieve this, each follow-up meeting is unique and depends on the needs and objectives previously established.

You can contact the Special Education department to discuss your needs. We will be happy to meet with you to provide support and guidance.

## Parenting workshops

### → Online training courses

Offered free of charge and led by specialists, our online workshops and training courses are designed to help parents and children deal with the issues they encounter in everyday life. Topics covered vary according to demand and customer needs. To find out about our programming and to register, please visit our portal: [crfmmfrcmtl.ca](http://crfmmfrcmtl.ca)

### → Lending library

The Special Education sector has set up a library with specific materials, educational books and games. This material can be borrowed by families without any follow-up on our part. To access this library, contact one of our specialized educators.



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### To contact the Psychosocial reception

Saint-Hubert: (450) 462-8777, ext. 663-6821

Saint-Jean: (450) 358-7099, ext. 668-2917

Email us at [SvcPersCRFMSoutienPsyStJean@forces.gc.ca](mailto:SvcPersCRFMSoutienPsyStJean@forces.gc.ca)

# Prevention, support and intervention

The Prevention, Support and Intervention sector offers psychosocial support to members of military families. Behind every situation is a story, a unique rhythm of life, and challenges that are often invisible, and you don't have to bear them alone. We're here to offer you a safe, humane and non-judgmental space.

Our services are designed in group workshops to support you in a wide variety of situations, including:

- Stress or anxiety;
- Relationship difficulties (work, couple, family);
- Mental (or physical) health problems;
- Difficulties with anger or emotional management;
- Social isolation or depression;
- Difficulty with a child (discipline, worries, etc.);
- Substances abuse;
- Communication difficulties;
- Loss of intimacy in your relationship.

Our workshops are designed to support families, couples and reservists through these unique challenges. Themes and duration vary according to need.



**To reach the Prevention, support and intervention department**

Saint-Hubert: **(450) 462-8777, ext. 663-6828**

Saint-Jean: **(450) 358-7099, ext. 668-7103**

Email us at [SvcPersCRFMSoutienPsyStJean@forces.gc.ca](mailto:SvcPersCRFMSoutienPsyStJean@forces.gc.ca)

# Absence and deployment

The Absence sector assists families and loved ones when military personnel must leave home to meet service requirements. Whether it's for deployment, a course, a training, imposed restrictions or any other request from the chain of command, we offer support tailored to ensure that no one goes through this period alone.

Services offered during absence:

- Emotional support and personalized accompaniment;
- Individual support;
- Support from an intervener;
- Courtesy calls;
- Comforting calls during deployment and on return;
- Support during absence or reunion with a military member;
- Access to the services of specialized social workers and educators (in person or by teleconference).

Resources and practical tools:

- Absence kit (checklist, documentation, tools);
- Deployment tools and books;
- Family services;
- Parcel delivery via our points of service (Saint-Hubert, Saint-Jean-sur-Richelieu, Montreal, Sherbrooke);
- Last-resort daycare service;
  - One morning of respite per week at the drop-in daycare center, subject to availability.

Please note that these services are FREE and CONFIDENTIAL.

To request a service or simply ask your questions, don't hesitate to contact us at 450-358-7099, ext. 2911. A representative will contact you within 24 to 72 business hours.

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## To reach the Absence coordinator

Saint-Hubert: **(450) 462-8777, ext. 663-6818**

Saint-Jean: **(450) 358-7099, ext. 668-2911**

Email us at **SvcPersInfoAbsenceCRFM@forces.gc.ca**

# Illness, injury and death

## (Family Liaison Officer)

The Sickness, Injury and Death sector is staffed by social workers, known as Family Liaison Officers (FLOs). The FLO is there to support families going through a difficult period linked to the illness, injury or death of a member of the military.

Its role is to welcome injured soldiers and their families as soon as they arrive at the unit, assess their needs and offer them appropriate services and support. Individual follow-up is also offered for adults and children, as well as for couples and families. These meetings provide an opportunity to express day-to-day issues, to better understand emotions and changes, and to find ways of softening the family environment at this sensitive time.

The goal is to be by your side, with respect, discretion and compassion, to help you through a stage that requires a great deal of courage and gentleness.

Here are just a few examples of the services we offer:

- Individual, marital or family psychosocial follow-up
- Support groups
- Workshops and training on psychosocial topics such as bereavement, illness and operational stress injuries
- Assistance in finding emergency childcare or reimbursement of childcare costs in accordance with AUOF policy.

Voici quelques questions et préoccupations des familles qui consultent l'OLF:

- *I don't understand what's going on; I don't know how to help;*
- *How do I talk to my children about illness, whether physical or mental?;*
- *How do I talk about death?;*
- *I'm worried about my loved one, I don't know what to do;*
- *I'm exhausted, I can't take it anymore.*

**To reach OLF via the Psychosocial reception desk**

Saint-Hubert: **(450) 462-8777, est. 663-6821**

Saint-Jean: **(450) 358-7099, ext. 668-2917**

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

# Program for veterans' families

If your family is making the transition from military to civilian life, the MFRC offers services and resources for veterans and their families to help you make the transition and adapt to your new life.

The Veterans Family Program (VFP), funded by Veterans Affairs Canada, is specifically designed for members leaving the Canadian Armed Forces for medical reasons, veterans who have been released for the same reasons, and their families. We also open the doors to any other type of discharge.

You can access this program across the country via:

- Military Family Resource Centers;
- Family Information Line (Info-Familles at 1-800-866-4546);
- **[Sbmfca.ca/region-montreal/centre-de-ressources-pour-les-familles-des-militaires-region-de-montreal](http://Sbmfca.ca/region-montreal/centre-de-ressources-pour-les-familles-des-militaires-region-de-montreal)**

The VFP Coordinator also offers the following services:

- Needs assessment;
- Individual, couple or family consultations to address psychosocial issues;
- Information, referrals and referrals to appropriate resources according to expressed or future needs;
- Access to various workshops and training courses;
- etc.

The MFRC and the VFP coordinator are aware of the possible issues that the family and the veteran may experience before, during and after release. There are no wrong questions or needs. Please do not hesitate to contact us.

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**To reach the Veterans Family Program Coordinator**

Saint-Jean: (450) 358-7099, ext. 668-2910

Email us at [SvcPersCRFMSoutienPsyStJean@forces.gc.ca](mailto:SvcPersCRFMSoutienPsyStJean@forces.gc.ca)

# Practical information for military families

## Resources for military families:

**[sbmfc.ca/region-montreal/centre-de-ressources-pour-les-familles-des-militaires-region-de-montreal](http://sbmfc.ca/region-montreal/centre-de-ressources-pour-les-familles-des-militaires-region-de-montreal)**

This site contains information on support programs for military families.

## ARC - Assistance and Referral Center:

**[arc-hss.ca](http://arc-hss.ca)**

Supporting the South Shore's English-speaking community

A wide range of programs and activities are offered for all ages.

**MEPEC-Partenariat de l'est de la Montérégie pour une communauté d'expression anglaise / Monteregie East Partnership for the English-Speaking Community:-**

**[mepec-pemca.org](http://mepec-pemca.org)**



# Living in Quebec

The MFRC would like to inform you that this information provided by the province of Quebec is not directly related to English-speaking Canadians moving to Quebec (the documents are designed for immigrants).

However, because they contain information and procedures that are essential and fundamental to any newcomer, we thought they might be useful to you.

## Quebec on the Internet:

- **Learn French in Quebec**  
[quebec.ca/en/education/learn-french](http://quebec.ca/en/education/learn-french)
- **Settling and integrating in Quebec**  
[quebec.ca/immigration/installer-integrer](http://quebec.ca/immigration/installer-integrer)
- **Portail du Gouvernement du Québec:**  
Québec: Site containing government information and services. Portal with a variety of links (e.g.: Studying in Quebec, student financial assistance) - [quebec.ca](http://quebec.ca)

## How to reach the service:

Online: [quebec.ca/nous-joindre/reseignements-generaux](http://quebec.ca/nous-joindre/reseignements-generaux)

By telephone: **(514) 644-4545**, toll-free: **1 (877) 644-4545**

Monday to Friday, 8:00 a.m. to 6:00 p.m.



## Swearing-in

For most of the procedures involved in settling in Quebec, you'll need certain documents to prove your identity or residence here. Your name may not appear on these documents.

If, for example, your residence documents (e.g. lease, deed of purchase) are in your spouse's name, you should go to "<https://www.assermentation.justice.gouv.qc.ca/ServicesPublics/Accueil.aspx>"

By entering your postal code and choosing the radius you're looking for, you'll quickly and easily find a commissioner of oaths who can swear you in, allowing you to continue with the steps you've already started.

### DID YOU KNOW THAT...

- In Quebec, you must file two income tax returns: one with Revenu Québec, and the second with the Canada Revenue Agency.
- Some identity cards are issued with the maiden name only. If you wish to have your husband's name added, it's important to have your marriage certificate, which will act as proof for the addition.
- In Quebec, children are vaccinated at a CLSC.

## Giving birth Quebec

If you have a newborn in Quebec, you must declare the birth within 30 days. When the medical staff or birthing center personnel sign your discharge, you will be given several documents. These include information on self-medication (e.g. Tylenol and painkillers), prescriptions (if the nurses haven't already faxed them to your pharmacy), and literature on the challenges of this new life. You will also receive a birth certificate. This document is important, as it is the tool you need to declare the birth of your child to the Quebec Civil Registry. You can then obtain the birth certificate.

To complete the birth declaration, you have two options:

- 1) Online service at the following address  
**<https://services.etatcivil.gouv.qc.ca/DeclarationNaissanceEnLigne/Default.aspx?lang=en>**
- 2) Paper form Declaration of Birth  
We recommend using the online service rather than the paper form. You'll be able to submit the Simplified Access Request form for government programs and services related to births, such as Quebec's Family Allowance and Canada child benefit (CCB) more quickly.

*The Quebec Family Allowance will be discussed in the next section.*

Also, by filling out the birth declaration electronically, you can request certificates or copies of deeds and follow up on the progress of processing the birth declaration or other documents.

It is important to use only one method (online service or paper form) to declare the birth of your child, as receiving two declarations for the same child will result in additional processing times.

### **Family allowance**

As a new family residing in Quebec, you are entitled to the Allocation famille, a financial assistance benefit for families with dependent children under 18.

This financial measure includes the Family Allowance and the supplement for the purchase of school supplies. There may also be a supplement for a disabled child and a supplement for a disabled child requiring exceptional care.

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

- Be a Quebec resident (according to the Taxation Act);
- Be responsible for the care and education of a child under age 18. This child resides with you, or is placed by a youth center, and you pay the contribution required by this center.

### **AND**

You or your spouse have one of the following statuses:

- You are a Canadian citizen;
- You are a permanent resident;
- You have been a temporary resident of Canada for the past 18 months;
- You are a protected person.

Additional documents will be required for the following situations:

- If the child was born or adopted outside Quebec;
- If the child for whom you are completing this form was born outside Quebec and one of his or her parents is a Canadian citizen, or one of his or her parents is a permanent resident returning to the province, or if the child arrived in Quebec alone, without his or her parents (proof of the child's residence in Quebec will be required);
- If you arrived in Quebec within the last 24 months, 2 proofs of residency will be required;
- If you or your spouse are not Canadian citizens, one or two proofs of your or your spouse's immigration status in Canada will be required.

To receive the Family Allowance:

In the case of a birth in Quebec, you don't need to apply for the Allocation famille. By declaring your newborn to the Directeur de l'état civil, you automatically register him or her with Retraite Québec.

However, you do need to apply if your child was born outside Quebec, or if:

- You are an immigrant or are becoming a resident of Quebec;
- Your child has arrived or is returning to Quebec;
- You are adopting a child.

Following your application, feedback may be paid over a period of 11 months from the date of receipt of your application if all criteria are met.

In the event of a transfer, it is indeed possible to receive your Family Allowance even if you move to a province other than Quebec. To do so, visit the Retraite Québec website to access the Resident Outside Quebec form (LPF-811). This form allows a person who has left the province to inform Retraite Québec that his or her departure is temporary, or that he or she believes he or she will retain residential ties in Quebec. Retraite Québec will then determine whether you are eligible for the Family Allowance. If you have a Quebec income tax return to file, you will be entitled to a Family Allowance. When you no longer need to file a Québec income tax return, your Family Allowance will cease.

This form does not allow you to inform Retraite Québec of a change of address. To do so, please complete the appropriate form on the Retraite Québec website at: <https://www.retraitequebec.gouv.qc.ca/en/Pages/accueil.aspx>

If your next transfer means a return to Quebec, but you have not filed a provincial income tax return for some time, you must reapply for the Family Allowance, indicating the date on which you plan to move back to Quebec. As this is a return to the province, you may be asked to provide proof of residency.

## Health

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

To benefit from the health services offered in Quebec, you'll need to register with the Régie de l'Assurance Maladie du Québec (RAMQ) as soon as you arrive.

If you arrive in Quebec from another province and **settle here permanently**, you become eligible for RAMQ coverage.

In most cases, a **3-month waiting period** applies to new residents. RAMQ's coverage begins **on the 1st day of the 3rd month following your arrival**. This period is designed to harmonize coverage between provinces. During this waiting period, the family may be covered by the home province under inter-provincial agreements, or by temporary private insurance.

Vous pouvez le faire en ligne en utilisant le lien suivant : [www.ramq.gouv.qc.ca/fr/citoyens/assurance-maladie/informations-inscription](http://www.ramq.gouv.qc.ca/fr/citoyens/assurance-maladie/informations-inscription)

Here are the steps to obtain RAMQ coverage

Step		
1. Arrive in Quebec (mandatory before registration)	You must be physically settled in Quebec to apply.	
2. Gather the necessary documents	• Proof of identity	• Canadian driver's license • Passport • Birth certificate
	• Proof of residence in Quebec	• Lease, mortgage • Electricity bill, Internet bill, etc.
	• Proof of legal status in Canada	• Citizen: certificate or passport • Permanent resident: PR card or PR confirmation
	• Proof of date of arrival in Quebec	• Rental contract, proof of move, confirmation of new address
3. Apply online	A request for each member requiring a card must be made on the RAMQ portal. After the first application, RAMQ sends a family reference number, which can be used to add other family members.	
4. Waiting for letter of eligibility	RAMQ sends confirmation by mail that your file has been accepted and the applicable delay, the date coverage begins after the 3-month delay.	
5. Receipt of health insurance card	The card will be sent by mail following confirmation of eligibility. The typical delay is about 2 weeks after the letter.	

Here's the number to call to make an appointment

1 800 561-9749, otherwise visit <https://www.ramq.gouv.qc.ca/>

→ **Info-Santé and Info-Social (811)**

A personalized, confidential telephone service available 24 hours a day, 7 days a week, that connects you to a healthcare professional for non-urgent health problems.

It's also a referral service to other resources in the network, and a must before making an unnecessary trip to the emergency room.

To reach this service, simply dial 8-1-1 from your home phone or cell phone.

→ **Local Community Service Centre (CLSC)**

The mission of CLSCs is to maintain the well-being of the local population, and they are your first point of access to health care. CLSCs also offer a range of personalized services for young people, sexuality, contraception, psychological problems and more. At these locations, you can meet doctors, psychologists, social workers, nurses and other professionals.

To find the CLSC nearest you, please consult the MUNICIPALITIES section of this guide.

→ **Québec Family Doctor Finder (GAMF)**

To access a family doctor or primary care nurse practitioner (PCNP) who is accepting new patients, you must register with the Québec Family Doctor Finder. To do so, go to the following link: <https://www.quebec.ca/en/health/finding-a-resource/quebec-family-doctor-finder>

To join the Québec Family Doctor Finder's waiting list, you must:

- Not already be registered with a family doctor or IPSPL;
- Hold a valid health insurance card;
- Remain at the address registered in your file with the Régie de l'assurance maladie du Québec;
- Reside in Quebec;
- Be 14 years of age or older (persons under 14 years of age must be registered by a person of eligible age).

→ **Primary Care Access Point (GAP)**

The Primary Care Access Point (GAP) allows people who don't have a family doctor to obtain a medical appointment or health service, should the need arise. To access this service, you must:

- Be waiting for a family doctor, following registration with Québec Family Doctor Finder (GAMF);
- Or be under the care of a group of physicians.

When you contact the Primary Care Access Point, your request will be analyzed and you will be directed to the professional or medical service that best meets your needs, such as a medical consultation, a visit to the pharmacist or a support program. Keep in mind that GAP is a service for "non-urgent" situations.

If you need help filling in the digital form, you can call 811, option 3. A nurse will answer your call and guide you through the rest of the process.

However, you should know that to use GAP, you must have a health insurance card. If you're waiting to receive your RAMQ card, there's no problem - you can still consult the GAP specialists. When you call, simply mention that you don't currently have a health insurance card, but that you're waiting to receive one. Often, you'll receive a temporary number in case you need one.

**To find the link to GAP, visit the following address:**

<https://www.quebec.ca/en/health/finding-a-resource/primary-care-access-point>

→ **Virtual healthcare**

Access to health care is a problem for military families, whose lifestyles require them to relocate several times. Upon arrival in Quebec, families must take steps to obtain a family doctor.

The Military Family Virtual Health Care Program (MFVHCP) is provided in conjunction with the Canadian Forces Morale and Welfare (CFMW). To be eligible, you must be a FC-1 cardholder.

To register and obtain your card: <https://cf1fc.cfmws.com/Join/Register>

Maple services are free for military families, veterans and their families. Maple is used across Canada.



→ **Additional resources:**

Coop santé solidarité de Saint-Blaise (<https://coopsantesaintblaise.com/devenir-membre-2/>): to become a member, you must pay an initial fee of \$50, which covers the clinic's social costs. Note that there is also an annual fee of \$166.71 with tax per adult, \$74.73 with tax for the first child and \$34.49 with tax for the second and subsequent children.

This annual fee gives 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** : is a website offering services to improve access to health care, reduce waiting times and find an appointment at a clinic.

- Visit: [bonjour-sante.ca](http://bonjour-sante.ca) to begin your search.  
The provincial bonjour-santé system is free.
- Subscriptions are also available for a \$15.95 activation fee
- Individual package \$9.95 per month - Family package (up to 6 members) \$18.95 per month
- 100% money-back guarantee if bonjour-santé cannot find you an appointment in 7 days or less.

## Quebec driver's license and registration

### → Driver's license

In Quebec, there is a 6-month grace period following your settlement, during which you can drive with your license from the province you left. However, you need to start taking the necessary steps as soon as you arrive, as a Quebec driver's license is MANDATORY after the 6-month grace period. You must exchange your Canadian license for a Quebec license of the equivalent class. You don't need to pass a proficiency test to obtain a driver's license. Just make sure your Canadian license is valid and authorizes you to drive the type of road vehicle you use.

There are some vehicles you can't drive in Quebec, even if your Canadian license authorizes you to do so:

- Truck;
- Emergency vehicles;
- Bus;
- Minibus;
- Cab or any other vehicle treated as a cab.

Pour vérifier votre admissibilité, voici les pièces à fournir :

- Canadian driver's license;
- Proof of Canadian citizenship or right of residence in Quebec;
- Proof of residency in the province or territory that issued your licence, if you obtained it less than 3 years ago;
- Driving record (recommended).

### → Vehicle registration

Vehicle from outside Quebec

To register a vehicle from outside Quebec, you must first call the SAAQ to find out what documents are required.

Before your visit to the SAAQ:

- The vehicle you choose may not meet provincial requirements, especially if it is different from the vehicles you usually see on the road.
- To avoid unpleasant surprises, we strongly recommend that you check the history of a used vehicle.

Here are a few websites that can help:

- CARFAX Canada;
- AutoCheck;
- Consumer Guide Automotive;
- National Insurance Crime Bureau;
- National Motor Vehicle Title Information System.

### → **Mechanical verification**

To register a vehicle, you need to have it mechanically certified. This must be done at a mechanical inspection center.

To find out more about mechanical inspection, visit:

Guide de vérification mécanique des véhicules routiers - Applicable as of November 20th, 2016 (PDF, 9.6 MB)

When you visit the SAAQ:

- You must present your Quebec driver's license or other official document with photo, the vehicle's sales or lease contract or other invoice relating to the vehicle, the vehicle's weighing certificate, if its net weight is not recorded in the other documents.
- If your vehicle is new, you must present either la description du véhicule neuf (DVN) or the Certificate of Origin for a Vehicle (COV).
- For a used vehicle, you must present the mechanical inspection certificate attesting to the vehicle's conformity, and the registration certificate issued by the previous province.
- It's a good idea to call the SAAQ to check which documents are required for vehicle registration.

# Living in the Greater Montreal area

We're delighted to welcome you to the greater Montreal area. Multicultural, dynamic and versatile, Montreal has everything to offer its residents. All you need is a little curiosity and you're in business! Here's a brief introduction that will give you a few clues about this resourceful and entertaining region. Living in the Montreal region means living at the heart of it all!

The following summary presents the cities where our three points of service are located. We look forward to meeting you!

## **Saint-Hubert (Longueuil borough):**

- Located 30 minutes from downtown Montreal;
- Access to beautiful bike paths;
- Numerous family-oriented activities and values;
- Easily accessible public transit (bus, commuter train);
- The city of Longueuil regularly organizes free festivals and activities for the whole family;
- Website: <https://longueuil.quebec/>;
- Public transit: <https://www.rtl-longueuil.qc.ca/>.

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

- Waterfront access (Richelieu River);
- Old Saint-Jean (terraces and boutiques in a warm atmosphere);
- City of culture (a multitude of shows, heritage elements and military history);
- Saint-Jean-sur-Richelieu's International Hot Air Balloon Festival;
- A growing number of young families are settling here;
- Website: <https://sjsr.ca/>;
- Public transit: <https://sjsr.ca/transport-collectif/>.

## Montreal:

- Access to numerous shops, restaurants and terraces;
- A very cultural city: summer and winter alike, a variety of events and festivals (e.g. International des Feux Loto-Québec, Festival International de Jazz de Montréal, the Old Port of Montreal, museums, shows, etc.);
- Mount Royal, renowned for its walking trails and green spaces;
- A lively and internationally recognized universe;
- Website: <https://montreal.ca/>;
- Public transit: <https://www.stm.info/fr/infos/reseaux>.

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

Don't forget, however, that you're always welcome at any of our three points of service. For more information, please contact our reception and information clerks.



# Government services

## Taxes

- **Canada Revenue Agency** 1 (800) 959-8281  
cra-arc.gc.ca
- **Revenu Québec — Montérégie** (514) 864-6299  
revenuquebec.ca/fr 1 (800) 267-6299
- **Revenu Québec — Montréal** (514) 864-6299  
revenuquebec.ca/fr 1 (800) 267-6299

## Others

- **Services Québec** 1 (877) 644-4545  
(Information on provincial programs and services)  
<https://www.quebec.ca/services-quebec>
- **Service Canada** 1 (800) 622-6232  
(Information générale sur l'assurance-emploi et autres services du gouvernement fédéral)  
<https://www.canada.ca/fr/emploi-developpement-social/ministere/portefeuille/service-canada.html>

# Housing services

**Canadian Forces Housing Agency  
(CFHA)**

**(450) 678-8054**

**After-hours emergencies**

**1 800-903-2342**

**Housing Administrative Tribunal**

**(514) 873-2245**

**[tal.gouv.qc.ca/en](http://tal.gouv.qc.ca/en)**

- **Longueuil**

**514 873-2245**

Montval Building  
201, place Charles-Le Moyne  
First floor  
Longueuil, Quebec J4K 2T5  
*(in person only, do not send mail to this address)*

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

**1 800 683-2245**

109 Saint-Charles Street  
Ground Floor, Suite RC-13  
Saint-Jean-sur-Richelieu, Quebec J3B 2C2  
*(in person only, do not send mail to this address)*

- **Montreal**

**514 873-2245**

- 4994 Beaubien Street East  
3rd floor, Suite 300  
Montreal, Quebec, H1T 1V4
- 5199 Sherbrooke Street East  
Pyramide West (D) (corner of Viau)  
First floor, Suite 2095  
Montreal, Quebec, H1T 3X1
- 1425, boul. West  
Suite 600  
Montreal, Quebec, H3G 1T7  
*(in person only, do not send mail to this address)*

Since the pandemic, the vast majority of government services are now available online. To make an appointment with your local Tribunal administratif du logement, visit their website.

# Municipalities

Municipalities bring together several services for citizens such as leisure, libraries, recycling, waste collection, etc.

The following municipalities are listed in alphabetical order.  
*Please note that some websites are only in French.*

## **BELOEIL**

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

### **City hall**

777, rue Laurier  
(450) 467-2835

### **Municipal library**

620, rue Richelieu  
(450) 467-7872

### **CLSC**

347, rue Duvernay  
(450) 536-2572

### **Des Patriotes School Service Center**

[cssp.gouv.qc.ca](http://cssp.gouv.qc.ca)  
(450) 441-2919  
1 (877) 449-2919

### **Riverside School Board**

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

### **Beloil Aquatic Center**

2121, rue Saint-Jean-Baptiste  
(450) 467-5678

### **Police (administration)**

866, rue Laurier  
(450) 922-7001

### **Fire Hall**

990, rue Dupré  
(450) 467-2835, ext. 28

## **BOUCHERVILLE**

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

### **City hall**

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

### **Municipal library**

501, chemin du Lac  
(450) 449-8650

### **CLSC**

160, boulevard de Montarville  
(450) 655-3630

### **Des Patriotes School Service Center**

[cssp.gouv.qc.ca](http://cssp.gouv.qc.ca)  
(450) 441-2919  
1 (877) 449-2919

### **Riverside School Board**

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

### **Police (administration)**

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

### **Fire Department**

600, chemin du Lac  
(450) 463-7028

## **BROSSARD**

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

### **City hall**

2001, boulevard Rome  
(450) 923-6300

### **Municipal library**

7855, avenue San Francisco  
(450) 923-6530

### **CLSC**

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

### **Marie-Victorin School Service Center**

[cssmv.gouv.qc.ca](http://cssmv.gouv.qc.ca)  
(450) 670-0730

### **Riverside School Board**

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

### **Police (administration)**

4800, rue Leckie  
(450) 463-7011, ext. 3

### **Fire Hall**

3300, boulevard Lapinière  
(450) 463-7038

## **CANDIAC**

**Website:** [candiac.ca](http://candiac.ca)

### **City hall**

100, boulevard Montcalm Nord  
(450) 444-6000

### **Municipal library**

59, chemin Haendel  
(450) 635-6032

### **CLSC**

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

### **Des Grandes Seigneuries**

#### **School Service Center**

[cssdgs.gouv.qc.ca](http://cssdgs.gouv.qc.ca)  
(514) 380-8899

### **Riverside School Board**

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

### **Police (administration)**

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

### **Fire Hall**

90, boulevard Montcalm Nord  
(450) 444-6063

## **CHAMBLY**

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

### **City hall**

58, rue Martel  
(450) 658-8788

### **Municipal library**

1691, avenue Bourgogne  
(450) 658-2711

### **CLSC**

300, chemin de Marieville  
(450) 658-7561

### **Des Patriotes School Service Center**

[cssp.gouv.qc.ca](http://cssp.gouv.qc.ca)  
(450) 441-2919  
1 (877) 449-2919

### **Riverside School Board**

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

### **Police (administration)**

1301, boulevard Fréchette  
(450) 658-6655

### **Fire Hall**

1301, boulevard Fréchette  
(450) 658-6655

## **FARNHAM**

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

### **City hall**

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

### **CLSC**

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

### **Val-des-Cerfs School Service Center**

[cssvdc.gouv.qc.ca](http://cssvdc.gouv.qc.ca)  
(450) 372-0221

### **Riverside School Board**

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

### **Recreation Services**

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

### **Sûreté du Québec**

875, rue Principale Ouest

### **Fire Hall**

875, rue Principale Ouest  
(450) 293-5126

## **GREENFIELD PARK**

**Website:** [longueuil.quebec/fr/bureau-de-larrondissement-de-greenfield-park](http://longueuil.quebec/fr/bureau-de-larrondissement-de-greenfield-park)

### **City hall**

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

### **Municipal library**

225, rue Empire  
(450) 463-7180

### **Marie-Victorin School Service Center**

[cssmv.gouv.qc.ca](http://cssmv.gouv.qc.ca)  
(450) 670-0730

### **Riverside School Board**

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

### **Police (administration)**

4800, rue Leckie  
(450) 463-7011, ext. 3

### **Fire Hall**

937, rue Macgregor  
(514) 895-7304

## LONGUEUIL

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

### **City Hall**

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

### **CLSC—Longueuil West**

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

### **CLSC—Simone-Monet-Chartrand**

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

### **Marie-Victorin School Service Center**

[cssmv.gouv.qc.ca](http://cssmv.gouv.qc.ca)  
(450) 670-0730

### **Riverside School Board**

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

### **Police (administration)**

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

### **Fire Hall**

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

## MONTREAL

**Website:** [montreal.ca](http://montreal.ca)

### **City Hall**

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

### **Agence de la santé et des Services sociaux de Montréal**

[www.santémontreal.qc.ca](http://www.santémontreal.qc.ca)  
(514) 286-6500

### **Montreal School Service Center**

[cssdm.gouv.qc.ca](http://cssdm.gouv.qc.ca)  
(514) 596-6000

### **Pointe-de-l'Île School Service Center**

[csspi.gouv.qc.ca](http://csspi.gouv.qc.ca)  
(514) 642-9520

### **Commission scolaire English-Montréal**

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

### **Police (administration)**

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

### **Fire Hall**

9-1-1

### **Municipal Services (Renseignements)**

3-1-1

## **RICHELIEU**

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

### **City hall**

200, boulevard Richelieu  
(450) 658-1157

### **CLSC**

300, chemin de Marieville  
(450) 658-7561

### **Des Hautes-Rivières School Service Center**

[cssdhr.gouv.qc.ca](http://cssdhr.gouv.qc.ca)  
(450) 359-6411, extension 7510.  
1 (877) 359-6411

### **Riverside School Board**

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

### **Fire Hall**

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

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

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

### **City hall**

1585, rue Montarville  
(450) 653-2443

### **CLSC**

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

### **Des Patriotes School Service Center**

[cssp.gouv.qc.ca](http://cssp.gouv.qc.ca)  
(450) 441-2919  
1 (877) 449-2919

### **Riverside School Board**

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

### **Police (administration)**

1585, rue Montarville  
(450) 463-7057

### **Fire Hall**

1585, rue Montarville  
(450) 463-7028

## **SAINT-HUBERT**

**Website:** [longueuil.ca](http://longueuil.ca)

### **City hall**

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

### **CLSC**

6800 boulevard Cousineau  
(450) 443-7400

### **Marie-Victorin School Service Center**

[cssmv.gouv.qc.ca](http://cssmv.gouv.qc.ca)  
(450) 670-0730

### **Riverside School Board**

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

### **Police (administration)**

4800, rue Leckie  
(450) 463-7011

### **Fire Hall**

3300, boulevard Lapinière  
(450) 463-7038

## **SAINT-JEAN-SUR-RICHELIEU**

**Website:** [sjsr.ca](http://sjsr.ca)

### **City hall**

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

### **CLSC**

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

### **Des Hautes-Rivières School Service Center**

[cssdhr.gouv.qc.ca](http://cssdhr.gouv.qc.ca)  
(450) 359-6411, ext. 7510  
1 (877) 359-6411

### **Riverside School Board**

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

### **Police (administration)**

325, rue Macdonald  
(450) 359-9222

### **Fire Hall**

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

## **SHERBROOKE**

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

### **City hall**

191, rue du Palais  
(819) 821-5618

### **CLSC**

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

### **Sherbrooke's region School Service Center**

[cssrs.gouv.qc.ca/le-cssrs](http://cssrs.gouv.qc.ca/le-cssrs)  
(819) 822-5544

### **Eastern Townships School Board**

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

### **Police (administration)**

400, rue Marquette  
(819) 821-5555

### **Fire Hall**

202, rue Wellington North  
(819) 821-5517

## **VARENNES**

**Website:** [ville.varenn.es.qc.ca](http://ville.varenn.es.qc.ca)

### **City hall**

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

### **CLSC**

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

### **Commission scolaire des Patriotes**

[cssp.gouv.qc.ca](http://cssp.gouv.qc.ca)  
(450) 441-2919

### **Riverside School Board**

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

### **Police (administration)**

1 (888) 678-7000

### **Fire Hall**

(450) 652-9888

# Helplines

<b>Alcoholics Anonymus</b>	(450) 670-9480
<b>Drugs: help and referral</b>	(514) 527-2626
<b>Interligne.co - Your safe space for the LGBTQ+ community</b>	(514) 866-0103
<b>Gambling: help and referral</b>	1 (800) 461-0140
<b>Kids Help Phone</b>	1 (800) 668-6868
<b>Tel-Jeunes parents</b>	1 (800) 361-5085
<b>Director of Youth Protection (DYP)</b>	(514) 721-1811
<b>Tel-Aide Montréal</b>	(514) 935-1101
<b>Tel-jeunes</b>	1 (800) 263-2266
<b>Suicide Prevention Centre of Montreal</b>	1 (866) 277-3553
<b>Écoute Entraide</b>	(514) 278-2130
<b>Quebec Cancer Foundation</b>	1 (800) 363-0063
<b>Centre Multi-Écoute</b>	(514) 737-3604



**Military Family  
Resource Centre**  
Montreal Region

WELCOME • SUPPORT • UNITE

Service centers:

**Saint-Hubert:** (450) 462-8777, ext. 663-6810

**Saint-Jean-sur-Richelieu:** (450) 358-7099, ext. 668-7955

**Montreal:** (450) 252-2777, ext. 663-4984

**Sherbrooke:** (450) 358-7099, ext. 668-2349

General information email: [info.crfm@forces.gc.ca](mailto:info.crfm@forces.gc.ca)

Website: [cfmws.ca/montreal-region/military-family-resource-centre-montreal-region](https://cfmws.ca/montreal-region/military-family-resource-centre-montreal-region)

Service portal: [crfmmfrcmtl.ca](https://crfmmfrcmtl.ca)