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The mobility guide



Installation - Daily life - Work - Recreation

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\* According to Bloomberg

# EDITORIAL

Every year, thousands of people are attracted and fascinated by Québec's dynamic economy, renowned quality of life and attractive career prospects.

But, whether your plans are to settle permanently or temporarily, you probably have many questions and are wondering how to ensure that your immigration project is as successful as possible. All immigrants will agree that preparation is key. Don't come to Québec without doing your research. Find out about the job market, improve your French, discover Québec culture, etc. The more you know about your host country, the easier it will be to get settled.

Upon arriving, you'll have time to assimilate the cultural codes, the ways of thinking and the professional behaviours that may be very different from what you know. This guide can provide helpful information to ensure that your departure is well-prepared and that your arrival in la Belle Province is successful.

Welcome to Québec!

## Living in Québec

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## GOVERNMENT AGENCIES

### **Citoyenneté et Immigration Canada (CIC) :**

Citizenship and Immigration Canada (CIC)

### **Ministère de l'Immigration, de la Diversité et de l'Inclusion**

**(MIDI) :** ministry of Immigration, Diversity and Inclusion

## VOCABULARY

### **Certificat de sélection du Québec (CSQ):**

Québec selection certificate

### **Certificat d'acceptation du Québec (CAQ):**

Québec Acceptance Certificate

### **Évaluation préliminaire d'immigration (EPI):**

Preliminary Evaluation for Immigration

### **Expérience Internationale Canada (EIC):**

International Experience Canada

### **Étude d'impact sur le marché du travail (EIMT):**

Labour Market Impact Assessment (LMIA)

### **Programme de l'expérience québécoise (PEQ):**

Québec Experience Program

### **Information sur le marché du travail (IMT) en ligne:**

Labor Market Information (LMI)



# QUÉBEC IN A NUTSHELL

## A PORTRAIT OF QUÉBEC

Canada is made up of 10 provinces (including Québec) and 3 territories. The province of Québec is divided into 17 administrative regions, which are home to 104 regional county municipalities (RCMs; in French: municipalités régionales de comté (MRC)) or equivalent territories. Also within Québec are 57 aboriginal territories.

**Surface area:** 1,667,712 km<sup>2</sup>

**Population:** 8,214,672 inhabitants (as of July 1, 2014)

“Aboriginals” is the term used in Canada to refer to the indigenous peoples of North America and their descendants. In 2012, the aboriginal population in Québec was estimated to number 98,731 (Amerindians and Inuit).

*Source: Aboriginal Affairs and Northern Development Canada, Indian Register, December 31, 2012.*

**Population density:** 6.3 inhabitants/sq. km. in 2014

**Provincial capital:** Québec City

**Demonym:** Québécois

**Official language:** French

**Currency:** Canadian dollar

**Motto:** “Je me souviens”. The motto is credited to the architect Eugène-Étienne Taché (1836-1912) and evokes the history of Québec. It replaces the former motto “La Belle Province”, which refers to the beauty of the Québec landscape.

**Political system:** parliamentary democracy

**Flag:** in heraldic terms, azure, with a cross between four fleurs-de-lis argent.

## CULTURE, SPORTS AND LEISURE ACTIVITIES

Québec is known for its many festivals, some of which have become institutions (*Festival international de jazz*, Just for Laughs Festival, *Francofolies*, etc.). Song and music are part of Québec’s cultural wealth, thanks to artists such as Robert Charlebois, Félix Leclerc, Gilles Vigneault and Céline Dion. In the field of circus arts, companies such as *Cirque du soleil*, *Cirque Éloïze* and *Sept doigts de la main* have achieved international renown.

Municipalities throughout Québec have active policies with respect to culture, sports and leisure activities: you will have easy access to athletic fields, libraries, cultural centres, group excursions, etc.

Living in Québec also means being able to be active in both summer and winter, with hiking, camping, canoeing, fishing, swimming, golf, cross-country skiing, snowshoeing and ice-skating among the many possibilities, all enhanced by the beauty of the surrounding landscape.

In the field of sports, ice hockey is a social phenomenon in Québec. The local professional team, the Montréal Canadiens – also known as the Habs – has existed since 1909. It is part of the National Hockey League (LNH) and its home games are held at the Bell Centre, located in downtown Montréal.

### The Arab World Festival of Montréal

An event entirely dedicated to the meeting of Arab and Western cultures, the FMA presents creations in dance, music, theatre and multidisciplinary arts, as well as visual and media arts.

► [festivalarabe.com](http://festivalarabe.com)

« My husband likes Montréal a lot, but I had imagined the city differently. I had thought it would be more European, more romantic, with streets like in Europe, but here the streets are all perpendicular; it's really a North American city. I also thought that Québec was a beautiful, rich province with a thriving economy and I was shocked to see the number of homeless people in the streets. »

— **Alexandra, Romania**

## Montréal's Chinatown

A rallying point for the Chinese community, Montréal's Chinatown today is the setting for many cultural activities and represents one of the city's tourist attractions. The four doors, offered by China, clearly mark the boundaries of this very commercial district.

Metro stations: Place-d'Armes or Champ-de-Mars

## ECONOMY

The strength of the Québec economy owes much to the province's natural riches. Québec has vast forests, rich agricultural land, extractive industries, and, most importantly, enormous hydroelectric potential (with its 4,500 rivers and half a million lakes, Québec is home to 3% of the planet's renewable fresh water reserves). Today, the bulk of its economic activities are in the secondary sector (25% of the gross domestic product) and tertiary sector, i.e., services (70%), with the primary sector (agriculture) representing only 2% of the economic activity.

The website of the ministère de l'Économie, de l'Innovation et des Exportations offers documented information, along with numerous resources about the areas of economic activity in Québec and the niche areas of excellence.

## EDUCATION

In Québec, school is compulsory for all children between the ages of 6 and 16. From pre-school to college, students can attend either public or private schools. The public school system is non-confessional.

There are two school systems: the French system, encompassing the majority of the province's schools, and the English system, with institutions covering all levels from kindergarten through university. The Charter of the French Language, adopted in 1977, stipulates French as the language of instruction in kindergarten, primary and secondary classes. Québec children and immigrant children must attend French-language schools. However, in the case of exceptions for very specific situations, children are authorized to attend public or subsidized private English-language schools. At the college and university levels, students are free to choose their language of instruction.

The education system is divided as follows: preschool (1 to 2 years), the primary level (6 years), the secondary level (5 years), the college or Cégep level (2 to 3 years) and university.

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Exit Place Dupuis

At the university level, 3 to 4 years of studies are needed to complete a bachelor's degree (1<sup>st</sup> cycle), 2 years for a master's degree (2<sup>nd</sup> cycle) and 3 years or more for a doctorate (3<sup>rd</sup> cycle). In the 1<sup>st</sup> cycle, it is also possible to obtain a certificate (one-year program) and in the 2<sup>nd</sup> cycle, a post-graduate diploma (DESS) (one-year program).

Note that higher education includes both college-level and university-level education.

Education is free at the primary, secondary and college levels. Tuition is charged at the university level.

## BILL 101 OR THE CHARTER OF THE FRENCH LANGUAGE

Also known as the Charter of the French Language, this bill established French as the official language of Québec in 1977, the year it was adopted by the National Assembly of Québec. It defines the fundamental language rights of the inhabitants of the province, the first being that "Every person has a right to have the civil administration, the health services and social services, the public utility enterprises, the professional orders, the associations of employees and all enterprises doing business in Québec communicate with him in French."

### Francization programs within companies

It is also useful to know that your employer can receive funding to offer French classes within the workplace. In addition, different course options are offered to companies wanting to provide francization services for their immigrant employees who speak little or no French. The courses are free for companies under certain conditions. As part of the Stratégie commune d'intervention pour Montréal (Montreal's joint action strategy), Emploi-Québec and the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI) cover the cost of these courses, depending on the options chosen, and are responsible for organizing them, with the collaboration of many partners on the Island of Montreal, notably for companies of 50 employees or fewer.

To learn more: ➡ [carrefourfrancisation.com](http://carrefourfrancisation.com)

## Québec expressions

Here are a few typical Québec expressions that are worth knowing as you start your life in Québec:

Expressions	Meaning
Allô !	Hello
Bienvenue	You're welcome
Bonjour (at the end of a conversation)	Goodbye, have a nice day
Une blonde	A girlfriend
Un breuvage	A non-alcoholic drink
Un chandail	A T-shirt
Un char	An automobile
Un chum	A boyfriend
Déjeuner	Breakfast
Dîner	Lunch
Souper	Dinner
Magasiner	Go shopping
Niaiseux	Dumb, stupid
Pogner	Catch, surprise, be successful
Pantoute	Not at all (contraction of pas du tout)
Une tuque	A winter hat

For more Québec expressions:

➡ [wikebec.org](http://wikebec.org)

➡ *La Parlure québécoise*, Lorenzo Proteau, Publications Proteau

➡ *Dictionnaire des expressions québécoises*, Pierre des Ruisseaux, Bibliothèque Québécoise

## RELIGION

Up to the 1960s, Catholicism, Protestantism and Judaism co-existed in the province. The 1960s marked the beginning of greater openness and pluralism. Islam, Hinduism, Buddhism and Sikhism gradually became part of the province's religious tapestry. Catholicism still predominates, with 83% of the population claiming it as their faith, although only 10% are practising Catholics.

*Source: Statistics Canada*

## SOCIETY

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Québec is a society that is democratic, multicultural and rich in diversity. The 2011 census enumerated 974,895 immigrants living in Québec, which represents 12.6% of the total population.

Becoming part of Québec society means being aware of, and accepting, its common values. In Québec, in addition to the Canadian Charter of Rights and Freedoms, there is the Québec Charter of Human Rights and Freedoms, which defines the fundamental rights of all Québec citizens. This charter spells out the values of respect and tolerance, an example being equal rights between men and women.

### Attending an information session on how to work and live in Québec

The ministère de l'Immigration, de la Diversité et de l'Inclusion regularly organizes online information sessions for people who want to immigrate to Québec. These sessions provide information about the procedures for immigrating temporarily or permanently, employment prospects and searching for a job, getting settled in Québec, etc.

For additional information:

► [immigration-quebec.gouv.qc.ca/en/electronic-services/information-session.html](https://immigration-quebec.gouv.qc.ca/en/electronic-services/information-session.html)

## Carrières

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# SEARCH. READ. BROWSE AND... FIND A JOB OR TRAINING WITH JOURNAL MÉTRO

The **CAREERS SECTION** is published three times a week: Monday, Wednesday and Thursday. You'll find job postings, advice and tools to help you find the right job or training for you. Keep an eye out for our special issues too!

To see all the articles and tips from our columnist Mario Charette, go to **[www.journalmetro.com/carriere](http://www.journalmetro.com/carriere)** or check out our mobile apps.



Métro Montréal





Women gained their freedom and independence, two values that are now well established in society. They work and hold positions at all levels of organizational hierarchy. In personal and professional relationships, it is appropriate to exercise caution when making remarks, compliments or jokes about a behaviour or clothing that could be interpreted as sexist without you being aware of it.

Québec is also a place where people's sexual orientation and gender identity are respected. Montréal's "Village", located around Sainte-Catherine Street, between Berri and Papineau Streets, is one of the largest gay districts in North America. Several LGBT communities also exist in other regions of the province.

To learn more about the foundations of Québec society:

➡ [quebecinterculturel.gouv.qc.ca/fr/valeurs-fondements/](http://quebecinterculturel.gouv.qc.ca/fr/valeurs-fondements/)

## Community newspapers

German: *Das Echo*

Vietnamese: *Quốc-Gia*

Japanese: *Montréal Bulletin*

Bangladeshi: *Dhaka Post*

Korean: *Korean Newsweek*

Iranian: *Payvand's Bazar*

Indian: *Pragati*

Egyptian: *Voice of Egypt in Canada*

Brazilian: *Aquarela*

Philippine: *Filipino Star*

Lebanese: *Al Mustakbal*

Whether they are free or not, most of these newspapers are available by subscription and can be found at newspaper stands or newspaper boxes at stores and businesses. Some can also be read online. On the internet, Média Mosaïque Montréal delivers the news in French for several communities.

➡ [mediamosaicque.com/](http://mediamosaicque.com/)

## POLITICAL SYSTEM

A member of the Commonwealth (the Queen of England is the Queen of Canada), Canada is a confederal state with a parliamentary system. The political system of the province of Québec falls under the framework of the British North America Act of 1867, a British law that divides law-making powers between the provincial and federal governments.

Laws that apply to Québec are voted on by the provincial or federal Parliament, according to their jurisdictions. Each province has its own government that has powers that complement those of the federal government. The federal and provincial governments are formed in the same way: at every parliamentary election, the leader of the party that gets the most seats becomes the Premier and forms his council of ministers from among the elected members.

Québec's electoral system is based on universal suffrage for all citizens aged 18 and over. It is a single-member constituency plurality system based on the principle of territorial representation. Each of the 125 members represents the population of a riding.

« I didn't have trouble adapting to life here. I made many Québec friends. I sometimes teach them Turkish words and they give me suggestions for places and help me discover the city in a new light. At first, Québécois may seem very aloof but you have to learn how to talk with them and learn from them to make friends. »

— **Alper Harun, Turkey**

### Spotlight on Asian heritage

Every year, Festival Accès Asie celebrates Asian heritage arts. Visual arts, dance, theatre, film, culinary arts, etc.: numerous activities are offered. Over 20 countries have been represented since the festival's beginnings: Japan, China, Iran, Korea, the Philippines, Indonesia, Lebanon, Vietnam, Thailand, Singapore, Pakistan, India, Nepal, etc.

► [accesasie.com](http://accesasie.com)

# FACT SHEET

## LIST OF IMPORTANT ADDRESSES FOR THOSE PLANNING TO LIVE IN QUÉBEC

### **MINISTÈRE DE L'IMMIGRATION, DE LA DIVERSITÉ ET DE L'INCLUSION (MIDI)**

All the essential information you need concerning procedures for immigrating to, or working or studying in Québec. The forms you need to complete, along with instruction guides, are available here.

Information service for those calling from outside Québec:  
+ 1 514 864-9191

➡ [immigration-quebec.gouv.qc.ca/en](https://immigration-quebec.gouv.qc.ca/en)

### **CITIZENSHIP AND IMMIGRATION CANADA (CIC)**

Essential for completing the immigration process after being selected by Québec. All the forms you need and instruction guides are available here.

➡ [cic.gc.ca](https://cic.gc.ca)

### **MINISTÈRE DES RELATIONS INTERNATIONALES ET DE LA FRANCOPHONIE (MRIF)**

The MRIF is a provincial ministry offering services related to the economy, education, culture, immigration and public affairs.

➡ [mrif.gouv.qc.ca/en/](https://mrif.gouv.qc.ca/en/)

### **EMBASSIES OF CANADA**

#### **Embassy of canada to China**

Consular Service Section, 19 Dongzhimenwai Dajie, Chao Yang District, Beijing 100600, China/86 (10) 5139-4000

#### **Embassy of Canada to Egypt**

P.O. 1667, Cairo, Egypt/+20 2 2791 8700

#### **Embassy of Canada to Lebanon**

1<sup>st</sup> Floor, Coolrite Building, Jal El Dib Highway (seaside), Beirut, Liban/961 (4) 726-700

### **Embassy of Canada to Romania**

1-3 Tuberozelor Street, 011411 Bucharest, Sector 1, Romania/(4) 021-307-5000

### **Embassy of Canada to Iran**

The Government of Canada does not have an office in Iran. The Embassy of Canada in Ankara (Turkey) provides consular services for Iran.

Cinnah Caddesi No. 58, Çankaya 06690, Ankara, Turkey/90 (312) 409-2700

### **Embassy of Canada to the Philippines**

6th, 7th and 8th Floors, RCBC Plaza, Tower 2, 6819 Ayala Avenue, Makati City, Manila, Philippines/+63 2 857 9000, 857 9001

### **Embassy of Canada to India**

7/8 Shantipath, Chanakyapuri, New Delhi 110 021, India/+91 11 4178 2000

### **Embassy of Canada to Moldova**

The Government of Canada does not have a permanent presence in Moldova. You can get consular assistance and more detailed consular information by contacting the Embassy of Canada to Romania in Bucharest.

1-3 Tuberozelor Street, 011411 Bucharest, Sector 1, Romania/(4) 021-307-5000

### **Embassy of Canada to Brazil**

SES - Av. das Nações, Quadra 803, Lote 16, 70410-900 Brasília, DF, Brazil/55 (61) 3424-5400

### **Embassy of Canada to German**

Leipziger Platz 17, 10117 Berlin, Germany/49 (30) 20312 470; 49 (30) 20312 0

### **Embassy of Canada to South Korea**

21 Jeongdong-gil (Jeong-dong), Jung-gu, Seoul (100-120), Republic of South Korea/82-2-3783-6000

### **Embassy of Canada to Ukraine**

13A Kostelna Street, Kiev 01901, Ukraine/380 (44) 590-3100

### **Embassy of Canada to Pakistan**

Diplomatic Enclave, Sector G-5, Islamabad, Pakistan/92 (51) 208-6000

### **The list of embassies can be found at:**

► [travel.gc.ca/assistance/embassies-consulates](https://travel.gc.ca/assistance/embassies-consulates)

# FRENCH IS THE LANGUAGE SPOKEN IN QUÉBEC

French is the official language of Québec. This may be surprising for some immigrants who think that they will arrive in an area where English is the common language. In Québec, it is necessary to speak French to communicate in your daily life and at work.

## TAKING FRENCH CLASSES BEFORE LEAVING YOUR COUNTRY

If French is not your mother tongue, it is strongly recommended that you take French classes before leaving for Québec and that you use the online francization tools provided by the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI). Some alliances françaises and institutions outside Québec have signed agreements with the MIDI allowing people interested in immigrating to Québec to learn or improve their French while at the same time discovering the common values and socio-cultural codes of Québec society. People who have a Certificat de sélection du Québec (CSQ) may, upon arriving in Québec, be reimbursed as much as \$1,500 CAN for French classes they have taken at MIDI partners before leaving their country.

► [immigration-quebec.gouv.qc.ca/en/french-language/country-departure/index.html](https://immigration-quebec.gouv.qc.ca/en/french-language/country-departure/index.html)

## ONLINE TOOLS

A range of online tools exist for learning French:

**Online Bank of French Exercises:** these are for students of French as a second language who are at beginning, intermediate and advanced levels. Before beginning, take the placement test to determine your language level so that you are sure that you will be doing exercises suitable for your level.

► [banque-exercices.immigration-quebec.gouv.qc.ca/site/skin/htm/default.htm](https://banque-exercices.immigration-quebec.gouv.qc.ca/site/skin/htm/default.htm)

**Francisation en ligne – FEL (Online francization):** these courses are reserved for individuals aged 16 and over who possess a Certificat de sélection du Québec (CSQ). These are online self-directed modules for learning French related to specialized fields such as health and

nursing care, engineering and applied sciences, management, law and business.

[francisationenligne.gouv.qc.ca/](http://francisationenligne.gouv.qc.ca/)

**Office québécois de la langue française (OQLF):** their website contains links to resources with online exercises.

► [oqlf.gouv.qc.ca/english/charter/index.html](http://oqlf.gouv.qc.ca/english/charter/index.html)

## CONTINUING TO LEARN ONCE YOU HAVE SETTLED IN QUÉBEC

Once on Québec soil, you might need to improve your listening and speaking skills. The ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI) and its partners (non-profit organizations, educational establishments, universities, etc.) offer a large network of French courses. Regardless of the region where you settle, you will always be able to find full-time or part-time French courses. Those meeting certain criteria may be able to take advantage of financial aid.

To find out about programs, class locations and schedules:

► [immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/index.html](http://immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/index.html)

There are also numerous language schools where you will be able to learn French, as well as other languages. These are fee-paying courses. You can get additional information by contacting the schools directly.

« After seeing an ad for CÉGEP Marie-Victorin, I enrolled in the Tremplin DEC program for allophone immigrants at the Centre d'éducation multiculturel (CEM). For 7 months, I took classes in grammar, writing, French literature as well as physical education classes in French and software applications. For me, this program was far more than a simple French class; more importantly, it taught me work methods and allowed me to become part of Québec society and understand its culture, codes and educational system. »

— **Nadezda, Kyrgyzstan**

# PRE-DEPARTURE PREPARATIONS

## WORK, STUDY OR DO BUSINESS: WHAT ARE THE POSSIBILITIES FOR YOU?

Depending on your project, several arrangements are possible to allow you to live and work in Québec. The administrative procedures involved are numerous and processing times may be long. The selection criteria, both for permanent immigration and for temporary expatriation, are getting tighter. But if the project is well-planned and all the right information is collected, you can begin the adventure. The website of the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI) provides all the information you need so that you can understand and start the procedures in the following categories:

- › Permanent workers: to immigrate to Québec for the long-term, and live and work there,

### New regulations for immigrating to Québec?

Some changes may be made to the Immigration Act during the winter of 2015 or during 2016. However, as this guidebook goes to print, we are unable to give you any other information on this subject. Therefore, we invite you to remain attentive and regularly visit the website of the Ministry of Immigration, Diversity and Inclusion (MIDI) to get information about possible changes.

- › Temporary workers: to live and work temporarily in Québec,
- › Businesspeople: to invest, start a business or be a self-employed worker in Québec,
- › Foreign students: to study in Québec.

If you choose one of these categories, you should first begin procedures with the Québec provincial authorities (responsible for applicant selection in their province), then complete them with the federal government (responsible for admitting applicants to Canada).

For certain countries, International Experience Canada, a government of Canada program, is available for young people, generally those between the ages of 18 and 35 (Working Holiday, Young Professionals, International Co-op Internships). This program allows people to come to Québec to work temporarily, travel and take advantage of an international experience.

All the conditions are available at:

➡ [cic.gc.ca/english/work/iec/index.asp](https://cic.gc.ca/english/work/iec/index.asp)

There are fees for each arrangement. Processing time may be long, so it is wise to plan ahead.

« We took advantage of the time it took to process our application to put some money aside and read up on life in Québec. In the beginning, I did a lot of research on the websites of the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI/Ministry of immigration, diversity and inclusion) and the Government of Canada. When we passed our selection interview, we received the Learning About Québec guide, which contains a good deal of very useful information for immigrants. However, I was disappointed that it mostly targets Europeans. I also went to Emploi-Québec's site, particularly the Labour Market Information (LMI) online section, and completed the Personalized Action Plan online. A year before coming, we started to look at newspapers and magazines related to immigration. We more or less knew what to expect. »

— **Olga, Lebanon**



**Tip:** Mail all your correspondence as registered mail with acknowledgement of receipt, and keep copies of all your correspondence with immigration authorities and all the documents that you sent or received from the Canadian or Québec authorities.

## PERMANENT WORKERS

**N.B.:** Every year, a quota is announced for immigration applications. In 2014, the maximum number of applications was reached in about 4 months. In the category of skilled workers, as of July 1, 2015, the application intake period had still not been announced by the ministère:

► [immigration-quebec.gouv.qc.ca/en/informations/rules-procedures.html](http://immigration-quebec.gouv.qc.ca/en/informations/rules-procedures.html)

Interested in settling permanently in Québec? This arrangement is for you. The process consists of 2 separate successive steps:

- › first, obtaining a Certificat de sélection du Québec (CSQ) from the provincial authorities,
- › next, obtaining permanent resident status from the federal government (medical tests and criminal record checks).

### Expenses you will incur when applying for permanent residence

#### For the provincial (CSQ):

<https://telegram.me/iranquebec>

- › \$CAN 765 for an individual + \$CAN 164 for each additional person (common-law partner, child).

#### For the federal:

- › \$CAN 550 for the principal applicant for the application review + \$CAN 550 for the spouse/common-law partner + \$CAN 150 per child.
- › \$CAN 490 to obtain permanent residence status, \$CAN 980 for a couple.

#### For the medical examination:

- › between \$CAN 200 and \$CAN 250 per person.

To all that, add the expenses for sending applications via registered mail, expenses for making certified true copies, the cost of ID photos, etc. An individual alone will have to spend a total of nearly \$CAN 2,000 to obtain permanent residence status!

\*Fees in force as of January 1, 2015

### **Selection criteria required for obtaining a CSQ:**

- › hold at least a diploma corresponding to a general or vocational secondary school diploma in the Québec education system;
- › have sufficient financial resources to meet your essential needs and those of family members accompanying you during the first three months following your arrival in Québec (you have to sign a contract related to your ability to be financially self-sufficient).

**Other selection criteria for obtaining a CSQ:** your socio-professional profile. Generally speaking, you must have acquired training and professional skills that will facilitate employment integration. A point scale related to these criteria is used.

**Application processing time:** Processing time varies depending on both the offices (for the provincial then for the federal) handling your application, and Québec's selection objectives, as well as the

### **The Programme de l'expérience québécoise – PEQ (Québec Experience Program): settling in Québec for the long-term**

For those wanting to remain in Québec, the Programme de l'expérience québécoise (PEQ) allows you to obtain a Certificat de sélection du Québec (CSQ) more quickly and to have your spouse and children benefit from it.

Conditions:

- › have held a skilled job in Québec as a temporary worker for at least 12 of the previous 24 months, and be employed at the time the application is filed,
  - › be an international student, at least 18 years old, and have obtained, or be in the process of obtaining, a diploma from Québec. The PEQ makes the process of getting a CSQ easier and faster (about 20 working days). Once you have your CSQ, the procedures at the federal level are the same as for qualified workers.
- [immigration-quebec.gouv.qc.ca/en/immigrate-settle/temporary-workers/stay-quebec/](https://immigration-quebec.gouv.qc.ca/en/immigrate-settle/temporary-workers/stay-quebec/)

number of applications received by the selection services. Overall, it takes from 2 to 5 years, or even more, to receive the go-ahead to settle in Québec!

**Tip:** Evaluate your chances online by completing the preliminary immigration assessment on the site of the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI).

## Helpful links

- **Ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI):** [immigration-quebec.gouv.qc.ca/en/immigrate-settle/permanent-workers/index.html](http://immigration-quebec.gouv.qc.ca/en/immigrate-settle/permanent-workers/index.html)
- **Citizenship and Immigration Canada (CIC):** [cic.gc.ca/english/immigrate/apply.asp](http://cic.gc.ca/english/immigrate/apply.asp)

## TEMPORARY WORKERS

When certain business sectors experience a high demand for labour, Québec businesses depend on the foreign labour force to meet their needs. If you have training or experience in a growth sector, try your luck!

### Skilled professions for simplified recruitment

If an employer offers you a position for one of these skilled professions where the demand for labour is high, he might recruit you through a simplified recruitment process. The employer will not be required to provide proof of recruitment.

To see the list of professions, visit:

- [immigration-quebec.gouv.qc.ca/fr/employeurs/embaucher-temporaire/index.html](http://immigration-quebec.gouv.qc.ca/fr/employeurs/embaucher-temporaire/index.html)

### Obtaining a temporary work permit

The process varies depending on the type of position you are seeking.

« I came with my husband, who had a work permit with his company. It was very easy for us to immigrate because the company has a department specializing in international recruitment and they took care of all the paperwork. My husband had already come to Montréal twice for work purposes and had really loved the city. »

— **Alexandra, Romania**

Check to see if your job requires that you obtain a work permit, as a certain number of professions are exempt:

➡ [cic.gc.ca/english/work/apply-who-nopermit.asp](https://cic.gc.ca/english/work/apply-who-nopermit.asp)

If your job category is not on this list, this means that you do need a work permit. To do so, there are two application processing categories: those requiring a Labour Market Impact Assessment (LMIA) and those that are LMIA-exempt.

If the job requires an LMIA, visit the following links to find out about the steps that your employer and you need to take.

**Helpful link showing the steps to be taken by the employer:**

➡ [immigration-quebec.gouv.qc.ca/fr/employeurs/index.html](https://immigration-quebec.gouv.qc.ca/fr/employeurs/index.html)

**Helpful link showing steps to be taken by the foreign national:**

➡ [immigration-quebec.gouv.qc.ca/fr/immigrer-installer/travailleurs-temporaires/index.html](https://immigration-quebec.gouv.qc.ca/fr/immigrer-installer/travailleurs-temporaires/index.html)

If the application filed by the employer is accepted by the MIDI and by Service Canada, the employer will receive a positive LMIA and the foreign national will then have to take the steps to obtain

## The temporary worker's spouse

Two cases may apply for your spouse, depending on your situation:

- › If you were hired for a period of more than 6 months for a skilled job, your spouse may file an application for a work permit without needing to obtain a Certificat d'acceptation du Québec (CAQ).
- › If you hold a low-skilled job, your spouse will be able to work, provided that he/she obtains a positive or neutral labour market opinion and then takes the necessary steps to obtain a CAQ and a work permit.

For additional information on the procedures that apply to the spouse of a foreign worker, please visit the following website of the MIDI:

➡ [immigration-quebec.gouv.qc.ca/en/immigrate-settle/temporary-workers/obtaining-authorizations/applications-spouse.html](https://immigration-quebec.gouv.qc.ca/en/immigrate-settle/temporary-workers/obtaining-authorizations/applications-spouse.html)

a work permit. For information about this, visit the Citizenship and Immigration Canada website at the following address:

➡ [cic.gc.ca/english/immigrate/apply.asp](https://cic.gc.ca/english/immigrate/apply.asp)

If the job is LMIA-exempt, you can apply for a work permit right away.

In general, the work permit is limited to a specific job for a given company and for a specified period of time. This period of time usually corresponds to the time period of the contract offered by the employer. In general, it varies from a few days to a maximum of four years.

## BUSINESS PEOPLE

<https://telegram.me/iranquebec>

For business people wanting to discover new horizons, Québec offers a diversified and dynamic modern economy that is open to the world; a highly qualified, quality labour force; competitive operating costs; and a competitive corporate taxation system.

There are three immigration programs for business people based on very precise selection criteria: the Entrepreneur Program, the Investor Program and the Self-Employed Worker Program. Other criteria, such as age, training, language skills, etc., may also be assessed.

### Hiring an immigration intermediary

Applicants can directly file their selection certificate applications at the Québec and Canada immigration offices in their country of residence. If you decide to retain the services of a representative – a consultant, lawyer, friend, family member, etc. – it is important to be aware that the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI) and Citizenship and Immigration Canada (CIC) do not give any priority or special treatment to applicants who have recourse to an intermediary. If you are paying for the services of an intermediary, be aware that, starting on February 2, 2011, the ministère has dealt only with consultants who are registered with, and recognized by, the MIDI, even if your application was already in progress at that time.

It is your responsibility to verify that an immigration consultant is recognized by the ministère. To do so, you can view the registry at:

➡ [midi.gouv.qc.ca/fr/dossiers/reglementation-consultants/index.html](https://midi.gouv.qc.ca/fr/dossiers/reglementation-consultants/index.html)

To get a good understanding of all the subtleties related to these three business immigration programs, it is important to visit the website of the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI):

► [immigration-quebec.gouv.qc.ca/en/immigrate-settle/businesspeople/index.html](http://immigration-quebec.gouv.qc.ca/en/immigrate-settle/businesspeople/index.html)

## SPONSORING A FAMILY MEMBER

The family member sponsorship program allows a Canadian citizen or permanent resident of Québec to sponsor a close relative who would like to immigrate if the latter falls under the family reunification category. The application for a selection certificate for the sponsored individuals must be submitted at the same time as the undertaking application and must include the primary sponsored person and the members of his or her family. However, once admitted to Québec, a person can sponsor a member of his or her family who was not included in her/his initial application.

Applicants in this category obtain permanent residence thanks to the undertaking that this close relative has committed to on their behalf. This relative agrees “under contract” to provide for the basic needs of the sponsored individuals, and, if necessary, to reimburse the government any sums of money paid to them as last-resort assistance benefits (social assistance) for the duration of the sponsorship.

## HELPFUL LINKS

- **Ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI/Ministry of Immigration, Diversity and Inclusion):**  
[immigration-quebec.gouv.qc.ca/en/immigrate-settle/sponsors-sponsored/index.html](http://immigration-quebec.gouv.qc.ca/en/immigrate-settle/sponsors-sponsored/index.html)
- **Citizenship and Immigration Canada (CIC):**  
[cic.gc.ca/english/immigrate/sponsor/index.asp](http://cic.gc.ca/english/immigrate/sponsor/index.asp)

« We retained the services of an immigration lawyer from Montréal who came to Lebanon a few times. I had verified that he was indeed authorized by the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI). We paid CAN\$5,000 for his services plus CAN\$5,000 for expenses to the governments of Québec and Canada to get our immigration documents. »

— **Olga, Lebanon**

## OBTAINING REFUGEE STATUS IN QUÉBEC

Different categories exist for people wishing to apply as a refugee in Québec. Before submitting your application, select the section that applies to you:

- Refugee selected abroad: you must first have your status recognized by the Canadian government, then Québec will consider your application.
  - Sponsored refugee: you are hosted and supported financially by a group or organization.
  - Refugee recognized in Canada: you already live in Québec and you have just become recognized as a refugee or a person in need of protection by the Immigration and Refugee Board of Canada.
- ➡ [immigration-quebec.gouv.qc.ca/en/immigrate-settle/refugees-other/index.html](http://immigration-quebec.gouv.qc.ca/en/immigrate-settle/refugees-other/index.html)

## INTERNATIONAL STUDENTS

In Québec, higher education encompasses the college and university levels. Every year, thousands of students from around the world come to study at Québec educational institutions, attracted by the quality of the education, the North-American-style campus life and the uniqueness of this French-speaking enclave in America. Québec offers a safe environment where modern city life and wide-open spaces exist side-by-side.

If you want to study in Québec for more than six months, it is essential that you obtain the required permits, i.e., a Certificat d'acceptation du Québec (CAQ) and a study permit.

« I arrived in 2010 in Québec City with a study permit to do a double Master's degree in architecture at the Université Laval. I had originally approached a private organization in Turkey but received very bad guidance from them. However, through my own research, I found the right information. I advise students to visit the official websites of the universities. »

— **Alper Harun, Turkey**

## Summary of the steps involved:

1. Choose an educational institution and a program of study and find out about tuition costs.
2. Send an application to the educational institution. Get detailed information about admission requirements from the institution that interests you.
3. Once you have received a letter of acceptance from the institution, submit your application online for a Québec Certificat d'acceptation du Québec (CAQ).
4. Once you receive your CAQ, apply online for a study permit from the Government of Canada.

**Fees** (in force in 2015): CAQ, \$CAN 109 – Study permit: \$CAN 150.

**N.B.:** You have to show proof of your financial capacity to obtain your CAQ (for example, in 2015, you had to possess \$CAN 12,062 for a complete academic year)

**Processing time** (in force in 2015): CAQ, approximately 20 working days – Study permit, from 2 to 7 weeks, depending on your country of residence.

Where can you get information related to obtaining a CAQ, followed by a study permit?

For the CAQ: ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI):

➡ [immigration-quebec.gouv.qc.ca/en/immigrate-settle/students/index.html](http://immigration-quebec.gouv.qc.ca/en/immigrate-settle/students/index.html)

For the study permit: Citizenship and Immigration Canada (CIC):

➡ [cic.gc.ca/english/study/index.asp](http://cic.gc.ca/english/study/index.asp)

« I arrived in Québec in January 2013 to study in an exchange program specializing in radio and television at the Université de Montréal – UdeM. I had a CAN\$7,200 scholarship from the Government of Canada for 4 months through the Emerging Leaders in the Americas Program (ELAP). »

— **Natassja, Brazil**



## BILATERAL EXCHANGES

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Québec colleges and universities have signed agreements for bilateral exchanges with certain faculties or for specific programs. These are short exchanges, generally lasting a maximum of six months, that are undertaken within the precise framework of a protocol agreement. You can get information about the various possibilities from the institution you attend in your country. These programs exist at both college and university levels. These programs do not allow you to obtain a Québec diploma and you still remain a student of the university you attend in your home country. If your study abroad period exceeds six months, you absolutely must obtain a study permit. Since you remain a student of your home university, you will not have to pay tuition fees in Québec.

## CRÉPUQ EXCHANGE PROGRAM

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International mobility agreements were signed between the Conférence des recteurs et des principaux des universités du Québec – CRÉPUQ (conference of rectors and principals of Québec universities) and several institutions or consortia of education institutions to allow students from these countries to complete one or two semesters in Québec. To find out if you can participate in this exchange program, contact your home university and visit the CRÉPUQ website: ➡ [echanges-etudiants.crepug.qc.ca](https://echanges-etudiants.crepug.qc.ca). Under this program, if you come to study for less than six months, you will not need to obtain a study permit.

## TUITION FEES

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In Québec, tuition is charged for university studies. Foreign students

« I received a merit scholarship from the Fonds de recherche sur la société et la culture du gouvernement du Québec - (FRQSC) in the amount of CAN\$20,000 per year until the end of my doctorate. I also received financial assistance from the Université de Montréal, generally offered to new doctoral students. »

— **Sirléia, Brazil**

must pay the tuition fees set by the ministère de l'Éducation, de l'Enseignement supérieur et de la Recherche. Depending on the length of the session and the number of credits, tuition fees often add up to several thousand dollars, in addition to fees for admission, registration, school supplies, health and hospitalization insurance, etc. Also, tuition fees do not include expenses for lodging, transportation, meals, leisure activities, etc.

Regulated tuition fees are calculated according to three elements (based on a course load of 30 credits):

- › basic fees (equivalent to those paid by Québec students); namely, \$CAN2273.15 for the 2014-2015 academic year for a student enrolled full-time;
- › a lump sum for foreign students, ranging from \$CAN10,452.90 to \$CAN13,503.90 depending on the academic level (undergraduate, master's or doctorate) for the 2014-2015 academic year for a student enrolled full-time;
- › an optional lump sum that universities can require, not exceeding 10% of the lump sum.

*Source: website of the ministère de l'Éducation, de l'Enseignement supérieur et de la Recherche.*

« You also have to learn to adapt to the requirement standards at university – the mentality isn't the same here in Québec. During my first months at university, my marks were not as good as they were in Brazil. This can be very discouraging, but I had a talk with my professors to find out how to improve, which was very helpful, as my marks have gone up. Professors are very available to answer students' questions. Even though the relationship with teachers is more informal in Brazil, here you can ask them for advice at any time. They are extraordinary, very patient and responsible. »

— **Natassja, Brazil**

It is sometimes possible to obtain a scholarship. Certain Québec universities award merit scholarships to foreign students: visit their websites to find out. Certain countries grant scholarships to citizens who wish to study in Québec.

The site [canlearn.ca/eng/loans\\_grants/grants/index.html](https://canlearn.ca/eng/loans_grants/grants/index.html) is a search engine that provides information on all existing programs: bursaries, research scholarships, and other financial assistance.

## STUDENT LIFE

Your student life experience in Québec will surprise you. Universities are located on real campuses, each having its own identity. There is a sense of belonging and students wear T-shirts or other accessories bearing the logo of their campus as a sign of pride.

Students participate actively during classes and interact with teachers, sometimes even challenging them. The number of course hours is relatively low, as emphasis is placed on assignments; the latter mostly in the form of research work and team projects. Each student is responsible for their personal engagement in their studies. Teachers make themselves very available; it's not rare for students to meet with teachers outside of class time so that the latter can answer questions or support students as they work on their projects.

The course load usually allows students to take a part-time job, which many Quebec students do to finance their studies. Since June 1, 2014, full-time international students who are enrolled in an educational institution have been allowed to work off-campus on a part-time basis (and full-time during school breaks scheduled on the academic calendar) even if they do not have a work permit. It is not permitted to work more than 20 hours a week during academic sessions.

« The university organizes many talks for foreign students, dealing with topics such as adapting to the climate in Québec and how to dress for winter! They are very practical because, upon arriving in Québec City, I didn't know what to expect. »

— **Alper Harun, Turkey**

## List of universities in Québec:

### In Montréal:

- Université de Montréal (UdeM): [umontreal.ca](http://umontreal.ca)
- Université du Québec à Montréal (UQAM): [uqam.ca](http://uqam.ca)
- Université McGill: [mcgill.ca/fr](http://mcgill.ca/fr)
- Université Concordia: [concordia.ca/fr](http://concordia.ca/fr)
- Université de Sherbrooke (UdeS), campus de Longueuil: [usherbrooke.ca](http://usherbrooke.ca)
- HEC Montréal: [hec.ca](http://hec.ca)
- Polytechnique Montréal: [polymtl.ca](http://polymtl.ca)
- École nationale d'administration publique (ENAP): [enap.ca](http://enap.ca)
- École de technologie supérieure (ÉTS): [etsmtl.ca](http://etsmtl.ca)
- Institut national de la recherche scientifique (INRS): [inrs.ca](http://inrs.ca)
- Institut de Tourisme et d'Hôtellerie du Québec (ITHQ): [ithq.qc.ca](http://ithq.qc.ca)

### In Québec:

- Université Laval: [ulaval.ca](http://ulaval.ca)

### In Sherbrooke:

- Université de Sherbrooke: [usherbrooke.ca](http://usherbrooke.ca)
- Université Bishop's: [ubishops.ca](http://ubishops.ca)

### In Saguenay:

- Université du Québec à Chicoutimi (UQAC): [uqac.ca](http://uqac.ca)

### In Abitibi-Témiscamingue:

- Université de Québec en Abitibi-Témiscamingue (UQAT): [uqat.ca](http://uqat.ca)

### In Rimouski:

- Université de Québec à Rimouski (UQAR): [uqar.ca](http://uqar.ca)

### In Trois-Rivières:

- Université de Québec à Trois-Rivières (UQTR): [uqtr.ca](http://uqtr.ca)

### In Outaouais:

- Université de Québec en Outaouais (UQO): [uqo.ca](http://uqo.ca)

To learn more, visit the CIC's website:

➡ [cic.gc.ca/english/study/work-offcampus.asp](http://cic.gc.ca/english/study/work-offcampus.asp)

To find out more about student life in Montréal, visit the Study in Montréal website, which, among other things, introduces you to the different neighborhoods of the city and provides useful addresses (libraries, health centres, transportation networks, community organizations, gyms, etc)

➡ [etudieramontreal.info/en](http://etudieramontreal.info/en)

On the website [myplaceinquebec.ca/en/index.php](http://myplaceinquebec.ca/en/index.php), you'll be able to watch interviews with ten students from around the world.

## UNIVERSITY RESIDENCES

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In general, living on campus in university residences is a good option for international students. In fact, it is possible to reserve a room before leaving, which guarantees that you'll have housing upon your arrival. The rooms are quite adequate and there are communal bathrooms, kitchen and TV rooms available for residents.

## HEALTH INSURANCE

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It is compulsory for international students to take out a private insurance policy. Most universities require their students to purchase a policy from the health insurance plan administered by the university. The rates are advantageous (approximately \$CAN600 to \$CAN900 for one year). The same holds true for international students at the college level: you are obligated to purchase health and hospitalization insurance from the group plan for international students attending Cégeps and private colleges. In 2015, the annual cost for this insurance

### A visa-exempt travelers to visit Canada

As of March 15, 2016, visa-exempt travelers must apply for an Electronic Travel Authorization (eTA) to visit Canada or transit through Canada by plane. This authorization, valid for 5 years, can be applied for online for a fee of \$7 CAD.

➡ [cic.gc.ca/english/visit/visas.asp](http://cic.gc.ca/english/visit/visas.asp)

was \$CAN612. For health care not covered by your health insurance policy, you can purchase complementary coverage from private companies such as Desjardins Financial Security, Blue Cross, etc.

## WORKING IN CANADA AFTER YOUR STUDIES?

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If you obtain your degree and if you have studied at least eight months at a university, a public Cégep or a subsidized private college, you can, within 90 days of receiving your diploma, apply for a post-diploma work permit. Visit the CIC's website:

► [cic.gc.ca/english/e-services/mycic.asp](http://cic.gc.ca/english/e-services/mycic.asp)

## CHOOSING WHERE TO SETTLE

Québec is a vast territory, covering approximately 1,668,000 sq. km., and home to an estimated 8 million inhabitants. The population density is low: 6.3 persons/sq. km. in 2014, but with large regional disparities. Despite Québec's vast land mass, the population is concentrated in a few urban metropolitan areas: Montréal, Québec City, Laval, Gatineau, Longueuil, Sherbrooke, Saguenay, Lévis, Trois-Rivières and Terrebonne. Montréal alone is home to 1,988,243 inhabitants, nearly three times the population of the Québec City area, with 516 620 inhabitants. Greater Montréal contains 49% of the population of Québec, and of its labour force and jobs.

According to analyses conducted by Emploi-Québec, there will be 695,000 job vacancies between now and 2016 in several sectors of the economy and in all areas of Québec due to economic growth (175,000 jobs in 21 out of 33 industries) and due to the upcoming wave of retirements (nearly 520,000 positions to be filled). A study on the labour market and sectoral employment for the 2012-2016 period predicts a drop in the unemployment rate to 6.1% in 2016.

*Source: [emploi.quebec.gouv.qc.ca](http://emploi.quebec.gouv.qc.ca)*

Keeping your aspirations and personal and professional choices in mind, study the advantages and disadvantages that each city and region offers. Above all, don't forget that there are jobs to be had outside Montréal: choosing to settle in other parts of the province can

offer you excellent personal and professional opportunities and give you chances that Montréal cannot provide, with the latter's fiercer competition and tighter labour market.

## MONTRÉAL

**Montréal** remains the city preferred by new immigrants to Québec, with 74% settling there. The city boasts over 120 cultural communities. Montréal is a lively cosmopolitan city that operates on a human scale. Its vibrant downtown and the quality of life in its neighborhoods set it apart. It is a major cultural hub, with over forty international festivals and events every year (the *Festival international de Jazz de Montréal*, the Montréal Just for Laughs Festival and *Les FrancoFolies*, to name a few) and numerous theatres, concert halls and museums.

In downtown Montréal you'll find office towers, department stores, shops, restaurants, universities and hospitals not far from well-to-do or bohemian residential areas. It is an affordable place to live: rent, food, health care and education are less expensive here than in all the other major cities of the world.

In 2014, Greater Montréal had an unemployment rate of 9.8%, higher than the rate for the province of Québec, which is 7.7%. The tertiary sector predominates in Montréal, representing 86% of jobs in the city.

It is worth mentioning that 54% of the population of Greater Montréal is bilingual (English-French) and 20% of its inhabitants are proficient in 3 languages (in 2014). These proportions are markedly higher than those for the province of Québec as a whole and for Canada.

*Sources: Montréal International and Greater Montréal Vital Signs, 2011, The Foundation of Greater Montréal and the Institut de la statistique du Québec*

## SECTORS RECRUITING IN GREATER MONTRÉAL

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The retail trade; accommodation and food services; manufacturing (food, machinery, transportation equipment, computer and electronic products, metal products); finance and insurance; information, culture and recreation (software publishing, computer system design, data processing and hosting, telecommunications); health and social assistance; professional, scientific and technical services.

*Source: Emploi-Québec*

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## LAVAL

**Laval**, located on the northern shore of Rivière des Prairies, opposite Montréal, is the third most-populated city in Québec. Laval is a large urban centre that has managed to harmoniously develop green spaces, shopping centres and residential housing. Agricultural land also accounts for a good share of its territory.

### SECTORS RECRUITING IN LAVAL

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Retail and wholesale trade; construction; manufacturing of food and beverages; machinery manufacturing; metal product manufacturing; accommodations and food services; transportation equipment; health and social services; professional, scientific and technical services; IT; transportation.

*Source: Emploi-Québec*

## QUÉBEC

**Québec City** and its greater region stand up very well in comparison to Montréal and offer numerous advantages for immigrants. Founded in 1608, Québec City is the oldest fortified city north of Mexico; this historical status led to it being listed as a UNESCO world heritage site in 1985. Québec City also boasts affordable rents and a lower cost of living than Montréal. Although the service sector accounts for many of its jobs, Québec City has successfully managed the shift to new technologies. In February 2010, its unemployment rate was the lowest in Canada, 4.1%. In 2015, it was 5.6%.

### SECTORS RECRUITING IN QUÉBEC CITY AND THE CAPITALE-NATIONALE REGION

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Food and beverages; insurance; retail trade; construction; accommodation and food services; information, culture and recreation; professional, scientific and technical services; health care and social assistance.

*Source: Emploi-Québec*

## SHERBROOKE

Surrounded by lakes and mountains, **Sherbrooke** is an oasis nestled in the heart of the Estrie region. It ranks third among Québec cities in

terms of the number of immigrants composing its population. The proximity of the Estrie region with the U.S. is advantageous for the area's economic vitality, which ranks first in Québec for exports.

## SECTORS RECRUITING IN SHERBROOKE AND THE ESTRIE REGION

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Rubber and plastic; retail trade; accommodation and food services; professional, scientific and technical services; health care and social assistance.

*Source: Emploi-Québec*

## GATINEAU

The city of **Gatineau** is located in Outaouais, a vast region located in the southwest corner of Québec. The Rivière des Outaouais marks the boundary between Québec and Ontario and separates the city of Gatineau from Ottawa. The economic structure of the Outaouais region is closely linked to its location next to Ottawa, the capital of Canada. In fact, many public administration jobs are based in Gatineau. Geographically speaking, it is strategically located, near major Canadian and American business hubs.

## SECTORS RECRUITING IN GATINEAU AND THE OUTAOUAIS REGION

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Retail and wholesale trade; construction; education; finance, insurance, real estate, accommodation and food services, health and social services; automobile repair and maintenance services; professional, scientific and technical services; information and communication technologies.

*Source: Emploi-Québec*

« I have a daycare spot for my child in an Early Childhood Centre (Centre de la Petite Enfance/CPE). As soon as I knew I was pregnant, I applied so that I'd have a spot when my maternity leave was over. »

— Irène, China

### GET YOUR CHILDREN INVOLVED IN YOUR EXPATRIATION PROJECT

Children are fond of their routines (school, nanny, friends, family, grandparents, etc.), and disrupting these can be a source of conflict, even for the youngest (sadness, anger, nervousness, etc.). It's better to prepare them from the very beginning to ensure that you can settle in calmly as you start your new life.

Do research together on Québec, look at photos, highlight the positive aspects, and explain how you will maintain contact with family and friends (e-mails, blogs, etc.). In short, make sure they have an active role in the project!

### TEMPORARY WORKERS: APPLY FOR A STUDY PERMIT FOR YOUR CHILDREN

If your minor child is old enough to attend school (from primary school on up), you will have to apply for a certificat d'acceptation du Québec (CAQ) from the ministère de l'Immigration, de la Diversité et de l'Inclusion, and a study permit from Citizenship and Immigration Canada.

To find out more:

► [immigration-quebec.gouv.qc.ca/en/immigrate-settle/temporary-workers/finding-out-quebec/schooling-children.html](http://immigration-quebec.gouv.qc.ca/en/immigrate-settle/temporary-workers/finding-out-quebec/schooling-children.html)

« My 9-year-old son took advantage of French help classes before being mainstreamed into a regular fourth-grade primary school class. School works differently here. In Iran, the school day goes from 8:30 a.m. to 12:30 p.m. and focuses on reading and writing, with a very intensive pace. I find it very efficient that here in Québec education relies a lot on play to support learning. »

— **Sommayeh, Iran**

## PREPARE YOUR CHILDREN'S ENTRY TO CANADA

Child safety is one of the main concerns of the border services. If you arrive in Canada with your children, you must have in your possession documents certifying their identity. If your children are not traveling with you (for example, if they will be joining you later, accompanied by a member of your family who will be visiting as a tourist), you must give this family member a written letter authorizing the trip, along with your address and phone number. Also, if you are divorced or separated, have with you a letter of authorisation and/or a copy of the legal separation agreement or legal custody agreements for your child.

## FINDING OUT ABOUT CHILDCARE SERVICES AND PRIMARY AND SECONDARY SCHOOLS

Your child will attend daycare until the age of 5. Finding a type of care arrangement for your child is not an easy task, especially when it comes to the subsidized public daycare system (offering lower rates than private daycare). You can, before you leave your country, place your child on a waiting list through the portal La Place 0-5:

► [laplaceo-5.com](http://laplaceo-5.com)

In Québec, school is compulsory for all children between the ages of six and sixteen. The school year, which consists of approximately 180 days of classes, starts at the end of August and ends in June. Children may attend either public or private school from pre-school to college. Public and private schools may be Anglophone or Francophone, but, with certain exceptions only, Québec children or the children of immigrants must attend French schools.

To find out more about types of childcare and registration for primary and secondary school, visit the section of the guide that deals with this theme, on pages 71.

## PLANNING FOR YOUR JOB SEARCH

To integrate the job market as quickly as possible, it is necessary to at least gather information and make a few contacts beforehand.

Before leaving, it is important to:

## FIND OUT ABOUT THE LABOUR MARKET AND YOUR BUSINESS SECTOR

- › get information about the Québec labour market and the business sector that you want to work in. If there are few openings in your sector, it might be best to be prepared to work in another trade or occupation by taking a broader look at related sectors. This will prevent you from being disappointed at not finding something right away in your precise field;
- › be observant so that you can find out where in Québec your business sector is developed and in need of workers. Don't limit your job search to the Montréal area; excellent professional opportunities can be found in Québec's other regions;
- › check to see whether the occupation or trade you want to practice is regulated. If so, visit the websites of the professional associations and read up on the conditions required to practice and the procedures required to obtain authorization to do so.

## CONTACT YOUR PROFESSIONAL ASSOCIATION, IF APPLICABLE

It can't be repeated often enough: take the time to check whether your occupation or trade is regulated in Québec, at the risk of not being able to practice. Professional associations demonstrate openness towards immigrants trained abroad; however, many immigrants can testify to the difficulty and the long process involved in becoming a member of an association, as well as the high costs required in certain

« Once I arrived in Montréal, I quickly realized that it wouldn't be easy to find a job in my field, architecture. By doing research, my husband and I found out that our jobs depended on becoming members of professional associations, but that the credential recognition process could be long. I advise future immigrants to become fully informed about the conditions required to practice their profession in Québec and to take the time to do research on the internet before arriving to avoid being unpleasantly surprised. »

— Somayyeh, Iran

situations for having their file reviewed. Contact your association as soon as possible to find out.

You should also be aware that becoming a member of a professional association does not guarantee that you'll get a job. You will have to find a job on your own, continue familiarizing yourself with your business sector and prove yourself.

« I saved a lot of time by doing research beforehand because we had an Évaluation comparative des études effectuées hors du Québec (comparative evaluation for studies done outside Québec) done by the MIDI before leaving and I had contacted some remedial teachers in Québec to find out about the field. This is how I found out that I had to have a teaching permit. So I started taking the steps to get my permit while in Kuwait and when I arrived in Québec, I had already sent in all the required documents. All that was left to do was take a French test. »

— Olga, Lebanon

## Together for the optimal integration into the labour market!

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**Recognition of Acquired  
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514 325-0150, ext. 2606

**collegemv.qc.ca (under English)**

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- Autorité des marchés financiers (financial markets): [lautorite.qc.ca/en/professionals.html](http://lautorite.qc.ca/en/professionals.html)
- Commission de la construction du Québec (CCQ) (construction industry): [ccq.org/en/GrandPublic/Accueil](http://ccq.org/en/GrandPublic/Accueil)
- Conseil interprofessionnel du Québec (umbrella association of the professional associations of Quebec): [professions-quebec.org/en/](http://professions-quebec.org/en/)
- Emploi-Québec: [emploi.quebec.gouv.qc.ca/en/citizens/developing-your-skills-and-having-them-recognized/vocational-qualification/](http://emploi.quebec.gouv.qc.ca/en/citizens/developing-your-skills-and-having-them-recognized/vocational-qualification/)
- Ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI): [immigration-quebec.gouv.qc.ca/fr/travailler-quebec/index.html](http://immigration-quebec.gouv.qc.ca/fr/travailler-quebec/index.html)
- Ministère de l'Éducation, de l'Enseignement supérieur et de la Recherche: [education.gouv.qc.ca/](http://education.gouv.qc.ca/)
- Office des professions du Québec: [opq.gouv.qc.ca](http://opq.gouv.qc.ca)

## DETERMINE THE TITLE OF YOUR TRADE OR OCCUPATION

Job titles can differ from one country to the next. Visit the National Occupational Classification (NOC) website, official public sites and job-search websites (such as Monster, Jobboom, etc.) to find the job title used in Québec.

## UNDERSTAND THE RANGE OF ACTIVITIES COVERED BY AN OCCUPATION OR TRADE

A trade or occupation in Canada bearing the same title as the one you practice in your home country may have different characteristics.

« Prior work experience is an important factor in determining salary. It is important to remember to ask previous employers for letters attesting to your experience. I had done this, but I wasn't aware that, for teaching positions, the letters had to specify whether the positions were full-time or part-time and the number of days worked. These details allowed my current employer, a private college, to determine my salary on the basis of my work experience. »

— **Olga, Lebanon**

You can verify to see whether the main duties associated with it are those that you are familiar with by visiting the online IMT tool, where you will find detailed descriptions of the different job titles, the nature of the work involved, employment requirements and skill levels.

► **Informations sur le marché du travail – IMT (labour market information) online: [imt.emploi Quebec.net](http://imt.emploi Quebec.net)**

## DETERMINE YOUR PROFESSIONAL GOALS

Looking for a job in a new country often involves redefining your professional goals. You might want to ask yourself questions such as: Does my project seem feasible? Is my profession regulated? How is it practised in Québec? Is there a match between my project and the Québec labour market? Your answers will help you establish your professional life project.

## GATHER TOGETHER ALL THE DOCUMENTS RELATED TO YOUR PROFESSIONAL EXPERIENCE

It could be a good idea to create a file in which you place your diplomas, academic transcripts, training certificates, letters of recommendation from employers, etc. If you have any accomplishments to show potential employers, gather together drawings, photos, or other documents.

## CONSULT BUSINESS DIRECTORIES

To develop a list of potential employers to contact, it would be a good idea to visit the online IMT tool and click on the “business directory” tab. You then select the region and, optionally, the municipality(ies) where you would like to work, and then the desired business sector.

► **[imt.emploi Quebec.net](http://imt.emploi Quebec.net)**

## PRACTISE YOUR ENGLISH

Proficiency in English can be a major asset to get a job and advance in your career. Bilingualism is increasingly mentioned as a requirement in job listings. However, it is quite possible to work solely in French. It depends a lot on your business sector. Also, if you work further away from the main urban centres, your English skills will be less of a determining factor in hiring. Remember that Québec is a Francophone province that defends the use of French in daily life and at work.



## CALCULATING YOUR BUDGET

The process involved in immigrating, whether temporarily or permanently, involves significant expenses. Before you leave your country, it is essential that you make a precise assessment of the costs related to your new life, as well as your capacity to bear them. Don't fall into the trap of believing that paying the expenses required by the government and setting aside a small financial cushion as a reserve will be sufficient for the first few months of living in a new country. We have prepared a list of the main expenses you should plan for.

You will be required to complete and sign a contract respecting financial self-sufficiency to commit to meeting essential needs, including food, clothing, personal necessities and housing-related expenses. The contract covers the three-month period following arrival in Québec. The amount in force from January 1 to December 31, 2015 is \$CAN3,016 for the principal applicant. For the principal applicant with an accompanying spouse and two dependent children under the age of 18, the amount required is \$CAN5,347. For other cases, see the calculation on the website of the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI).

But many immigrants have indicated that these amounts are inadequate for the needs of the first months. You should plan on having more substantial finances.

### Taxes in Québec

In Québec, prices displayed are usually the prices before taxes, even for food (except for basic products) and clothing. Commodity taxes are imposed by the governments of Canada and Québec on almost all goods and services:

- the goods and services tax (GST) of Canada: 5% of the selling price,
- the Québec sales tax (QST): 9.975% (calculated on the selling price excluding the GST).

With a few exceptions, these taxes are not included in the price displayed. Therefore, you must add 15% to get the total price. However rents include all taxes.

At a restaurant or bar, if you are served at a table, you must leave at least a 15% tip (obligatory).

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\* Certain conditions apply. For more details, go to [desjardins.com/welcome](https://desjardins.com/welcome).

« Our monthly expenses come to CAN\$800 for food and rent. For winter clothing, it was easier than I had thought. I bought a coat for CAN\$140, which I wore all winter long, and boots at Canadian Tire for CAN\$35. »

— **Joao, living with his partner, Brazil**

« We arrived with CAN\$48,000 in savings, enough to last a year without working. We had considerable expenses during the first three months – we had to pay the rent and buy basic furnishings. Now our monthly expenses amount to approximately CAN\$3,000 for a family of three, including rent, food and transportation. »

— **Sommayeh, living with her partner and child, Iran**

« Before coming, we rented a temporary apartment in Montréal's Plateau Mont-Royal district for CAN\$1,700 per month. We then found a 5½ for CAN\$1,025 per month. In two months, we spent approximately CAN\$25,000 for travel, a rental car, furniture, appliances, childcare expenses and food. »

— **Olga, living with her partner  
and two children, Lebanon**

« I find a lot of information about daily life on the SinoQuébec forum, which is used a lot by the Chinese community. To find an apartment, I used the Wechat forum, which is almost the equivalent of Facebook for the Chinese community. »

— **Irène, China**

## EXPENSES INCURRED BEFORE DEPARTING FOR QUÉBEC

- Application for the Certificat de sélection du Québec (CSQ)
- Transportation to get to the Québec immigration office responsible for your country if you are invited to attend a selection interview
- Application for permanent residence
- Medical examinations needed to obtain permanent residence status
- Administrative: sending documents by registered mail, having ID photos taken, etc.
- Transportation to the airport for you and your family
- Having your personal effects shipped (moving company)
- Travel insurance for you and your family
- Health insurance, if needed
- Insurance for your personal effects shipped to Québec
- Documentation about Québec (guide books, city maps, road maps, etc.)

## EXPENSES UPON ARRIVING AND FOR THE INITIAL PERIOD OF SETTLING IN QUÉBEC

- Temporary housing (hotel room, furnished apartment rented by the week or month, etc.)
- Renting an apartment with a lease signed for the usual one-year period
- Opening a bank account
- Furniture, household appliances and household items (pots and pans, dishes, bedding, etc.)
- Transportation (purchasing a car, public transit pass, etc.)
- Québec driver's license
- Registration fees for university or a professional association, if applicable
- Comparative evaluation of studies completed outside Québec, if required
- Electricity, phone, heating, internet (installation, start-up and first months)

- › Insurance (home, life, automobile, etc.)
- › Clothing (it is recommended to buy winter clothing in Québec)
- › Daily life (food, gasoline, etc.)
- › Related expenses (optional health insurance, daycare, recreation, etc.)
- › Networking (registering with the chamber of commerce, etc.).

## PREPARING YOUR MOVE AND RELOCATION

### MOVING WITH PEACE OF MIND

Moving internationally requires preparation. A few months before your departure, take some time to sort through all your possessions: decide what you are going to throw out or sell, what you will save in your country in a furniture storage unit or at a relative's house, and finally, what you want to take with you to Canada.

Take the time to contact several moving companies and request quotes. When choosing, be sure to contract with a moving company specializing in international moves, who will know the customs formalities that need to be completed and the rules related to transportation. You can ship your belongings by air (if you don't have too many boxes, as costs are higher) or by sea (in a container). Find out about shipping times so that, on the one hand, you can be sure to be in Québec before your belongings arrive, and, on the other, you aren't in Québec without your furniture and belongings for too long.

Above all, think about drawing up a detailed list of all the effects that you are bringing: this will be indispensable upon arriving in Canada and for customs clearance.

#### **A few moving companies:**

- AGS Déménagements: [ags-demenagement.com](http://ags-demenagement.com)
- The MI Group: [themigroup.com](http://themigroup.com)
- Bagages du monde: [bagagesdumonde.com](http://bagagesdumonde.com)
- Cargolution: [cargolution.com](http://cargolution.com)

### RELOCATING

Agencies specializing in international mobility offer relocation services that include moving your household goods and finding housing for customers based on their criteria. They also provide advice on administrative

procedures such as banking and insurance services, enrolling children in school, purchasing a car, and everything related to daily living. When needed, these agencies can direct you towards the services of an attorney, a job placement agency, employment counsellors, etc. Using a relocation agency can be fairly costly. It's a personal and financial choice that is not absolutely necessary but it can provide peace of mind for some.

### **A few agency websites:**

- **HP&Associés:** [hpaa.ca](http://hpaa.ca) <https://telegram.me/iranquebec>
- **Iris immigration:** [irisimmigration.com](http://irisimmigration.com)
- **Fleur de Lys Relocation:** [fleurdelysrelocation.com/](http://fleurdelysrelocation.com/)

## RESERVING YOUR FIRST APARTMENT

Unless you have friends or family members who live in Montréal, it might be necessary to first live in temporary housing that you can reserve before leaving for Québec. Certain real-estate agencies offer services for newcomers and can take care of finding an apartment for you before you arrive if you send them a detailed list of your search criteria.

In the beginning, it will be to your advantage to settle temporarily in a furnished apartment or room that you'll rent by the week or month while you take the steps that will allow you to find a place that suits your needs better. Choose an apartment that is sufficiently centrally located to facilitate your search process. Most daily newspapers publish a list of rental apartments and rooms in the classified ad section.

### **Some websites for furnished rental apartments (in Montréal):**

- [ragq.com](http://ragq.com) (Réseau Appartements et Gîtes au Québec)
- [airbnb.com](http://airbnb.com)
- [homelidays.com](http://homelidays.com)
- [kangalou.com](http://kangalou.com)
- [appartementsmontreal.ca](http://appartementsmontreal.ca)
- [toutmontreal.com/logement-a-louer](http://toutmontreal.com/logement-a-louer)
- [louer.ca](http://louer.ca)

« We departed from Kuwait and had all our belongings shipped by a company there. We are waiting for the children's toys, clothes, high chairs, etc. It cost us CAN\$2,000 »

— **Olga Lebanon**

## IMPORTANT DOCUMENTS TO BRING WITH YOU

The documents which you should bring with you must be either originals or certified true copies.

This little checklist of documents to bring is neither exhaustive nor official, but rather a list of the main documents that will be useful and necessary as you undertake the immigration process.

### FOR THE AUTHORITIES, YOUR EMPLOYER OR FOR ACADEMIC PURPOSES:

- › Certificat de sélection du Québec (CSQ)
- › Confirmation of your status as a resident
- › Any other document given to you by the Canadian authorities when you enter the country (work permit, etc.)
- › Passport and travel documents (especially if you are not arriving on a direct flight to Québec)
- › Proof of funds
- › Other pieces of identification (national identity card, etc.)
- › Birth certificate, family record book, marriage certificate, divorce documents
- › Diplomas, certificates and other proofs of academic studies
- › Academic transcripts
- › Descriptions of courses taken and internships completed
- › Certificates of employment and of work experience
- › Letters of recommendation from former employees and from your current employer
- › Updated C.V.
- › Detailed list of everything you are bringing with you to Québec in case they are inspected by customs or in the event of delayed arrival of your personal effects
- › An excerpt of your police record from your country of origin, as well as a certificate of military service, even for people who have not served in the military.

## FOR HEALTH-RELATED PURPOSES

- › Medical, dental and vaccination records
- › Proof of insurance by the social security system in the country of origin
- › Letter from your employer confirming your status and the number of hours worked
- › Proof of health insurance for the beginning of your stay.

## FOR FINANCIAL INSTITUTIONS AND EVERYDAY LIFE:

- › Valid driver's license and/or international driver's license
- › Letter of recommendation from your financial institution
- › Letter of recommendation from your insurance company
- › Proof of funds (bank statements, investment statements, etc.)
- › Credit history, if possible
- › Letter of recommendation from former landlords.

## ALL THE ABOVE-ENUMERATED DOCUMENTS COULD BE USEFUL TO YOU IN QUÉBEC FOR:

- › Obtaining a social insurance number (SIN)
- › Obtaining a health insurance card
- › Obtaining a driver's license
- › Renting an apartment
- › Enrolling your children at school or for yourself if you enrol in an educational institution
- › Having your academic credentials and work experience recognized
- › Opening a bank account
- › Applying for a mortgage

You should also have cash in Canadian currency which will be useful when you arrive in Canada to phone from the airport or to take some means of transportation to get downtown (bus, taxi or rental car). There are exchange counters and an automated teller machine (ATM) at Montréal's international airport (both are located at the international arrivals lobby).

**Tip:** Scan your documents; this is useful in the event that your paper documents get lost, and to provide a printed copy when needed.



# FACT SHEET

## CHECK-LIST AND WORK-BACK SCHEDULE BEFORE YOUR DEPARTURE

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If you have your permits and are actively making preparations for your departure, here's some advice so that you don't forget anything.

### 4 MONTHS BEFORE YOUR DEPARTURE

- ☐ Book your plane ticket (once your immigration permits have been received)
- ☐ Verify that your passport and those of your accompanying family members will be valid on the departure date
- ☐ Draw up an expense budget for your departure and for the first three months after arriving

### 3 MONTHS BEFORE YOUR DEPARTURE

- ☐ Notify your employer of your departure
- ☐ Notify your children's school of their departure
- ☐ Manage your real-estate assets (sell or rent your house, etc.)
- ☐ If you are a tenant, give the landlord notice so that you can give up your apartment
- ☐ Get quotes from international moving companies

### 2 MONTHS BEFORE YOUR DEPARTURE

- ☐ Notify your bank of your departure and possibly open a bank account in Québec
- ☐ Advise your tax authorities (tax office) if applicable
- ☐ Advise other agencies, if applicable
- ☐ Grant someone power of attorney for your various procedures
- ☐ Request a letter of recommendation from your car insurance company
- ☐ Assemble letters of recommendation from your former employers, as well as any other professional documents; these will serve as professional references in Québec

- ☐ Start to sort through your belongings to decide which to leave behind and which to bring with you:
  - [cic.gc.ca/english/newcomers/before-goods.asp](http://cic.gc.ca/english/newcomers/before-goods.asp)
- ☐ Gradually start to pack for you and your family

## 1 MONTH BEFORE YOUR DEPARTURE

- ☐ Sell your car
- ☐ Send letters to cancel services (gas, electricity, transportation, phone), insurance (home, car, mutual health) or other monthly payments
- ☐ Take out health, hospitalization, and repatriation insurance policies if you will not be able to take advantage of health insurance in Québec (waiting period or other situations). Several Québec insurance companies offer customized plans.
- ☐ If needed, make appointments for general check-ups for you and your family: general practitioner, dentist, gynecologist, ophthalmologist, etc.

## 3 WEEKS BEFORE YOUR DEPARTURE

- ☐ Book your first nights' stay in Québec (hotel, inn, furnished apartment, friends or other)
- ☐ Arrange for your move (with a detailed list of belongings and furniture that you will bring with you for customs clearance upon arrival)
- ☐ Buy Canadian dollars or get traveller's cheques (to avoid using your bank card too much when you arrive, as the fees may be high)

## 2 WEEKS BEFORE YOUR DEPARTURE

- ☐ Prepare and gather together in a folder all your important documents (to be determined on a case-by-case basis): immigration documents, passports, ID cards, health and vaccination records, driver's licenses, divorce decrees, spouse's death certificate, letter of consent authorizing minors to leave the country, insurance certificates, employment contract, proof of funds, list of your personal effects being shipped, etc.

DEPARTURE DAY:

BON VOYAGE AND WELCOME TO QUÉBEC!

# ARE YOU READY FOR QUÉBEC?

## DEFINING YOUR PROJECT

Before embarking on the process of immigrating to Québec, it is important to plan your project and take all the time you need to maximize your chances and ensure that your immigration and integration into Québec society go smoothly.

### **ASK THE RIGHT QUESTIONS**

Have you given adequate thought to your reasons for expatriating? Have you thoroughly thought through and planned your project, or did you make your decision impulsively because you were fed up with things? Whether your case is the former or the latter, think about if you are really ready to leave everything behind and live far away from your family. Are your visions of living in Québec closer to fantasy than reality? To avoid becoming too bitterly disillusioned – even when you feel completely ready – it is important to remember that Québec is not an Eldorado and that all expatriation projects involve joys and sorrows, highs and lows.

An immigration project always comes with its share of questions about the practical realities of everyday life, such as opening a bank account, enrolling children in school, finding an apartment, etc. All of these questions have already been asked by thousands of immigrants before you, and you will be able to find answers through internet searches and in online forums.

### **DISCUSS THE PROJECT AS A FAMILY**

An immigration project causes disruption for yourself and your family. It is important to encourage discussion about the project, assess the expectations of each participant and share desires and concerns. Many expatriation projects fail because one member of the couple was not as sure about the move as the other. A couple needs to thoroughly assess their expectations and motivations to be sure to be on the same wavelength.

It might also be a good idea to bring up the subject with your family and friends that you will be leaving behind in your country. They may be surprised about your desire to emigrate and sad – or even angry – about your decision. Try to make them see that their support of your project, as well as their encouragement and presence as you organize your departure, will be invaluable to you.

## GET DOCUMENTATION ON QUÉBEC AND CANADA

Understanding how the country's systems and institutions work and sharing the values of its society will help you become familiar with Québec and Canada and lay the groundwork for a better integration process. There is no shortage of information – you can browse the internet, read blogs written by people who have embarked on the immigration adventure, borrow travel books and films from the library, listen to the radio, read newspapers online, etc.

## MAKE AN EXPLORATORY TRIP

If you are able to take one, an exploratory trip is a good way to discover and become familiar with Québec. You will be able to travel to the various regions, find out about schools, meet with immigrants, take advantage of the services provided by community organizations and even arrange to meet with potential employers. This is an excellent way to discover the reality of Québec.

## DECIDE WHEN TO LEAVE

Every season has its advantages and drawbacks. Your choice of a certain time of year will depend on your personal situation and the reasons for your expatriation.

Some people like to arrive in winter so they can deal right away with the cold weather and start looking forward to the nicer days, while others prefer to wait until the end of the school year so they can have the summer to settle in and prepare their children for the start of school at the end of August. Note that the job market is less active in the summer months.

### The Salon de l'immigration et de l'intégration au Québec (SIIQ)

What's the best time to come to Québec? Every year, in the month of May, the Salon de l'immigration et de l'intégration au Québec (SIIQ) (Québec immigration and integration show) is held at Montréal's Palais des congrès (convention centre). This 2-day event is a unique opportunity to meet nearly 170 exhibitors who will answer your questions on settling in Québec, looking for employment, starting up a business, leisure activities, etc. .

To find out more:

➡ [salonimmigration.com](http://salonimmigration.com)

# ENSURING A SMOOTH ARRIVAL

A new life, new routines, new bearings. You might feel a bit lost upon arriving, but you'll quickly see that people in Québec are welcoming and willing to offer guidance as you undertake certain procedures. Gradually, your daily life will settle into a rhythm, and things that seemed strange at first will become familiar. Trust in yourself!

## ENTRY AND WELCOME FORMALITIES

It is very probable that your entry to Canada occurred at Montréal's Pierre-Elliott-Trudeau International Airport. When you arrive, you'll see that the usual formalities are relatively simple and brief. Have your passport ready, as well as those of the people who might be accompanying you, in addition to the Certificat d'acceptation or de sélection du Québec, the visas issued in advance by the Canadian authorities (Embassy of Canada or visa office responsible for your country) or the letters of authorization for entry into Canada. At arrival, customs inspection and the issuing of work or study permits is the responsibility of the federal authorities.

Once you have completed the formalities at the customs clearance station, at the Canadian Immigration office and the Québec Immigration office, you can go to the customs office if you are arriving with personal effects and having your household goods shipped later, where the customs inspector will stamp your detailed list of personal effects.

You need to have this done so that the goods you are having moved can be cleared through customs. You can find all the information at ➡ [cbsa.gc.ca/menu-eng.html](https://cbsa.gc.ca/menu-eng.html)

Generally speaking, you should allow from ninety minutes to two and a half hours between the time you step off the plane and the time you leave the airport.

You can find information about importing your car at ➡ [tc.gc.ca/eng/menu.htm](https://tc.gc.ca/eng/menu.htm), in addition to information about importing your pet, plants and such at ➡ [inspection.gc.ca](https://inspection.gc.ca)

## Information sessions on the first steps to take as you get settled in Québec

To make it easier to get settled and participate fully in Québec life, attend a free information session offered by the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI). The 3-hour group session, concerning the first steps to take as you get settled in Québec, is an opportunity for you to find out about the important documents you need to obtain (SIN, health insurance), looking for an apartment, daycare services and schools, tax credits and financial assistance, etc.

To sign up:

➡ [immigration-quebec.gouv.qc.ca/en/settle/information-sessions/first-steps.html](https://immigration-quebec.gouv.qc.ca/en/settle/information-sessions/first-steps.html)

## GETTING TO YOUR DESTINATION CITY

You'll find information counters at all airports, train stations and bus terminals.

From the Montréal-Trudeau International Airport, you have several options for getting to Montréal or the surrounding area:

- by bus 747, which leaves you at the Berri-UQAM bus/metro station. This costs \$CAN10 per person and runs 24 hours a day. You can buy a ticket from the bus driver, but you must have the exact amount (in change only).

- by taxi. It's good to know that cost of the trip between the airport and downtown Montréal (delimited area) is the single set rate of \$CAN40. For other destinations, the cost is based on the meter.
- by rental car. Most major car rental companies have counters at the airport: Alamo, Avis, Budget, Dollar, Enterprise, Hertz, National and Thrifty.

If you want to go directly to one of Québec's regions, you might want to take another flight. In this case, you usually don't have to leave the restricted area of the airport, nor will you have to worry about retrieving your checked luggage (confirm this with your airline when you check your luggage). If, instead, you will continue traveling to your final destination by bus, you'll need to go the Berri-UQAM metro/bus station.

Most Québec cities offer public bus service. In Montréal, you'll be able to take the metro (4 metro lines) or the bus, two networks operated by the STM. You can buy single tickets or get a weekly or monthly pass (which involves buying an Opus card for \$CAN6) ➡ [stm.info/en](http://stm.info/en).

In the Montréal area, the authorities have developed a suburban train network, managed by the AMT and consisting of five lines ➡ [amt.qc.ca/en](http://amt.qc.ca/en).

Intercity travel in Québec is possible by bus and sometimes passenger train. Train transportation is not popular in Québec due in part to infrequent departures and slow travel. Interregional transportation is handled by the federal Crown Corporation Via Rail Canada ➡ [viarail.ca/en](http://viarail.ca/en).

## Itinerary planners

To plan your itinerary from the airport to your final destination, visit the following sites:

- ➡ Aéroports de Montréal: [admtl.com/en](http://admtl.com/en)
- ➡ Société de transport de Montréal (STM): [stm.info/en](http://stm.info/en)
- ➡ Agence métropolitaine de transport (AMT): [amt.qc.ca/en](http://amt.qc.ca/en)
- ➡ Gare d'autocars de Montréal: [stationcentrale.com/en/bienvenue/](http://stationcentrale.com/en/bienvenue/)

As for intercity bus travel, several transportation companies offer connections throughout Québec and North America. The bus is a much-used means of transportation. The intercity bus system serves many cities throughout Québec, with very frequent departures for the major destinations (for example, hourly departures between Montréal and Québec City). To purchase tickets in Montréal, visit the Gare d'autocars website: ➡ [stationcentrale.com/en/bienvenue/](http://stationcentrale.com/en/bienvenue/)

Since most Québec cities have developed cycling path networks, you will certainly enjoy using your bicycle to get around. Bixis are available from May to October in Montréal. These are self-service bicycles that can be used by the public for a small fee ➡ [montreal.bixi.com](http://montreal.bixi.com).

In Montréal, it's very easy to get a taxi by hailing one in the street or phoning for one in advance. Among the taxi companies in Montréal are Taxi Co-op (514) 725-9885, Taxi Champlain (514) 273-2435, Taxi Diamond (514) 273-6331, etc.

It is also common to use ride-sharing services in Québec.

#### **A few websites:**

- ➡ [amigoexpress.com](http://amigoexpress.com)
- ➡ [covoiturage.ca](http://covoiturage.ca)
- ➡ [allostop.com](http://allostop.com)

## **Car-sharing**

### **Communauto in Montréal, Québec City, Sherbrooke, Gatineau and Ottawa**

Communauto offers a membership-based car rental service based on the principle of car sharing. Membership is on a yearly basis. Vehicles can be booked for rentals by the half hour, hour, day or longer, 7 days a week, 24 hours a day in numerous parking areas.

- ➡ [communauto.com/index\\_en.html](http://communauto.com/index_en.html).

### **Car2Go**

Car2Go offers Montrealers the possibility of borrowing a car anytime without booking.

- ➡ [car2go.com/en/montreal/](http://car2go.com/en/montreal/)



## REQUESTING A SOCIAL INSURANCE NUMBER (SIN)

The 9-digit SIN is indispensable when looking for employment. If you are a temporary worker, your SIN will start with the number 9. This means it is a temporary SIN and the card displays an expiration date. Getting a SIN should be a priority upon arriving. Without it, you cannot be employed.

Note that the Social Insurance Number has nothing to do with social security or health insurance.

► **Service Canada:** [servicecanada.gc.ca/eng/sc/sin/index.shtml](https://servicecanada.gc.ca/eng/sc/sin/index.shtml)

<https://telegram.me/iranquebec>

## OBTAINING YOUR HEALTH INSURANCE CARD

Having a health insurance card allows you to obtain health care, in the form of medical and hospitalization services covered by the Quebec health insurance plan. This card is also commonly known as the *carte Soleil*. Individuals aged 14 and older must have their own health insurance card. A qualifying period may be required for new Québec residents. To avoid delays, don't hold off on making an appointment with the Régie de l'assurance maladie du Québec – RAMQ (Québec health insurance board).

If you are subject to a qualifying period, it is recommended that you take out private health insurance.

For additional information on private insurance, you can visit the

► **OmbudService for Life & Health Insurance (OLHI):**

[oapcanada.ca/whois\\_olhi.html](https://oapcanada.ca/whois_olhi.html)

To obtain your Québec health insurance card, it is recommended to go in person to the offices of the RAMQ. Permanent residents, temporary workers (including young professionals holding a work permit valid for six months or longer), certain students, as well as accompanying family members are all eligible for Québec health insurance. Individuals with a working holiday cannot take advantage

of Québec health insurance (as a reminder, it is compulsory to take out health/repatriation/hospitalization insurance in your home country before leaving for Québec).

➡ **Régie de l'assurance maladie du Québec (RAMQ):**  
[ramq.gouv.qc.ca/en/Pages/home.aspx](http://ramq.gouv.qc.ca/en/Pages/home.aspx)

It is important to note that, unlike medical care, dental care is not free, except for children under the age of 10. Depending on your situation, you might be interested in buying a private insurance plan covering dental care.

## OBTAINING YOUR QUÉBEC DRIVER'S LICENSE

Soon after arriving, contact the Société de l'assurance automobile du Québec – SAAQ (Québec Automobile Insurance Corporation) to schedule an appointment to get your Québec driver's licence. The waiting period may be long. Note that there is a charge for the licence and for renewing it every year. To find out more, visit:

➡ [saaq.gouv.qc.ca/en/](http://saaq.gouv.qc.ca/en/)



**We offer immigrants help to:**

- Find employment
- Learn french
- Facilitate your settlement in Quebec

**PROMIS 8 services under one roof !**

**(514)345-1615** **[promis.qc.ca](http://promis.qc.ca)**

## GETTING A PHONE

A telephone, whether a landline phone or cell phone, will allow you to make and receive the numerous calls that will be necessary as you get settled during the first months in Québec (to handle administrative procedures, look for a job, etc.). You should be aware that costs may be high with a cell phone, because incoming calls are also charged. Depending on your usage, you can choose between a phone with a top-up card or a package. Compare prices before choosing because there can be significant differences from one operator to the next; certain packages may include incoming calls, text messaging, voice mail retrieval, etc., while others do not, which means that there will be additional costs added to your bill.

To connect to the internet, if you have a computer or smart phone, you'll find free Wi-Fi in many cafés such as Starbucks, Second Cup and Java-U.

Convenience stores sell international calling cards at very competitive prices (rates per minute).

## OPENING A BANK ACCOUNT

Having a bank account is essential for everyday transactions. To open one, simply visit the institution of your choice, preferably one near you or your work. You will be asked to identify yourself with your social insurance number (SIN) and/or passport. It is important to choose your financial institution carefully as fees for transactions, cheques and other services vary from one institution to the next. Banks generally have special offers for newcomers.

In Québec, when you open a bank account, you will be offered a debit card. You should understand that there is a difference between a debit card and a credit card. Each one is used for its own purposes, which is not always easy to understand for a newcomer.

A debit card is used to pay for your purchases at stores. The amount is debited to your checking account the same day. You can also use the debit card to withdraw money from automatic teller machines (fees are charged if you withdraw from a different financial institution). However, a debit card cannot be used to make online purchases. For this, you will need a credit card. But applying for a credit card may be difficult for new immigrants because the application usually involves reviewing your Canadian credit history.

**N.B.:** Personal cheques are rarely accepted in stores. They are more commonly used to pay rent, bills or payments sent by mail.

<https://telegram.me/iranquebec>

## A few Québec banks (with special services for newcomers)

Most banks offer special services to newcomers. Compare the offers and carefully identify your needs (frequent need to transfer funds, etc.) before deciding.

### **Desjardins – Downtown Montréal**

➡ [desjardins.com/bienvenue](https://desjardins.com/bienvenue)

### **Scotia Bank**

➡ [scotiabank.com/ca/en/](https://scotiabank.com/ca/en/)

### **National Bank of Canada**

➡ [nbc.ca/en/personal/programs/newcomers-offer.html](https://nbc.ca/en/personal/programs/newcomers-offer.html)

### **Royal Bank of Canada (RBC)**

➡ [rbc.com/canada/index.html](https://rbc.com/canada/index.html)

### **Bank of Montréal (BMO)**

➡ [bmo.com/main/personal](https://bmo.com/main/personal)

### **Canadian Imperial Bank of Commerce (CIBC)**

➡ [cibc.com/ca/newcomers/index-fr.html](https://cibc.com/ca/newcomers/index-fr.html)

### **Laurentian Bank**

➡ [cibc.com/ca/advice-centre/new-to-canada.html](https://cibc.com/ca/advice-centre/new-to-canada.html)

### **TD Canada Trust Bank**

➡ [tdcanadatrust.com/planning/life-events/new-to-canada/index.jsp](https://tdcanadatrust.com/planning/life-events/new-to-canada/index.jsp)

## BUYING BASIC NECESSITIES

Shopping at a supermarket in Québec is not necessarily the same as in your home country. Here's a brief summary of the different Québec stores and the products and services they offer:

- › For general food purchases, you'll find everything you need at supermarkets such as IGA, Provigo, Métro, Loblaws, Maxi, Super C. To save on your grocery bill, you might want to consider purchasing a membership card at Costco.
- › You'll find a wide choice of wines and other alcoholic beverages at the SAQ (Société des alcools du Québec).
- › For beauty, personal hygiene, household and health products, you'll find a wide selection at stores such as Jean Coutu or Pharmaprix. These stores offer the services of a pharmacy, dispensing prescription drugs. They also feature photo labs (for passport photos, etc.) and often postal counters.
- › For home improvement and hardware products, you can go to stores such as Rona, Home Depot and Canadian Tire. Dollarama offers everyday items at economical prices.
- › Newspapers, books, DVDs and CDs are sold at stores such as Chapters, Archambault or Renaud-Bray. There are also many independent bookstores specializing in French or English publications.

« The only Brazilian thing that I buy in Montréal is meat. There's a Portuguese market on Rue Roy near Saint-Laurent Boulevard, Alim-Pôt, where I find very good meat. »

— **Joao, Brazil**

### Marché Adonis: a world of flavours

These supermarkets, inspired by Middle-Eastern, Lebanese and Mediterranean influences, offer a vast selection of imported products for preparing your favourite dishes.

## Specialized grocery stores

Montréal boasts many specialized grocery stores where newcomers can find a variety of imported products. Note also that Chinese grocery stores often carry a large range of international products.

**Portugal:** Epicerie Soares et Fils, 130 Avenue Duluth Est, Montréal, QC, H2W 1H1, Canada

**Brazil:** Boucherie Alim-Pôt, 20 Rue Roy Est, Montréal, QC, H2W  
➡ [256/alim-pot.com](https://256/alim-pot.com)

**The Philippines:** Coopérative de Solidarité Filipino, 5320-A, Chemin Queen Mary, Montréal, QC, H3X 1T7

**Ukraine:** Zytynsky's Deli, 3350 Rue Beaubien Est, Montréal, QC, H1X 3A6

### Asia:

Marché 786, 772 Rue Jean-Talon Ouest, Montréal, QC, H3N 1S2  
Marché Oriental Saint-Denis, 7101 Rue Saint-Denis, Montréal, QC H2S 2S5 ➡ [marcheoriental.ca/](https://marcheoriental.ca/) and Chinatown

**Korea:** New Ja Mae, 2116 Boulevard Decarie, Montréal, QC, H4A 3J3

**Iran:** Akhavan, 6170 Sherbrooke Ouest, Montréal, QC, H4B 1L8  
➡ [akhavanfood.com](https://akhavanfood.com)

« A friend gave me a copy of Pagini Romanesti, a guidebook by the Romanian community. To get Romanian products, we sometimes go to *Bucarest Charcuterie et Pâtisserie*, a grocery store on Decarie Boulevard and to *Charcuterie Transilvania*, a delicatessen in Laval, where I found spices imported from Romania and Bulgaria, as well as Turkish delight, sausages, chocolates and detergents from Europe that we like a lot. I also find some European specialties at Adonis and Boutique Transylvania in Laval. I've also heard about *Club Mamaia* on Saint Denis, a bar whose name is the same as a famous beach resort on the Black Sea. »

— **Alexandra, Romania**

- For multimedia or high-tech products, you can stop at Insertech Angus, La Source, Future Shop or Lozeau. The latter specializes in photography and video equipment.
- Finally, if you forgot to buy something or if you run out of a basic necessity, you'll find a convenience store ("dépanneur") near you!

## FINDING AN APARTMENT

To find an apartment to settle into for the long-term, you can visit the following websites:

- [lespac.com](http://lespac.com)
- [cherchetrrouve.ca](http://cherchetrrouve.ca)
- [kijiji.ca](http://kijiji.ca)
- [montreal.craigslist.ca](http://montreal.craigslist.ca)
- [louer.ca](http://louer.ca)

The classified ad sections of both print and online daily newspapers are also useful resources. You can also walk around the city in search of

« In our first apartment, the monthly electric bill was high, about CAN\$180. Our apartment was very poorly insulated and it was never warmer than 17 degrees Celsius but the landlord wasn't willing to do anything about it. We looked for an apartment in the downtown area, closer to where my husband works, and we now pay CAN\$1,060 per month plus CAN\$30 for electricity for a place that is very well insulated from the cold. »

— **Alexandra, Romania**

## July 1<sup>st</sup>, Moving Day

July 1<sup>st</sup>, a holiday (Canada Day), is moving day in Québec. This is due to the fact that most leases end on June 30th. Moving vans are booked well in advance. The sidewalks of the city are covered with boxes. Many people leave behind unwanted furniture, which can be a boon for new tenants, who reuse the abandoned items.

an “À louer” or “For rent” sign. This can be very effective!

Generally speaking, rental contracts, known as leases, expire on June 30th every year. The best time to look for an apartment is in the months of April, May and June. However, apartments for rent can be found year-round. Once you’ve made your choice, you have to sign a lease. This is an important formality, as it is an actual contract defining the respective responsibilities of both landlord and tenant. This contract has to be written in French (unless otherwise agreed), and must also specify the duration of the lease and the rent to be paid on the first day of each month.

The Régie du logement (Québec’s housing office) can also inform you of your rights and responsibilities, of practices prohibited by law, of how to renew or terminate your lease, as well as the recourses you have if the landlord fails to respect the contract.

► Régie du logement: [rdl.gouv.qc.ca](http://rdl.gouv.qc.ca)

When you take possession of your apartment, contact the customer service departments of the local electricity (Hydro-Québec) and gas (Gaz Métro) companies to find out how to open an account and what the monthly charges will be.

## Glossary of terms used in Québec

**1 <sup>1</sup>/<sub>2</sub>, 2 <sup>1</sup>/<sub>2</sub>, 3 <sup>1</sup>/<sub>2</sub>, etc.:** these describe the number of rooms in an apartment, with the kitchen considered as a room and the bathroom as a half a room.

**Heated or unheated (chauffé/non chauffé):** heating costs may or may not be included in the rent.

**Furnished or semi-furnished (équipé/semi-équipé):** the basic household appliances (stove and refrigerator) are provided and included in the rent.

**Condo or condominium:** an apartment governed by a declaration of co-ownership. The apartment belongs to the owner, while the common areas (corridors, stairways, elevators, yard, roof, gym, pool, etc.) are under co-ownership.



➡ Hydro-Québec: [hydroquebec.com](http://hydroquebec.com)

➡ Gaz Métro: [gazmetro.com](http://gazmetro.com)

In Canada, the electrical current is generally 110 volts. Depending on the voltage in your home country, you may bring your small appliances with you or buy new ones once you are in Canada.

To furnish your apartment economically, apart from the IKEA stores (Montréal and Boucherville), you'll find many second hand shops in Québec where you can buy household appliances, furniture, bedding and utensils. Websites such as [lespac.com](http://lespac.com), [kijiji.ca](http://kijiji.ca) or [craigslist.ca](http://craigslist.ca) are very useful for finding used items. Garage sales, which take place between June and September, are excellent opportunities to find furniture at reduced prices, especially on the big moving day of July 1<sup>st</sup>. With the prevalence of bed bugs in Québec, it is advisable to exercise caution when considering buying used bedding or a second-hand sofa.

## TAKING OUT HOME/AUTOMOBILE INSURANCE

Both home and automobile insurance fall under provincial jurisdiction. If you move to another province, you will have to take out insurance with a company in the province where you live.

Most companies offer both home and automobile insurance. Rates are usually cheaper when you buy both from the same insurer.

### Home insurance

Although it is not compulsory to insure one's furniture, apartment or house, it is strongly recommended to do so. Brokers and private insurance companies offer a wide range of coverage options against fire and theft, as well as civil liability, which will cover damage to the building if the insured party is at fault.

### Insurance Bureau of Canada

For questions related to insurance, visit the website of the Insurance Bureau of Canada, the national industry association representing Canada's private home, automobile and business insurers.

➡ [ibc.ca](http://ibc.ca)

## Automobile insurance

Unlike home insurance, automobile insurance is compulsory in Québec. Before leaving your home country, it would be a good idea to ask your insurance company to give you a statement showing that you have a clean driving record. This will allow your insurance company in Québec see your driving history and offer you more attractive insurance rates.

## FIRST STEPS TO TAKE WITH YOUR CHILDREN

### FINDING A PLACE IN A DAYCARE CENTRE

**Centres de la petite enfance – CPEs (Government-subsidized daycare centres)** cost between \$CAN730 and \$CAN20 (calculated on the basis of your income) per day per child. It is important to be aware that spots are rare and the waiting list can be long (sometimes up to two years!). Don't hesitate to get on the waiting list even before leaving for Québec [LaPlaceo-5.com](http://LaPlaceo-5.com) and to sign up for several CPEs at the same time.

- ➡ **Association québécoise des CPE (Québec association of CPEs):** [aqcpe.com](http://aqcpe.com)
- ➡ **Regroupement des CPE de l'île de Montréal – (RCPEIM):** [rcpeim.com](http://rcpeim.com)

**Home childcare centres** (recognized by a home childcare coordinating office) are another form of childcare. Your child will be looked after in a private home by a childcare worker who has completed specific training and who must comply with standards prescribed by law. If all the conditions are met, the person in charge of the childcare

### Ma Garderie: an online tool facilitating the task of finding a daycare centre

Finding a daycare centre for your child can be a real headache. The website [magarderie.com](http://magarderie.com) shows the daycare centres that still have spots available near you throughout the province. The childcare centres listed include government-subsidized daycare centres (CPEs), home childcare centres, private daycare centres, babysitters in your home (nannies) and drop-in daycare centres.

- ➡ [magarderie.com](http://magarderie.com)

service may offer reduced-rate spots as he/she can take advantage of government subsidies.

➡ **Ministère de la Famille:** [mfa.gouv.qc.ca/fr/services-de-garde/Pages/index.aspx](http://mfa.gouv.qc.ca/fr/services-de-garde/Pages/index.aspx)

**Private childcare services (not recognized)** are for-profit businesses. Those responsible for non-recognized services must fulfill certain obligations, but may set prices as they wish, as they do not benefit from financial assistance from the government.

If you use a non-subsidized daycare service, you can take advantage of a tax credit for childcare expenses.

## ENROLLING YOUR CHILDREN IN PRIMARY OR SECONDARY SCHOOL

In Québec, school boards (*commissions scolaires*) – which govern the public schools from the preschool through the secondary level, as well as vocational training and adult education centres – are responsible for organizing quality educational services to efficiently meet the educational needs of young people and adults.

Children enter primary school at age 6 for six years of education. After primary school, children must continue their education in secondary school, which lasts 5 years and is itself divided into two levels, or cycles, culminating in the awarding of a *diplôme d'études secondaires*

« When we moved into our apartment, I looked at the daycare centres closest to me and found openings for my two children, aged 16 months and 3½, three days a week. We pay CAN\$37 per day for the eldest and CAN\$42 for the youngest. We are entitled to family allowance payments. Before arriving, it's important to try to communicate with your children in French. When my eldest went to the daycare centre, he found it very difficult because everyone spoke only French. We now have a bilingual daycare centre. Even if children pick up languages quickly, it's important for them to be able to express themselves and understand what is being said to them, especially during the first months, which are quite stressful for them, too. »

— **Olga, Lebanon**

- DES (diploma of secondary studies).

For your child to attend a school, you must first apply for admission at your neighbourhood school. You will be asked to show the originals or certified true copies of documents such as the child's birth certificate, report cards, documents proving the child's status in Canada, etc. The school will give you a precise list of the documents you need to provide. If all the documents are in order, you will be able to enrol your child.

Every year, all school boards issue a public notice about applying for admission. The admission period starts in February or March, in anticipation of the start of the school year which occurs several months later, usually at the end of August. However, you can apply for admission at any time. With respect to pre-school education (kindergarten), it is generally recommended to apply for admission before the end of June.

► **Fédération des commissions scolaires (federation of school boards):** [fcsq.qc.ca](http://fcsq.qc.ca)

If you wish to enrol your child in a private school, contact the school to find out about dates and enrollment conditions.

## Special services for immigrant children

Welcome services and French-language assistance services are offered to non-Francophone students who are receiving an education in French for the first time and who are unable to follow the classroom instruction. To be able to take advantage of this, the student must be enrolled in an educational institution that is part of a French-language school board. A stipend given to the school boards by the Ministère de l'Éducation, de l'Enseignement supérieur et de la Recherche partially funds these services.

## APPLYING FOR A FAMILY ALLOWANCE

Several programs exist for the purpose of helping parents with their family obligations and to alleviate the financial burden of providing for their children. To find out about financial and tax assistance, as well as eligibility conditions, visit the website of the Ministère de la Famille:

► [mfa.gouv.qc.ca](http://mfa.gouv.qc.ca)

**Canada Child Tax Benefit (CCTB):** a tax-free monthly payment made by the federal government to eligible families to help them provide for the needs of their children aged 18 or under. The number of children in the family, their ages and the family's net income are among the criteria used to determine the amount of the payment.

➡ **Canada Revenue Agency:** [cra-arc.gc.ca/bnfts/cctb/menu-eng.html](https://cra-arc.gc.ca/bnfts/cctb/menu-eng.html)

**Tax credit:** there is a tax measure relating to childcare expenses (a refundable amount). You will need to meet the eligibility conditions and claim the credit when filing your annual tax return.

➡ **Revenu Québec:** [revenuquebec.ca/fr/citoyen/credits/credit\\_enfant/default.aspx](https://revenuquebec.ca/fr/citoyen/credits/credit_enfant/default.aspx)

## WHERE TO GO TO RECEIVE HEALTH CARE

It's not easy to understand how the health system works. Here is some information that will allow you to navigate the system if you need to see a doctor or a nurse. It's good to be aware that it is very difficult to get a family doctor and that doctors do not make house calls.

### CENTRE LOCAL DE SERVICES COMMUNAUTAIRES – CLSC (LOCAL COMMUNITY SERVICE CENTRE)

You can receive a medical consultation at a Centre local de services communautaires (CLSC). CLSCs are public establishments that provide both health and social services. For more information, you will need to identify your local CLSC. Consultations at CLSCs are generally without appointment and the wait can be quite long.

As it is difficult to get a family doctor, you should register to be put on a waiting list soon after you arrive in Québec. You can do this online on the website of the CSSS (health and social services centre) that

### Emergency phone numbers

**Doctors, ambulances, fire department, police department:**  
911 (for Montréal and Québec City); 0 for the rest of Québec.

**Québec Poison Control Centre:** 1 800 463-5060

covers your territory. For Montréal, visit

► [santemontreal.qc.ca](http://santemontreal.qc.ca)

## MEDICAL CLINICS

General or specialized medical clinics, network clinics and groupes de médecine de famille – GMFs (family medicine groups) allow patients to see a doctor, with or without an appointment.

Generally, in network clinics, a team of health professionals (nurses, kinesiologists, psychologists, etc.) is also on hand and works in partnership with the doctors.

## MEDICAL CONSULTATION BY PHONE: INFO-SANTÉ AT 811

You can also receive medical consultation services over the phone at Info-Santé by dialing 811. This service is available 24 hours a day, year-round. A nurse will answer your questions.

## EMERGENCIES (HOSPITAL)

If you or a member of your family needs medical attention urgently, you can go to the emergency department of the hospital closest to you. Emergency units are open year-round, 24 hours a day.

Hospital emergency departments are often overstretched and you will no doubt need to wait several hours before seeing a doctor. Visit the emergency department only for emergencies.

**Ministère de la Santé et des Services sociaux – MSSS:** visit the site's "Network" tab to find your local CLSC:

► [msss.gouv.qc.ca/en/index.php](http://msss.gouv.qc.ca/en/index.php)

« I thought that, when it was minus 20 degrees in Montréal, no one went outside and no one worked! In reality, life goes on and everyone goes outside. I have adapted quite well to the winter weather. »

— Joao, Brazil

**Agence de la santé et des services sociaux de Montréal (Montréal Health and Social Services Agency):** to find a clinic, a CLSC or emergency departments near you:

➡ [santemontreal.qc.ca](http://santemontreal.qc.ca)

## INTEGRATING INTO QUÉBEC SOCIETY

### UNDERSTANDING QUÉBEC CULTURE

The key words to truly understanding Québec culture are open-mindedness and tolerance.

When you arrive in a new environment, it's important to be curious and observant and find out about the values of the society you are living in and how it operates. It's best not to be judgemental, but to demonstrate tolerance so that you can adapt to the best of your ability.

#### **A few things you should know:**

- The use of the informal "tu" in French is widespread and readily used.
- Respect is rule number 1 in Québec; for example, Quebecers line up at the bus stop and board the bus one at a time.
- Equality between men and women is thoroughly established.
- All religions are tolerated.
- Political correctness is the norm, and Quebecers favour consensus in order to avoid conflict.
- In terms of sports, to integrate into Québec society, it is recommended to take an interest in hockey, the favourite sport of the province and a source of excitement and thrills for Quebecers. Also, it would be a good idea to show interest in Québec culture, song, film and literature.
- Friendships in Québec take time to develop and do not work the same way as in your home country. You will surely find Quebecers welcoming and likeable, but this should not be interpreted as friendship. You will find that developing good relationships is a gradual process.

« I bought very warm jackets for my child at Winners. Now he's in daycare and I ask the other parents and the daycare teacher for advice about how to dress him and how many layers of clothes he should wear. It's not always easy when they're very young because little children can't tell us if they're cold. »

— Irène, China

## Seasons

The four seasons are clearly defined in Québec, even if fall and spring are relatively short. The first snowfall usually occurs during the first two weeks of December and it will snow regularly until the end of February (some late storms have even occurred in early May!). Temperatures drop sharply. Even though modern life allows you to go about your daily activities in both summer and winter, it's important to be aware of the reality of the cold and the winter. You have to have the right equipment, including a warm coat, lined boots, gloves, a scarf and a hat. For more advices, you can visit specialized outlets like Brador Hiver ([bradorhiver.com](http://bradorhiver.com)). For children, a snowsuit is perfect for playing in the snow (in the school yard at recess or on the weekends). You'll quickly see a difference between the temperature indicated on the thermometer and the actual outdoor temperature once the wind chill factor is added: minus 12 degrees Celsius can become minus 20!

Québec society is very well organized to deal with winter: snow-removal and salting equipment for the roads and sidewalks are very effective. Winter activities abound: ice-skating, cross-country skiing, snowshoeing, sledding. In Québec, lots of time is spent outdoors in winter. Summer brings an explosion of greenery and flowers, along with the nice weather. Québécois take to the streets, or enjoy spending time at terraces and in parks as soon as the sun comes out.

The many festivals that take place from June to September lend a joyful ambiance to Québec's cities. The temperatures rise quickly and Montréal can be uncomfortably hot. What a contrast with winter! But life is experienced outdoors in summer, just as in winter.



## ACCEPTING CHANGE

When you immigrate, you will probably go through different phases during your new life. In the beginning, everything may seem wonderful and positive, but you may then experience a downturn and enter a phase where reality and its problems catch up with you. Your morale and state of mind may suffer, with feelings of negativity taking over. This may even cause tension in your relationships with your loved ones. When this happens, it's best to opt for dialogue and not leave Québec on an impulse. Remain confident – now's the time to overcome some of the obstacles in your way and really adapt to your new life. With a good dose of motivation, you will be able to get through this phase and restore your sense of comfort and well-being. Any change requires hard work and it is important not to waver when times are tough. Keep in mind your goals and the reasons you chose to immigrate.

Those who have been through it before you will tell you that immigration is stressful. Sometimes you have to unlearn everything and learn it all over again. Your bearings change, even in your everyday activities. Supermarkets aren't arranged the same way, paying with your bank card isn't quite the same, tips have to be calculated; all these little things, when they add up over a day, can become a big ordeal.

Adaptation is the watchword for ensuring that your immigration experience is a positive one. The process is not self-evident, but this will allow you to accept the fact that not everything will work the way it did before and that the codes that you were familiar with will not always apply. Some people will see the obstacles as new paths leading them towards unexpected opportunities, while others will suffer more, such as those who are unable to practise exactly the same profession or have the same circle of friends. Patience and humility are needed to adapt to a new social, cultural and professional environment.

## All the usefull contacts for a successfull immigration and life in Québec

My area of interest | My status | My destination



ANNUAIREIMMIGRATION.COM

The directory of professionals assisting immigrants

# FACT SHEET

## IMPORTANT QUÉBEC PHONE NUMBERS

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### EMERGENCIES

- › Doctor, ambulance, fire, police: 911 (for Montréal and Québec City);  
o for the rest of Québec
- › Québec's Poison Control Centre: 1 800 463-5060
- › Info-santé (health hotline): 811
- › Crime Stoppers Québec: 1 800 711-1800
- › Sûreté du Québec (provincial police force):  
310-4141 or \*4141 (cell phone)
- › Electricity – fallen live power lines: 1 800 790-2424
- › Gas odours: 911
- › Suicide prevention centre: 1 866 277-3553
- › Domestic violence hotline: 1 800 363-9010
- › Gai-Écoute (sexual orientation and gender  
identity assistance): 1 888 505-1010
- › Info-Abus aux aînés (elder abuse hotline): 1 888 489-2287
- › Kids Help Phone: 1 800 668-6868
- › Directory assistance: 4-1-1 (charges apply)

### IMMIGRATION - CITIZENSHIP

- › Citizenship and Immigration Canada Call Center Services (only for  
applications being processed within Canada): 1-888-242-2100
- › Information offices of the ministère de l'Immigration,  
de la Diversité et de l'Inclusion, Montréal region: 514 864-9191  
Elsewhere in Québec (toll-free): 1 877 864-9191  
From outside Québec: + 1 514 864-9191

- › Consulate General of Brazil in Montréal  
514 449-0968  
➡ [montreal.itamaraty.gov.br/en-us/](http://montreal.itamaraty.gov.br/en-us/)
- › Consulate General of the People's Republic of China in Montréal  
514 419-6748  
➡ [montreal.chineseconsulate.org/fra/](http://montreal.chineseconsulate.org/fra/)
- › Consulate General of Germany in Montréal  
613 232-1101  
➡ [kanada.diplo.de/Vertretung/kanada/fr/01/GK\\_\\_\\_Montreal/o-montreal.html](http://kanada.diplo.de/Vertretung/kanada/fr/01/GK___Montreal/o-montreal.html)
- › Consulate General of the Republic of Korea in Montréal  
514 845-2555  
➡ [can-montreal.mofat.go.kr/worldlanguage/america/can-montreal/main/index.jsp](http://can-montreal.mofat.go.kr/worldlanguage/america/can-montreal/main/index.jsp)
- › Consulate General of Romania in Montréal  
514 876-1792  
➡ [montreal.mae.ro/en](http://montreal.mae.ro/en)
- › Consulate General of Lebanon in Montréal  
514 276-2638  
➡ [consulibanmontreal.com/](http://consulibanmontreal.com/)
- › Consulate General of Pakistan in Montréal  
514 845-2297  
➡ [pakmission.ca/contactconsulate\\_montreal.htm](http://pakmission.ca/contactconsulate_montreal.htm)

## Registering with the Consulate General

This is not obligatory, but may be practical if you need to renew your identity papers, register to vote, apply for a grant for your children's education, etc. Visit the websites to find out about the procedures required to receive your consular identification card and to learn about the services offered by your consulate.

## BEWARE OF PRECONCEIVED NOTIONS ABOUT QUÉBEC

A cabin in Canada, surrounded by bears and moose? When you travel around Québec, you'll see wonderful scenery with lakes, forests and cottages, but when living in Montréal, forget about the log cabin! When arriving in Québec, many immigrants hope to find a job that matches their skills and fulfills their dreams. However, Québec is not a utopia, finding a job is not an easy thing, and you have to agree to make concessions and sometimes change careers to achieve your goals. It's critical to avoid having too many preconceived ideas when you arrive so that you can face the reality of the Québec labour market.

### **I CAN LIVE IN QUÉBEC WITHOUT SPEAKING FRENCH OR ENGLISH**

Québec is a Francophone province and you need to speak French in both your professional and social life. It is recommended that people who do not speak French take French courses before arriving in Québec, and, if needed, to continue with courses after settling in the province. In addition, depending on your business sector, your level of responsibility, and the type of company you work for, it may be essential to be proficient in English as well.

### **QUÉBEC IS THE SAME AS CANADA**

This idea is incorrect. When it comes to politics, language and culture, there are many elements that set la Belle Province apart from the rest of the country. While Canadian and American mentalities are quite similar, Quebecers are not French-speaking Americans. There is a true Québec identity, related to Québec's French roots, and pride in belonging to this identity. Not to mention that a certain number of Quebecers would like the province to be independent from Canada.

### **MY CREDENTIALS WILL BE RECOGNIZED**

The education system and the credentials that recognize one's studies are not the same in Québec as elsewhere. The titles of your diplomas and the universities or schools that awarded them to you are not meaningful to a recruiter in Québec. Also, it's important to note that certain titles do not denote the same academic training.

You can submit a request to have a “comparative evaluation of studies completed outside Québec” done by the MIDI. This procedure, for which a fee is charged, does not issue an equivalency diploma, but rather a certification of how your diplomas compare to those awarded in Québec.

► [immigration-quebec.gouv.qc.ca/en/education/comparative-evaluation/index.html](https://immigration-quebec.gouv.qc.ca/en/education/comparative-evaluation/index.html)

## **I'M GOING TO FIND A JOB WITH THE SAME RESPONSIBILITIES AS THOSE I HAD BEFORE COMING TO QUÉBEC**

When you arrive in Québec, you'll undoubtedly have to make some concessions when it comes to the position you hope to hold. Be prepared to start from square one or to hold a lower-level position compared to what you had before; this could be the case for several years, as you work your way up through the ranks. This can be a very difficult experience for people who already have ten or fifteen years of professional experience, as they may get the impression that they will never be employed in accordance with their skills (nor have a salary matching their skills), or even that they will be bored in a position that offers fewer challenges.

## **I FOUND A JOB; NOW I CAN RELAX**

Even if you've found a job for the long term, it doesn't mean that everything should be taken for granted. It's important to adopt the right attitudes in your new workplace.

In Québec, teamwork is an important work value. Also, many newcomers are surprised to see that relationships between workers and their superiors are less formal and official than in other countries and that speaking directly to one's superior is considered normal. However, this accessibility should not be confused with familiarity. Punctuality is also very important. It is customary for meetings to start on time. The same holds true for deadlines. You will obviously be expected to adhere to work schedules. Working overtime or staying late at work when nothing justifies it can be misinterpreted by your colleagues and considered a sign that you are poorly organized in carrying out your assignments.

# WORKING OR STARTING A BUSINESS IN QUÉBEC

Québec has a dynamic labour market. Analyses carried out by Emploi-Québec predict that nearly 50,000 jobs should be created each year over the next two years. But it is important to take a closer look at these favourable conditions and distinguish between the promising sectors that will be in demand in the coming years and those that will see only weak growth, or even a decline.

Contrary to popular belief, newcomers will not necessarily find jobs that correspond to their skills and expectations in the blink of an eye. Much depends on your business sector, adaptability, experience and the way you showcase yourself. In addition, work culture in Québec is perhaps different from what you are familiar with in your home country. It's up to you to keep your eyes and ears open and familiarize

## The “Objectif Intégration – Understanding the World of Work in Québec” training session”

Organized by the ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI) and provided by several partner organizations, this training session will give you all the keys to understanding the world of work in Québec, and provide essential resources as well. Highly recommended!

► [immigration-quebec.gouv.qc.ca/en/settle/information-sessions/objectif-integration.html](https://immigration-quebec.gouv.qc.ca/en/settle/information-sessions/objectif-integration.html)

yourself with the right behaviours to adopt, first during your job interview, then, after you are hired, when taking part in teamwork activities and when interacting with your superiors. In Québec, even if you do find a so-called permanent job, there is a lot of flexibility when it comes to hiring and firing.

<https://telegram.me/iranquebec>

## PROMISING SECTORS

Québec has developed internationally-recognized expertise in certain fields thanks to the development of state-of-the-art technologies, research centres and a qualified, trained labour force. In addition, each region of Québec specializes in developing specific skills, which has made them leaders in certain niche sectors: aluminium in the Saguenay region, video games and multimedia in Montréal, precious metal mining in the Abitibi region, etc.

The high-tech sectors are quite well developed in Québec: the aerospace industry; the pharmaceutical industry and the biotech sector (life sciences); environmental technologies; photonics; multimedia and information and communications technologies.

### It's very easy to land a good-paying job in one's field

It's best not to get your hopes up by thinking you'll be able to land the job of your dreams with an equally fantastic salary right away. It may be easier to find a job in Québec than in Europe, but you might have to enter through the back door, with a lower salary. Then it's up to you to prove yourself so that you can progress through the ranks and gradually reach the level to which you aspire. Similarly, your salary will increase as you progress in your job. In fact, it is not unusual to have to start with smaller jobs that are unrelated to your field but that allow you to gain professional experience in Québec and be able to take advantage of a reference to use towards a future job that you'll find more suitable. This is the "work experience in Québec" required by most employers.



The sectors of excellence include the following fields: bio-food, construction, industrial design, energy, environment, mining, research and innovation, ground transportation, apparel.

The sector that will hire most workers is the service sector, which will account for 79% of new hires between now and 2016

**Source: *Le marché du travail et l'emploi par industrie au Québec 2012-2016 (the labour market and jobs by industry in Québec, 2012-2016), Labour market information, Emploi-Québec, May 2012.***

Among the service sectors, certain fields will contribute heavily to job creation. Emploi-Québec's online labour market information tool IMT (information sur le marché du travail), draws up a list of economic activity sectors ranked according to average annual job growth for all regions of Québec. The top 15 sectors registering an average annual growth rate ranging from 1 to 3% or higher for the years 2013 to 2017 are:

1. Mining
2. Transportation equipment
3. Forestry and logging
4. Food, beverage and tobacco products
5. Metal products
6. Wholesale trade
7. Retail trade
8. Transportation and warehousing

## Information sur le marché du travail - IMT (Labour market information): an Emploi-Québec tool

To find out more about the labour market outlook, careers of the future and regional indices, visit Emploi-Québec's website (under the "labour market information" heading). More specifically, the online IMT site will allow you to find out about job descriptions, salaries and job outlooks for over 500 trades and occupations and to see which are in highest demand currently in each region of Québec.

► [imt.emploi Quebec.net](http://imt.emploi Quebec.net)

9. Finance, insurance, real estate and rental and leasing
10. Professional, scientific and technical services
11. Business support services, services to buildings and other support service
12. Health care and social assistance
13. Information, culture and recreation
14. Wood products
15. Rubber and plastic

This information is also available by region on the online IMT en ligne.

## LABOUR STANDARDS

Labour legislation is defined by the Loi sur les normes du travail – LNT (the act respecting labour standards), which sets the minimum conditions of employment. The Commission des normes du travail – CNT (labour standards board) oversees the application of this act: wages, breaks, vacations, absences owing to sickness, termination of employment, dismissal, psychological harassment, etc. However, the LNT does not apply to everyone (for example, self-employed workers, people working for an organization subject to the Canada Labour Code, students, etc.).

The regular work week is set at 40 hours. Many companies offer work weeks ranging from 35 to 39 hours. The workday usually begins at 8:30 a.m. and finishes at about 4:30 p.m., which leaves time for family life and recreational activities.

On May 1, 2015, the minimum wage was set at \$10.55 per hour (or \$9.05 per hour for workers earning tips).

Workers are also entitled to paid vacation time, whose duration is calculated on the basis of the number of months of work accumulated. Employees usually begin with 10 days of paid vacation leave per year. There are also 8 holidays per year which are paid days not worked. A pregnant employee may take an 18-week maternity leave; the father may take 5 weeks of paternity leave. Both parents may take parental leave for a maximum one-year period. It is possible to receive benefits. Find out more about the Québec Parental Insurance Plan by visiting:

► [rqap.gouv.qc.ca](http://rqap.gouv.qc.ca)

- Commission des normes du travail – CNT (labour standards board): [cnt.gouv.qc.ca](http://cnt.gouv.qc.ca)
- Commission de la santé et de la sécurité du travail - CSST (occupational health and safety board): [csst.qc.ca](http://csst.qc.ca)
- Ministère du Travail, de l'Emploi et de la Solidarité Sociale (Ministry of Labour, Employment and Social Solidarity): [travail.gouv.qc.ca/](http://travail.gouv.qc.ca/)
- Commission des relations du travail - tribunal spécialisé (labour relations board) (specialized tribunal): [crt.gouv.qc.ca](http://crt.gouv.qc.ca)

## EMPLOYMENT CONTRACTS

In Québec, employment contracts can be oral or written. Your employer will not necessarily draw up a formal employment contract (notably in smaller companies), but the foundations of any employment contract are defined by the Civil Code of Québec and the Act Respecting Labour Standards.

A contract can be of fixed term (temporary position) or indeterminate term (permanent position). In case of breach of contract, the employer and employee both have an obligation to give reasonable notice (generally 15 days, but longer if you hold a position of responsibility or have held the position several years).

The employer is obligated to give you a record of employment indicating all the hours you have worked. If an employee considers his/her termination to be wrongful, she/he may file a complaint with the Commission des normes du travail.

If you lose your job, you may, under certain conditions, be able to benefit from employment insurance benefits provided by the Government of Canada. To find out more, visit the Service Canada website:

- [servicecanada.gc.ca/eng/ei/application/employmentinsurance.shtml](http://servicecanada.gc.ca/eng/ei/application/employmentinsurance.shtml)

## INCOME TAX RETURNS

All residents of Québec who receive an income must pay their share of the government's expenses, used to provide services to the

community. This means that everyone has to file an income tax return annually, whatever the source of their income is, for both provincial and federal tax purposes. Taxpayers must provide the government with information on their income and expenses and calculate their share of tax to pay. This is what is known as an income tax return. As a rule, the employer withholds tax and contributions at the source; i.e., directly from your wages, but this does not relieve you from your obligation to file your income tax return.

➡ **Revenu Québec:** [revenuquebec.ca](http://revenuquebec.ca)

➡ **Agence du revenu du Canada:** [cra-arc.gc.ca](http://cra-arc.gc.ca)

## PENSION CONTRIBUTIONS

In Québec, people can retire at the age of 65 to receive the full financial benefits they are entitled to when they discontinue their work activities. Because the benefits are modest, Quebecers prepare for their retirement throughout their life.

Some employers allow their employees to contribute to private pension plans, which are usually advantageous. In Québec, you will often hear about RRSPs (Registered Retirement Savings Plans) (in French: REER/Régime enregistré d'épargne-retraite), which is a plan in which you can deposit money to save for retirement.

To find out more about the types of benefits that you could receive:

➡ **Old age security pension:**

[servicecanada.gc.ca/eng/services/pensions/oas/pension/index.shtml](http://servicecanada.gc.ca/eng/services/pensions/oas/pension/index.shtml)

➡ **Canada Pension Plan:**

[servicecanada.gc.ca/eng/services/pensions/oas/index.shtml](http://servicecanada.gc.ca/eng/services/pensions/oas/index.shtml)

➡ **Régime de rentes du Québec (Québec pension plan):** [rrq.gouv.qc.ca](http://rrq.gouv.qc.ca)

## KEY WORKPLACE VALUES

Work culture in Québec can be very different from what you are familiar with in your home country. Employers will allow you to showcase your skills, initiatives and team spirit. You will feel that

you are being valued for what you accomplish and not just for your academic background. Recruiters look further than the facts revealed by your C.V.; they will also analyze your personality and evaluate whether you will be a good fit for the team.

Workplace values are based on several principles:

## RECOGNIZING THE VALUE OF COMPETENCIES AND ACCOMPLISHMENTS

In Québec, your diplomas and the universities or schools you've attended are only part of the story when it comes to impressing recruiters. Recruiters will pay attention to your previous work experiences, but knowing your job titles will interest them less than understanding the main characteristics of the positions you have held and the concrete objectives that you have achieved. Also, don't forget that your competencies are manifested through your community involvement, volunteer activities, etc.

A person's competencies are also conveyed through their communications and interpersonal relationships, their sense of initiative, leadership, etc. They are a combination of knowledge (education), know-how (experience, accomplishments, etc.) and interpersonal skills (your personality, what you are), which all come together to form your ability to act effectively.

### Service d'intégration en ligne – SIEL (online integration service)

The SIEL tools, designed by the ministère de l'Immigration, de la Diversité et de l'Inclusion, were created for people applying for immigration who are still in their home country. They are intended for individuals still abroad who have received their Québec Selection Certificate (CSQ). The SIEL consists of three interactive modules and deal with the world of work, society, getting settled and living in Québec (with video clips, concrete examples, first-person accounts, etc.). The modules can be completed as self-directed training or with the assistance of a support person.

► [immigration-quebec.gouv.qc.ca/en/electronic-services/siel/index.html](https://immigration-quebec.gouv.qc.ca/en/electronic-services/siel/index.html)

## COOPERATION AND TEAM SPIRIT

You will be expected to collaborate with your colleagues: if obstacles arise during project implementation, your employer will appreciate that you come up with solutions. Employers will expect you to be self-sufficient and responsible in the tasks entrusted to you. Don't hesitate to adjust your work methods if they prevent the project from moving forward smoothly and negatively impact the team dynamic. In short, it's important to be humble and self-critical!

## PUNCTUALITY

When a meeting is scheduled for 9 a.m., this is the time that it will actually start, which means that participants will arrive ten minutes ahead of time to get settled and pick up the work documents provided for the meeting.

## RELATIONSHIPS WITH ONE'S SUPERIORS

Many newcomers are surprised by the relationship employees in Québec have with their superiors, less formal or official than in other countries. Workplace hierarchies are less rigid and it is considered normal to be able to speak directly to one's superior. But this accessibility should not be mistaken for familiarity: even if conversations are cordial and relaxed, your manager – and your colleagues – are not friends.

### Professional references

It is customary for recruiters to ask you for references from former employers. For immigrants who do not have work experience in Québec, any type of job held since arriving will suffice in terms of references, even if it was not in your field. For example, you may have worked as a server in a restaurant even though your training or experience is in the field of logistics; regardless of this, a potential employer will contact your former employer to find out about your behaviour, your punctuality, etc.

## COMMUNICATING

It is important to be aware that team-meeting discussions aim for consensus. Participants speak in turn, expressing their opinions openly, simply and concisely. When there is disagreement, it is rare to hear conflict being expressed directly. Differences of opinion are expressed in a more implicit manner. For this reason, it's important to be attentive to the remarks your colleagues and superiors make to you: a more negative allusion may be inserted between two positive comments. It is up to you to notice it. Conflicts are settled through compromise. Criticism is offered in a constructive way.

Political correctness is the rule in Québec. In your conversations with your colleagues, choose your words and subjects carefully.

## KEEPING PRIVATE LIFE AND PROFESSIONAL LIFE SEPARATE

You will be able to entertain cordial, even friendly relationships with your work colleagues, but in Québec society, there is a clear separation between private life and professional life. Some immigrants have trouble understanding why friendships take so long to develop. Don't expect work colleagues to invite you over to their house. Conversely, they would be surprised and uneasy if you were to invite them over to your house to have your families meet. But many offices organize happy hours at nearby bars, which are good opportunities to have informal conversations with your co-workers.

« On YES Montréal's website, there is a database with companies seeking English-speaking employees. I sent out a lot of C.V.s. I had an interview with Bell, but I had to be perfectly bilingual, so it didn't work out. I looked for jobs at Rockland Centre and Futureshop as a sales clerk or assistant. I finally found a job as a collections officer for people who do not pay back their credit on time. I earn \$11 an hour. »

— **Alexandra, Romania**

### BROWSE THROUGH JOB OFFERS ON THE INTERNET AND IN NEWSPAPERS

Even though most job offers are not advertised through these channels, it can be a good idea to look at job offers on public websites such as Emploi-Québec or private ones, such as Jobboom, Monster, Workopolis, etc. There are also websites that specialize in certain sectors.

### CONTACT AN EMPLOYMENT AGENCY

Sending your C.V. to an employment agency can be a good way to get your first work experience. Some agencies require that you to sign a contract with them for a fixed period of time. This means that, if the company where the agency has sent you would like to hire you, this might not be possible for a few more months because of your contract with the employment agency.

There are many general agencies, as well as those specializing in certain business sectors. International firms such as Adecco and Manpower have offices in Québec, but you can also choose a local agency. You'll find a directory of employment agencies at the site  
➡ [agences-de-placement.ca](http://agences-de-placement.ca)

### ATTEND JOB FAIRS

Every year in Québec, several job and career fairs are organized, both general and field-specific. They provide ideal opportunities to meet employers in person, submit your application,

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introduce yourself to the human resources representative on site, and get information about the job market and companies that are hiring.

To find out about the dates of job fairs in your region, visit the Emploi-Québec website: ➡ [emploi.quebec.gouv.qc.ca/evenements/](https://emploi.quebec.gouv.qc.ca/evenements/)

## NETWORKING

You'll very quickly see that in Québec, networking is a key ally in your professional life. It is said that nearly half of all job offers are not publicly advertised; consequently, networking is often the best strategy for finding a job.

Creating and maintaining a strong network of contacts requires adopting a proactive approach involving hard work, patience, and determination. There are many forums where you can talk about your career plans and build relationships with other people who have the same interests or are experiencing similar difficulties. Do not hesitate to become a member of "networking" organizations, such as chambers of commerce, associations and private clubs, which exist to allow members to exchange information and ideas. For example, MTL LESA (short for Montreal Local Expatriate Spouse Association) is aiming to become the effective voice of expatriate spouses and partners in Montreal by establishing a strong collaboration and network within the international and local community.

➡ [linkedin.com/groups/MTL-LESA-Montreal-Local-Expatriate-4923935/about](https://linkedin.com/groups/MTL-LESA-Montreal-Local-Expatriate-4923935/about)

Of particular interest to immigrants are groups such as ➡ **Internations** and ➡ **Meetup**, which facilitate integration and provide opportunities to make contacts. The website ➡ **Montréal 5A7** provides a calendar of business networking events in Greater Montréal. Don't hesitate to try it; any contact is a good contact!

### MONTREAL 5A7, business networking events

MONTREAL 5A7 allows you to quickly and easily target your activities according to your availability and your interests, and to record your feedback about your experience after the events. Useful for businesspeople and entrepreneurs in the Montréal area, it is also very practical for newcomers.

➡ [montreal5a7.ca](https://montreal5a7.ca)

## VOLUNTEER

In Québec, more than 37% of people aged 15 and over engage in volunteer work. Volunteering is a deeply-rooted social phenomenon and is second nature for many people. It's a good opportunity to develop a social and professional network. What's more, in Québec you can list your volunteer experiences on your C.V.: an employer in Québec will consider these to be valid work experiences and will

« I was unable to find work but wanted to feel useful, so I looked into doing volunteer work. I visited the website of the Volunteer Bureau of Montreal (VBM) and found a volunteer job in human resources, working for Artists Without Borders Canada. From July to December of 2011, I was responsible for hiring, staff performance evaluations and several projects. This volunteer job was a full-time commitment and was a very enriching experience. Even though I received no pay, I met a lot of people and got to practice my French and English skills»

— Irène, China



**CONTACT US!**

**514 932.2953**

[centrecsai.org](http://centrecsai.org)

 CSAI Montreal



### OUR SERVICES

#### Settlement and integration services

- Assistance with the immigration process
- Information and orientation
- Counseling and social support
- Assistance with documentation
- Income tax return assistance
- Sociocultural and recreational activities
- Volunteer opportunities

#### French language services

- Part-time french courses
- Conversation workshops

#### Employment assistance services

- Individual meetings and follow-ups
- Job search workshops
- Computer classes

certainly appreciate your commitment as a member of Québec society.

- Volunteer Bureau of Montréal: [cabm.net/](http://cabm.net/)
- Centre d'action bénévole de Québec – CABM (Québec volunteer bureau): [cabquebec.org](http://cabquebec.org)

## EMPLOYMENT ASSISTANCE ORGANIZATIONS

In Québec, specialized job search support services are offered to Canadian citizens and permanent residents. However, general services are available for everyone, including individuals who have temporary immigration status. These centres, whose services are free of charge, will provide valuable information on career opportunities, job search methods, programs for integration into the labour market, etc. They can also guide you as you write your C.V. and prepare for a job interview:

**Centres locaux d'emploi – CLE (local employment centres)** are run by Emploi-Québec. There are close to 150 CLEs and points of service throughout the 17 regions of Québec. To find the one closest to you, the online locator will be helpful:

- [mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/Index\\_en.asp](http://mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/Index_en.asp)

**Centres de recherche d'emploi – CRE (job search centres)** are for all job-seekers. Some CREs offer special support for immigrants.

*Association des Centres de recherche d'emploi du Québec (ACREQ/ association of Québec job search centres):* ► [cre.qc.ca](http://cre.qc.ca)

« I went to YES Montréal, an organization that helps immigrants, particularly with job search activities. That's how I got a position in telemarketing. In addition to my job, I'm still taking French classes. I study at the Carrefour de liaison et d'aide multiethnique (CLAM), and at another organization on the Plateau. I've also heard about the Welcome Hall Mission, which offers employability services. »

— Joao, Brazil

**Carrefours jeunesse-emploi - CJE (youth employment hubs):** support young people between the ages of 18 and 35 in their job search or return to school.

► **Réseau des Carrefours Jeunesse-Emploi du Québec (Québec youth employment hub network):** rcjeq.org

## C.V.S AND JOB INTERVIEWS

### UPGRADING YOUR C.V. TO SHOWCASE YOUR COMPETENCIES

Writing or upgrading your C.V. involves stepping back and looking at your professional career in order to assess what your competencies are and what you have accomplished. It's very important to remember that in Québec, a C.V. should not contain your photo, age, civil status or any other information that could lead to discriminatory hiring. Also, the paper size differs from certain sizes used in other countries. In Québec, the slightly smaller, letter-sized (8.5 x 11 inches) paper is used, so pay attention to your page layout.

A Québec-style C.V. should highlight the following features:

- competencies or areas of expertise (technical and methodological knowledge, knowledge of tools, knowledge of the business sector, etc.);
- aptitudes or social skills (leadership and organizational skills, tact, etc.);

« I tried several times to take provincial and federal exams to get a job as a civil servant. The most difficult part of these exams is the section involving situation simulation exercises. I was not familiar enough with work culture in Québec and that caused problems when I had to answer certain very practical questions. After a few attempts, I finally passed the exam and found a job with Revenu Québec as an office clerk. »

— **Olga, Moldavia**

- › other skills: language proficiency, computer skills, etc. Certain employers identify a fourth type of knowledge: knowing how to react/evolve (being proactive, anticipating, dealing with change and adapting to it).

Your C.V. should also highlight your accomplishments; i.e., contributions you have made as part of your job that you are particularly proud of.

## ASSESSING YOUR CROSS-SECTOR SKILLS

In Québec, a job applicant's transferable skills should be highlighted. If you do not have the exact competencies required for the position you are applying for, think about what you can emphasize: your ability to make decisions, communicate, apply methodologies, analyze information, etc. You will then be able to demonstrate your ability to implement these skills and acquire new ones.

## PREPARING FOR JOB INTERVIEWS

An interview allows a recruiter to get to know you, verify that your profile is a match for the position, get a feeling for your personality, and assess whether you will be a good fit for the team and are on the same wavelength as the other team members. The recruiter's goal is simply to find the candidate that best suits the position and it's your job to prove that you are that person!

Don't hesitate to use the services of an employment advisor, who can help you prepare for the Québec job interview process and train you to answer eventual questions in order to show yourself in your best

« My husband had seen an ad for the Salon de l'immigration et de l'intégration au Québec which was taking place at Montréal's Palais des Congrès. I went and it helped me enormously. I met with representatives of employability agencies and I realized that my C.V. wasn't written in accordance with Québec standards. Because I am not a permanent resident, not all organizations are available to me. I went to YES Montréal and I got advice on C.V.s and interviews and took French classes. »

— Alexandra, Romania

## Some organizations can serve you in English

### In Montréal:

- Accueil Liaison Pour Arrivants (ALPA) : [alpaong.com/](http://alpaong.com/)
- Actions interculturelles : [aide.org/](http://aide.org/)
- CEDA : [cedast-henri.blogspot.ca/](http://cedast-henri.blogspot.ca/)
- Centre Afrika : [centreafrika.net/](http://centreafrika.net/)
- Centre d'appui aux communautés immigrantes : [caci-bc.org/](http://caci-bc.org/)
- Centre social d'aide aux immigrants – CSAI : [centrecsai.org/](http://centrecsai.org/)
- CREMCV / Club de recherche d'emploi Montréal Centre-Ville : [cremcv.com/](http://cremcv.com/)
- Le Collectif : [cfiq.ca/](http://cfiq.ca/)
- L'HIRONDELLE, Services d'accueil et d'intégration des immigrants : [hirondelle.qc.ca/](http://hirondelle.qc.ca/)
- La Maisonnée : [lamaisonneeinc.org/](http://lamaisonneeinc.org/)
- PROMIS : [promis.qc.ca/](http://promis.qc.ca/)
- SAJE Accompagnateur d'entrepreneurs : [sajeenaffaires.org/fr/](http://sajeenaffaires.org/fr/)
- Service à la Famille Chinoise du Grand Montréal : [famillechinoise.qc.ca/](http://famillechinoise.qc.ca/)
- YES Montréal : [yesmontreal.ca](http://yesmontreal.ca)

### In other regions:

- ACCÈS TRAVAIL.COM : [accestravail.com/](http://accestravail.com/)
- Centre Sino-Québec de la Rive-Sud : [sinoquebec.ca/](http://sinoquebec.ca/)
- FORUM-2020 : [forum-2020.qc.ca/](http://forum-2020.qc.ca/)
- L'ANCRE – Droit à l'emploi: [coffre.ca/accueil-droit-saint-jean/](http://coffre.ca/accueil-droit-saint-jean/)
- Le COFFRET : [lecoffret.ca](http://lecoffret.ca)
- Service d'aide aux Néo-Canadiens de Sherbrooke : [sanc-sherbrooke.ca/](http://sanc-sherbrooke.ca/)
- Service d'accueil des nouveaux arrivants en Mauricie (SANA Mauricie): [sanamauricie.qc.ca/](http://sanamauricie.qc.ca/)
- SITO-Outaouais : [sito.qc.ca/](http://sito.qc.ca/)
- Services et Formation aux Immigrants en Montérégie : [sfim.qc.ca/](http://sfim.qc.ca/)

## Improving your English skills in Montréal

### Language schools

You'll find many language schools in Montréal. You can simply look on the internet and find the one that's closest to you or that offers the best prices. Read the reviews posted online to get an idea of the quality of the education and how classes are organized.

### Universities

McGill and Concordia, two English-language universities, offer English courses for adults in their continuing education programs.

► McGill: [mcgill.ca/conted/fr](http://mcgill.ca/conted/fr)

► Concordia: [concordia.ca/conted.html](http://concordia.ca/conted.html)

The continuing education faculties of both the Université de Montréal (UdeM) the Université du Québec à Montréal (UQÀM) also offer English language courses.

► UdeM: [fep.umontreal.ca](http://fep.umontreal.ca)

► UQÀM: [etudier.uqam.ca/perfectionnement](http://etudier.uqam.ca/perfectionnement)

### Community organizations

Several organizations serving newcomers offer English courses. Refer to the section of the Guide dealing with employability organizations to find out which ones do. Most offer affordable prices.

You can also take classes at the YMCA International Language School: ► [ymcalanguages.com/](http://ymcalanguages.com/)

### Discussions and conversations

Some people will prefer to improve their English through one-on-one meetings. Two people, a native English speaker and a speaker of another language, get together and converse, half the time in English and the other half in the other language.

Visit the following sites to find offers: ► [montreal.craigslist.ca/conversationexchange.com](http://montreal.craigslist.ca/conversationexchange.com) or [meetup.com/](http://meetup.com/)

### Improving your English while doing an outdoor activity: an original idea!

The Intercultural Outdoor Recreation Program of the Milton Park Recreation Association (ARMP) offers newcomers an excellent opportunity to discover the Montréal area during an outdoor recreation activity and to practice their English by conversing with the other participants and the activity leader who is also an English teacher.

► [pleinairinterculturel.com](http://pleinairinterculturel.com)

► [miltonpark.org](http://miltonpark.org)

light. Organizations sponsored by Emploi-Québec offer interview-preparation services.

Obviously, the way you present yourself is crucial. Smile and display a calm, self-assured demeanor. A firm handshake is always appreciated. Allow the employer to begin the conversation and lead the interview. In Québec, the interviewer will often try to make you feel at ease. It is wise to give short, concise responses based on concrete examples.

« I realized that in Montréal, you are often required to be proficient in both French and English. I got information about financial aid available for learning English and that's how I got a bursary from the "Explore" program. It's a 5-week intensive language immersion program offered at several Canadian universities. »

— Nadezda, Kyrgyzstan

## STARTING A BUSINESS

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There are many small- and medium-sized businesses in Québec. Many immigrants come to the province to start a business here, either because they already have expertise in a certain field or because it's part of their dream of immigrating and traveling. Whatever your motivations may be, starting a business in Québec is surprisingly easy. However, it may prove more difficult to see it thrive and grow. Be aware of all the challenges involved so that your project will be a successful one!

Advice for starting your business:

- Understand business culture in Québec
- Draw up a business plan
- Have knowledge of regulatory requirements
- Be proficient in accounting and tax matters specific to Québec
- Develop your network and promote the visibility of your business

There are many organizations that can support you in your project. Professionals specializing in business start-ups or takeovers offer services which are most often free of charge. In addition to helping you draw up a business plan, they can direct you in your search for financing or any aid that you might be entitled to. Among them are:

## ONLINE TOOLS

- Services Québec (Servicios de Québec): <https://telegram.me/iranquebec>  
[gouv.qc.ca/entreprises/portail/quebec](http://gouv.qc.ca/entreprises/portail/quebec)
- Ministère de l'Économie, de l'Innovation et des Exportations  
(Ministry of Economic Development, Innovation and Export Trade):  
[economie.gouv.qc.ca](http://economie.gouv.qc.ca)
- Investissement Québec: [investquebec.com](http://investquebec.com)
- Info entrepreneurs (information centre for businesses throughout Canada): [infoentrepreneurs.org](http://infoentrepreneurs.org)
- Gouvernement du Canada: [entreprisescanada.ca](http://entreprisescanada.ca)
- Fondation de l'entrepreneurship (organization providing products and services to entrepreneurs): [entrepreneurship.qc.ca](http://entrepreneurship.qc.ca)
- Jentreprends.ca (for young entrepreneurs aged 16-24):  
[jentreprends.ca](http://jentreprends.ca)

### **Business start-up/growth support centres:**

- Les centres locaux de développement (local development centres): [acldq.qc.ca](http://acldq.qc.ca)
- Les corporations de développement économique communautaire (community economic development corporations): [cdecdequebec.qc.ca](http://cdecdequebec.qc.ca)
- Les sociétés d'aide au développement des collectivités et centres d'aide aux entreprises (business help centres): [sadc-cae.ca](http://sadc-cae.ca)

### **Training and networking organizations:**

- Futurpreneur: program for newcomers: [futurpreneur.ca/fr/](http://futurpreneur.ca/fr/)
- SAJE, accompagnateur d'entrepreneurs (centre of excellence in entrepreneurship): [sajemontreal.com](http://sajemontreal.com)
- YES Montréal : [yesmontreal.ca](http://yesmontreal.ca)

### **Organizations specializing in women's entrepreneurship:**

- Mon projet d'affaires (my business project): [monprojetdaffaires.com](http://monprojetdaffaires.com)
- Femmessor: [femmessor.com](http://femmessor.com)
- Compagnie-F: [compagnie-f.org](http://compagnie-f.org)
- Centre d'entrepreneuriat féminin du Québec (women's entrepreneurial centre of Québec): [cefq.ca](http://cefq.ca)
- Continuum entrepreneuriat Montréal pour femmes issues de l'immigration (Montréal organization for immigrant women interested in entrepreneurship): [cemfii.net](http://cemfii.net)
- Option femmes emploi (organization promoting women's participation in the labour force): [optionfemmesemploi.qc.ca](http://optionfemmesemploi.qc.ca)

### **Chambers of commerce:**

- Canadian German Chamber of Industry and Commerce Inc.: [kanada.ahk.de/fr/contact/montreal/](http://kanada.ahk.de/fr/contact/montreal/)
- Brazil – Canada Chamber of Commerce: [brazcanchamber.org/pages/contact/](http://brazcanchamber.org/pages/contact/)
- Canada-China Business Council (CCBC): [ccbc.com/fr/contactez-nous/](http://ccbc.com/fr/contactez-nous/)
- Canadian Lebanese Chamber of Commerce and Industry in Montréal: [facebook.com/ccicl](https://facebook.com/ccicl)

## LEARNING AS AN ADULT: GOING BACK TO SCHOOL

When it comes to returning to school as an adult, several terms can be used, and each is specific to a level of education. At the secondary level, the term “adult education” is used. At the college and university levels, it’s usually called “continuing education.” The term “lifelong learning” is also used at the university level, but to a more limited extent. Regardless of the specific term used, this category of the educational system is intended for adults aged 16 years and older. To enroll in a program or register for training as an adult returning to school, you generally need to have permanent resident status.

As a newcomer to the country, you might need to upgrade your knowledge and skills to better suit the Québec context. From one country to the next, the work methods, techniques and technologies are not necessarily the same. Don’t hesitate to take a course – it will allow you to get started more quickly in the job market. If you practise a regulated trade or occupation, a training program or internship will no doubt be obligatory.

Afterwards, to continue to develop professionally, advanced training – or for those in a career transition, lifelong training – should be part of your habits.

If you are receiving employment insurance or social assistance, and are a permanent resident, you might be eligible for one of Emploi-Québec’s manpower training measures. Contact your Centre local d’emploi - CLE (local employment centre) for an assessment of your

### Helpful reading: the ImmigrAffaires guide

Thanks to the SAJE, newcomers can take advantage of the ImmigrAffaires guide and workshops. The guide is a tool providing information and references on the process of starting a business in Québec. It is free of charge and can be downloaded online in English. Three workshops are also available for participants wanting to learn more about different aspects of the world of business in Québec.

► [sajeenaffaires.org](http://sajeenaffaires.org)

► [immigraffaires.org](http://immigraffaires.org)

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**/scs**

<https://telegram.me/iranguébec>

situation and to find out if you are eligible.

➤ [mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur](http://mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur)

For financial aid for your studies:

➤ [mesrs.gouv.qc.ca/aide-financiere-aux-etudes/](http://mesrs.gouv.qc.ca/aide-financiere-aux-etudes/)

## HOW TO CHOOSE THE TRAINING PROGRAM THAT'S RIGHT FOR YOU?

You can choose among a variety of institutions depending on the program you want to pursue and, most importantly, the goals you have set for yourself. Secondary schools, adult education centres, vocational training centres, cégeps, private colleges, universities and other educational institutions all offer programs allowing adults to acquire new knowledge, through full-time or part-time sessions, with flexible schedules, evening courses and short sessions. The websites of these various institutions have a section devoted to continuing education, which you can visit to find helpful information on programs for adults. There are also many possibilities in the area of web-based distance education.

➤ **Ministère de l'Éducation, de l'Enseignement supérieur et de la Recherche:** [education.gouv.qc.ca/en/home/](http://education.gouv.qc.ca/en/home/)

## VOCATIONAL TRAINING

- **Inforoute de la formation professionnelle et technique - FPT** (vocational and technical training information highway): [inforoutefpt.org](http://inforoutefpt.org)
- **Service régional d'admission en formation professionnelle - SRAFP** (regional admissions office for vocational training programs): [srafp.com](http://srafp.com)
- **CLIC FP** (vocational training on the Island of Montréal): [clicfp.qc.ca](http://clicfp.qc.ca)

## TECHNICAL TRAINING

➤ **Back to Cégep:** [backtocegep.com](http://backtocegep.com)

## DISTANCE TRAINING

➤ **Cégep à distance** (distance training at the cégep level): [cegepadistance.ca](http://cegepadistance.ca)

- Greater Montréal Regional Center for Distance Education: [cspi.qc.ca/distance](http://cspi.qc.ca/distance)
- Comité de liaison interordres en formation à distance - CLIFAD (inter-level distance education liaison committee): [portailfad.qc.ca/en/home/](http://portailfad.qc.ca/en/home/)
- Le Formateur (portal for online training programs offered by Québec cégeps): [le-formateur.com](http://le-formateur.com)
- Portal for distance education in Québec: [portailfad.qc.ca](http://portailfad.qc.ca)
- Société de formation à distance des commissions scolaires du Québec - SOFAD (distance education agency for the school boards of Québec): [sofad.qc.ca/en/](http://sofad.qc.ca/en/)
- Formation à distance assistée - FAD@ (assisted distance learning): [csdm.ca/education-adultes/formation-a-distance/](http://csdm.ca/education-adultes/formation-a-distance/)
- Université à distance de l'Université du Québec - TÉLUQ (distance learning school of the Université du Québec): [teluq.ca](http://teluq.ca)

## ASSESSMENT OF CREDENTIALS EARNED ABROAD

The **“comparative evaluation of studies completed outside Québec”** is a tool designed originally to help employers determine the level of education and training in Québec that corresponds to studies completed outside Québec. It provides a general description of academic documents (diplomas and transcripts) and studies completed in a country officially recognized by the education ministry of a country or province other than Québec. **The comparative evaluation** indicates what these studies correspond to in terms of the Québec school system and its main diplomas. Adults returning to school may sometimes be required to obtain a comparative evaluation. Find out before submitting your application.

If you do need this evaluation, you will need to send the originals of your diplomas and transcripts, pay the fees (CAN\$114 as of January 1, 2015) and refer to the website for processing times in effect when you submit your request.

- [immigration-quebec.gouv.qc.ca/en/employment/comparative-evaluation/index.html](http://immigration-quebec.gouv.qc.ca/en/employment/comparative-evaluation/index.html)

To find out about the assessment of international credentials, visit the website of the Canadian Information Centre for International Credentials (CICIC):

► [cicdi.ca](http://cicdi.ca)

## RECOGNITION OF COMPETENCIES: VALIDATING YOUR WORK EXPERIENCE

The recognition of competencies is an evaluation process that allows you to obtain official recognition of the competencies you have acquired through your work experiences, whether paid or not.

The recognition of competencies is intended for individuals who would like to obtain recognition for significant work experience they possess in a certain trade. This professional experience could have been acquired in Québec or abroad. This process validates the experience you acquired in your home country. According to your work objectives, needs and business sector, two possibilities are available to you:

- **The recognition of prior learning and competencies (RPLC)**, the approach of the Ministère de l'Éducation, du Loisir et du Sport, allows you to obtain an official document (report card, certification, diploma, etc.) that applies to vocational training (secondary school) or technical training (college level), without having to relearn what you already know.

For additional information about the RPLC in all regions of Québec:

► [reconnaissancedesacquis.ca/en/](http://reconnaissancedesacquis.ca/en/)

In Montréal, contact Qualification Montréal:

► [qualificationmontreal.com](http://qualificationmontreal.com)

- **Workforce Skills Recognition (WSR), the approach of the Ministère du Travail, de l'Emploi et de la Solidarité Sociale**, allows you to obtain a certificate of professional qualification that is equivalent to a competency card. For information concerning the WSR, contact Qualification Montréal or the local employment centre (CLE) nearest you. You'll find the list on the website of the Ministère du Travail, de l'Emploi et de la Solidarité sociale du Québec:

► [mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/Index\\_en.asp](http://mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/Index_en.asp)

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# FACT SHEET

## TOOLBOX OF JOB SEARCH WEBSITES

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### GENERAL INFORMATION

- Ministère du Travail, de l'Emploi et de la Solidarité sociale:  
[mess.gouv.qc.ca/Index\\_en.asp](http://mess.gouv.qc.ca/Index_en.asp)
- Information sur le marché du travail – IMT:  
[imt.emploi.quebec.gouv.qc.ca/mtg/inter/noncache/contenu/asp/mtg941\\_accueil\\_fran\\_01.asp?Lang=ANGL](http://imt.emploi.quebec.gouv.qc.ca/mtg/inter/noncache/contenu/asp/mtg941_accueil_fran_01.asp?Lang=ANGL)
- Commission des normes du travail du Québec – CNT (Québec's labour standards commission): [cnt.gouv.qc.ca/en/home/index.html](http://cnt.gouv.qc.ca/en/home/index.html)

### VIEWING JOB OFFERS/SUBMITTING YOUR C.V.

Public websites:

- Emploi-Québec: [emploi.quebec.gouv.qc.ca/en/](http://emploi.quebec.gouv.qc.ca/en/)
- Emploi-Québec's online placement site: [placement.emploi.quebec.gouv.qc.ca/mbe/login/portail/portcherc.asp?CL=english](http://placement.emploi.quebec.gouv.qc.ca/mbe/login/portail/portcherc.asp?CL=english)
- Québec First: [quebecfirst.com/en/](http://quebecfirst.com/en/)

Private websites:

- Jobboom: [jobboom.com/en/](http://jobboom.com/en/)
- Workopolis: [workopolis.com/EN/](http://workopolis.com/EN/)
- Monster Canada: [monster.ca](http://monster.ca)
- Eluta Canada: [eluta.ca](http://eluta.ca)
- Job au Québec: [jobauquebec.com](http://jobauquebec.com)

### EMPLOYMENT SEARCH ENGINES

- Jobs.ca: [emplois.ca](http://emplois.ca)
- Indeed.ca: [ca.indeed.com](http://ca.indeed.com)
- Offres d'emploi.ca: [offres-emplois.ca](http://offres-emplois.ca)
- Option-Carrière.ca: [option-carriere.ca](http://option-carriere.ca)

### WEBSITES FOR IMMIGRANTS

- Abacus RH a personalized job placement service for qualified IT professionals who have recently immigrated to Québec: [abacustalent.com/en/](http://abacustalent.com/en/)

- **Emploi Nexus** (specializing in employment in the following sectors: aerospace, life sciences and health technologies, information and communications technologies): [emploinexus.com/about-us/](http://emploinexus.com/about-us/)
- **L'intégration en emploi**, a directory of resources and initiatives related to employment in Montréal: [travailimmigrants.com](http://travailimmigrants.com)

## RECEIVING ADVICE AND GUIDANCE ABOUT THE JOB MARKET, WRITING YOUR C.V. AND COVER LETTER

On the Emploi-Québec website, the “**Organize Your Job Search**” page is well worth visiting. It is full of resources, information, and advice for an effective job search.

- **Emploi-Québec**: [emploiuebec.gouv.qc.ca/en/citizens/finding-a-job/organize-your-job-search/](http://emploiuebec.gouv.qc.ca/en/citizens/finding-a-job/organize-your-job-search/)
- **Centres locaux d'emploi – CLE** (local employment centres): [mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/Index\\_en.asp](http://mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/Index_en.asp)
- **Centres de recherche d'emploi – CRE** (Centros de búsqueda de empleo): [cre.qc.ca](http://cre.qc.ca)
- **Ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI)**: [immigration-quebec.gouv.qc.ca/en/employment/looking-finding/index.htm](http://immigration-quebec.gouv.qc.ca/en/employment/looking-finding/index.htm)
- **Réseau des Carrefours Jeunesse Emploi du Québec** (Québec network of youth employment hubs): [rcjeq.org/?lang=en](http://rcjeq.org/?lang=en)

Every month, the **Bibliothèque et Archives nationales du Québec (BANQ) (national library and archives of Québec)** and Emploi-Québec organize free workshops about the job market. These useful workshops deal with themes such as understanding the job market, preparing an effective C.V., leaving the city for work, etc.

- [banq.qc.ca/services/services\\_specialises/centre\\_emploi\\_carriere](http://banq.qc.ca/services/services_specialises/centre_emploi_carriere)

There are also many organizations in Montréal and elsewhere in the province that offer employment-related help, guidance and support.

## Mentoring program

To help newcomers to Québec get their first work experience, **the Interconnection program**, directed by the Board of Trade of Metropolitan Montréal, in partnership with Emploi-Québec, offers permanent residents privileged contacts with Montréal businesses.

- [btmm.qc.ca/en/metropolis/interconnection/](http://btmm.qc.ca/en/metropolis/interconnection/)

# ACCESS TO A PROFESSIONAL ASSOCIATION FOR PEOPLE TRAINED OVERSEAS

**Written by the Conseil interprofessionnel du Québec (Québec Interprofessional Council)**

In Québec, to practise a profession or hold a title governed by the Professional Code, a person must hold a permit and be a member in good standing of the professional association concerned. The 46 Quebec professional associations have a total membership of more than 378,000 individuals practising 54 regulated professions. Why does such a large share of workers have its practise regulated by a professional association? Under the Code, the main mission of a professional association is to protect the public, notably by exercising control over the practise of the profession(s) under its scope. To this end, the association is required by law to verify the competence and integrity of anyone applying for membership. The professional permit issued by the association to the applicant sanctions this individual's competence.

To obtain a permit, the applicant must hold a recognized diploma or its equivalent (in the case of an individual who completed studies or training abroad). The applicant must also meet, if applicable, additional conditions specified by the professional association (internship, additional training, professional examination, etc.). Finally, the applicant must have sufficient proficiency in French to practice the profession.

## **APPLICANT WITH TRAINING ABROAD?**

If you completed your studies or training abroad, it is possible that you do not have a recognized diploma. In this case, you may request that the professional association concerned recognize your diploma or training as being equivalent to the Québec diploma required.

A regulation of the association, sanctioned by the government, establishes the criteria and procedure for recognizing an equivalency. It is strongly recommended to start the procedures for equivalency recognition when you begin your immigration process. It is essential that you submit an equivalency recognition application that complies with regulatory requirements. It is important to provide all the necessary documents.

## **UPGRADING TRAINING**

<https://telegram.me/iranquebec>

Although the majority of equivalency applications are accepted, it is possible that the response you receive from your association contains a stipulation for upgrading training. For example, you may have to take additional courses, take a test or complete an internship to have your training recognized as being equivalent to a Québec diploma.

## **COMMISSIONER FOR COMPLAINTS**

The Commissioner for Complaints concerning the recognition of professional competence examines complaints from anyone who feels they have been aggrieved by a professional association in the handling of an application for equivalency for the purpose of obtaining a permit to practice a profession..

## **TEMPORARY RESTRICTIVE PERMIT**

In situations where the competence profile of an applicant does not correspond fully with the requirements for issuing a permit, the applicant may be issued a temporary restrictive permit until he/she completes her/his profile and becomes eligible for a regular permit..

## **TO FIND OUT MORE**

If you are seeking information about the diplomas or credentials that are required, the procedure for having a diploma or training acquired abroad recognized, or about upgrading training, the website of the professional association concerned is a reliable and accessible source of information.

For additional information:

► [professions-quebec.org/en/](https://professions-quebec.org/en/)



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**ANNUAIREIMMIGRATION.COM**

The directory of professionals assisting immigrants