



# A NEW LIFE IN GATINEAU

Tools to help you  
become independent

Research and composition:

Accueil-Parrainage Outaouais Team:

Rouae Aissan

Paul Blondin

Seraj Doryani

Octavio Duque

Carmelo Marchese

Martine Mukarubayiza

Ibtissem Naceur

Bato Redzovic

Martin Santos

With support from:

Lucie Côté

Željka Rajak

Andrea Seminaro

Yvon Neveu

Page set up :

Irma Quevedo

Ivan Gutierrez

Pictures:

O.Duque

I. Quevedo

S. Morest

Translation :

Susan Connelly

***Editor's Note:***

The references and information contained in this document were updated in the summer of 2013.

Gatineau, August, 2013

# TABLE OF CONTENTS

INTRODUCTION.....	5
ACCUEIL-PARRAINAGE OUTAOUAIS .....	6
MINISTRY OF IMMIGRATION AND CULTURAL POLICIES (MICC).....	8
THE CITY OF GATINEAU .....	9
WELCOMING AND SETTLING OF NEW ARRIVALS .....	10
« Aux Portes Ouvertes » Inn.....	10
Temporary Housing .....	11
Housing.....	11
The Lease .....	12
Good Tenant's Code .....	12
Telephone Service.....	13
Utilities.....	13
Proof of Residence .....	14
Subsidized Housing .....	14
Change of Address.....	15
Social Insurance Number (SIN).....	15
Permanent Residence Card .....	16
Bank Accounts.....	17
Repayment of Immigration Loans .....	18
Translation services .....	18
SUPPORT SERVICES FOR THE INTEGRATION OF NEWCOMERS.....	20
Health System.....	20
Québec Health Insurance .....	20
Insurance for health services upon arrival.....	21
Medication insurance .....	21
Health Services .....	22
Québec School System .....	26
Pre-school and primary Education .....	26
High School.....	26
College Education (CEGEP).....	27
Professional and Technical Programmes .....	28
Recognition of Credits .....	29
University.....	30
Employment.....	31
Finding a job .....	31
Evaluation of Studies from outside Québec .....	33
Welfare.....	33
Children .....	35
Birth of a Child.....	35
Child Care Benefits .....	35
Childcare .....	38
Other information .....	39
Twinning Project.....	39
Outings .....	39
Driver's Licence.....	40
Income Tax.....	41
Canadian Citizenship .....	43

Legal Services .....	44
<b>MUNICIPAL SERVICES</b> .....	46
Reception of newcomers .....	46
Moderately priced housing .....	46
Public Transport.....	47
User's Guide.....	47
Bus Stops.....	47
Transfers.....	48
Taxi Service .....	48
Access Card .....	49
Libraries .....	49
Culture and Recreation .....	50
Day Camps.....	51
Important Telephone Numbers .....	51
<b>COMMUNITY SERVICES</b> .....	52
<b>NOTES</b> .....	54

# INTRODUCTION

Welcome to Gatineau!

The Accueil-Parrainage Outaouais (APO) team is pleased to make the document “A New Life in Gatineau” available to you. It contains information which will be useful to you as you integrate into Québec society.

The success of your integration lies in your effort and your willingness to become self-sufficient and to create your place in society. The APO team will support you as you adapt to your new lifestyle in Québec.

You will receive this booklet within the first few days of your arrival. It will provide you with information including all government services which will help you to get set up in Gatineau. The document also contains information on housing, language training, education, banking, cards required for basic services and various services offered by the city of Gatineau. As well, it gives a list of institutions and organizations which will be helpful in the integration process.

The APO team wishes you every success as you begin life in your new environment!

# ACCUEIL-PARRAINAGE OUTAOUAIS

The APO is a community organization founded in 1979 by a group of volunteers from diverse backgrounds (immigrants, social groups, health and parochial services) who came together to welcome the Vietnamese refugees. Since then APO has welcomed over 10,000 immigrants from a variety of countries.

APO's mission is to welcome newly-arrived immigrants to the Outaouais and to offer them support as they integrate into Québec society.



APO's objectives are:

- to receive immigrants and to provide a welcoming atmosphere for them in the Outaouais;
- to facilitate the integration of immigrants into the community of Gatineau;
- to promote activities which would facilitate cultural integration and help to eliminate prejudice towards immigrants.

The means to attain these objectives are through:

- identification of the needs of immigrants as they settle in;
- personalized plans for integration;
- identification of resources and services available to immigrants;
- encouragement of self-sufficiency.

The main activities undertaken by APO for immigrants are:

- to accompany them when necessary as they go through the process of integration;
- to act as translators;
- to provide technical support;
- to assist with filling out forms necessary for obtaining access to government services;
- to explain rights and obligations;
- to acquaint them with available services;
- to hold information meetings to facilitate the process of integration.

Immigrants are expected to take their own initiative whenever possible, knowing that APO will be there to support them in their efforts.

For more information:

**Accueil-Parrainage Outaouais**

124 Jeanne d'Arc St.

Gatineau (Québec) J8Y 2H7

Tel: 819-777-2960

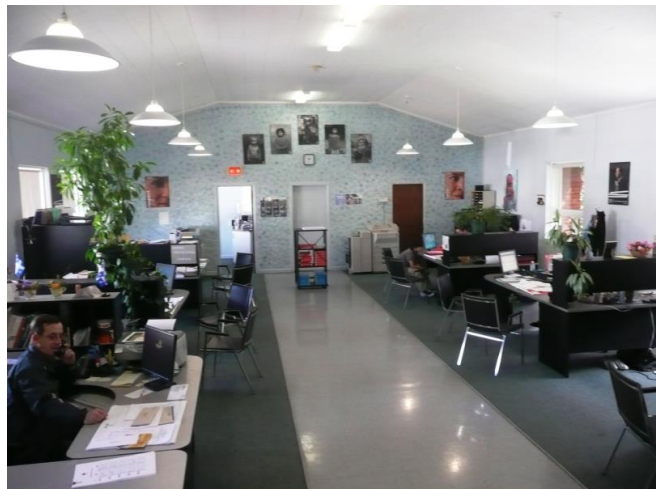
Fax: 819-777-1739

Follow us at:

[www.apo-qc.org](http://www.apo-qc.org)

Facebook:

Accueil-Parrainage Outaouais





# MINISTRY OF IMMIGRATION AND CULTURAL POLICIES (MICC)

The Ministry of Immigration and Cultural Policies' mission is to promote immigration in Québec, to select the immigrants and to facilitate their linguistic, social and economic integration so that they may participate fully in Québec society.

As well, the Ministry wishes to promote an open, pluralistic, intercultural society.

The Ministry of Immigration and Cultural Policies offers, free of charge, welcome services and support in the integration process. This ministry is APO's main partner.

For more information:

**Immigration-Québec —« Outaouais, Abitibi-Témiscamingue and Northern Québec Regions »**

170 de l'Hôtel de Ville St. suite 9600

Gatineau (Québec) J8X 4C2

Tel: 819-246-3212

Toll free: 1-888-295-9095

Fax : 819-246-3112

[www.immigration-québec.gouv.qc.ca](http://www.immigration-québec.gouv.qc.ca)





# THE CITY OF GATINEAU

Gatineau occupies an area of 348.5 square kilometers which extends over 55 km from east to west! The fourth most important city in Québec, Gatineau has a population of about 270,000. When combined with Ottawa, it forms the fourth largest metropolitan area in the country with more than one million people. In 2006, the City of Gatineau had 20,780 foreign-born residents (8.7% of the total population) from more than 100 countries.



Gatineau was one of the first cities in Quebec to have adopted a policy of cultural diversity. That was in 2008.

This policy has given the city of Gatineau an opportunity to affirm its willingness to offer to all its citizens a lifestyle based on respect, equality, pluralism and inclusion.

With this policy in mind, the city of Gatineau has the following objectives:

- to promote a sense of belonging among all the citizens of Gatineau
- to welcome and inform newcomers and to orient them to the integration process
- to improve understanding of the phenomenon of cultural diversity and to the challenges it presents
- to create conditions conducive to intercultural understanding and openness to difference
- to contribute to the fight against discrimination, racism and ghettoization
- to share expertise and information with all those working in the field of immigration.

APO has established a partnership with the city of Gatineau to better serve their clients.

For more information:

## **Section of Cultural diversity**

144 de l'Hôpital Blvd. suite 317

P.O. Box 1970, Hull

Gatineau (Québec) J8X 3Y9

Tel: 819-243-2345 poste 2544

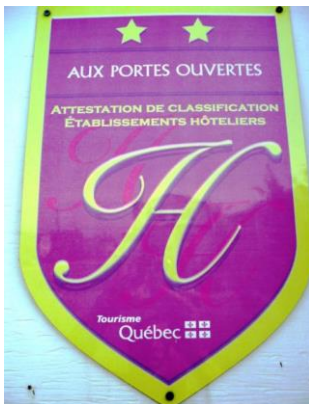
[www.gatineau.ca/diversite](http://www.gatineau.ca/diversite)

# WELCOMING AND SETTLING OF NEW ARRIVALS

## « *Aux Portes Ouvertes* » Inn

APO offers affordable housing at the “Portes Ouvertes” (Open Doors) Inn.

In order to provide adequate service at the “Portes Ouvertes” certain basic rules must be observed.



Meal times: (for refugees only)

Breakfast ..... 7:00 to 8:00

Lunch..... 12:00 to 1:00

Supper..... 6:00 to 7:00

Visiting hours:

2:00 to 4:00

7:00 to 9:00

As of May 31, 2006, an anti-smoking law was put in place by the Québec government to protect non-smokers from second-hand smoke. As a result smoking is only permitted outdoors.

Those using the inn need to co-operate in keeping the premises neat and clean.

## *Temporary Housing*

The Ministry of Immigration and Cultural Policies offers refugees temporary housing while they are getting set up in their first home in Gatineau. This housing could be at the Porte Ouverte Inn or in a motel depending on the decision of the regional officer of the Ministry.



It is possible that during their stay immigrants will be given advice from visitors. APO cautions the newcomers to be sure to authenticate information they are given, as government programs change frequently and are often based on the particulars of the family and the status of the immigrants.

## *Housing*

In order to find suitable housing APO works with a network of proprietors who are in the habit of receiving immigrants. Friends and family are also encouraged to help newcomers find adequate housing.

As required, APO may help to find the first home in Gatineau keeping in mind the following:

- that the housing unit be in good condition, with adequate heating and ventilation
- that the common areas be in good condition and that there be easy access to laundry facilities
- that the rent and utilities be affordable for the immigrant family
- that the occupation of the housing unit not cause conflicts with neighbours
- that the housing unit be close to schools and public transportation.



## **The Lease**

Rental contracts are usually signed for a period of one year.

If the renter wishes to terminate the lease before the end of the term, he/she is still held responsible for the rent until the contract has been fulfilled. If the renter leaves the apartment before the end of the term s/he and the landlord must agree on the terms.

A renter who wishes to leave his unit at the end of the terms of the lease and who has not received a notice of rent increase or any other change in the lease, must give the landlord three to six months notice of his/her intention.

A renter who has received notice of any change in the conditions of the lease must respond by the month following the reception of this information. If the renter does not comply, he/she is deemed to have accepted the changes and the lease will be automatically renewed for one more year.

For more information:

**Régie du logement du Québec**  
170, Hôtel de Ville St, 4<sup>th</sup> floor suite 4.100  
Gatineau (Québec) J8X 4C2  
Tel : 819-772-3425  
Toll free: 1-800-683-2245  
[www.rdl.gouv.qc.ca](http://www.rdl.gouv.qc.ca)

## **Good Tenant's Code**

Renters have the following obligations:

- to pay the rent on time
- to make no changes in the housing unit
- to keep the housing unit clean and in good condition
- to obey the health and safety laws
- to allow the state of the unit to be verified
- to allow for signage and visits from prospective tenants
- to allow access to the unit for repairs
- to comply with the terms of the lease
- to ensure that the premises are quiet
- to give the landlord three-months notice if he/she does not intend to renew the lease.

APO has a booklet entitled The Good Tenant's Code for more information on this subject.

## Telephone Service

Several telephone companies offer telephone service in this area, however, APO has an agreement with Bell Canada to get you connected as quickly as possible

The telephone line belongs to the company which, in turn, rents it to the subscriber. If necessary, APO can assist with the installation for newcomers.

The connection costs and the monthly rates are charged to the subscriber. In June 2008 the connection charge was \$55 (Bell Canada). This amount is divided equally among the first three months of billing. Basic telephone service is approximately \$27 a month.



APO suggests that you block long distance calls. They recommend using calling cards for long distance. These are readily available in a number of stores.

For more information:

### **Bell Canada**

Head Office P.O. Box 8787, A  
Montréal (Québec) H3C 4R5  
Tel: 819-310-2355  
[www.bell.ca](http://www.bell.ca)

## Utilities

In some cases heat and electricity are included in the rent, others include only electricity and still others include no utilities at all. When utilities are not included the tenant is billed directly.

A start-up fee of \$55 will be added to the first bill received from the gas or electricity provider.

Electricity and heating providers have equal billing plans which can facilitate budgeting. If necessary, APO can assist in setting up these plans. At the end of each year costs are adjusted according to household consumption.

In Gatineau tenants are not billed for water.

For more information :

**Hydro-Québec**

Billing and Usage  
75 René-Lévesque West Blvd.  
Montréal (Québec) H2Z 1A4  
Toll free: 1-888-385-7252  
[www.hydroquebec.com](http://www.hydroquebec.com)

**Gazifère**

Customer Service and Billing  
706 Gréber Blvd.  
Gatineau (Québec) J8V 3P8  
Tel: 819-771-8321  
[www.gazifere.com](http://www.gazifere.com)

## **Proof of Residence**

Your lease or a utility bill (Hydro, Bell Canada) where your name and address appear may be accepted as proof of residence in Québec. This proof is required for obtaining provincial government services.

## ***Subsidized Housing***

Financial assistance (maximum \$80 per month) is offered to households which meet certain criteria set by the provincial government such as, low income, number of children and housing cost. One must also have submitted an income tax return. Immigrants sponsored by the government also have access to this programme.

APO will assess newcomers as to their qualification for this programme and if necessary obtain the required forms.

For more information:

**Housing Allowance :**

170 Hôtel-de-Ville St, 6<sup>th</sup> floor  
Gatineau (Québec) J8X 4C2  
Toll free : 1-800-267-6299  
[www.habitation.gouv.qc.ca](http://www.habitation.gouv.qc.ca)

**Revenue Québec**

3800 de Marly St  
P.O. 25700, Succ. Terminus  
Québec (Québec) G1A 1C6  
Tel: 418-659-6299  
Toll free: 1-800-267-6299  
[www.revenuquebec.ca](http://www.revenuquebec.ca)



## ***Change of Address***

It is important to notify the government agencies, both provincial and federal, and any other private institution with whom one has dealings, of any change of address.

The Québec change of address system, whether it be via the Internet: [www.adresse.info.gouv.gc.ca](http://www.adresse.info.gouv.gc.ca), or by telephone at 1-877-644-4545 allows one to notify the following of an address change: the Director General of Elections, the Minister of Works and Social Security, the Québec Board of Health Insurance, the Rent Control Board and the Automobile Insurance Society of Québec.

Certain federal institutions must be notified by Phone: Revenue Canada, the recovery service of Citizenship and Immigration and the Canadian Child Benefit department.

The new address must be recognized by public services and all organizations with whom one has dealings: energy providers (gas, oil, electricity) telephone and cable companies, Internet providers, insurance companies (car and home) schools, doctors, dentists, credit card companies etc.

## ***Social Insurance Number (SIN)***

The Social Insurance Number is a nine-digit number used to manage various Canadian government programs. All Canadian citizens, permanent residents or temporary residents in Canada require a SIN for employment or to receive benefits and services related to the ministries or Government agencies

Employers, the person preparing the statement of income on behalf of an individual and any institution which pays income or interest (banks and savings banks and credit) are also allowed to ask for a SIN.



The SIN is a confidential number. The APO suggests remembering it and storing the card at home. The loss of card may lead to identity theft and loss of time and expense on your part.

Never disclose your Social Insurance Number by telephone if you don't know the person you are communicating with. Never post your SIN on the Internet.

If necessary APO can help newcomers obtain their SIN.



To obtain the SIN, you must apply to:

### **Service Canada**

#### **Hull Area**

920 Saint-Joseph Blvd.  
Gatineau (Québec) J8Z 1S9

#### **Gatineau Area**

85 Bellehumeur St. Suite 150  
Gatineau (Québec) J8T 8B7

Tel: 819-953-2830

Toll free: 1-800-808-6352

Fax: 819-953-0267

[www.servicecanada.gc.ca/fr/accueil.shtml](http://www.servicecanada.gc.ca/fr/accueil.shtml)

## ***Permanent Residence Card***

This card is the official proof that one has obtained permanent status in Canada.

It is necessary that all permanent residents of Canada have this card if they intend to leave the country and re-enter by commercial transport (plane, bus, boat, train).



Once the permanent resident has an address in the Outaouais, APO will help him/her obtain a permanent residence card.

It is advisable to keep both one's passport and permanent residence card at home.

The permanent residence card is good for five years at which time it must be renewed.

For more information:

### **Citizenship and Immigration Canada**

Centre for Permanent Residence Card Request

P.O. Box 10020

Sydney (Nova Scotia) B1P 7C1

Toll free: 1-888-242-2100

Fax: 1-902-564-7317

## ***Bank Accounts***

In order to cash a cheque in Canada, one must open an account at a financial institution.

A number of financial institutions exist in Canada. APO has an understanding with Caisses Desjardins which will facilitate opening one's first bank account, however, one is free to open an account at the institution of his/her choice.



Once the newcomers are settled, APO may assist them in opening a bank account. APO will also explain the system of direct deposit of the funds which they will receive from the governments of Québec and Canada.

For more information:

### **Desjardins**

Customer Service

Toll free 1-800-224-7737

[www.desjardins.com/fr/?accueil=particuliers](http://www.desjardins.com/fr/?accueil=particuliers)

## ***Repayment of Immigration Loans***

Some refugees have received loans from the government (plane tickets, medical examinations, transport from port of entry to final destination) to assist in the immigration process. The repayment of these loans must start immediately upon arrival in Canada.

An agreement must be reached with the recovery service of Canada Citizenship and Immigration to set up a monthly repayment schedule. APO is available to help in establishing this agreement.

For more information

### **Citizen and Immigration Canada**

Recovery Service  
300, Slater St, 4<sup>th</sup> floor  
Ottawa (Ontario) K1A 1L1  
Toll free: 1-800-667-7301

## ***Translation services***

APO offers a translation service to assist those working in social services in Gatineau and their clients.

There is a charge for the translation of documents.



## Resources

GATINEAU SECTOR	<b>Entraide familiale de l'Outaouais</b> 310 B Notre-Dame St Tel: 819-669-0686	furniture, bedding, appliances, clothing \$15 for families on welfare to open a file
	<b>Comptoir St-Vincent-de-Paul</b> 165 Gatineau Avenue Phone: 819-561-1622	furniture, bedding, appliances, clothing
	<b>Salvation Army</b> 157 Gréber Blvd. Tel: 819-568-7226	furniture, bedding, appliances, clothing food
	<b>La souprière de l'amitié</b> 306 Notre-Dame St Tel: 819-663-6777	noon meal(lunch)

HULL SECTOR	<b>La Soupe populaire de Hull</b> 57 Charlevoix St. and 751 Saint-Joseph Blvd. Tel: 819-770-3789	noon meal(lunch)
	<b>Comptoir St-Vincent-de-Paul</b> 751 Saint-Joseph Blvd. Phone:819-770-3789 and 102 Eddy St. Phone: 819-776-1068	furniture, bedding, appliances, clothing
	<b>Disciples d'Émmaüs</b> 175 Eddy St. Tel: 819-771-5309	furniture, bedding, appliances, clothing
	<b>Dépanneur Sylvestre</b> 9 Fortier St. Tel : 819-771-3723	food, clothing
	<b>Manne de l'Île</b> 119 Carillon St. Tel : 819-770-5261	food (for residents of l'Île de Hull)

AYLMER SECTOR	<b>Comptoir Notre-Dame St-Vincent-de-Paul</b> 56 Principale St. Tel: 819-684-0754	clothing, bedding, household articles
	<b>Centre Alimentaire Aylmer</b> 70 Eardley Road Tel : 819-684-0163	food distribution for residents of Aylmer lunch(noon meal)

# SUPPORT SERVICES FOR THE INTEGRATION OF NEWCOMERS

## *Health System*

### **Québec Health Insurance**

All people living in Québec under conditions of the law must be covered by Québec Health Insurance.

### *Health card*

Once a person has the right to health insurance in Québec he/she is given a health card which entitles him/her to services which are covered by health insurance such as, examinations, consultations, diagnostic services, psychiatric treatments, surgery, radiology and anaesthesiology. In Québec, as in all parts of Canada, a health card must be presented in order to receive these services free of charge.



Regardless of the health service required, the patient must show his/her health card, otherwise he/she will have to pay for the service and be reimbursed upon presentation of the receipt.

Dental care is covered for children under the age of ten and for those who have been on welfare for 12 consecutive months, as well as those in their care.

Optometric services are covered by health insurance once a year for those under 18 and for seniors 65 and over. Those aged 18 to 64 who have been on welfare for at least 12 consecutive months, as well as those in their care, are also covered.

If necessary APO can help newcomers fill out the forms required to obtain health insurance. In some cases APO can accompany newcomers to get the required photos. For refugees the MICC may ask for confirmation of application for a health card in case of an emergency.

According to the law, no one may give, lend or sell his/her health card to anyone. To do so may result in a fine. Neither can anyone take, borrow or buy a health card from anyone. You are responsible for your own health card and you are obliged to use it in accordance with the law.

## **Insurance for health services upon arrival**

Newcomers who are not sponsored by the government should, upon arrival, obtain or have obtained private insurance for health coverage since they are not covered by Québec Health Insurance for their first three months in Canada. It is very important to apply for Québec Health Insurance as soon as possible as the three-month waiting period starts when the application is received.

## **Medication insurance**

Since 1997 everyone has been required to have a drug plan. Two types of insurance are available: private plans (usually accessible in the workplace) and the public plan. Medical prescriptions are covered by these plans. Those who are not on welfare or who do not have a private plan must apply for the drug insurance plan. It is up to the individual to determine whether he/she is covered by the proper plan. APO can be of assistance if necessary.

For more information:

### **Régie de l'assurance maladie du Québec**

425 Maisonneuve Blvd. West 3<sup>rd</sup> floor suite 300

Montréal (Québec) H3A 3G5

Toll free: 1-800-561-9749

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

## ***Health Services***

### ***Info-Santé***

Info-Santé is an intervention service available by telephone to everyone in the Outaouais by the Centre Hospitalier des Vallées de l'Outaouais (CHVO). It is available twenty-four hours a day, seven days a week.

Dial: **811**

Info-Santé can offer advice about physical or psychological problems. They can suggest treatment and also make an assessment as to whether a person's state warrants a medical consultation.

### ***Le Guide Santé web***

This website provides information on present health concerns and common ailments.

[www.guidesante.gouv.qc.ca](http://www.guidesante.gouv.qc.ca)

### ***Pharmacists***

Pharmacists are available for advice.

### ***Hospital Emergency Services***

For serious medical problems it is necessary to go to the hospital emergency department as soon as possible. The patient will be triaged by a nurse. Wait times can be lengthy if the case is not deemed to be a priority.



### ***Drop-in Clinics***

Physicians are available at drop-in clinics; however, wait times can be lengthy.



## ***Hospital Card***

To access hospital services both a health card and a hospital card are required. The hospital card can be obtained at the reception desk of the hospital on presentation of the Québec health card. Personal information is recorded and a card is issued.

It is important to be on time for medical appointments. Not to do so could result in cancellation of the appointment.

## ***Claims Card***

This card will allow the bearer to obtain certain prescription drugs and/or medical services such as eye examinations or dental care. It should be noted that glasses and dental care are not covered for the first 12 months of participation in this welfare program.

The claims card is given to those on welfare but under certain circumstances to other adults or families.



## Resources

### *Hôpital de Hull.*

116 Lionel Edmond Blvd.

Tel: 819-966-6200

Emergency: 819-966-6222

For appointment : 819-966-6300

### *Hôpital de Gatineau*

909 de la Vérendrye Blvd. West

Tel: 819-966-6100

Emergency: 819-966-6333

For appointment : 819-966-6350

### *Centre Hospitalier Pierre-Janet (Psychiatric hospital)*

20 Pharand St

Tel: 819-771-7761

## *Ambulance Service*

This service is offered by the co-operative of paramedics (only in case of emergency) and must be paid for, except in the following cases:

- injury in a highway or work-related accident
- welfare cases

In the latter case, as soon as the paramedics are called or arrive on the scene, they should be informed that the person to be treated is on welfare. The local employment centre (Centre local d'emploi CLE) will pay for the ambulance service only if the call has been deemed an emergency by the paramedics.



### **To obtain ambulance service, dial 9-1-1.**

This number will also connect you to the firefighters and the police.

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

This organization offers health and social services particularly of a preventive nature. They also offer rehabilitation services. The services are offered in institutions, in the workplace and in the home and are directed towards clients with the greatest needs.

As far as prevention and promotion of good health and well-being are concerned, the CLSC offers services that do not require treatment or specialized equipment: such as, medical consultations, social support, nursing care, vaccinations, etc.

### **Resources**

#### **Centre de santé et des services sociaux de Gatineau**

[www.chvo.qc.ca](http://www.chvo.qc.ca)

##### **CLSC d'Aylmer**

425 Leguerrier St  
Tel: 819-966-6540

##### **CLSC de Gatineau**

777 de la Gappe Blvd.  
Tel: 819-966-6550

##### **CLSC de Hull**

85 St-Rédempteur St  
Tel: 819-966-6510

## ***Clinic for Women in the Outaouais***

This is a non-profit organization managed by women for women.

This clinic offers abortion services, information on contraception and referrals.



228 St-Joseph Blvd. suite 201  
Gatineau Qc. J8Y 3X4  
Tel: 819-778-2055

## *Québec School System*

### **Pre-school and primary Education**

Primary school includes the first six years of education. The age for admission into the first grade is set at six (as of the 30th of September). Attendance at school is mandatory until the age of 16.

It should be noted that most children start school at the kindergarten level if they are five years old before the 30th of September.



### **High School**

This five-year public school programme is offered in French. Upon completion students will receive a high school leaving diploma (Diplôme d'études secondaires DES) which gives them access to colleges.

From the third year on, some programs are offered which lead to the practise of a trade and to a diploma of professional studies (DEP) followed eventually by a certificate of specialization (ASP). It is also possible to undertake a programme (AFP) which allows the student to practise a semi-specialized trade.

School aged children must register in the primary or high school located in their region. If necessary, APO can help newcomers with school registration.

For more information

#### **Commission scolaire des Portages-de-l'Outaouais**

225 St-Rédempteur St.

Gatineau (Québec) J8X 2T3

Tel : 819-771-4548

[www.cspo.qc.ca](http://www.cspo.qc.ca)

**Commission scolaire des Draveurs**

200 de Maloney Blvd. Est  
Gatineau (Québec) J8P 1K3  
Tel: 819-663-9221  
[www.csdrapeurs.qc.ca](http://www.csdrapeurs.qc.ca)

Adults 18 years of age and older who have not completed high school and who already speak French can register at an adult high school.

For more information

**Centre l'Escale**

85 Du Barry St.  
Gatineau (Québec) J8T 3N5  
Tel: 819-561-9181

**Centre La Génération**

35 Davies St.  
Gatineau (Québec) J8Y 4S8  
Tel: 819-771-2503

**Centre Nouvel-Horizon**

100 de la Baie St.  
Gatineau (Québec) J8T 3H7  
Tel: 819-561-9395

**Services d'accueil, de référence, de conseil et d'accompagnement (SARCA)**

34 Binet St.  
Gatineau (Québec) J8Y 2T4  
Tel: 819-776-4319

**College Education (CEGEP)**

Colleges of general and professional studies offer two-year pre-university courses and three-year technical programmes leading to a diploma in college studies (DEC). They also offer short term courses leading to a certificate in college studies.

In Québec a diploma of college studies is a pre-requisite for admission to university.

For more information

**CEGEP de l'Outaouais, Campus Gabrielle-Roy**

333 de la Cité-des-Jeunes Blvd.  
Gatineau (Québec) J8Y 6M4  
Tel: 819-770-4012

**CEGEP de l'Outaouais, Campus Louis-Reboul**  
125 Sacré-Cœur Blvd.  
Gatineau (Québec) J8X 1C5  
Tel: 819-770-4012

**CEGEP de l'Outaouais, Campus Félix-Leclerc**  
820 de la Gappe Blvd.  
Gatineau (Québec) J8T 7T7  
Tel: 819-777-4012  
[www.cegepoutaouais.qc.ca](http://www.cegepoutaouais.qc.ca)

## **Professional and Technical Programmes**

Several professional programmes are offered in high school in professional programme centres. They prepare the student to practise specialized trades. In some cases a person who possesses a diploma of professional studies can be permitted to continue his/her studies at the college level.

For more information :

**CFP Administration, commerce et secrétariat de Gatineau**  
183 Broadway St. West  
Gatineau (Québec) J8P 3T6  
Tel : 819-643-4640

**Centre compétences Outaouais**  
361 de Maloney Blvd. West  
Gatineau (Québec) J8P7E9  
Tel : 819-643-2000  
[www.csdraveurs.qc.ca/cco/](http://www.csdraveurs.qc.ca/cco/)

**Centre de formation professionnelle de l'Outaouais**  
249 Cité-des-Jeunes Blvd.  
Gatineau (Québec) J8Y 6L2  
Tel : 819-771-0863 ext. 243  
[www.cspo.qc.ca/ecole/cfpo/](http://www.cspo.qc.ca/ecole/cfpo/)

**Centre de formation professionnelle Vision-Avenir**  
30 Saint-Raymond Blvd.  
Gatineau (Québec) J8Y 1R6  
Tel : 819-771-7620 ext. 229  
[www.cspo.qc.ca/ecole/vision](http://www.cspo.qc.ca/ecole/vision)

**CFP Relais de la Lièvre-Seigneurie (Pavillon Relais de la Lièvre)**  
584 Mac Laren St. East  
Gatineau (Québec) J8L 2W2  
Tel : 819-986-8514 ext. 4000

**CFP Relais de la Lièvre-Seigneurie (Pavillon Seigneurie)**

378-B Papineau St.  
Papineauville (Québec) J0V 1R0  
Tel : 1-800-958-9966 ext. 4000

**CFP Vallée-de-la-Gatineau**

211 Henri-Bourassa St.  
Maniwaki (Québec) J9E 1E4  
Tel : 819-449-7922 ext. 265

**CFP Pontiac**

250 de la Chute Road  
Fort-Coulonge (Québec) J0X 1V0  
Tel : 819-683-1419

**Recognition of Credits**

Evaluation and accreditation for prior work experience or professional or technical courses:

To obtain accreditation one must:

- prepare one's file and present it to an educational establishment
- meet with a counsellor from RAC
- have interviews with specialists
- obtain an official document certifying one's qualifications

For more information:

**Le service d'accueil, de référence. De conseil et d'accompagnement du Service de l'éducation des adultes (SARCA)**

Centre Mgr-Lucien-Beaudoin  
34 Binet St. Gatineau (Québec) J8Y 2T4  
Tel : 819-776-4319 ext. 867710  
Fax : 819-776-9928  
<http://www.cspo.qc.ca/sarca.htm>

**Ministère de l'Éducation, du Loisir et du Sport**

1035 de la Chevrotière St. 28<sup>th</sup> floor  
Québec (Québec) G1R 5A5  
<http://www.mels.gouv.qc.ca/rac/>



## University

Québec has nine universities which have faculties in all the disciplines. University education is divided into three cycles. The first leads to a degree (3 years). The second leads to a Master's degree (2 additional years) and the third leads to a Doctorate (3 additional years).

A prerequisite for acceptance into university is knowledge of one of the official languages.

Anyone who is accepted into university may apply for a grant or a loan from the Ministry of Education, Sports and Recreation of Québec according to his/her needs.

For more information

### **Université du Québec en Outaouais**

283 Alexandre-Taché Blvd.  
PO Box 1250  
Gatineau (Québec) J8X 3X7  
Tel: 819-595-3900  
[www.uqo.ca](http://www.uqo.ca)

### **Ministère de l'Éducation, du Loisir et du Sport**

1035 de la Chevrotière St.  
Québec (Québec) G1R 5A5  
Tel: 418-643-7095  
Toll free: 1-866-747-6626  
[www.mels.gouv.qc.ca](http://www.mels.gouv.qc.ca)

### **Ottawa University**

550 Cumberland St.  
Ottawa (Ontario) K1N 6N5  
Tel: 613-562-5700  
[www.uottawa.ca](http://www.uottawa.ca)

### **Carleton University**

1125 Colonel By Dr.  
Ottawa (Ontario) K1S 5B6  
Tel: 613-520-7400



## ***Employment***

### **Finding a job**

Finding a job and preparing oneself for work are major factors to be considered for successful social and economic integration into Québec society. Preparation for work includes learning the French language and taking college or university courses. In addition, credits acquired outside of Québec must be evaluated. When the newcomer is ready to look for work he/she can go to the regional office of the MICC or to the local employment bureau (CLE) or other organizations specialized in finding work.

To facilitate the newcomer's entrance into the workplace, MICC offers evaluation of courses taken outside the province and other general orientation.

Emploi-Québec is an agency of the Ministry of Work and Welfare which offers services aimed at social and professional integration and job creation and maintenance.

Emploi-Québec offers these services throughout local employment centres (CLE) in a variety of programs directed toward their clients or people facing difficulties.

Non-profit organizations help to integrate immigrants into society by introducing them to the workplace, by helping them continue their studies or by giving them assistance in starting their own businesses.

For more information

#### **Ministère de l'Immigration et des Communautés culturelles (MICC)**

170, de l'Hôtel de Ville St 9<sup>th</sup> floor, suite 9600

Gatineau (Québec) J8X 4C2

Tel: 819-246-3212

[www.micc.gouv.qc.ca](http://www.micc.gouv.qc.ca)

### **Local Employment Centres**

#### **Hull Area**

170 Hôtel-de-Ville St 9<sup>th</sup> floor

Gatineau (Québec) J8X 4C2

Tel: 819-772-3502

#### **Gatineau Area**

456 de l'Hôpital Blvd. 2<sup>nd</sup> floor

Gatineau, (Québec) J8T 8P1

Tel: 819-568-6500 ou 1-866-349-2758

**Aylmer Area**

420 Wilfrid Lavigne Blvd.  
Gatineau (Québec) J9H 6W7  
Tel: 819-682-0362  
Toll free : 1-877-767-8773  
[www.mess.gouv.qc.ca](http://www.mess.gouv.qc.ca)

**Service d'intégration travail Outaouais (SITO)**

4 Taschereau St, suite 400  
Gatineau (Québec) J8Y 2V5  
Tel: 819-776-2260  
[www.sito.qc.ca](http://www.sito.qc.ca)

**Carrefour Jeunesse-emploi de l'Outaouais**

350 de la Gappe Blvd.  
Gatineau (Québec) J8T 7T9  
Tel: 819-561-7712  
[www.cjeo.qc.ca](http://www.cjeo.qc.ca)

**Job search websites:**

<http://www.guichetemplois.gc.ca>

<http://www.emploiuebec.net>

<http://www.tresor.gouv.qc.ca>

<http://www.jobboom.com>

<http://www.monemploi.com>

<http://www.monster.ca>

<http://www.workopolis.com>

<http://www.jobs-emplois.gc.ca>

[http://www.jobs-emplois.gc.ca/srp-fswep-pfete/index\\_f.htm](http://www.jobs-emplois.gc.ca/srp-fswep-pfete/index_f.htm)

<http://www.emploiudiant.qc.ca/fr/accueil.asp>

<http://www.carrieres.lesaffaires.com/RepereEmplois/fr/carrieres/accueil.asp>

<http://www.accrodesregions.qc.ca>

<http://www.actijob.beljob.ca>

<http://www.babillardelectronique.com/carrieres/outaouais/index.html>

<http://www.emploiurium.com>

<http://www.tongeo.ca>

## Evaluation of Studies from outside Québec

Studies done outside of the province of Québec are compared and evaluated according to the education system of Québec. This is a general comparison between two official educational systems.

Procedures required to obtain this comparative evaluation are offered by the MICC. Financial assistance from Emploi-Québec is available for those wishing to take this step.

For more information:

### **Immigration-Québec – Direction régionale de l'Outaouais, de l'Abitibi-Témiscamingue et du Nord-du-Québec**

170 de l'Hôtel de Ville St. 9<sup>th</sup> floor, suite 9600

Gatineau (Québec) J8X 4C2

Tel: 819-246-3212

[www.micc.gouv.qc.ca](http://www.micc.gouv.qc.ca)

## Welfare

The Ministère de l'Emploi et de la Solidarité Social (work and welfare) (MESS) through the local employment centre (CLE) offers financial support to low-income earners who do not have problems which would not allow them to work.

The criteria for obtaining this financial assistance are as follows:

- have an income less than the amount listed in the regulations
- be a resident of Québec
- be 18 years of age or older

The amount awarded to a single adult or a family on welfare is a base amount equal to their needs according to the regulations.

The CLE issues the welfare cheque by mail on the first of each month or, on request, deposits it directly into the bank account of the beneficiary. When the cheque or notice of deposit is received, the beneficiary also receives a monthly declaration form and a card for drug claims. On the declaration form the beneficiary must show any changes, such as personal financial situation or any other. This form must be returned before the 15th of the month in order to obtain the next cheque.



For more information:

**Ministère de l'Emploi et la Solidarité sociale - Centres locaux d'emploi**

**Hull Area**

170 Hôtel-de-Ville St 9<sup>th</sup> floor  
Gatineau (Québec) J8X 4C2  
Phone: 819-772-3502

**Gatineau Area**

456 de l'Hôpital Blvd. 2<sup>nd</sup> floor  
Gatineau, (Québec) J8T 8P1  
Tel: 819-568-6500  
Toll free :1-866-349-2758

**Aylmer Area**

420 Wilfrid Lavigne Blvd.  
Gatineau (Québec) J9H 6W7  
Tel : 819-682-0362  
Toll free: 1-877-767-8773  
[www.mess.gouv.qc.ca](http://www.mess.gouv.qc.ca)

## *Children*

### **Birth of a Child**

Newborns must be registered by completing and signing a birth certificate to establish the parental relationship. One of the hospital personnel sends the completed registration form, as well as, the birth certificate signed by the doctor, to the Provincial registrar. After registering the birth the provincial registrar confirms the registration by mail. Upon payment of the required fee one may obtain a copy of the birth certificate.



Once the child is registered and after a waiting period during which the child's admissibility is verified by the Health Insurance Board, the parents receive a health card for the child. The newborn will automatically be registered for Child Support in Québec. The hospital personnel will fill out the Canada Child Care benefit forms which in turn, must be signed by the parents.

For more information:

**Directeur de l'état civil**

2535 Laurier Blvd.

Québec (Québec) G1V 5C5

Tel: 1-800-567-3900

[www.etatcivil.gouv.qc.ca](http://www.etatcivil.gouv.qc.ca)

### **Child Care Benefits**

These are given to families, who are residents of Canada, in order to meet the needs of their children who are under the age of eighteen.

In Québec families may receive:

- Canada Child Tax Benefit (CCTB)
- Universal Child Care Benefit (UCCB)
- Goods and services tax/Harmonized Sales Tax (GST/HST)
- Québec Child Support





These benefits are given to the main caregiver of any child under the age of 18 residing in the province of Québec. The caregiver must be a Canadian taxpayer and either a Canadian citizen or permanent resident. When both parents reside at the same address the mother is considered to be the main caregiver.

#### **Canadian Child Tax Benefit (CCTB)**

This is a monthly payment which takes into account the family income, number of children, ages of the children and status of the family. In order to obtain this support one must fill out forms found in the documentation package received on arrival in Canada. These forms are also available at APO.



#### **Universal Child Care Benefit (UCCB)**

This is a monthly grant of \$100 for each child under the age of six given to families which meet the criteria in order to help them meet the needs of their children. Payments for the UCCB are handled through the Canada Child Tax Benefit.

#### **Goods and services tax/Harmonized Sales Tax (GST/HST)**

This is paid every three months in order to help low-income families. To request this credit, one must fill out forms available at APO and include them in the request for Canadian Child Tax Benefit (PCTB).



## **Québec Child Support**

This is financial help given by the government of Québec every three months to all families who meet the requirements. The amount paid takes into account family income, number of children under eighteen years of age living with the beneficiary, marital status and daycare.

If necessary, APO can give assistance in filling out these forms.

Newcomers to Québec who qualify for welfare will temporarily receive additional funds to cover child care benefits while their request for benefits is being considered.

The amount received from the (CLE) local employment centre is a loan which must be repaid once the registration has been accepted and the family has received the retro-active payment.

For more information

### **Canada Child Tax Benefit (CCTB)**

### **Universal Child Care Benefit (UCCB)**

### **Goods and services tax/Harmonized Sales Tax (GST/HST)**

Canada Revenue Agence

Tax Centre

2251 René-Lévesque Blvd.

Jonquière (Québec) G7S 5J2

Tel : 1-800-387-1194

[www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

### ***Paielement de Soutien aux enfants :***

Régie des rentes du Québec

P.O.Box 777

Québec (Québec) G1K 7T4

Tel: 1-800-667-9625

[www.rrq.gouv.qc.ca](http://www.rrq.gouv.qc.ca)

## Childcare

In Québec children must either stay with their parents, be cared for by another responsible adult or attend a childcare programme. There are different types of childcare services: infant centres (CPE), regular daycare centres, home daycare programmes, school daycare programmes and other daycare centres not registered by law.

The CPE (centre de la petite enfance) is a non-profit organization which offers daycare at a reduced cost of \$7 a day. These daycare centres can take up to 80 infants/children.

Regular daycare centres are for profit organizations which also charge \$7 a day and can take up to 80 children, as well. Most of these daycare centres have an agreement with the Minister of Family and Senior Citizens of Québec.



Home daycare, as the name indicates, is a service provided in someone's private home at average cost. Recognized home daycare centres can accept a maximum of 6 to 9 children if a second adult is present. Their charge is also \$7 a day.

School centered daycare is offered to children aged 5 to 12 at \$7 a day. It is administered by the school boards and the schools. This daycare is offered in the morning before school starts, at lunchtime and after school.

In Québec, there are also daycare programmes which do not have to be recognized legally since they offer the service to six children or less.

Those couples or single parents who are enrolled full-time in French courses offered by the Minister of Immigration and Cultural Communities will have daycare costs reimbursed by the government upon presentation of a receipt as proof that their child was registered in the CPE.

When necessary, APO will assist families in finding and registering for daycare. Parents must choose the type of daycare that suits their own and their children's needs.

To find a place in a home daycare consult the following sites on the Internet.

Pour en savoir plus :

[www.cpelesfeuxfollets.ca](http://www.cpelesfeuxfollets.ca);  
[www.despremierspas.com](http://www.despremierspas.com);

[www.cpelagatinerie.ca](http://www.cpelagatinerie.ca);  
[www.cpelaribambelle.com](http://www.cpelaribambelle.com)

**Localisateur de services de garde :**

[www.mfacf.gouv.qc.ca](http://www.mfacf.gouv.qc.ca)

**Association des CPE de l'Outaouais (ACPEO)**

430 de l'Hôpital Blvd. suite 101

Gatineau (Québec) J8V 1T7

Tel: 819-561-9101

[www.acpeo.com](http://www.acpeo.com)

## ***Other information***

### **Twinning Project**

The Twinning Project at APO was set up in order to facilitate the coming together of newcomers with Québec residents to share experiences and to develop friendships. Twinning meetings among individuals or families provide opportunities to develop lasting connections and to broaden networks. At the same time the community is made more aware of the needs of the newcomers.

### **Outings**

APO has organized a number of group gatherings as a way of facilitating the successful integration of newcomers.

They offer educational tours of the city of Gatineau, of farms in the Outaouais, of a sugar bush; seasonal outings such as snowshoeing in the Gatineau Park, enjoying a meal of corn on the cob and celebrations such as World Refugee Day. Information meetings are regularly scheduled, as well.



Information can be obtained at the APO office (by phone or in person) or from the Internet, as to how to register for these outings. Some activities are limited as to the number of participants that can be accommodated so it is wise to register early. The rule of thumb is “First come, first served.”

For more information:

### **Accueil Parrainage Outaouais**

124 Jeanne d’Arc St.

Gatineau (Québec) J8Y 2H7

Tel. 819-777-2960

Fax : 819-777-1739

[www.apo-qc.org](http://www.apo-qc.org)

## **Driver’s Licence**

A driver’s license is required to drive on Québec’s roads. According to the rules the Québec Association of Automobile Insurance (SAAQ) may issue a driver’s license or exchange one from another country.

If a newcomer has a driver’s licence which has been issued outside of the province of Québec, this licence is valid for 90 days from the time of his/her arrival in Canada.



To exchange a driver’s licence which has been issued outside the province of Québec to a Québec licence or to obtain a new licence, the individual must call the SAAQ and make an appointment. At this point directions will be given as to what documents are required. Permanent resident must produce the document which indicates their status.

The following conditions apply when one wants to exchange a foreign driver’s licence for a Québec driver’s license.

- be over the age of 16
- have a valid driver’s licence
- live in Québec
- be authorized to live in Canada
- pass the necessary tests
- pay the required fee

If one is not in possession of a driver's licence and wishes to obtain one, there are 5 steps to take:

- register for the drivers' course
- obtain a learner's Class 5 licence
- pass the written test
- pass the practical test

After passing the practical test you will receive a probationary licence. The probationary license is valid for 24 months. After this period the classe five licence can be obtained.

For more information

**Société de l'assurance automobile du Québec (SAAQ).**

975 Saint-Joseph Blvd.

Gatineau (Québec) J8Z 1W8

Tel: 819-772-3045

Toll free: 1-800-361-7620

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

## **Income Tax**

Income tax must be declared for each calendar year. The deadline for submitting the declaration is April 30th of the following year, for example 2012 taxes are due by April 30th 2013. This declaration is necessary in order to fulfill the duty of every citizen and to allow one to continue to take advantage of government programmes.

Anyone who attends a French course offered by MICC and who is filling out a tax form for the first time can get help in doing so. In the first few months of the year all citizens and permanent residents are mailed the tax forms. These forms should be brought to the meeting to prepare the tax return.

After the first year, low-income earners can contact the personnel of **Centres d'action bénévole** who will help them complete the tax return form for a small fee. APO will advise newcomers about the time and place that these people are available.

For more information :

**Ministère de l'Immigration et des Communautés culturelles (MICC)**

170 de l'Hôtel de Ville St. 9<sup>th</sup> floor– suite 9600

Gatineau (Québec) J8X 4C2

Tel: 819-246-3212

[www.micc.gouv.qc.ca](http://www.micc.gouv.qc.ca)

**Centre d'action bénévole de Gatineau**

42 Gatineau Avenue

Gatineau (Québec) J8T 4J3

Tel: 819-568-1704

[www.nef.ca/benevole](http://www.nef.ca/benevole)

**Centre d'action bénévole de Hull**

4 Taschereau St. suite 550  
Gatineau (Québec) J8Y 2V5  
Tel: 819-778-6155  
[www.benevoles-outaouais.org](http://www.benevoles-outaouais.org)

**Centre d'action bénévole d'Aylmer**

67 Principale St.  
Gatineau (Québec) J9H 3L4  
Tel: 819-684-8122

**Agence du revenu du Canada**

1100 Maloney Blvd. West  
Gatineau (Québec) K1A 1L4  
Toll free : 1-800-959-7383  
[www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

**Revenu Québec**

170 Hôtel-de-Ville St. 6<sup>ht</sup> floor  
Gatineau (Québec) J8X 4C2  
Tel: 819-770-1768  
[www.revenu.gouv.qc.ca](http://www.revenu.gouv.qc.ca)

## Canadian Citizenship

To become a Canadian citizen one must:

- be admissible, that is, be 18 years of age or older or be making the request for citizenship as a parent, adoptive parent or legal guardian of a child,
- be a permanent resident of Canada. This residence should not be questionable,
- have lived in Canada for at least three years (1095 days) in the last four years before submitting the request,
- know enough English or French to understand others and to be understood by them,
- know the rights and responsibilities of Canadians and also have some knowledge of the history, geography and politics of Canada,

If one fulfils the requirements, one should then take the following steps.

1. Fill out the application form which can be found at the Canada Immigration and Citizenship website.
2. Attach the necessary documents.
3. Pay the charges.
4. Mail the application and documents.

Once the application has been received, Canada Citizenship and Immigration will send you a notice to confirm your acceptance and a copy of the document “An Eye on Canada”.

When the verification process is in the advanced stages, CCI will make arrangements for you to take the citizenship exam. If you pass this exam, you will be invited to take part in a citizenship ceremony.

Those 55 and over do not have to take the written exam nor do they have to comply with the language and knowledge parts of the exam.

For more information:



### Citizenship and Immigration Canada

CTD-Sydney

P.O.Box 12,000

Sydney, Nova Scotia, B1P 7C2

Tel: 1-888-242-2100

[www.cic.gc.ca](http://www.cic.gc.ca)



## Legal Services

### *Legal Aid*

The Board of Legal Aid of the Minister of Justice of Québec allows those who qualify financially for the program and who make a request to the office nearest their residence to take advantage of legal services as outlined in the law.

The person desiring legal aid must phone, make an appointment and sign a request form. It is assumed that all documents submitted are valid. Authorization to validate documentation must be given.

Legal aid is primarily concerned with family matters, youth protection, criminal acts, social and immigration issues, bank loans, car insurance and workplace accident insurance.

For more information :

#### **Ministère de la Justice du Québec**

17 Laurier St.

Gatineau (Québec) J8X 4C1

Tel: 819-776-8100

[www.justice.gouv.qc.ca](http://www.justice.gouv.qc.ca)

#### **Legal Aid Gatineau** (family and civil division)

365 Gréber Blvd. suite 202

Gatineau (Québec) J8T 5R3

Tel: 819-568-0990

#### **Clinique juridique Hull** (youth and family division)

63 Hôtel de Ville St.

Gatineau (Québec) J8X 2E4

Tel: 819-772-3013

#### **Legal Aid Hull** (criminal division)

136 Wright St.

Gatineau (Québec) J8X 2G9

Tel: 819-772-3084

#### **Legal Aid Hull** (civil division)

768 Saint-Joseph Blvd. suite 210

Gatineau (Québec) J8Y 4B8

Tel: 819-772-3011

#### **Legal Aid Aylmer**

Place Grande-Rivière

203 Aylmer Road

Gatineau (Québec) J9H 6H4

Tel: 819-684-0333



**Commission des services juridiques**

Lega Aid Centre

768 Saint-Joseph Blvd. suite 210

Gatineau (Québec) J8Y 4B8

Tel: 819-772-3011

[www.csj.qc.ca](http://www.csj.qc.ca)

***Legal information and orientation***

The Notarial Law Clinic of the University of Ottawa is an initiative led by third-year law students and supervised by notaries in the region. The clinic provides information and legal orientation to the citizens of the region at no cost.

The clinic provides individual consultation and legal services in most non-contentious areas of the law of Québec, namely leases, real estate, marriage, civil union, union of facts, separation, divorce, alimony, small business. The clinic also provides information, training, awareness and legal education services to social and community organizations.

For more information :

**Clinique de droit notarial de l'Université d'Ottawa**

165 du Portage Dr.

Gatineau (Québec) J8X 2K4

Tel: 819-770-7373

[www.droitcivil.uottawa.ca](http://www.droitcivil.uottawa.ca)

# MUNICIPAL SERVICES

## *Reception of newcomers*

The city of Gatineau receives 1000 to 1200 newcomers a year coming from over 60 different countries. As of the latest census the percentage of people from this area born outside the country has reached close to 7 per cent. The city of Gatineau offers regular welcome meetings for newcomers to acquaint them with the services and the workings of their new city, as well as, to inform them of rules and regulations that exist.

For more information:

**Section of cultural diversity, the City of  
Gatineau**

Tel: 819-243-2345 ext. 2544



## *Moderately priced housing*

The municipal housing office of Gatineau offers a programme whereby it will locate moderately priced housing for those low-income earners who qualify.

To request this service, one must have lived in Gatineau for at least a year and have completed the required form.

For more information:

**Office municipal d'habitation de Gatineau**

227 de la Savane Road

Gatineau (Québec) J8T 1R5

Tel: 819-568-0033

Fax: 819-568-7356

[www.omhgatineau.qc.ca](http://www.omhgatineau.qc.ca)

## ***Public Transport***

Public bus transport in Gatineau is offered by STO (la Société de transport de l'Outaouais) and is more frequent during rush hours. That is to say, at the beginning and the end of the work day.

Three types of service: Regular, express and out-of-town buses have routes which are identified by a number. They have specific starting points and destinations.



### **Regular service fee as of summer 2013**

(updated regularly)



Monthly adult pass (passe-partout PLUS) \$87.00, also accepted by OC Transpo in Ottawa

Day pass \$8.00

Single fare tickets \$3.25, not accepted by OC Transpo

Cash (exact change) \$3.75

Bus service is free for children five years old and younger

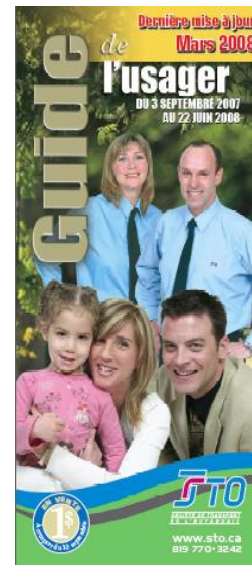
### **User's Guide**

This publication explains in detail where tickets and passes can be purchased. When a new guide is produced it is given free of charge on the buses initially and later at the STO office for \$1. The staff of APO can explain the guide to newcomers.

### **Bus Stops**

Bus stops indicate where a person can get on or off. They are identified by panels where the number of the bus and its route are marked.

Let the driver know you want to get off by ringing the bell or by pulling on the yellow cord above the windows. Wait for the bus to come to a complete stop before exiting the bus. At that time press on the door handle or wait until the driver opens the door. In newer models it is necessary to push the small swinging doors for the main door to open.



## **Transfers**

It is necessary to ask for a transfer when paying one's fare. This transfer will be valid for another bus ride within the time frame indicated (usually two hours). The transfer is accepted on regular OC Transpo routes.

For more information:

### **Société de transport de l'Outaouais (STO)**

111 Jean-Proulx St.

Gatineau (Québec) J8Z 1T4

Tel: 819-770-3242

[www.sto.ca](http://www.sto.ca)

## ***Taxi Service***

There are a number of taxi companies in Gatineau. As of the spring of 2013 the rates were as follows:

\$3.45 to start thereafter \$1.70 a kilometre and \$ 0.63 for every minute of waiting time.

To call:

### **Hull area**

**Taxi Crown:** 819-777-1645

**Taxi Régál :** 819-777-5231

### **Gatineau area**

**Taxi Loyal :** 819-663-7177

**Taxi Metro :** 819-561-4907

**Taxi Bob :** 819-561-1512

### **Aylmer area**

**Taxi Aylmer:** 819-684-7777

**Allo Taxi:** 818-684-4444

## ***Access Card***



In order to access the services offered by the city of Gatineau one must have an Access Card. This card is free of charge when used to gain access to libraries. However, if one wishes to use the card for activities or equipment rental, there is an annual fee. The cost is as follows: Single \$10, family \$25 or \$12 for low-income families. Welfare recipients may obtain the card free of charge. The card may be obtained at any

municipal library upon presentation of identification and proof of residence in the municipality. It is also necessary to show proof that one is on welfare, if this is the case.

## ***Libraries***

One of the aims of the public library is to make it possible for all Gatineau residents to be able to use the Internet.

Computers are available at all ten libraries in the network. Reservations must be made. For those unfamiliar with the Internet, courses are available.

For more information:

<b>Addresses of Libraries in the Hull and Gatineau regions</b>		
Aurélien-Doucet Library	207 Mont-Bleu Blvd.	819-595-7490
Bowater Library	855 de la Gappe Blvd.	819-243-2506
Lucien-Lalonde Library	225 Berri St.	819-595-7480
Lucy-Faris Library	115 Principale St.	819-685-5009
Maison du citoyen Library	25 Laurier St.	819-595-7460
Docteur-Jean-Lorrain Library	20 Lorrain Blvd.	819-669-5201
Riviera Library	12 de Picardie St.	819-243-2543



## ***Culture and Recreation***

The city of Gatineau contributes to the quality of life of its residents by making available services and resources having to do with culture and recreation.

The “Department of Arts and Culture” of the city of Gatineau has as its mission: to assure that the venues and the activities promote the creativity, the presentation and the spread of cultural productions.



Three times a year the city offers a wide variety of cultural and athletic events.



One can take advantage of the different recreational facilities such as, pools and slides, skating rinks, beaches, tennis courts, baseball parks, soccer fields, basketball courts, walking trails, biking paths, and cross-country skiing trails.

In addition parks, lakes and beaches administered by the city of Gatineau can be found close to the city. Gatineau Park, administered by the

National Capital Commission, has many walking and biking trails, picnic spots, parking lots and information centres. It is a great spot for outdoor activities.



## ***Day Camps***

The city of Gatineau offers day camps for children and teenagers during the summer and on weekly school holidays. Trained leaders offer a variety of low-cost, structured activities and educational outings in the parks and schools in and around Gatineau.

For more information:

See the magazine “Culture et Loisirs” available in libraries or visit this website:  
[www.ville.gatineau.qc.ca/loisirs](http://www.ville.gatineau.qc.ca/loisirs)

## ***Important Telephone Numbers***

For **emergency services police**, fire department and ambulance dial **9-1-1**

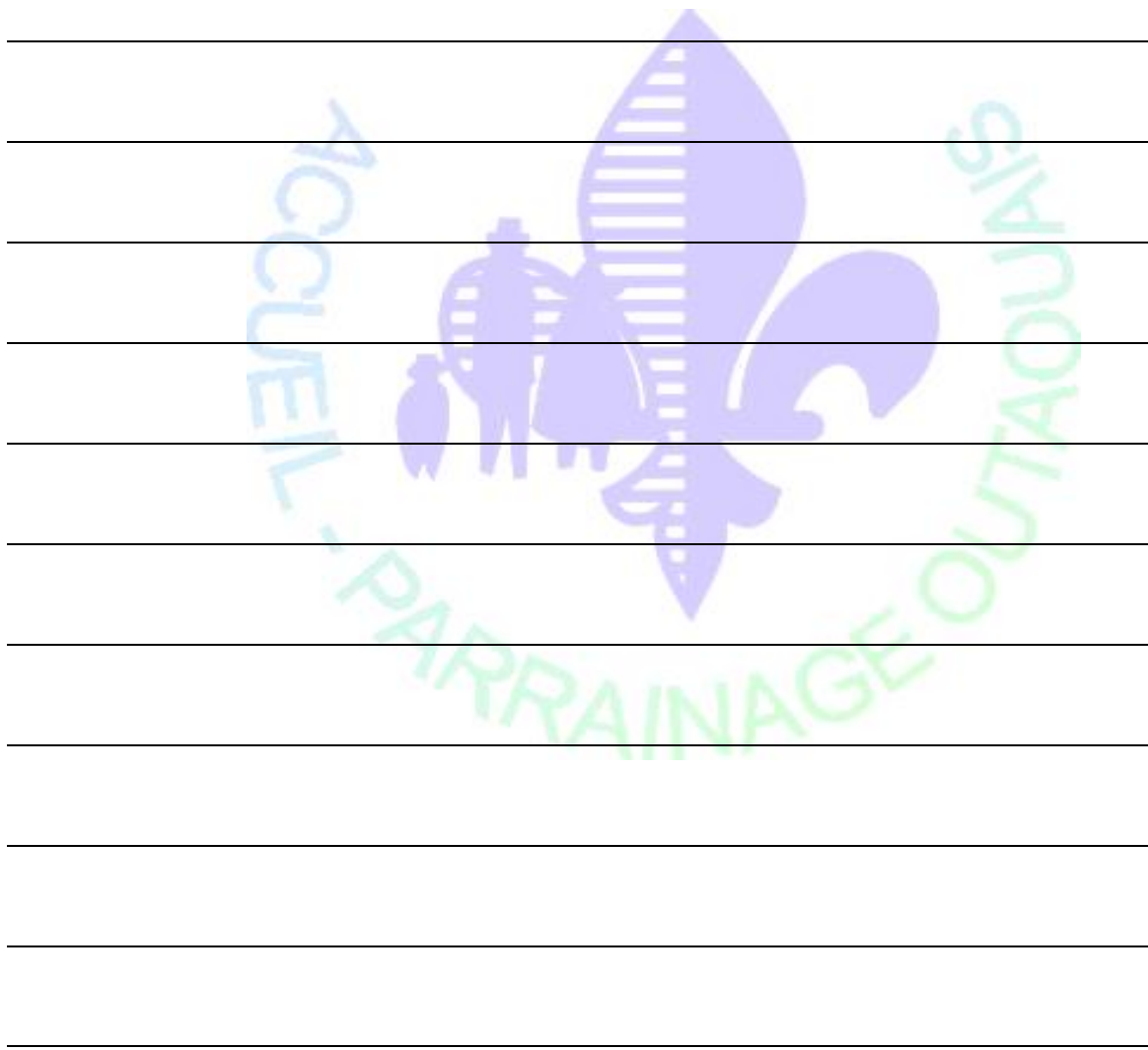
For general information about activities and services dial **3-1-1**

# COMMUNITY SERVICES

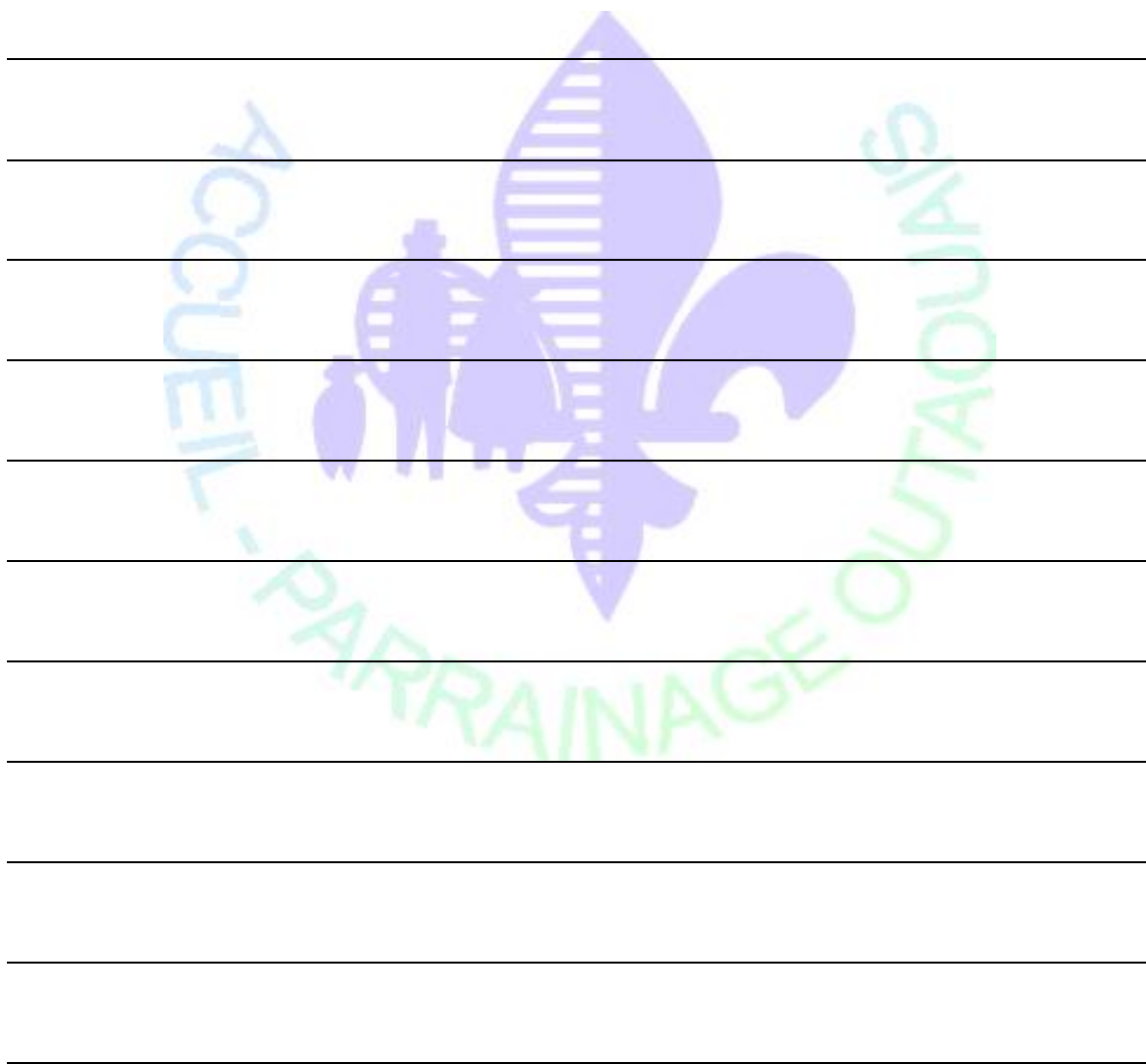
Organization	Goal	Contact
<b>Hull area</b>		
Association de femmes immigrantes de l'Outaouais (AFIO)	To obtain referrals and support for the needs of newcomers.	4 Taschereau St. suite 520 Gatineau (Québec) J8Y 2V5 Tel: 819-776-6764
Clinique des femmes de l'Outaouais	To obtain services connected with family planning, abortion, sexually-transmitted diseases	228 Saint-Joseph Blvd. suite 201 Gatineau (Québec) J8Y 3X4 Tel: 819-778-2055
Maison d'accueil Mutchmore	To have citizens of the area work on its development	142 Mutchmore St. Gatineau (Québec) J8Y 3T7 Tel: 819-770-0788
Maison communautaire Daniel-Johnson	To improve the quality of life of the residents of this area	22 Arthur-Buies St. Gatineau (Québec) J8Z 1P5 Tel: 819-772-6625
Association coopérative économie familiale (ACEF)	To promote the rights of consumers and to contribute to their economic and social independence	109 Wright St. Gatineau - J8X 2G7 Tel: 819- 770-4911
Gîte Ami	To provide temporary housing to the homeless	425 Morin St. Gatineau (Québec) J8X 0A1 Tel: 819-776-0134
Action –Quartiers	To promote cultural , recreational and sports activities	45 Prévost St. Gatineau (Québec) J9A 1P2 Tel : 819-777-7815
Maison de l'amitié	To provide Homework Club services a collective kitchen, a neighborhood thrift shop	58 Hanson St. Gatineau (Québec) J8X 3M5 Tel : 819-772-6622
Avenue des jeunes	To promote cultural, recreational and sports activities	10 Bériault St. Gatineau (Québec) J8X 1A3 Tel : 819-778-0634

<b>Gatineau area</b>		
Centre d'animation familiale (CAF)	To offer a variety of activities which will allow families and individuals to take charge of and improve their quality of life	1312 St-Louis St. Gatineau (Québec) J8T 2M7 Tel : 819-561-5196
Solidarité Gatineau-Ouest	To support those having difficulty in their efforts to improve their quality of life	1096 St-Louis St. Gatineau (Québec) J8T 2R6 Tel : 819-246-2029
Le Vent dans les lettres	To provide those with little education the opportunity to become more independent	365 Gréber Blvd. suite 107 Gatineau (Québec) J8T 5R3 Tel : 819-561-5473
Adojeunes	To offers sports, travel, shopping outings and leadership club activities	280 Boul. Maloney Blvd. East Gatineau (Québec) J8P 1C6 Tel: 819-643-1735
La pointe aux jeunes	To provide educational, recreational and sporting activities	448 de Pointe St. Gatineau (Québec) J8T 2B7 Tel : 819-243-2537
Le relais des jeunes gatinois	To offer sports, cooking workshops, apple picking outings	315 Migneault St. Gatineau (Québec) J8P 7A3 Tel : 819-663-8337
SAGA jeunesse	To offer outdoor activities	23-A Saint-Alexandre St. Gatineau (Québec) J8V 1B2 Tel : 819-561-1240
<b>Aylmer area</b>		
Groupe Communautaire Deschênes	To offer support services to those living in the Deschênes area	57 Vanier Road Gatineau (Québec) J9H 1X5 Tel : 819-684-7999
Centre Communautaire Entre-Nous	To offer activities for young children and their parents, Halte-garderie.	57 Du Couvent St. Gatineau (Québec) J9H 4J9 Tel : 819-684-2236

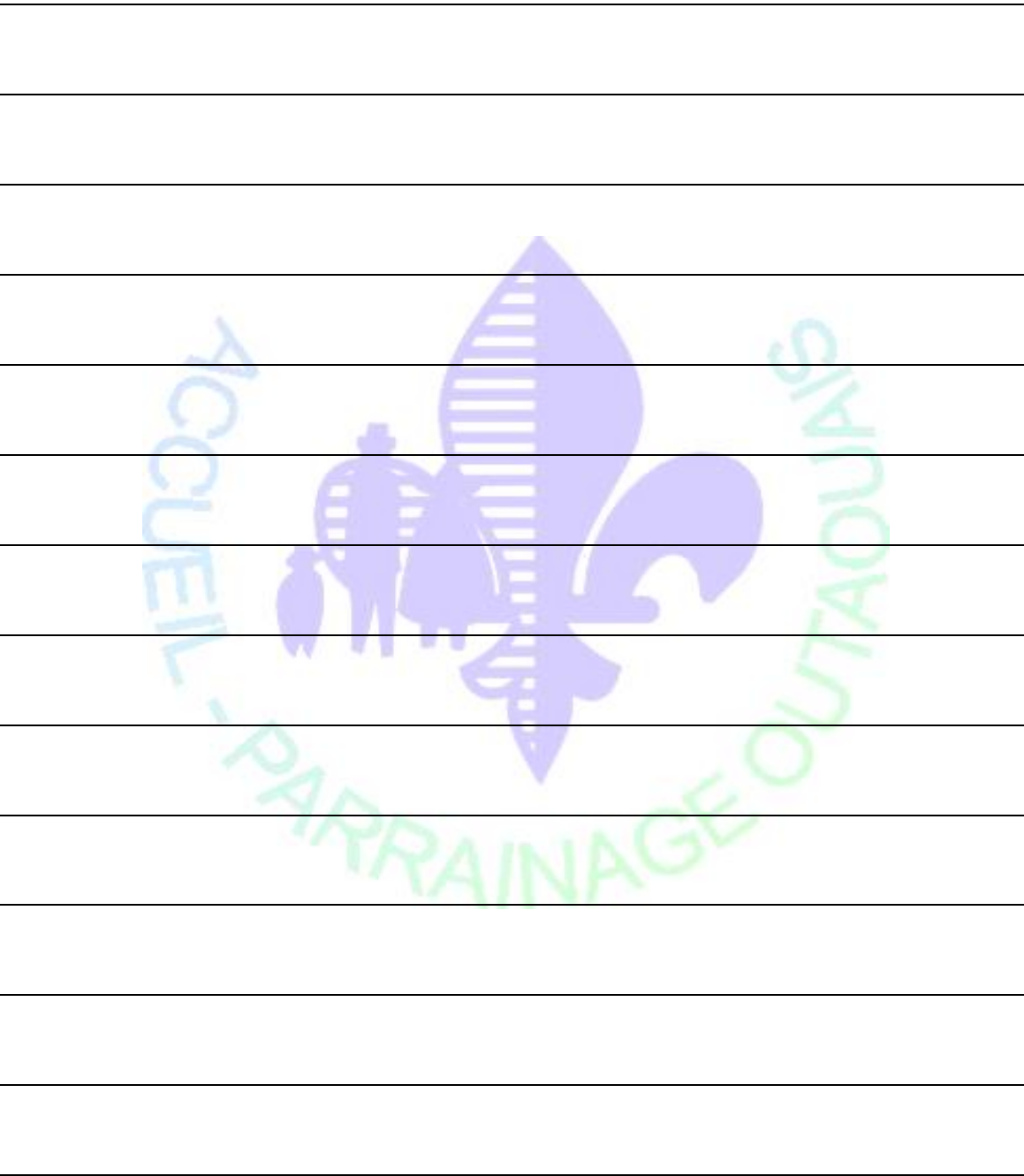
## NOTES



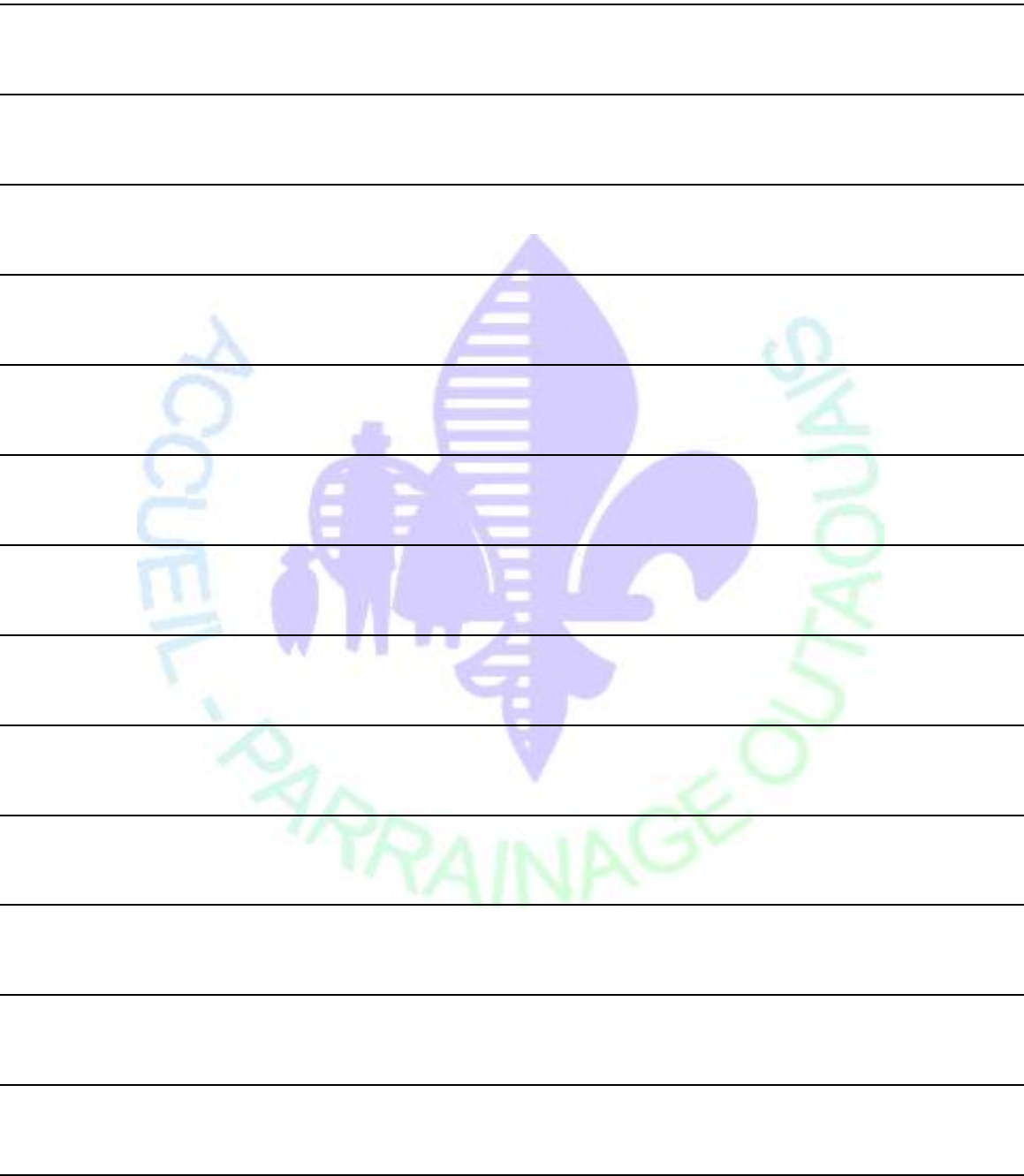
## NOTES



## NOTES



## NOTES





*Accueil-Parrainage Outaouais  
contributes to an intercultural  
and diversified society with  
newcomers, Quebecers of all  
origins and our partners.*

**Immigration  
et Communautés  
culturelles**

**Québec** 



**Centraide**  
Outaouais



**Agence de la santé  
et des services sociaux  
de l'Outaouais**

**Québec** 