



WELCOME GUIDE FOR MILITARY FAMILIES



MFRC
Montreal Region

WELCOME • SUPPORT • UNITE

CONTACT US

Service centres:

Saint-Hubert:

450 462-8777, ext. 6810

Saint-Jean-sur-Richelieu:

450 358-7099, ext. 7955

Montreal:

514 252-2777, ext. 4984

Sherbrooke:

450 358-7099, ext. 2349

Email: info.crfm@forces.gc.ca

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

Service portal: crfmmfrcmtl.ca

Follow us:



Military Family Resource Center,
Montreal Region

Message from the Executive Director



Dear family,

The Military Family Resource Centre (MFRC) Montreal Region is pleased to welcome you to your new community. We know how demanding a move can be. Feel free to contact us and learn about the services and activities we have set up especially for newcomers; we can help make your transition easier! To learn more, check out our website and pick up a welcome package, which are available at our various service points.

Home welcome visit

As a new arrival, you can opt for a welcome visit. A volunteer from our community or a member of our team will be happy to visit your home and answer any questions you may have.

Buddy program

This program matches newly arrived families with families in the community to help them integrate into their new environment. You can use this service for specific needs, such as calling a health centre for service or information, or when you simply need your questions answered about the various services offered in the area.

We are here to help you in this new chapter. For more information about our services, feel free to contact our client services and operations clerks by phone at **450-462-8777, ext. 6810** (Saint-Hubert and Montreal), **450-358-7099, ext. 7955** (Saint-Jean-sur-Richelieu), or by email at **info.crfm@forces.gc.ca**.

Visit our website: **cfmws.ca/montreal-region/military-family-resource-centre-montreal-region**, follow us on Facebook: **MFRC Montreal Region/CRFM région de Montréal** and sign up at **crfmmfrcmtl.ca** to keep up with all of our upcoming events.

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

Table of content

Message from the Executive Director	3
Welcome to the MFRC!	5
Community integration	6
Volunteering	9
Living in the greater Montreal area	11
Living in Quebec	13
Practical information for military families	14
Health care	16
Driver's licences and registration in Quebec	22
Children and youth – Children sector	25
Childcare in Quebec	28
Children and youth – Youth sector	31
Employment and education	33
Prevention, support and intervention	35
During an absence	36
Special education (Child, youth and parental support)	38
Illness, injury and death (Family Liaison Officer)	40
Veteran Family Program	41
Other government services	42
Giving birth in Quebec	43
Family Allowance	44
Municipalities	46
Help lines	54



Welcome to the MFRC!

The Military Family Resource Centre Montreal Region is a non-profit organization incorporated under the laws and regulations of the province of Quebec. A board of directors, elected by the military community, oversees its operations, and 51% of the board members must be civilian spouses of full-time Regular Force, Reserve Force or Cadet Instructor Cadre members.

The MFRC is based on the following values:

- Every family needs support and resources.
- Such resources and support increase the family's ability to grow and change.
- Respect and recognition for people's individuality are at the heart of our actions, and we are here to listen to the needs expressed by families.
- Respect is our core value and is expressed in various ways, including open-mindedness, consideration, trust and regard for others.

Our mandate is to offer services that promote and foster the health and well-being of military families, that meet their needs and that support their development as individuals, families and communities. Through our services and activities, we constantly strive to meet specific and confidential needs.

This guide is designed to make your transition here easier. All the documents for your move to the region have been put together, helping you understand their purpose.

Community integration

Our welcome and integration services are designed to help families settle into their new environment, while responding to requests for information and publicizing the services and activities available both at the MFRC and in the community. Informative brochures, community guides, tourist guides and resource lists are available at our information counters in Saint-Jean and Saint-Hubert, and online at cfmws.ca/montreal-region/military-family-resource-centre-montreal-region.

New to the region?

Our welcome kit, an essential tool for new families, is designed to facilitate integration into the new community. You can find the electronic version on our website at cfmws.ca/montreal-region/military-family-resource-centre-montreal-region, on the crfmmfrcmtl.ca/en/integration/community-integration portal or at one of our various service points. The welcome kit contains information about services offered at the MFRC and practical information to help newcomers adapt to the region.

Health Info Guide

The Health Info Guide is a directory of the main health services available in the areas served by the MFRC Montreal Region. The guide contains contact information for medical facilities (medical clinics, CLSCs and hospitals), as well as information specific to each. It also contains available options for accessing a physician if you do not have a family doctor. If you are expecting, the guide includes a section on giving birth in Quebec.

You can find our health guide at the following link :
crfmmfrcmtl.ca/en/integration/community-integration

We also help families integrate into their new community by putting them in touch with other military families in the area. To that end, the MFRC organizes two social events a year: the welcome party and the holiday party. These events create new ties between families who have been in the area for a while and those who have arrived more recently. Keep an eye on our monthly newsletter and programming to take part in these events.

Support in finding health services

We know how important health care is for families new to the region. The MFRC provides support and assistance to families to guide them through the health care network and ensure that their needs are met.

- Help families understand the Quebec health care system
- Provide the Health Guide to families new to the region
- Evaluate telemedicine options
- Add families to our waiting list for a family doctor

Meet with our community integration officers

As soon as you arrive in the area – or as soon as you come on your house-hunting trip (HHT) – our community integration officers are available to meet with you. Make an appointment so that they can let you know about the services offered at the MFRC and in the community. They will answer your questions and show you around the MFRC facilities.

Seasonal calendar and program

Make sure to pick up these two items at our service points so that you can read about all the activities and events organized by the MFRC. These are essential tools for keeping you informed about what's going on all year long!

Pairing

To facilitate integration, new families can be paired with families who have been in the region for a while. The program is open to everyone, and can be helpful in getting answers to the many questions that can come up as you settle in. To access this service, talk to the community integration officer in your region.

Welcome visit

You can meet with a member of our team upon request to get answers to your questions, talk and facilitate your integration into the region.

Spouses' groups on social networks

Check out the Facebook pages for *Montreal Region Military Spouses/conjointes militaire de la région Montréal* and *Saint-Jean-sur-Richelieu Military Spouses*. These groups are perfect for asking for advice, chatting, planning social evenings or simply for meeting families in the area.

Relocation brings its own set of challenges for military families. It can cause isolation from a loss of support networks. The language barrier can make it difficult for some people to integrate into their work environment and their new community, making them feel alone. The community integration program is designed to address these issues.

The activities planned as part of the community integration program provide spouses with the opportunity to break that isolation and create ties with other members of the community. They also enable people to gain new skills and knowledge, fostering personal development and well-being. Participants can develop new interests to pursue in the community, making it easier for them to integrate. The presence of community integration officers at these activities provides an opportunity to establish positive contact and develop trust with participants, promoting referrals and access to services.

Saint-Hubert:

- **Craft and chat nights:** These events are held on Tuesdays from 6:30 p.m. to 9:00 p.m. at the Youth Community Integration Centre (YCIC), located at 40 de la Vérendrye Street, Saint-Hubert. Spouses meet up and work on creative projects. Even if you don't have a project in mind, you are welcome to join the group for coffee and a chat.

Volunteering

For the MFRC, volunteering is not only an excellent way to make new friends and avoid feeling isolated, but also to gain new skills, get involved in the community and develop personally. Our volunteers play an essential role in delivering the various programs we offer, and can participate actively in the stages of project development.

Sign up to volunteer:

To become a volunteer, contact a community integration officer. They will meet with you to identify your needs, motivations and aptitudes for volunteering with our organization. At this stage, officers will work with you to find tasks that match your interests, skills and availability. You will then be introduced to the MFRC's requirements, followed by the commitment contract and criminal record check. You'll fill out the membership forms to open a volunteer file in your name (two forms of photo ID will be required).

Volunteering opportunities

These are some opportunities for MFRC volunteers:

- **Volunteer mornings:** Volunteers meet up two mornings a week to perform various tasks in Saint-Jean or Saint-Hubert.
- **Occasional volunteer work:** Depending on your availability, you can get involved in various projects or special activities:
 - o Board of directors
 - o Volunteer mornings
 - o Home welcome visits
 - o Office work
 - o Etc.

Recognition activities

To show the MFRC's appreciation of the work and involvement of its volunteers, a recognition program, based on the number of hours worked, enables volunteers to be recognized in various ways:

- Letters of recommendation
- MFRC volunteer recognition dinner
- CANEX Gives Back Volunteer Recognition Program

Benefits offered to MFRC volunteers:

- Free daycare to cover volunteer mornings on Tuesdays or Thursdays
- Free training
- Community integration and themed activities when possible



To reach our community integration officers:

Saint-Hubert: (450) 462-8777, ext. 6835 or ext. 6803

Saint-Jean: (450) 358-7099, ext. 5059 or ext. 2915

Living in the greater Montreal area

We're delighted to welcome you to the great and beautiful Montreal region. Montreal is a multicultural, dynamic and versatile city with everything to offer. All you need is a little curiosity and you're all set! This is a brief introduction to give you a few hints about the area, which is full of resources and fun. Living in the Montreal region means living in the heart of it all!

The summary below covers the cities that are home to our three service points. Come out and meet us; we'd be so happy to welcome you!

Saint-Hubert:

- Located 30 minutes from downtown Montreal
- Access to beautiful bike paths
- Family-oriented values and leisure activities
- Easily accessible public transit (bus, commuter train)
- The city regularly organizes free festivals and activities for the whole family.

Saint-Jean-sur-Richelieu:

- Waterfront access (Richelieu River)
- Old Saint-Jean (patios and boutiques in a warm atmosphere)
- City of culture (shows, heritage features and military history)
- Saint-Jean-sur-Richelieu International Balloon Festival
- A growing number of young families are settling in Saint-Jean-sur-Richelieu

Montreal:

- Access to many shops, restaurants and patios
- Very cultural city: there are various events and festivals in both summer and winter (e.g. International des Feux Loto-Québec, Montreal International Jazz Festival, Old Port of Montreal, museums, shows, etc.)
- Mont-Royal is known for its walking trails and green spaces
- Montreal is an internationally recognized place bursting with life

We have limited the description to the places where most of our families live, because the Montreal region is so large. If you live outside the cities mentioned, take a look at your municipality's website.

Don't forget, though, that you are welcome at our three service points. For more information, feel free to contact our client services and operations clerks.

Here are some helpful links:

- **City of Longueuil** (Saint-Hubert borough)
longueuil.ca
- **Public transit network** (Longueuil)
rtl-longueuil.qc.ca
- **City of Saint-Jean-sur-Richelieu**
ville.saint-jean-sur-richelieu.qc.ca
- **Public transit network** (Saint-Jean-sur-Richelieu)
ville.saint-jean-sur-richelieu.qc.ca/transport-en-commun
- **City of Montreal**
ville.montreal.qc.ca
- **Public transit network** (Montreal)
stm.info

Living in Quebec

The MFRC Montreal Region would like to let you know that these documents provided by the province of Quebec are 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 for any newcomer, we thought you might find them useful.

Quebec online:

- **Learn French in Quebec**
quebec.ca/en/education/learn-french
- **Settle and integrate in Quebec**
quebec.ca/en/immigration/settle-and-integrate-in-quebec
- **Government of Quebec portal:** Site containing government information and services. Portal with various links (e.g. studying in Quebec, student financial aid) - quebec.ca

To reach the service:

Online: quebec.ca/en/how-to-reach-us/general-information

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

Monday to Friday, 8:30 a.m. to 12 p.m. and 1 p.m. to 4:30 p.m.



Practical information for military families

Military family resources: cfmws.ca/montreal-region/military-family-resource-centre-montreal-region

- This site contains information on support programs for military families
- We have created a *Health Guide*, which is available on our website

Quebec Community Groups Network: qcgnc.ca

- Website to help you reach English-speaking communities

ARC – Assistance and Referral Centre: arc-hss.ca

- Support for the South Shore's English-speaking community
- Multiple programs for all ages

Monteregie East Partnership for the English-Speaking Community (MEPEC) / Partenariat de l'est de la Montérégie pour une communauté d'expression anglaise: mepec-pemca.org

- Support and social services for the English-speaking population
- Various services for all ages

Oaths

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

If, for example, residence documents (e.g. lease, deed of purchase) are in your spouse's name, you will need to go to the following address: **assermentation.justice.gouv.qc.ca/ServicesPublics/Accueil.aspx** under the *Consulting the Register - Search for a Commissioner for Oaths* tab.

If you enter your postal code and the radius within which you're looking, you'll quickly and easily find a commissioner of oaths who can help you, allowing you to continue with the steps you need to get settled in.

DID YOU KNOW?

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

To reach our client services and operations clerks:

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

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

Health care

Régie de l'assurance maladie du Québec (RAMQ)

To benefit from the health services offered in Quebec, you will need to register with the **Régie de l'Assurance Maladie du Québec (RAMQ) as soon as you arrive**. You can do that online using the following link:
ramq.gouv.qc.ca/en/citizens/health-insurance/register

The following documents are accepted when you're filling out the form for your health insurance card:

*Only the **original (valid or expired)** of the following documents is accepted:*

- Health insurance card from Quebec or another Canadian province
- Driver's licence from Quebec or another Canadian province
- Birth certificate or copy of act of birth issued by a Canadian registry office. If you were born in Quebec, only the document issued by the Registrar of Civil Status on or after January 1, 1994, is accepted.
- Passport
- Certificate of Canadian citizenship or photo card issued before February 1, 2012
- Change of name certificate issued by a Canadian registry office
- Sex designation change certificate issued by a Canadian registry office
- Document issued by Canadian or Quebec immigration authorities

We suggest you make an appointment with a RAMQ agent to submit your application. That way, you can explain your situation and tell them that you are a military family. This should shorten the time it takes to process your health insurance card application. You'll need the Canadian Armed Forces posting message that your spouse received as proof.

Call the following number to make an appointment:

1 800 561-9749. You can also visit **ramq.gouv.qc.ca/en**.

Info-Santé and Info-Social (811)

This is a personalized, confidential telephone service available 24/7. It puts you in contact with a health care professional in the event of a non-urgent health issue. It's also a referral service to other resources in the network, and an essential service to turn to before making an unnecessary trip to the emergency room.

To reach the service, just dial 8-1-1 from your home phone or cell phone.

Local community service centre (CLSC)

CLSCs are your first point of access to health care, with a mission to maintain the well-being of the local population. At CLSCs, you can meet with doctors, psychologists, social workers, nurses and more. Depending on the size of your area, there could be one or more of these facilities. CLSCs also offer a range of personalized services for young people, covering sexuality, contraception, psychological issues and more.

To find the CLSC nearest you, check out the **MUNICIPALITIES** section of this guide.



Family doctor finder

To find a family doctor who is accepting new patients, register for the Family Doctor Finder at: **quebec.ca/en/health/finding-a-resource/quebec-family-doctor-finder**.

To sign up for the Family Doctor Finder waiting list, you must:

- Not already be registered with a family doctor
- Have a valid health insurance card
- Live at the address indicated in your file at the Régie de l'assurance maladie du Québec
- Live in Quebec
- Be 14 years of age or older. If you are under 14 years of age, someone else who is 14 years of age or over must put your name on the waiting list on your behalf.

When you are filling out the online form, make sure to check the following box: *I would like to make an appointment with a nurse to undergo a clinical assessment to prioritize my condition. I understand that I will not receive care at this appointment.* This allows a nurse to contact you so that they can establish your need and so that you can also state your military family status.

When both parents are military members, you will need to contact the Family Doctor Finder at **1-877-644-4545** to register your child(ren). When you reach an agent, mention that you are both military parents and that your child or children are “orphaned relatives.” They will be registered by phone at that time.

The MFRC is here to give you a helping hand when you arrive. If you're having trouble filling out the documentation, or have any questions about the Quebec healthcare system, don't hesitate to contact our Prevention, Support and Intervention Coordinator.

Primary Care Access Point (GAP)

The Primary Care Access Point (GAP) enables people who do not have a family doctor to obtain a medical appointment or health service when they need it. To access this service, you must:

- Be waiting for a family doctor, after having registered for the Family Doctor Finder or
- Be under the care of a group of family doctors.

Once you have contacted 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 the GAP is a service for non-urgent situations.

To reach the GAP, dial 811, option 3. A nurse will answer and guide you to the next steps.

To use the GAP, you will need a health insurance card. If you're waiting to receive your RAMQ card, that'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 will receive a temporary number in case you need one.

You can access the GAP at [**quebec.ca/en/health/finding-a-resource/primary-care-access-point**](https://quebec.ca/en/health/finding-a-resource/primary-care-access-point).

On-demand virtual health care at your fingertips

Access to health care is a problem for military families, since their lifestyles require multiple moves. When they arrive in Quebec, families must take steps to find a family doctor. The delays and situations involved in that search have long prompted the Montreal region MFRC to seek solutions to make it easier for families in the community to access the health care system.

The MFRC works to raise awareness among those involved in the health care system. It also supports families in their efforts to access health care. Various solutions are available to help with waiting times for a family doctor, including virtual health services. Telemedicine services are designed to put you in touch with a health care professional. These consultations are done remotely or by telephone.

For more information on telemedicine services, and to learn about the benefits and limitations of these types of consultations, contact us by email at info.crfm@forces.gc.ca. We would be pleased to offer you our guidance.

Useful documents for families:

- **Military Community Guidebook:** A practical guide published annually, providing information on accommodation, relocation, financial services (e.g. SISIP), recreation, services, the MFRC calendar and more.

You can find its electronic version here: issuu.com/journal-servir-newspaper/docs/14427_psp_guide_2024-2025_low

To reach our community integration officers:

Saint-Hubert: (450) 462-8777, ext. 6835 or ext. 6803

Saint-Jean: (450) 358-7099, ext. 5059 or ext. 2915

Other options:

- **Coop santé solidarité de Saint-Blaise:** To become a member, you will be required to pay an initial fee of \$50, which corresponds to the clinic's social costs. This amount is refunded when you leave the clinic. There is also an annual fee of \$100 per adult, \$50 for the first child and \$25 for subsequent children.

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

- **Bonjour-Santé :** This is a website that offers services to improve access to health care, reduce waiting times and overcome obstacles to finding a clinic appointment. Visit bonjour-sante.ca/en.html to begin your search.

Please note that a \$15 fee applies when you search for a clinic near you.



To reach our community integration officers:

Saint-Hubert: (450) 462-8777, ext. 6835 or ext. 6803

Saint-Jean: (450) 358-7099, ext. 5059 or ext. 2915

Driver's licences and registration in Quebec

The Société de l'assurance automobile du Québec (SAAQ) requires people with permanent resident status in Quebec to get an automobile registration certificate and a driver's licence issued by the provincial government within six months of acquiring residency.

Visit the SAAQ website at saaq.gouv.qc.ca. You will find all the information you need, as well as all the forms for exchanging your licence and registering your vehicle(s).

Driving with a Canadian or foreign licence

As a new resident, you can drive a car, motorcycle, scooter or moped for a set period of time, depending on the date of your arrival in Quebec, if your licence:

- Is valid
- Authorizes you to drive your vehicle (from list above)

Normally, you can drive with your Canadian or foreign licence for six months following your arrival in Quebec. However, if the date of your arrival in Quebec is before August 29, 2023, a temporary measure allows you to drive with your Canadian or foreign licence for more than six months:

- If you arrived in Quebec before January 1, 2023, you can drive with your licence until November 30, 2023
- If you arrived in Quebec between January 1 and August 28, 2023, you can drive with your licence for nine months following your arrival in Quebec

If you arrived in Quebec after August 28, 2023, you can drive with your Canadian or foreign licence for the next six months, i.e. the usual period.

When you exchange your licence, these documents are required to verify your eligibility:

- Canadian driver's licence
- Proof of Quebec residency
- Proof of residency in the province or territory that issued your licence if you have had it for less than three years

Société de l'assurance automobile du Québec (SAAQ)

Montreal region: **(514) 873-7620**

Elsewhere in Quebec: **1 (800) 361-7620**

saaq.gouv.qc.ca

Vehicle inspection

Before you receive your new registration, you have to make an appointment for a mandatory mechanical inspection of your vehicle at an authorized SAAQ agency.

Here are some authorized agencies:

- **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,
Montréal

Registration

Once your vehicle has been inspected, go to one of the registration offices with the necessary documents to create your file and get a new licence plate. These are the documents you will need:

- Your Quebec driver's licence or any other official document with photo
- The contract of sale or lease of the car or an invoice for the vehicle in question
- The vehicle's weight certificate, if its net weight is not recorded in the other documents
- Still-valid registration certificate from another province or overseas

If you have not yet received your driver's licence:

- Passport
- Birth certificate

DID YOU KNOW?

You can get addresses for additional agencies by calling the SAAQ or visiting their website: saaq.gouv.qc.ca.

You have six months to change your licence plate. You don't need an appointment; you can go directly to a SAAQ office. Feel free to contact our community integration officers. They will be happy to help you!

To reach our community integration officers:

Saint-Hubert: (450) 462-8777, ext. 6835 or ext. 6803

Saint-Jean: (450) 358-7099, ext. 5059 or ext. 2915

Children and youth – Children sector

Services for children 0 to 5 years old

Our services support parents in their role and promote child development. Our activities foster language development, independence, socialization, and creativity in young children. We focus on learning new skills while promoting leadership development in older children.

Workshops

The workshops are based on the principles applied in the educational programs of Quebec's community daycare centres and preschools. They offer activities adapted to the participant's age and stage of development. The workshops are aimed at promoting children's overall development, including their physical, motor, cognitive, emotional, social, moral and language skills. They are offered at two of our service points – Saint-Hubert and Saint-Jean-sur-Richelieu – and will provide your children with some excellent tools.

Drop-in daycare

The drop-in daycare offers a program of activities that focuses on 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 pay special attention to allergenic products, cleanliness and safety at our two service points:

- Saint-Hubert:

Hours: Monday to Friday, 7.45 a.m. to 4.30 p.m.

Supervised lunch from 12:00 to 1:00 p.m.

Snacks and meals not included.

- Saint-Jean-sur-Richelieu:

Hours: Monday to Friday, 7.45 a.m. to 4.30 p.m.

Supervised lunch from 12:00 to 1:00 p.m.

Snacks and meals not included.

- Conditions :

Cost : \$10 per half day;

Registration required with our reception and information clerks;

A maximum of 6 periods per week is authorized to benefit of this rate.

First time?

It is important to complete the registration forms before your child's first day at daycare. You must also fill out a chit so that the childhood and youth coordinators can contact the parent. The purpose of this procedure is to inform the parent how the service works and to understand the family's needs and expectations.

If you register over the phone:

The reception and information clerk enters the child's full name in the registration book and fills out the chit to collect the parents' information. That information is given directly to the childhood and youth coordinators. The registration form is then sent by e-mail, or can be completed in person at one of our service points before your child(ren)'s first visit.

If you register on site:

The child's full name is entered in the registration book, and you must fill out the chit with your information. The chit will be given to the childhood and youth coordinators, as well as the documents required to register your child(ren).

Registration documents (registration forms, RL-24 and parent guide):

When you are completing the registration documents, make sure that all lines are filled in correctly. Don't forget to add your child's health insurance card number and your social insurance number for the RL-24 document issued at the end of the year for income tax purposes. Once you've completed this step, you'll receive a parent guide to the rules and procedures of the drop-in daycare centre. This guide is also available on our website.

Short-term daycare

Childcare is available for more than six periods per week (for no more than three months). This option is offered to families looking for childcare in their community. To use this service, contact the childhood and youth coordinators, who will assess your needs. Please note that spots are limited and registration is mandatory. The cost of this service is \$36 per day per child.

Daycare for house-hunting trips (HHT) or during a move

When it's time to move, the drop-in centres are open to welcome children at the regular cost and on the usual schedule, depending on the availability of our service. Consult our client services and operations clerks for more information.

Parenting support

Our childhood and youth coordinators can provide support to parents and guide them to the right resources.

Among other things, our childhood and youth coordinators can:

- Help you find childcare and provide information on how daycare services work in Quebec
- Refer you to external organizations
- Suggest reading material for children 0 to 5 years old
- Loan out games
- Etc.



To reach our childhood and youth coordinators:

Saint-Hubert region:

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

Saint-Hubert: (450) 462-8777, ext. 6830

Saint-Jean region:

Saint-Jean: (450) 358-7099, ext. 7012

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

Childcare 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 unsubsidized private childcare, you can apply for an advance refund of the Quebec government's childcare tax credit.

Early Childhood Centre (ECC)

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

- **Centre-based daycare**
 - Educational daycare services for children aged 0 to 5 (until they start kindergarten)
 - Children are grouped by age
 - Location: the building can accommodate 40 to 80 children
- **Home-based daycare**
 - Educational daycare services for children aged 0 to 5 (until they start kindergarten)
 - Services are coordinated, controlled and supervised by Early - Childhood Centres (ECC)
 - Location: private residence
 - Children are in mixed-age groups
 - Ratio of six children per educator



Private daycare

No reduced contribution (with tax credit).

- **Centre-based daycare**

- Educational daycare services for children aged 0 to 5 (until they start kindergarten)
- Children are grouped by age
- Location: the building can accommodate 40 to 80 children
- Reduced-contribution rates in some establishments

- **Home-based daycare**

- Educational daycare services for children aged 0 to 5 (until they start kindergarten)
- Location: private residence
- Children are in mixed-age groups
- Educator has autonomy with respect to the services offered

Community drop-in daycare

- Educational daycare services for children aged 0 to 5 (until they start kindergarten)
- Location: community centre
- Children are in mixed-age groups

Other resources

La Place 0-5

Is your child waiting for a daycare spot? Visit **laplace0-5.com** to sign up for this one-stop shop for all recognized childcare services in the province. All La Place 0-5 facilities are licensed by the Ministère de la Famille. All home-based daycares are managed by a coordinating office.

To sign up at **laplace0-5.com**, follow these three steps:

1. Create your parent account
2. Open a file for your child
3. Launch a search for childcare services that work for you

Found a spot?

Has your child been offered a spot at a daycare? That's great news! You will need to provide your child's registration confirmation letter from *La Place 0-5* as soon as you sign an agreement with an ECC, daycare centre or home-based daycare. Home-based daycares do not have waiting lists at *La Place 0-5* like ECCs and daycare centres do.

Since home-based daycare providers are self-employed, they manage their own businesses. They can accept any child registered with *La Place 0-5* according to their own selection criteria. When you create your *La Place 0-5* account, select the home-based daycares you're interested in to obtain their contact information, and then contact them to let them know you'd like a spot in their daycare.

Ma Garderie

The **magarderie.com** website is another option to help you find daycare. Ma Garderie is also a meeting point for childcare services (daycares, ECCs, babysitters) and parents in Quebec. This platform provides detailed information on the availability of daycare spots in your region. You don't need to create an account; just contact the daycare providers and find out about their availability.

Waiting times are not official, so you could be on waiting lists for certain childcare services for an indefinite period.

To reach our childhood and youth coordinators:

Saint-Hubert region:

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

Saint-Hubert: (450) 462-8777, ext. 6830

Saint-Jean region:

Saint-Jean: (450) 358-7099, ext. 7012

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

Children and youth – Youth sector

Aimed at school-age children, 5 to 17 years old, the youth sector offers a wealth of activities and learning opportunities at its Saint-Jean-sur-Richelieu and Saint-Hubert service points.

Youth Community Integration Centre (CICJ)

The CICJ is a meeting place for children aged 5 to 17. Located in the heart of the residential housing units in Saint-Hubert, the centre opens its doors free of charge to all young people from military families. Activities are managed by our experienced facilitators.

Arriving in the region: When you arrive in the region, feel free to contact us or bring your child(ren) to visit the CICJ. The coordinator or facilitators will be happy to show you around.

- **Pre-registration:** It is important to fill out the online registration form through the portal when you first visit the CICJ at 40 de la Vérendrye Street. You can find the form at crfmmfrcmtl.ca.

There is a wide variety of activities for young people:

- Themed activities and games
- Crafts
- Outdoor activities and sports
- Board games
- Computer room
- Outings
- Special activities (e.g. Green Field Trip)

Home visits: As needed, a young person already registered with the CICJ can make a home visit. He or she can talk to you about the services and activities available to help your child(ren) integrate into the community.

Volunteering

Young people are encouraged to get involved in their community to develop their independence and discover new things about themselves.

Here are some examples of the volunteering opportunities available:

- Participating on the advisory committee
- Performing various tasks
- Decorating the CICJ for special events
- Participating in fundraising activities
- Helping integrate new arrivals

Sign up to volunteer: To learn more about ongoing volunteering projects, contact the CICJ coordinator.

Activities for children aged 5 to 12 in Saint-Jean-sur-Richelieu

Activities for children aged 5 to 12 are organized at the Saint-Jean Garrison service point. Kids can enjoy themed activities with dynamic facilitators. They can also take part in group games, arts and crafts, cooking workshops and more. All activities are free of charge. Check the program for the official schedule. Registration is required at crfmmfrcmtl.ca.

Please note that a registration form must be completed before the first youth 5-12 activity.

Activities for children aged 5 to 12 in Saint-Jean-sur-Richelieu

There are several workshops and learning opportunities available for teens. For more information, contact the CICJ coordinator.

Learning opportunities include:

- Babysitting
- First Aid
- Stay Safe
- Homework help
- Job search assistance

To reach our childhood and youth coordinators:

Saint-Hubert region:

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

Saint-Hubert: (450) 462-8777, ext. 6830

Saint-Jean region:

Saint-Jean: (450) 358-7099, ext. 7012

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

To reach the CICJ coordinator:

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

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

Employment and education

Employability and education services are offered to spouses and children aged 16 and over of military personnel who want to take language courses. With the help of individual services and workshops, you can update your résumé or even get a helping hand in the job search.

Employability

We can provide the tools you need for an effective job search in the greater Montreal area. These tools help military family members gain a better understanding of the job market, better prepare and adapt to employers' needs.

Here is a short list of the services available:

- **Individual employment services**
 - Preparing or updating a résumé and cover letter
 - Interview techniques
 - Job search advice
 - Information on potential employers in the area
 - Returning to the job market
- **Employment workshop**
 - Information sessions on public service jobs
 - Job search workshops for youths aged 14 and up



Education

French and English as a second language courses are available for spouses and children aged 6 and up from military families. All courses are free of charge and are offered online or in person at our three service points: Saint-Hubert, Saint-Jean or Montreal, depending on demand. A minimum of five students at a similar level is required to form a group. Schedules are determined according to enrolment.

- **Individual services**

Support is available for English-language school eligibility procedures, obtaining course equivalencies, taking francization training and helping deal with our various partners as needed.

For example:

- Information on training programs
- Going back to school
- Information on obtaining equivalence for diplomas outside Quebec

- **Courses and training**

We offer a range of training activities for adults, often at a reduced price in order to encourage skills development. The choice of training courses is based on the needs and demand of military community members.

- **First aid course:** This course on basic first aid and cardiopulmonary resuscitation (CPR) is based on the standards set by the Red Cross. It is eight hours long and is offered at different times of the year.

To reach the employment and education coordinator:

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

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

Prevention, support and intervention

The Prevention, Support and Intervention sector provides psychosocial support to members of military families. The specific services offered by this sector are designed to respond to a variety of situations:

- Stress or anxiety
- Relationship difficulties (work, couple, family)
- Mental (or physical) health issues
- Difficulties with anger/emotion management
- Social isolation or depression
- Difficulty with a child (discipline, a specific concern, etc.)
- Substance use problems
- Communication problems
- Loss of intimacy in your relationship with your significant other

Here are some examples of the services offered:

- **Prevention workshops and education on various psychosocial topics:**
We understand the specific challenges that military families face. To support them, we offer a variety of workshops on topics that deal with the reality of military life.
Contact our team of counselors for more information. The length of the workshops varies depending on the topic.
- **Psychosocial consultations, referral and support services:**
Psychosocial consultations are free, confidential and by appointment. These consultations can be individual, family or marital, and are open to both adults and children.
The emphasis is on family cohesion.
- **Buddy program and peer support:** Families experiencing difficulties associated with the military lifestyle can be supported by a volunteer who is familiar with our way of life. The aim is to break isolation and provide support and comfort.
The service is free of charge; registration is required.

Feel free to contact us to discuss your needs. We would be pleased to meet with you to provide support or refer you to specialized resources in our region.

To reach Psychosocial Support:

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

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

Email: SvcPersCRFMSoutienPsyStJean@forces.gc.ca

During an absence

The Absence and Deployment sector provides services to families and next-of-kin of absent military personnel to support them during this period. Absence can occur during deployment or a military mission, for example.

Here are some examples of the services offered:

- **Pre-deployment information kit:** The kit contains several useful resources, and is specially designed for families coping with a deployment or extended absence.
- **Courtesy call:** In the event of a deployment, the family can receive one or more courtesy calls. In general, the first call is made two weeks after deployment, the second mid-deployment, and the third two weeks after the member returns. During these calls, the counselor checks in with the recipient to make sure that they want to continue receiving the calls.
- **Last-resort childcare service:** A family must have an emergency childcare plan at all times. If they are unable to follow the plan, the family can request a meeting with a social worker. The social worker will assess accessibility to emergency childcare services in the community or at the MFRC.
- **Respite care during an absence:** This half-day a week service is offered at our drop-in centres for children aged 2 months to 5 years. It is provided to families coping with an absence, according to the usual schedule and the availability of service points. The psychosocial support worker will analyze the request before authorizing the service.

The agreement between the MFRC and the families is intended to provide temporary and/or short-term assistance, while a long-term solution is found.

The time required to receive the request and set up services may vary depending on the availability of the service.

- **Psychosocial consultations:** This service is offered to support the families and loved ones of military members and help them deal positively with an absence. Various topics can be addressed, such as the organization of routines, the parental relationship, stress management, communication within the couple, preparing for a move, and so on.

Psychosocial consultations are free, confidential and by appointment. These consultations can be individual, family or marital, and are open to both adults and children.

Buddy program and peer support

Families coping with a member's absence can be supported by a volunteer who has gone through the same experience. The aim is to break isolation and provide support and comfort. For more information, contact an Absence and Deployment psychosocial support counselor.

Family support services during a military member's absence

Here are the services you can access as a spouse, child or other close relative when a military member is absent from the family home for service reasons such as courses, exercises, imposed restriction, deployment, etc.:

- Information on the family experience before, during and after an absence
- Individual meetings for all family members (spouse, children, parents)
- Emergency childcare services
- Social activities, telephone calls upon request, buddy program, discussion groups
- Consultations, assistance and counseling as required

To reach Psychosocial Support:

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

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

Email: SvcPersInfoAbsenceCRFM@forces.gc.ca



Special education (Child, youth and parental support)

Our special educators work with children who are experiencing, or who are likely to experience, adjustment and/or readjustment difficulties associated with important needs, in order to facilitate their daily lives. Their work aims to improve a situation and restore family harmony. Our services are designed to equip and inform parents about their children's education and development.

Some examples of situations addressed by our services include:

- Discipline for children or teens
- Emotional management and sibling rivalry
- Communication with children or teens
- Family routine management
- Self-esteem and parental concerns
- Unhappy family environment
- Strategies to stimulate the child's overall development and/or to meet the child's specific needs

0-17 years

Children with special needs are welcome in our facilities. We can offer support to help children integrate. To access this service, you need to make a request with Special Education for a needs assessment. We can also refer you to external resources, if necessary.

Family consultations

Special education is a field that aims to provide concrete help to people in need. A special educator works from set objectives and means to determine the best way to help and to answer the question "how?"

To that end, each monitoring meeting is unique and depends on the individual needs and objectives that have previously been established.

You can contact the Special Education sector to discuss your needs. We would be happy to meet with you and provide our support.

Parental support workshops

Online training

Offered free of charge and led by specialists, our workshops and online training courses are designed to equip parents and children to deal with the problems they encounter in everyday life. Topics covered vary according to demand and user needs. To find out about our programming and to register, please visit our portal at **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 monitoring on our part. To access the library, contact one of our special educators.



To reach Psychosocial Support:

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

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

Email: SvcPersCRFMSoutienPsyStJean@forces.gc.ca

Illness, injury and death (Family Liaison Officer)

Social workers, known as Family Liaison Officers (FLOs), work in the region's Transition Centres (Saint-Jean and Montreal) to support the families of wounded or ill military personnel, as well as bereaved families. Their roles include welcoming injured members and their families as soon as they arrive at the unit, assessing their needs and offering them appropriate services and support.

FLOs are also present and available for families whose military members are part of a Return to Duty Program (RTDP), or whose health – physical or mental – is at risk or in trouble.

When a military member dies, the FLO, together with the Transition Centre, gets involved with the family to offer psychosocial support or to help them find and access necessary resources.

Here are some examples of the services offered:

- Individual, marital or family psychosocial assistance
- 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 EFCA policy

Here are some questions and concerns that an FLO can discuss:

- I don't know what's going on with him, and I don't know how to help
- How do we talk to the children about physical or mental illness?
- How do we talk about death?
- I'm worried about him and I don't know what to do
- I'm exhausted, I can't do it anymore

All families are different and experience their own challenges.
Don't hesitate to contact the FLO in your region if you need to talk.

To reach Psychosocial Support:

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

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

Email: SvcPersCRFMSoutienPsyStJean@forces.gc.ca

Veteran Family Program

Is your family going through a 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 Veteran Family Program (VFP), funded by Veterans Affairs Canada, is specially designed for members leaving the Canadian Armed Forces for medical reasons, veterans who have been medically released, and their families. Our doors are open to any other type of release as well.

You can access the program nationwide via:

- Military Family Resource Centres
- The Family Information Line (1-800-866-4546)
- cfmws.ca/montreal-region/military-family-resource-centre-montreal-region

The VFP coordinator also provides the following services:

- Needs assessment
- Individual, marital or family consultations to address psychosocial issues
- Information, guidance and referral to appropriate resources according to stated or future needs
- Access to various workshops and training courses
- Etc.

The MFRC and the VFP coordinator are familiar with the potential issues that the family and the veteran may experience before, during and after release. There are no wrong questions or needs. Don't hesitate to contact us.

To reach the Veteran Family Program coordinator:

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

Email: SvcPersCRFMSoutienPsyStJean@forces.gc.ca

Other government services

Taxes and fees

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

Housing

- **Canadian Forces Housing Agency** (450) 678-8054
Emergencies after regular opening hours 1 800-903-2342
- **Administrative Housing Tribunal** (514) 873-2245
tal.gouv.qc.ca/en
 - Édifice Montval,
201, Place Charles-Lemoyne, Longueuil 1 (800) 683-2245
 - 109, rue Saint-Charles, bureau RC-13,
Saint-Jean-sur-Richelieu 1 (800) 683-2245
 - 5199, rue Sherbrooke Est,
Pyramide Ouest (D), (à l'angle de Viau)
Rez-de-chaussée, bureau 2095, Montréal 1 (800) 683-2245

Since the pandemic, the vast majority of government services are now online. To make an appointment with the Administrative Housing Tribunal in your region, go to their website.

Others

- **Services Québec** 1 (877) 644-4545
(Information on provincial programs and services)
quebec.ca/en/government/services-quebec
- **Service Canada** 1 (800) 622-6232
(General information on employment insurance and other federal government services)
canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html

Giving birth in Quebec

If you have a newborn in Quebec, you are required to declare the birth **within 30 days**. When the medical or birthing centre staff sign your discharge form, 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 an attestation of birth. This document is important, because it is the tool you need to declare the birth of your child to the Quebec Registrar of Civil Status. You can then obtain the birth certificate.

You have two options to complete the declaration of birth:

- Online service at this address: services.etaatcivil.gouv.qc.ca/DeclarationNaissanceEnLigne/Default.aspx?lang=en
- Hard copy of the Declaration of Birth

We recommend using the online service rather than the hard copy. You will be able to submit the Application for Simplified Access to Birth-related Government Programs and Services, such as the Quebec Family Allowance and the Canada Child Benefit, more quickly. The Quebec Family Allowance is an amount paid to families with dependent children under 18. This amount is based on family income and is paid to the mother every three months.

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

It's important to use just one method (online service or hard copy form) to declare the birth of your child, as receiving two declarations for the same child means longer processing times.

Family Allowance

New to Quebec? Did you know that you are entitled to the Family Allowance, which is financial assistance for families with dependent children under the age of 18? This financial measure includes both the Family Allowance and a 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 Family Allowance, you must meet all of the following conditions:

- Be a Quebec resident (according to the Taxation Act)
- 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 the centre
- You or your spouse have one of the following statuses:
 1. You are a Canadian citizen
 2. You have permanent resident status
 3. You are a temporary resident living in Canada for the last 18 months
 4. You are a protected person

Additional documents will be required for the following situations:

- If the child was born outside Quebec or was adopted
- If the child for whom you are completing the 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 residency in Quebec will be required)
- If you arrived in Quebec within the last 24 months, two 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 do not have to apply for the Family Allowance. By declaring your newborn to the Registrar of Civil Status, you automatically register him or her with Retraite Québec.

However, you do have 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 have adopted a child

Following your application, retroactive pay may be issued over a period of **11 months** from the date of receipt of your application if all criteria are met.

It is 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 **Person Living Outside Quebec (LPF-811)** form. This form allows a person who has left Quebec to inform Retraite Québec that his or her departure is temporary or that he or she believes he or she will retain residential ties to Quebec. Retraite Québec will determine whether you are eligible for the Family Allowance. As long as you have a Quebec income tax return to file, you are entitled to a Family Allowance. When you no longer have a Quebec income tax return to file, your Family Allowance will end.

However, this form does not allow you to inform Retraite Québec of a change of address. You will need to complete the form provided for this purpose on the Retraite Québec website at:

retraitequebec.gouv.qc.ca/en/Pages/accueil.aspx

If your next posting will bring you back to Quebec, but you haven't filed a Quebec income tax return for some time, you will need to 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.

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

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
(450) 441-2919
1 (877) 449-2919

Riverside School Board

www.rsb.qc.ca
(450) 672-4010

Beloeil 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

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
(450) 441-2919
1 (877) 449-2919

Riverside School Board

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

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
(450) 670-0730

Riverside School Board

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

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
(514) 380-8899

Riverside School Board

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

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
(450) 441-2919
1 (877) 449-2919

Riverside School Board

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

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
(450) 372-0221

Riverside School Board

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

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
(450) 670-0730

Riverside School Board

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

City Hall

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

Riverside School Board

rsb.qc.ca
(450) 672-4010

CLSC—Longueuil West

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

Police (administration)

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

CLSC—Simone-Monet-Chartrant

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

Fire Hall

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

Marie-Victorin School Service Center

cssmv.gouv.qc.ca
(450) 670-0730

MONTREAL

Website: montreal.ca

City Hall

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

Commission scolaire English-Montréal

emsb.qc.ca
(514) 483-7200

Agence de la santé et des Services sociaux de Montréal

www.santémontreal.qc.ca
(514) 286-6500

Police (administration)

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

Montreal School Service Center

cssdm.gouv.qc.ca
(514) 596-6000

Fire Hall

9-1-1

Pointe-de-l'Île School Service Center

csspi.gouv.qc.ca
(514) 642-9520

Municipal Services (Renseignements)

3-1-1

RICHELIEU

Website: 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
(450) 359-6411, extension 7510.
1 (877) 359-6411

Riverside School Board

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

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
(450) 441-2919
1 (877) 449-2919

Riverside School Board

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

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
(450) 670-0730

Riverside School Board

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

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
(450) 359-6411, ext. 7510
1 (877) 359-6411

Riverside School Board

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

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
(819) 822-5544

Eastern Townships School Board

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.varennnes.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
(450) 441-2919

Riverside School Board

rsb.qc.ca
(450) 672-4010

Police (administration)

1 (888) 678-7000

Fire Hall

(450) 652-9888

Helplines

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



MFRC
Montreal Region

WELCOME • SUPPORT • UNITE

Service centers:

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

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

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

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

General information email: info.crfm@forces.gc.ca

Website: cfmws.ca/montreal-region/military-family-resource-centre-montreal-region

Service portal: crfmmfrcmtl.ca