living in Québec City and its surroundings

Capitale-Nationale - Chaudière-Appalaches

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LIVING IN QUÉBEC CITY AND ITS SURROUNDINGS
CAPITALE-NATIONALE - CHAUDIÈRE-APPALACHES

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In this guide, the masculine gender is used as a generic to facilitate readability.
Québec boasts many attractions and a multitude of charms, in addition to offering exceptional quality of life. Moreover one of the main assets of the Capitale-Nationale region is definitely the people who live there and chose it as the place to build their future.

The Québec government is proud to support Québec International in its efforts to make Québec a welcoming land and a first-rate destination.

Our region has a lot to offer, and I hope that those who read this guide will join the thousands of newcomers we proudly welcome each year.

François Blais
Member for Charlesbourg
Minister of Employment and Social Solidarity
Minister responsible for the Capitale-Nationale region
A welcoming place for more than 400 years, Québec City is enriched by the cultures that have taken root here over time and that continue to shape its identity.

The cradle of French-speaking civilization in North America, a world heritage treasure, a festive and prosperous capital city, our city is a good place in which to live, to grow and to flourish. Open to talent, to knowhow and to innovation, it offers you its unique personality and its exceptional quality of life.

I am pleased with the publication of this guide, which is in addition to the measures taken by the city administration and its partners to facilitate your arrival and settlement in our city.

Today, I join with our population and with our business community in encouraging you to choose Québec City as your new home. I am convinced that together, we will make it ever more attractive, more efficient and more dynamic.

Régis Labeaume
Mayor of Québec City
A community of knowledge with cutting-edge infrastructures, Québec City has a human side that larger centres all too often lack. It’s that humanity that drives people to contribute to its vitality. As a political, economic and cultural capital, Québec City offers all of the advantages of the big cities with none of the drawbacks.

With an vibrant economy, strong industrial diversity, and a climate that fosters growth and success, the Québec City region relies on diversity to contribute to its economic and social dynamism.

It is with great pleasure that Québec International announces the publication of this first edition of Living in Québec City and its surroundings, an informative guide about resources adapted to the needs of immigrants. This guide will support you throughout your integration journey and help you build your new life here.

The Québec City region, famous for its quality of life, treasures creativity, fuels innovation and constantly optimizes conditions in order to build a profitable future for all. Here we help people live better lives. We help businesses prosper. It’s a point of pride.

Welcome to the Québec City region!

Carl Viel
President and CEO
Québec International
When Samuel de Champlain, one of the new world’s first "immigrants", founded the city of Québec, “where the river narrows” (meaning of the Algonquin word Kébec) in 1608, he surely couldn’t have imagined the inspiring journey that this city would take, eventually becoming the capital city of the province of the same name.

A human-scale, forward-looking city with many points of interest, which attracts many tourists every year, in addition to workers, students and immigrants from around the world, who share in its wealth and remarkable growth.

Because we are convinced that immigration constitutes the answer to many of the province’s key challenges, Immigrant Québec, an organization devoted to informing future and current newcomers, is proud to publish this all-new guide, the result of a successful collaborative effort between players in the host society.

We hope that it will be the first step of a successful journey as you settle in, and become part of, Québec City and its surrounding area. You’ll find the best resources to facilitate your transition, as well as practical advice and enlightening testimonials. Moreover, you’ll be able to complete the experience by downloading this work free at our website: immigrantquebec.com.

I have just one last thing to say: welcome to our beautiful capital city, which is now yours, as well!

Jonathan Chodjaï
Chairman of the Board of Directors
Immigrant Québec
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03 - Capitale-Nationale
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- Les Rivières
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- La Cité-Limoilou
WHY CHOOSE QUÉBEC CITY?

More than ever, Québec City is THE city where life is good. Welcoming, beautiful, dynamic, family-friendly, full of students, entrepreneurial, innovative, cultural, sporty, safe, both urban and rural, all descriptions that position Québec City as an emerging city. After reading this guide, you will understand why every year, people from around the world decide to unpack their bags here. And we have no doubt you are probably considering the same option!

QUÉBEC CITY IN A NUTSHELL

▶ Québec City’s area: 454.28 km²
▶ Official language: French
▶ Québec City’s population: 538,918 (Institut de la statistique du Québec, 2016)
▶ Population of the Québec City Census Metropolitan Area: 806,359 habitantes (Institut de la statistique du Québec, 2015)
▶ Number of immigrants in Québec City’s population: 32,880 (2011 National Household Survey, Statistics Canada)

Québec City is the provincial capital of Québec, part of the Capitale-Nationale administrative region. Québec City is the site of Parliament, where the National Assembly sits, and the location of many other government institutions.

The Québec City metropolitan area contains 29 municipalities grouped into three regional county municipalities (MRC) and two cities: greater Québec City, Lévis (on the south shore of the St. Lawrence River), Jacques-Cartier MRC to the north, Côte-de-Beaupré MRC to the east and Île d’Orléans MRC to the southeast.
Greater Québec City includes Québec City proper and the two cities of L’Ancienne-Lorette and Saint-Augustin-de-Desmaures.

The City of Lévis on the south shore of the river is the largest municipality in the Chaudière-Appalaches administrative region (145,454 inhabitants in 2017). Long eclipsed by Québec City, Lévis has undergone major development in the past 10 years or so.

Île d’Orléans, reached by the bridge of the same name, is a very popular resort area. With six villages, the island has just under 7,000 inhabitants.

“Québec City is not too big, not too small, and provides a calm environment where people feel very safe. In addition, the province has subsidized daycare and a free healthcare system. This really counts for a lot! In Chicago, where we were living, I would not have been able to work while my son was a toddler, due to the cost of daycare.”

Terisa, USA

THE ATTRACTIONS OF QUÉBEC CITY, CITY OF THE FUTURE

A CITY WITH A THRIVING ECONOMY

Québec City has a prosperous economy supported by several very strong key sectors. As the province’s second-largest economy and the tenth largest in Canada, it attracts many workers every year.

The city has the lowest unemployment rate in Canada, due to its thriving economy and a diverse industrial mix that creates a broad range of jobs in the service, construction and manufacturing sectors. This performance has a positive impact on the creation of full-time jobs. Québec City has also posted growth in the knowledge-based economy with a private sector that is hiring. Since the 2000 decade, almost 100,000 jobs have been created in the metropolitan Québec City area.
Québec City also boasts more than 19,000 companies, 300 research centres, chairs and groups, as well as 14 industrial parks, including the technology park, an innovative business community with about a hundred companies and research centres where more than 5,000 people work every day.

**BECAUSE QUÉBEC CITY IS ONE OF A KIND. BECAUSE WE ARE PROUD OF IT. BECAUSE WE ARE QUÉBEC, L’ACCENT D’AMÉRIQUE**

French has been the official language of the province since the passage in 1977 of Bill 101 or the *Charter of the French Language*. Québec City’s slogan is “The American accent,” a reminder of its role as the cradle of francophone culture in North America. Quebecers are very attached to their language and take great pride in their history and heritage.

**A CITY WITH CHARACTER**

As a heritage city, Québec City preserves and proudly displays many traces of its past. As the “Cradle of French America,” the Historic District of Old Québec was granted world heritage status by UNESCO in 1985. Its old buildings, winding streets, and the Promenade des Gouverneurs overlooking the St. Lawrence are all evidence of the history that has shaped the look of Québec City today.

**A SAFE CITY**

Québec City is one of the safest urban centres in North America. Some experts even consider it among the safest in the world. Québec City is the safest French-speaking city in which to raise a family and the second safest region in Canada (source: Statistics Canada 2016). Its crime rate is less than 5 percent and the offense rate is lower than that of the province as a whole. Québec City has also been named the safest city in Canada in which to raise children. In 2014, the Canadian Centre for Policy Alternatives named Québec City the best city to live in for women. Québec City’s safety level makes it a wonderful place to live, with a very high quality of life.
A CITY WITH AFFORDABLE HOUSING

Rent, the largest outlay in household budgets, is affordable in Québec City: an apartment with a separate bedroom can be rented for CAN$684 a month, and an apartment with three separate bedrooms will cost CAN$968.

The cost of real estate is also among the lowest in Canada. The median selling price of a home in Québec City is estimated at CAN$250,000, compared with CAN$550,930 in Montréal and CAN$1,714,000 in Vancouver.

“We have an outstanding quality of life: we have time for our family, time to spend together, to go for a stroll or enjoy all types of activities. My daughter told us one day that we had never done so many things together before we lived in Québec City. It’s fantastic!”

Florence, França

A LIVELY, CULTURAL CITY

Québec City will captivate you with its many museums, performance venues and theatres offering eclectic, quality programs. Festivals and major events, including several of international calibre, enliven every season. Whether Carnaval, Grands Feux Loto-Québec, Festibière de Québec, or the best known of all, the Festival d’été de Québec, there is something for everyone and every taste.

In 2016, Québec City was recognized as the best winter destination in North America for the Holiday period (USA TODAY Magazine). The charm of softly lit laneways in the Petit Champlain neighbourhood, the fairy-tale Château Frontenac, or the many cafés throughout the city is reminiscent of Christmases past. And while Québec City is under a blanket of white, you can put on a pair of skates to enjoy one of the city’s many free outdoor rinks, or head to one of the ski resorts just outside the city.
A STUDENT CITY

The prestigious Université Laval, ranked among Canada’s top 10 major research universities, hosts 42,500 students each year, who can choose from 500 academic programs offered by 17 different faculties.

The city is also home to the École nationale d’administration publique (ENAP), which offers graduate programs in management and public policy.

Finally, the Institut national de la recherche scientifique (INRS) offers multidisciplinary graduate programs that train the next generation of scientists in strategic sectors such as water, earth health sciences, and telecommunications.

A CITY WITH A HUMAN SCALE, CLOSE TO NATURE

Settling in Québec City means choosing to live in a midsized urban centre that provides all the benefits of a major metropolis without the drawbacks. Far from the stress and impersonal aspect of major cities, Québec City offers a friendly alternative.

Furthermore, Québec City has easy access to nature, with sites scattered across the area. The city features many parks, green spaces, and tree-lined avenues. In Québec City, you can enjoy a host of outdoor activities without ever having to leave the city.

“My experience in Québec City is perfect. I feel so at home here that we’re planning to stay for at least the next 20 years. And it’s also a great opportunity for our children to become bilingual. Québec City has a very low crime rate and it’s a great place to raise children because the province is genuinely pro-family. And there is always lots to do: festivals, events at the library, workshops at Université Laval…”

Rebecca, USA
Discover the Capitale-Nationale from Montréal

From Montréal, if you want to discover the life opportunities in the Capitale-Nationale region, you can contact one of four Montréal organizations responsible for regionalizing immigration. With their local partners, they organize exploratory visits to discover the region's attractions and job opportunities.
- Accueil liaison pour arrivants (ALPA): alpaong.com
- Carrefour BLE: carrefourble.qc.ca
- Le Collectif: cfiq.ca
- PROMIS: promis.qc.ca

The Anglophone community’s contribution to the history of Québec City

Although Québec City is now known as the “cradle of French civilization in America”, some historical surprises lie hidden below the surface of the current-day city. One only has to think of Québec City in ruins after being taken by the British in 1759, then being rebuilt and fortified by the British Regime. The Château Frontenac, the Montmorency Falls and Plains of Abraham Parks, the ramparts of the citadel, which evoke those of Vauban. The monuments, including the Celtic Cross at the corner of Rue McMahon and Rue Saint-Stanislas, part of which was aptly renamed “Chaussée des Écossais” (the Scottish causeway) in the year 2000. And, of course, the Cathedral of the Holy Trinity (1804), the first Anglican cathedral to be erected outside of Great Britain.
Responsibility for permanent immigration is shared between the federal (Canada) and provincial (Québec) governments. Québec selects its own permanent immigrants and imposes specific procedures. To apply as a permanent worker, you must meet several criteria. Those related to your education and work experience are essential. Other factors are also considered, such as your knowledge of French and English, your age or your ability to achieve financial independence. To test your chances of being selected by Québec, you can fill out the Preliminary Evaluation for Immigration (PEI) online.


Québec also conducts information sessions on immigration procedures: you can attend in some of Québec’s overseas offices, as well as online.

To learn more: immigration-quebec.gouv.qc.ca/en/electronic-services/information-session.html
APPLYING FOR A QUÉBEC SELECTION CERTIFICATE

If you think you meet the various criteria, you can submit an application online for a Québec Selection Certificate (CSQ). You must create an account in the Mon projet Québec section. Note that opportunities to submit an application are subject to a time limit and an annual ceiling on the number of applications. Don’t miss the opening date, as Mon projet Québec is in high demand.


APPLYING FOR PERMANENT RESIDENCY

Once you obtain your CSQ, you can submit an application for permanent residency to the federal government, which will assess your medical record and that of any family members accompanying you, and conduct a security check (criminal background check).

To learn more about obtaining permanent residency: cic.gc.ca/english/e-services/index.asp

Your Canadian immigration customized strategy

bbimmigration.ca
info@bbimmigration.ca
1.866.652.8108
COSTS AND TIME FOR PROCESSING FILES

The application fees for a CSQ and permanent residency application are high. All procedures combined (CSQ, permanent residency and medical check-up) cost about CAN$2,000 for one person, and about CAN$4,000 for a family with two dependent children. Depending on the applicant’s nationality, file processing time may extend to several years.

APPLYING FOR JOB OFFERS

Since Québec City and the surrounding area has a thriving economy, some companies are proactive in international recruiting. Depending on your skills, you might find a job as a temporary worker and move to Québec sooner than you thought. Recruiting missions are organized each year in France (Paris) and provide an opportunity to meet Québec employers face to face. Other missions—virtual, in this case—are also conducted in Latin America (Brazil, Mexico, Colombia), but candidates from anywhere in the world can apply. On the Québec First website, you can browse through job offers and apply all year round.

To learn more about companies recruiting in Québec City and job offers: quebecentete.com/en/working-in-quebec-city

“When we obtained our Québec Selection Certificate (CSQ), I enrolled in the SIEL program, a free online integration service set up by the Ministère de l’Immigration, de la Diversité et de l’Inclusion (MIDI). It provided a huge amount of information on how Québec society functions (health-care, banking, etc.).”

Florence, France
Discover why the Québec City area is beyond your ambitions

Think about your future in a human scale city

Need advice for your immigration project?
Visit quebecfirst.com

Our specialists are here to answer your questions about:
• Working
• Studying
• Permits and visas
• Everyday life

The Québec City area is waiting for you!
OBTAINING A TEMPORARY WORK PERMIT

If an employer offers to hire you, you will probably have to obtain a work permit. You can find the list of jobs and special circumstances qualifying for exemption on the Immigration, Refugees and Citizenship Canada (IRCC).

➤ website: cic.gc.ca/english/work/apply-who-nopermit.asp

If the job you hold is not on the list, it is highly likely that you will first have to obtain a Québec Acceptance Certificate (CAQ). The employer will also complete certain necessary steps, especially a Labour Market Impact Assessment (LMIA), although an LMIA exemption applies in some cases. Finally, if your application is approved, you are responsible for finalizing the entire process by seeking a work permit from Immigration, Refugees and Citizenship Canada (IRCC).

For all information related to temporary worker status and accompanying persons:

➤ Steps to be completed by the employer: immigration-quebec.gouv.qc.ca/fr/employeurs/embaucher-temporaire/recrutement-temporaire.html

➤ Steps to be completed by the foreign national:
  - cic.gc.ca/english/work/apply-who.asp

➤ LMIA exemption: cic.gc.ca/english/resources/tools/temp/work/opinion/codes.asp

DOING BUSINESS

For business people seeking new horizons, the Québec City area offers a diversified, dynamic, modern economy open to the world, a stable, safe living environment, a skilled workforce, competitive operating costs and competitive corporate tax rates.

There are three immigration programs for business people, based on specific selection criteria for each: entrepreneurs program, investors program, and independent workers program. Other criteria (such as age, education, language knowledge, etc.) may also be assessed.
To fully understand all the subtleties linked to these business immigration programs, visit the Ministère de l’Immigration, de la Diversité et de l’Inclusion (MIDI).


STUDYING IN QUÉBEC CITY

If you would like to pursue higher education in Québec or enrol in vocational or technical training to earn a Québec diploma, you must complete a series of procedures.

APPLYING FOR A QUÉBEC ACCEPTANCE CERTIFICATE

First, you must be accepted by the educational institution and then apply to the Ministère de l’Immigration, de la Diversité et de l’Inclusion (MIDI) for a Québec Acceptance Certificate (CAQ) that covers the duration of your studies. Approval of your CAQ depends on certain criteria, including your financial capacity. You must attest and prove that you have the necessary funds to cover your tuition fees, living expenses for the full term of your stay, and travel expenses (return trip to your country). In 2016, an international student had to have about CAN$12,000 in a bank account for a full year of studies, just to cover living expenses.

» To learn more about obtaining a CAQ: immigration-quebec.gouv.qc.ca/en/immigrate-settle/students/index.html

APPLYING FOR A STUDY PERMIT

After obtaining your CAQ, you must apply to the Government of Canada online or on paper for a study permit. This can take three months or more, depending on the region from which you submit your application for a CAQ and study permit.

» For more information on study permits: cic.gc.ca/english/study/index.asp
Your study permit usually allows you to work off campus a maximum of 20 hours a week during regular sessions and full time during vacations in the academic calendar.

If you come to study in Québec for less than six months, a CAQ and study permit are not required. Ask your home university about the options for short-term studies under a bilateral exchange.

Québec also has a student exchange program (PÉÉ) with 450 institutions in many countries.

For more information: echanges-etudiants.bci-qc.ca/?!lang=en

If you are interested in vocational or technical training, the organization Accès Études Québec can inform you about academic program options and eligibility conditions, and guide you through the process.

accesetudesquebec.ca

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INTERNATIONAL EXPERIENCE CANADA: WORKING HOLIDAY PROGRAM, YOUNG PROFESSIONALS AND INTERNATIONAL CO-OP AND INTERNSHIPS

The International Experience Canada (IEC) initiative is intended for young people 18 to 29, 30 or 35 years old (based on nationality) wanting to travel or gain work experience in Canada. Authorizations to stay and work in Canada are temporary. IEC is covered by international agreements between Canada and certain countries. Check the IEC website to see if your country is covered.

**Working Holiday Program**: This arrangement applies to people wanting to travel and work in Canada for a maximum of one year, or two for certain countries (including France). A job offer is not required to apply for the Working Holiday Program. Approved applicants therefore can work for any employer in Canada.

**Young Professionals**: This program is for people seeking to upgrade their qualifications. Applicants must find a job in Canada before
applying and the length of the work contract may not exceed 24 months (less for some countries).

**International Co-op Internship:** This option for no more than 12 months (with a few exceptions for certain countries) covers people seeking an internship in Canada as part of their studies or vocational training.

The procedure is completed online through the Kompass account created by each participant. Quotas apply to each program and are opened in several segments until spaces are filled. Its popularity is growing every year, so if you are a French national interested in the Working Holiday Program, do not miss the opening of each quota segment.

- To learn more about International Experience Canada: cic.gc.ca/english/work/iec/index.asp
- To contact the Working Holiday participant community: pvtistes.net

### Staying in Québec as a permanent resident

If you have temporary resident status, especially as a graduate student or temporary worker, and want to begin the permanent residency process, you may be eligible for the Québec experience program (PEQ) that lets you obtain your Québec Selection Certificate (QSC) in about twenty working days (roughly one month).

- PEQ – Québec graduates: immigration-quebec.gouv.qc.ca/en/informations/IAmStayingInQuebec/index.html
INTERNATIONAL BUSINESS VOLUNTEERING: FOR ALL EUROPEAN NATIONALS

International Business Volunteering allows young people 18 to 35 years old (subject to specific requirements for your country of origin) to complete a work mission abroad for 6 to 24 months, that can be renewed once within this limit. Participants are paid but must find their own mission on the CIVI website or submit unsolicited applications to targeted companies.

civiweb.com/EN/index.aspx

“I really like the fact there is space here. People here aren’t living on top of each other. Unlike the United Kingdom, there are water parks. It’s great for the children! Between the many events taking place in the city, the huge ships docking in the port, or the fireworks in the summer, we’re never at a loss for something to do.”

Paula, United Kingdom

Electronic Travel Authorization (eTA): required for temporary residents

If you have obtained an initial study permit or an initial work permit on or after August 1, 2015, the eTA is automatically issued with the permit, but will not be renewed automatically for work or study permit renewal applications. If you obtained your study or work permit before August 1, 2015, you must remember to complete the procedures to obtain the eTA if you leave Canada and intend to return.

cic.gc.ca/english/visit/eta.asp
LES OFFICES JEUNESSE INTERNATIONAUX DU QUÉBEC

Les Offices Jeunesse Internationaux du Québec (LOJIQ) covers four organizations: the Office franco-québécois pour la jeunesse, Office Québec-Amériques pour la jeunesse, Office Québec-Monde pour la jeunesse, and Office Québec Wallonie Bruxelles pour la jeunesse. They allow young people to carry out work projects in Québec.

⇒ lojiq.org

The Office franco-québécois pour la jeunesse (OFQJ) has a Mobilité des Jeunes Travaillleurs (MJT) program: each year, a quota of work permits is opened for all young French nationals who meet the criteria established by the program. MJT covers a full-time position solely in the province of Québec. It is also useful if you have exhausted your opportunities under the International Experience Canada program.

⇒ ofqj.org
To prepare for your departure adequately and ensure a successful arrival, it can be very helpful to browse the Immigrant Québec website for: general information, expert advice, practical fact sheets, testimonials, etc. The site provides reliable, documented information.

immigrantquebec.com

You can also obtain information about your immigration plans and ask questions of specialists at

quebecentete.com/en/

Making an exploratory trip lets you discover the new environment in which you plan to live and compare some of your expectations with the reality. Even if you have thoroughly researched living in Québec, there still is no substitute for first-hand experience.

To optimize your exploratory trip, you could use your stay to search for neighbourhoods you like, the conveniences nearby, the distance to daycare centres or schools, proximity of services and stores, etc. If you have friends who have already settled here, you’ll have an opportunity to ask them all your questions. It might be wise to set aside time to identify companies that are hiring, or even attend networking events. Leave no trail unexplored: remember that you have not come to Québec for a vacation but rather to settle and succeed here.
An immigration project, whether temporary or permanent, entails major costs for which you must accurately budget before your departure.

Permanent residents sign a contract with the Government of Québec concerning the financial independence required to meet their essential needs. For the first three months they settle in Québec, the amount required in 2017 for a single person was CAN$3,085, and almost CAN$5,470 for a couple with two children. But many immigrants say you should budget more. Be prepared by increasing the envelope, especially if you are immigrating to Québec without a promise of a job. Expenses for settling in rise quickly: rent, furniture, electricity, Internet and telephone, public transit, car, gasoline, driver’s licence, home/auto insurance, food, winter clothing, daycare, and any other personal necessities.

When they arrive, some people are surprised by the cost of living. Be careful not to confuse quality of life with a low cost of living. In telephone and Internet service, lack of competition between operators or service providers leads to much higher prices than in Europe, for example. For public transit in 2017, allow CAN$3.50 for a bus ticket in Québec City and CAN$85.60 for a monthly pass. A basket of groceries is also a major budget item. On the up side, water is free in Québec.

To estimate the cost of living and draw up your budget, check out: quebecentete.com/en/living-in-quebec-city/cost-of-living

"I think it’s very important to make an exploratory trip before immigrating, especially when your whole family is involved. I like to be very prepared, so I took advantage of our stay to visit stores and learn where to buy specific things. We even visited several schools."

Florence, France
BEFORE YOU LEAVE, REMEMBER TO…

Every case has its specifics but there are certain steps that cannot be ignored. The following list is only partial but is useful as a reference.

Remember to:

› Cancel your lease and subscriptions;
› Notify your tax centre, bank and other government agencies (social benefits, for example);
› Notify your health insurance provider and, if necessary, obtain the necessary forms if your country has an agreement with Québec;
› Obtain a letter of recommendation from your auto insurer;
› Inform your children’s school of your departure;
› Obtain any document that will be useful as a work reference;
› Gather all important documents in an envelope.

ESSENTIAL DOCUMENTS TO BRING

A few weeks before departure, gather all your important documents in an envelope (these differ for each person): immigration documents, passports, ID cards, medical and vaccination records, family record book, driver’s licence, divorce decree, spouse’s death certificate, exit permit for minors, insurance certificates, work contract, employer recommendations, proof of funds, bank documents, list of personal property being moved, etc. Do not overlook anything: better to bring too much than not enough.

A useful tip: scan these documents and email them to yourself as a backup copy.
INTERNATIONAL MOVERS

If you want to bring personal property with you, there are two options: by sea or by air. This obviously depends on how much you plan to ship. An international move is not something you make up as you go along. It therefore is best to use the services of professional movers. They are familiar with customs procedures and can advise you on what is best to bring and best to leave behind. They can answer your specific questions (about your pet or wine cellar, for example). Since electricity in Canada is 120 volts, you should check compatibility of your devices before you bring them with you.

Do not hesitate to obtain several quotations from different companies, to get the best rate and service. Ask about delivery times, to be certain you arrive in Québec before your possessions, and do not have to live too long without them. Finally, think about making an extremely detailed inventory of everything you are bringing: this will be indispensable upon arrival in Canada for customs clearance of your move.

A few international movers:
- ags-demenagement.com
- themigroup.com
- bagagesdumonde.com
- cargolution.com

RELOCATION

Agencies specializing in international mobility provide relocation services that include international moving and the search for housing based on criteria you have established. They also provide advice and can guide you through administrative procedures, bank and insurance services, school registration for children, purchase of an automobile or real estate, daily life, services of employment counsellors, etc. Using a relocation agency does incur a certain cost. While it may not be necessary, it can provide you with peace of mind.

A few relocation agencies:
- relocquebec.com
- fleurdelysrelocation.com
- nouveaudepartaquébec.com
As soon as we decided to emigrate to Québec, we fully included our children in our plans by telling them about this province and showing them photos. While our eldest child adapted immediately to his new life in Québec, the shock was harder for our second son, who was six years old at the time. He didn’t know anyone at school and had trouble with words such as chandail [sweater], not commonly used in France. Now, however, neither one wants to go back!

Aurélie, France

FINDING YOUR FIRST HOME

If you have no family or friends likely to host you for the first weeks, temporary rental of furnished accommodations by the week or month can be practical. This gives you time to conduct a thorough search for rental housing adapted to your needs. If you have not had the opportunity for a prospecting trip, this will give you the necessary time to explore the city and its various neighbourhoods, locate daycare centres and schools, as well as stores, public transit and any other conveniences.

A few useful sites:

- kijiji.ca
- lespac.com
- airbnb.com

For limited budgets, youth hostels can be an affordable solution.

- aubergeinternationaledequebec.com/en
CUSTOMS FORMALITIES

Whether you land directly at Jean Lesage International Airport in Québec City or at Pierre Elliott Trudeau International Airport in Montréal, customs formalities are the same. When you leave the plane, you will be directed to the customs checkpoint. Be sure to have your passport and immigration documents at hand, as well as those of any family members accompanying you. You must also hand the customs officer your customs declaration, which you were given in the aircraft to fill out. Inform the customs officer that you are arriving as an immigrant and he will direct you to the appropriate immigration office where your status will be validated and you will be given information to help you with the settlement process.

For customs clearance of your international move, proceed to the customs office with a detailed list of your personal possessions.

Additional information can be found on the Canada Border Services Agency’s website.

cbsa.gc.ca

GETTING TO QUÉBEC CITY FROM THE AIRPORT

To get to Québec City from Jean Lesage International Airport, several options are available:

BY TAXI

If you are going to downtown Québec City (defined zone), a flat rate of CAN$34.25 applies in 2017. The same is true if you are headed to the Sainte-Foy zone, where the ride will cost you CAN$15. For other destinations, the meter rate applies.
BY UBER

Uber service is now available from Jean Lesage International Airport. Rates vary depending on the time of day as well as weather or traffic conditions. On average, with UberX, expect to pay CAN$25 to downtown.

Information is posted on the Jean Lesage International Airport site: aeroportdequebec.com/en/airport-access/taxis-and-public-transportation

GETTING TO QUÉBEC CITY FROM MONTRÉAL

Train, bus or car: you can choose from various options to reach Québec City from Montréal. The two cities are 253 km apart.

BY TRAIN WITH VIA RAIL

Allow about three hours for the trip. Ticket price varies by a factor of two depending on the day and time of your departure and the change and refund rules applicable: about CAN$30 to $80.

Ups and downs

All immigrants will tell you that whether you have come to Québec as a permanent resident, temporary worker or student, you are quite likely to experience periods of discouragement, doubt and questioning about your project. This is part of the immigration experience. Most agree there are four adaptation phases: the honeymoon when everything seems wonderful, which lasts a few weeks or months; the culture shock when the first obstacles appear and you lose your bearings; acclimation when life begins to settle down and you are more familiar with your new environment; and finally, adaptation. This path is not linear and can extend over months or even a year or two. Do not lose sight of why you chose to leave home and come to Québec, this will serve as your compass in stormy times.
VIA Rail places certain restrictions on carriage of baggage: hand baggage must meet certain weight and size limits, otherwise it must be checked. Québec City has two train stations, the Gare du Palais in Old Québec and the Sainte-Foy station.

Information: viarail.ca

**BY BUS WITH ORLÉANS EXPRESS**

The company has departures every hour between Montréal and Québec City: allow about three hours for the trip.

The price of a one-way ticket ranges from CAN$25 to $52 before tax, but many discounts apply if you are a student, over the age of 60, or a regular traveller.

Québec City has two bus stations: one at the Gare du Palais train station in Old Québec, and the Gare d’autocars in Sainte-Foy.

Schedules and fares: orleansexpress.com

Information on the Gare d’autocars in Montréal: gamtl.com

**BY CAR**

This is the fastest way to travel to Québec City from Montréal. Allow about 2 hours 30 minutes when traffic is flowing smoothly. If you do not have a car, you can seek a ride share, on the Amigo Express website, for example. Dozens of departures are available each day. Cost usually ranges between CAN$15 and $20. Otherwise, car rental companies have offices at the Montréal airport.

“Pulling together an immigration project takes time, patience, effort and money, but don’t give up, it is well worth the effort and cost. We drew on the experience of other immigrants. A willingness to listen helped us avoid making mistakes.”

Juan, Ecuador
Taking the First Steps Upon Arrival

The Centre Multiethnique de Québec gives permanent residents sessions on initial settlement procedures, which can guide you on arrival in Québec City.

– centremultiethnique.com

Obtain a Social Insurance Number

Applying for a Social Insurance Number (SIN) is simple and free, and should be done immediately upon arrival in Québec. Your SIN is indispensable not only to be able to work (each of your future employers will require this number), but also to receive certain government benefits and to pay income tax. Your SIN is a unique and strictly confidential nine-digit number issued by the Government of Canada.

To apply for a SIN, visit a Service Canada Centre. Go to the Service Canada website and enter your postal code to find the location closest to your home. You will also find the necessary information on the documents you should bring with you, based on your status in Canada.

Finally, remember that your SIN has no relation to social security or health insurance. For all information about the SIN:

– canada.ca/en/employment-social-development/services/sin.html

Register with the Régie de l’Assurance Maladie du Québec

In Québec, access to health care is free and universal. The health insurance card (carte soleil) provides access to health care covered by the Régie de l’assurance maladie du Québec (RAMQ). With this card, you will not have to pay anything for a consultation with a general
practitioner. Permanent residents, temporary workers with a work permit for more than six months, some students, and accompanying family members are eligible for health insurance. People on a Working Holiday Program are excluded. Persons age 14 and over are required to have their own card.

WAITING PERIOD

Important information: a three-month waiting period may apply to new residents in Québec. However, certain nationalities are exempt from this waiting period (for example, citizens of Belgium and France), under agreements signed by the two governments. In this case, you will have to provide proof of insurance or a certificate of affiliation with your country’s social security system: remember to obtain this before your departure. If a waiting period applies, you will have to pay expenses related to health care. You can take out temporary private insurance from institutions such as Desjardins, Blue Cross, La Capitale, Sun Life, Great-West, Manulife, etc. Contact them directly for details.

Note that the three-month waiting period does not apply to pregnant women.

HEALTH INSURANCE CARD

To obtain your carte soleil, you must first obtain and fill out the registration form. You can do this by calling or visiting the RAMQ office. You must then gather the required documents, based on your status, before visiting the RAMQ office and having your photo taken. You will then receive a health insurance letter if you meet all the eligibility criteria. Your card will be mailed to you within two weeks after receiving this letter.

PRESCRIPTION DRUG INSURANCE

When you register with the RAMQ for the first time, you are also registered for prescription drug insurance, which is mandatory. The prescription drugs covered are not free but you will only be charged part of the cost (your contribution), which is capped at CAN$83.83 a month. If you are covered by the public plan, you must pay a premium
(ranging from CAN$0 to $611 under the 2015-2016 rates) collected through your annual income tax return.

An important fact: If you have private insurance (for example, through your employer or your spouse’s employer), prescription drug insurance then must be provided by this private plan. You must notify the RAMQ to deregister from the public system.

For all information about the RAMQ:
[ramq.gouv.qc.ca/en](http://ramq.gouv.qc.ca/en)

### TAKING THE FIRST STEPS UPON ARRIVAL

### OBTAIN A QUÉBEC DRIVER’S LICENCE AND INSURE YOUR VEHICLE

New residents and holders of a foreign driver’s licence may drive with their foreign licence for six months after settling in Québec. Beyond that time limit, they must hold a Québec driver’s licence.

### PROCEDURES WITH THE SOCIÉTÉ DE L’ASSURANCE AUTOMOBILE DU QUÉBEC

It is important to contact the Société de l’assurance automobile du Québec (SAAQ) upon your arrival. The agent will explain the procedure based on your status and schedule an appointment. You will probably have to pass theory and practical examinations, for which a fee is charged. However, if you obtained a licence in one of the countries that has signed a reciprocity agreement with Québec (such as Belgium, France and Switzerland), you can exchange your national licence for a Québec licence, usually without having to take the qualifying examinations. Students or interns not resident in Québec may drive a passenger vehicle with their national licence for the full term of their studies or internship in Québec.

### DRIVER’S LICENCE AND LICENCE PLATE FEES

Note that a fee is charged for a Québec driver’s licence, including an annual renewal fee. In 2017, with no demerit points, the licence costs
CAN$83.23. The cost rises based on the number of demerit points and vehicle class driven. If you own a vehicle, you must also pay an annual licence plate fee (about CAN$200 for a passenger vehicle in 2017). To register a vehicle, you must hold liability insurance for property damage. These fees fund the public automobile insurance plan that protects all public highway system users. All Québec residents are covered for injuries suffered in an automobile accident anywhere in the world, whether or not they were responsible for the accident.

AUTOMOBILE INSURANCE

Automobile insurance is mandatory. Remember to request a statement of information from your insurer in your country of origin. Some insurance companies may consider this and offer you a reduced premium. These companies usually sell home and automobile policies in a package that is less expensive.

For all information about a Québec driver’s licence:

⇒ saaq.gouv.qc.ca/en

OPEN A BANK ACCOUNT AND MANAGE YOUR PERSONAL FINANCES

You must open a bank account. Make an appointment with the financial institution of your choice, preferably near your future home or easily accessible. You will be asked to identify yourself by providing your SIN or your passport. Choose your financial institution carefully, because the fees for transactions, cheques and other services vary between institutions. Some banking establishments allow you to open an account remotely, from your country of origin.

Many banks offer newcomers specific services:

⇒ Desjardins: desjardins.com/ca/personal/you-are/newcomers-canada/index.jsp
⇒ Canadian Imperial Bank of Commerce (CIBC): newcomer.cibc.com
⇒ Scotiabank: scotiabank.com/ca/en
⇒ RBC Royal Bank: rbc.com/newcomers/index.html
⇒ TD Canada Trust: tdcanadatrust.com/planning/life-events/new-to-canada/index.jsp
DEBIT CARD

Once you have opened an account, you will be issued a debit card. This can be used to pay for purchases in stores and withdraw cash from ATMs (automatic teller machines). The amount is debited from your account that same day. In stores, you will often see an “Interac” sticker near the check-out counter, indicating that you can pay with your debit card. Note that with a debit card, you cannot pay for online purchases. It is important to check with your financial institution for the conditions and fees governing use of your debit card. Various plans are available based on your needs.

CREDIT CARD

Use of credit cards is very widespread in Québec. North American cards are not linked to your bank account, but to a credit account issued by another organization (Visa, MasterCard). Take the time to discuss this with your financial institution so you clearly understand how a credit card works, because if you do not use it correctly, the interest rate is high. Obtaining a credit card is not always a foregone conclusion for new arrivals with no credit history in Québec: you therefore should discuss this with your financial institution. You should also check the conditions and user fees, as various packages are available.

There are many tools to help you manage your personal finances. Visit the Autorité des marchés financiers website to learn more:
▶ lautorite.qc.ca/grand-public/
libraries have computers available for browsing the Internet for a limited time. You can also connect to ZAP terminals, which provide free Wi-Fi access through many access points in Québec. Québec City is especially well equipped. To find access points:

▶ moijezap.org

PACKAGES

A landline (residential) or cellular (mobile) telephone lets you make and receive calls. Depending on your user profile, you can choose between a telephone that uses prepaid cards, or is covered by a plan. Take time to compare prices before choosing, because there may be major differences between operators. Some plans may include incoming calls, SMS, listening to voicemail, etc. The cost of a subscription can rise quickly (allow CAN$30 to $150 a month). For international calls, you can buy calling cards at very competitive rates (cost per minute) in retail stores. If you prefer prepaid cards over a plan, ensure before leaving that your telephone is unblocked and is tri-band.

Some providers offer combined plans that include high-speed Internet, television, residential and mobile telephone service for about CAN$100 to $150 a month.

MAJOR TELEPHONE AND INTERNET PROVIDERS

TELEFONE E INTERNET

▶ Vidéotron: vidéotron.com
▶ Bell Mobilité: bell.ca
▶ Rogers: rogers.com

TELEFONE

▶ Virgin Mobile: virginmobile.ca
▶ Fido: fido.ca
▶ Koodo Mobile: koodoo.com
▶ Public Mobile: publicmobile.ca/en/qc
▶ Solo Mobile: solomobile.ca
▶ TELUS Mobility: telusmobility.com
In Québec, we say “faire votre épicerie” rather than “faire vos courses.” And here, “faire du shopping” is “magasiner.”

When you receive a flyer (prospectus) for specials (promotions), bring it with you when you go for groceries or shopping.

At the check-out counter, the clerk (employé) will ask whether you have an Air Miles card (loyalty card), and then “Debit or credit?” You then state which bank card you wish to use. Also, do not be surprised if an employee helps place your groceries in the bags you have brought with you. When paying the cashier, you can ask for cash back in the amount of your choice.

Most stores are open every day of the week. Some chains let you buy your groceries online, for delivery to your home. In other stores, you can make your purchase, pay at the check-out counter and leave empty-handed, with delivery to your doorstep!

Here is a list of the various Québec chains and the products and services they sell.

“Emigrating causes many disruptions. You have to absorb a lot of information and understand the new environment. When we arrived, my head was full of questions: should we place our children in a public or private school? How should they dress? Where do I shop for groceries? I’m not familiar with any of the chains operating in Québec!”

Nathalie, Belgium

WHAT PRODUCTS IN WHICH STORES?

- For general food, you’ll find everything you need at IGA, Provigo, Métro, InterMarché, Maxi and Super C supermarkets. To reduce your food budget, you might want to obtain a Costco membership card, to buy products in bulk at warehouse stores. To compete
A CREDIT CARD FOR AADIL Maouch NEWCOMER

GET YOUR CREDIT CARD TODAY:
• No credit history required
• No security deposit

desjardins.com/Cards-Newcomers

All trademarks are the property of their respective owners. 1. To get a Desjardins credit card, newcomers must become members of a Desjardins caisse in Quebec or Ontario and open an account there. They must also show they intend to settle in Canada. Credit card approval and credit limit are subject to the applicant’s credit risk assessment. Other conditions apply. Details at desjardins.com/Cards-Newcomers.
with Costco, an original initiative has been launched in Québec City by Grossiste Le Frigo, which provides the same benefits without a membership card and encourages purchase of local products.

- If you buy fresh products, fruit and vegetables, the weight is shown in pounds. One pound is slightly less than half a kilogram.
- If you prefer organic or gluten-free products, you will find what you need in “health food stores,” especially chains such as Rachel Berry, Avril supermarkets, Alimentex, Le Crac, etc.

Québec City has many wonderful bakeries and pastry shops. To name just a few, pay a visit to La Mère Michèle, À chacun son pain, Le Croquembouche or Le Panetier Baluchon.

- Products imported from Europe are sold by fine grocers such as J.A. Moisan or l’Épicerie Européenne, both located on Saint-Jean Street.
- For alcoholic beverages, you will have a vast selection of wines and other beverages at the SAQ (Société des alcools du Québec). This public corporation is the only authorized vendor of wine and spirits.

### Taxes and tipping in Québec

In Québec, almost all goods and services (except basic products) are subject to a consumer tax levied by the governments of Canada and Québec:

- Canada’s Goods and Services Tax (GST): 5 percent of the retail price;
- Québec Sales Tax (QST): 9.975 percent of the retail price before GST.

With few exceptions, these taxes are not included in the price shown; you therefore must add 15 percent to determine the final price you will pay. In restaurants providing service at your table, you should leave a 15-percent tip (suggested) calculated on the total before taxes. In bars, it is common to leave CAN$1 to $2 per drink and CAN$1 to $2 for coat check services. For other services, such as hairstylists or taxis, it is customary to tip 10 to 15 percent of the charge.
although you may find a few bottles of wine at your corner grocery store. You are sure to be surprised by the high prices, because most products are imported and alcoholic beverages are heavily taxed. You can find beverages with a lower alcohol content, such as beer, in all convenience stores. If you enjoy craft beer, visit one of these stores in Québec City: Capsules Bière, La Boîte à Bières, La Muraille des bières, or Le Monde des Bières. You can obtain expert advice and buy beers directly from Québec City’s many microbreweries. Note that alcoholic beverages may only be sold to adults at least 18 years old.

If you go to a restaurant, you will often see an Apportez votre vin [bring your own wine] sign in the window. Not all restaurants are licensed to sell alcohol and thus encourage patrons to bring their own.

Sale of alcoholic beverages is prohibited after 11:00 p.m. in stores and 3:00 a.m. in bars. Alcohol may not be consumed in public areas, such as the street or parks. You could be fined for this.

▶ A full range of **beauty, personal care, household and health products** is sold in chains such as Jean Coutu, Pharmaprix, Familiprix or Uniprix. These stores provide pharmacy services and dispense prescription drugs. Once a prescription is registered, it usually can be renewed online and delivered to your home.

▶ Many of these stores also include photo labs (especially for passport photos) and post offices (Canada Post).

▶ For **home improvement items and hardware**, visit stores such as Rona, Canac, Home Depot, Réno-Dépôt, or Canadian Tire. Dollorama sells routine items at discount prices.

▶ **Magazines, books, DVDs and CDs** are sold by chains such as Archambault and Renaud-Bray. You will also find several independent bookstores such as Pantoute or Morency.

▶ For all **multimedia and high-tech products**, go to La Source or Best Buy, which specialize in photography and video.

▶ Finally, for anything you may have forgotten, as well as basic products, there is always **“dépanneur”** (neighbourhood grocery or convenience store) near you. These usually open every day with extended hours (often from 8:00 a.m. to 10:00 p.m.).
PUBLIC MARKETS

QUÉBEC CITY HAS SEVERAL PUBLIC MARKETS

› Le Marché public de Sainte-Foy: at the corner of Chemin Quatre-Bourgeois and Roland-Beaudin, open daily from May to October, with some thirty producers selling fresh produce and horticultural products, as well as six shops carrying local farm products.

› Le Marché du Vieux-Port de Québec: on Saint-André Quay between the Gare du Palais and the Old Port, this market is open daily, year-round. It features fruit, vegetables, maple products and includes a cheese shop, butcher and delicatessen, fishmonger, bakery and pastry shop, as well as craft products.

Other smaller markets appear in summer in some neighbourhoods.

SHOPPING CENTRES AND BUSINESS DISTRICTS

To find all the stores you might need in a single location (apparel, shoes, furniture, decor, cosmetics, pharmacy, appliances, telephone services, etc.), go to a centre d’achat [shopping centre]. Québec City has several:

› Place Ste-Foy, Place de la Cité and Laurier Québec, with no fewer than 600 stores in the Sainte-Foy–Sillery–Cap-Rouge area;

› Fleur de Lys, a smaller shopping centre in the Rivières district;

› Les Galeries de la Capitale, the largest retail complex in eastern Canada: shops, restaurants, movie theatres, as well as a large family recreational park, the Méga Parc;

› Les Galeries de la Canardière in Limoilou, near the Terminus Beauport.

You can also go shopping on the Grande Allée, in the Quartier des arts, Faubourg Saint-Jean or the Saint-Roch neighbourhood, with a concentration of stores in various sectors.
Stores are generally open:

- Monday to Wednesday, 10:00 a.m. to 6:00 p.m.;
- Thursday and Friday, 10:00 a.m. to 9:00 p.m.;
- Saturday & Sunday, 10:00 a.m. to 5:00 p.m.;

Supermarkets are generally open every day until 9:00 p.m. and convenience stores until 11:00 p.m. (some open 24 hours a day).

The customer is king, or returns policy

In Québec City, many stores generally have a “returns” policy. Major chains are very flexible on terms for returns and even if the deadline for returns has passed, you can usually negotiate. You will also receive many flyers (advertising) at your home with price discounts and attractive sales. Use these to compare competing stores, which often will match each others’ advertised prices.
LIVING IN QUÉBEC CITY

DISCOVER THE CITY AND ITS NEIGHBOURHOODS

Québec City is divided into six districts, each with its own identity.

BEAUPORT

Located in the city’s east end, Beauport is a historic district, the cradle of French America, where many families settled, charmed with the easy life in the area. This is also a preferred location for sports and outdoors enthusiasts. There are several parks and outdoor bases, as well as a beautiful view of the majestic Montmorency Falls.

CHARLESBOURG

These old farmlands were transformed in the 20th century to an upscale suburb prized for its quality of life. Charlesbourg is home to the library of the same name, known for its famous green roof, one of the largest in Canada. Charlesbourg is also where you can visit the Trait-Carré heritage site. Many parks and the nearby forest make Charlesbourg a popular district among nature lovers.

LA CITÉ-LIMOILOU

Lively, vibrant, authentic, historical and a tourist draw as well, downtown Québec City offers a host of facets depending on the neighbourhood. The downtown area is divided into two parts, Upper Town and Lower Town.
UPPER TOWN

This is where the first fortifications were built. As the historic centre of Québec City, Upper Town includes the Old Québec neighbourhood, classified a world heritage site by UNESCO in 1985. Old Québec feels a little like Europe in the heart of North America, with winding cobbled-stone streets. In this top tourist destination, views of the St. Lawrence River include the majestic vista from Dufferin Terrace, where you can dine at one of the neighbourhood’s renowned restaurants, or just stroll down one of its historic streets. Old Québec also has several streets lined with shops, including Saint-Jean, De Buade or Sainte-Anne. Many museums and performance halls also make this the heart of the city’s cultural life.

Parliament Hill is the seat of political power in Québec, site of the National Assembly and many ministries. These overlook the Plains of Abraham, site of Québec City’s Festival d’été each summer. If you are seeking the vibrant pulse of Québec City’s night life, head to La Grande Allée, lined with restaurants, bars and trendy nightclubs.

Not far away is the Faubourg Saint-Jean-Baptiste, the hip neighbourhood where the city’s young people gather. Artistic, easy-going and buzzing with life, Faubourg Saint-Jean-Baptiste is crammed with stores, restaurants and bars, which you can check out at your leisure as you stroll along Saint-Jean Street, La Grande Allée or René-Lévesque Boulevard.

Montcalm is mainly a residential neighbourhood, slightly posh, where you can loiter along Cartier Avenue.

For more information: monmontcalm.com

LOWER TOWN

Consisting of several neighbourhoods in full revival, Lower Town is now a happening place with a lively pace!

Impossible to talk about Québec City without thinking of Petit Champlain, the neighbourhood rich in history, reminiscent of some French villages (of note, Place-Royale was even used as a set for a scene from Steven Spielberg’s film Catch Me If You Can). In Petit Champlain, locals mix on the sidewalk with tourists exploring wonderful craft boutiques and numerous gourmet establishments.
A former working-class district with a lacklustre reputation, Saint-Roch has now become the new trendy neighbourhood. Thanks to its revitalization, many art galleries, bistroes and fashion boutiques now line its streets. There is also a high concentration of innovative companies and startups, not to mention a community life enriched by many organizations.

For more information: monsaintroch.com

LIMOILOU

Located across the Rivière Saint-Charles, north of Saint-Roch, Limoilou has also changed a lot in recent years. Now drawing a young, active population seeking low-cost housing, Limoilou has attractive pockets with boutiques of every type and funky restaurants lining 3e Avenue. Limoilou also has a lively community life that reflects the solidarity of its residents. The neighbourhood also has many parks.

For more information: monlimoilou.com

LA HAUTE-SAINT-CHARLES

La Haute-Saint-Charles district is the largest in Québec City. It is mainly residential, although there is an extensive business presence. La Haute-Saint-Charles also offers a range of recreational tourism activities with many parks, Mont Bélair, the Rivière Saint-Charles and the Lac Saint-Charles, and the Val-Bélair plateau forest.

LES RIVIÈRES

Located in the heart of Québec City, the Rivières district owes its name to the presence of three rivers within its territory. The district has three neighbourhoods: Vanier, Duberger-Les Saules, and Neufchâtel-Est-Lebourgneuf.

Lebourgneuf is a major hub of activities: businesses and shopping centres rub elbows, such as Les Galeries de la Capitale and Méga Centre Lebourgneuf, providing an enriching work and personal life. Its proximity to major arterial roads also makes getting around easy.

The wonderful ethnic diversity of Vanier has shaped the image of this neighbourhood, which is more residential than its neighbour. It is also the location of a major shopping centre: Fleur de Lys.
While it stands out for its lively business, industrial (no fewer than seven industrial parks) and service sectors, Les Rivières district also has many green spaces and natural settings. The Rivière Saint-Charles linear park runs through all three neighbourhoods and the huge Chauveau Park (146 hectares) gives residents a place to enjoy many outdoor activities.

"Québec City is a wonderful beehive where people respect each other and make their contribution, like in a large family. It’s a very ethnically rich and diversified city. Each day, I have the good fortune to encounter people from different cultures. People are friendly, smiling and very respectful."

Claire, France

SAINTE-FOY–SILLERY–CAP-ROUGE

Considered the gateway to Québec City due to the Pierre-Laporte and Québec Bridges, the Sainte-Foy–Sillery–Cap-Rouge district has undergone strong commercial development and is a major employment hub for the city. Université Laval is located here and contributes to the vitality of this district. It also has a residential area with extensive access to many parks, including the Bois-de-Coulonge.

GETTING AROUND THE CITY

BY CAR

Québec City has seven freeways: four running North/South and three East/West, facilitating rapid travel, although they are clogged with traffic in rush hour. The number of vehicles has grown by 21.7 percent in the past 10 years, an additional 100,000 vehicles. Traffic on the bridges can be problematic when people are heading to the office or returning home. And like everywhere else in the province, keep
a sharp eye out for potholes, called “nids de poule” [hens’ nests] in French! You can report these to your district office by phone or using the online form.

By phone or Internet, the Québec 511 service provides information on highway conditions (winter, road work, incidents, etc.).

quebec511.info/en/

BUYING OR LEASING A CAR

If you want to buy a new or used car when you arrive, talk to your bank about a loan. As a newcomer with no credit history, your application may be declined by your bank. You will then have to pay the full purchase price for your vehicle. You will then have to pay the full purchase price of your vehicle. You can visit a dealership or buy directly from an individual. Most cars are American or Asian brands, with a few European models as well.

You must register and insure your vehicle, and pay the Société de l’assurance automobile du Québec (SAAQ) a variable flat tax based on the vehicle type and engine displacement. This registration must be renewed each year.

A few websites provide advice on purchasing a car.

CAA-Québec (for example, standard forms for contracts of purchase and sale: caaquebec.com/en/)
Registre des droits personnels et réels mobiliers (to check that a vehicle you wish to purchase is not subject to a lien): rdprm.gouv.qc.ca
Automobile Protection Association (APA): apa.ca
Office de la protection du consommateur: opc.gouv.qc.ca/en/

Leasing with option to buy is a common practice in North America. You lease a vehicle from a dealer or leasing company, with an option to purchase at the end of the lease. There is often a limit on the number of kilometres you may drive, so do your calculations carefully.

Short-term rentals are available from several companies: Avis, Budget, Discount, Hertz, Thrifty, Via Route, etc. You can reserve a vehicle directly online or by telephone.

The Canadian Automobile Association’s Québec chapter provides roadside assistance as well as advice on purchasing a car,
maintenance, repairs, fuel, driving, highway safety, as well as trip planning assistance.

ccaqbec.com/en/

**CAR-SHARING SERVICES**

If you only need a car occasionally, you might consider subscribing to Communauto or Auto-mobile.

Communauto follows a simple formula. After you register, you can reserve an available car 24 hours a day, seven days a week online or by telephone. You pick up the vehicle from one of the dedicated stations and bring it back when you have completed your runs. Fuel, insurance and maintenance are included in the price. You receive a bill at the end of each month. There are several subscription plans.

communauto.com/index_en.html

With the Auto-mobile service, you locate a vehicle nearby and block it for 30 minutes with the mobile application. Unlike Communauto, there are no dedicated stations. You can leave the vehicle in designated service areas.

communauto.com/auto-mobile/index_en.html

**CARPOOLING SERVICES**

It is easy to find or offer carpooling on the following websites, for long trips or daily commuting.

amigoexpress.com  
covoiturage.ca/index.aspx

**PARKING IN QUÉBEC CITY**

If you choose to live in the La Cité-Limoilou or Sainte-Foy–Sillery–Cap-Rouge districts and want to park your vehicle in front of your home, you must obtain a parking sticker from your district office or by calling 311. The cost is CAN$80 a year (in 2017).

For on-street parking, the Ville de Québec has installed payment terminals, known as Payez-Partez, in the downtown area. Simply enter your parking space number in the terminal located on the sidewalk. Expect to pay CAN$2.50 for one hour. If you run past the time you have paid for, you will be ticketed and fined.
The Ville de Québec has launched an original and very practical application for drivers looking for parking. The Copilote application shows you open parking spaces in real time and also lets you pay for a space remotely. You will also receive a notification or SMS a few minutes before your time runs out. The application is available from the Apple Store and Google Play.

＞copilote.mobi/en/

In winter, be sure to move your car from its parking space during snow clearance operations. These are indicated by signs with flashing lights. Parking spaces are then made available in locations designated by the Ville de Québec. Contact your district office or visit the city’s website.

VIOLATIONS AND PENALTIES

Québec uses a system of demerit points assigned to a driver’s licence. You start with zero points but a certain number of points is added to your record for each offence. In addition to demerit points, any offence also incurs a ticket and fine.

For criminal offences, such as driving under the influence of alcohol or drugs, the law provides various measures and sanctions, up to and including seizure of your vehicle and revocation of your driver’s licence.

PUBLIC TRANSIT

The Réseau de transport de la Capitale (RTC) provides fast, efficient public bus service.

＞Métrobus operate in bus-only lanes all week.

＞During rush hour, an Express network provides fast connections in both directions between residential areas and various centres

＞Regular service is available throughout the city all day.

A one-way trip costs CAN$3.50 (in 2017). You must have exact change to buy your ticket when boarding the bus, as the driver does not make change. A monthly pass costs CAN$85.60. There are various passes available at attractive rates, especially through the L’abonne BUS program.
The RTC has launched a very useful application for users. *Nomade temps réel* lets you check service schedules and disruptions in real time for all routes, as well as geolocate yourself and the closest stops, create routes using Google Maps, and much more. The application is available from the Apple Store and Google Play.

To promote the use of public transit, the Ville de Québec has established 21 Parc-O-Bus lots in various districts of the city, where you can park your car free of charge between 6:00 a.m. and 6:00 p.m.

The VéloBus service operates between May 1 and October 31. Available on all articulated buses and some Métrobuses, it lets you “park” (mount) your bicycle free of charge on the front of the bus.

The RTC website contains all the necessary information about these devices, where to buy and renew your subscription, schedules, as well as a route planner.

▶ rtcquebec.ca/en/

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**BICYCLING**

The city has decided to invest in and promote this active mode of transportation. Each year, more Quebecers choose to commute by bicycle to and from work or school. Québec City has almost 70 km of safe bicycle trails open to all. As a cyclist, you must obey the *Highway Safety Code*. It is illegal to ride a bicycle on the sidewalk. Wearing a helmet is not mandatory, but strongly recommended.

▶ To view the bicycle trails in Québec City and area: ville.quebec.qc.ca/loisirs
▶ To buy a new or used bicycle: levelovert.com

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**Taking a taxi in Québec City**

The fare is regulated: CAN$3.45 to start, and CAN$1.70/km with the passenger and CAN$0.63/minute waiting time, tax included. A tip is not required, but always appreciated. Uber service is also available in Québec City.
RENTING AN APARTMENT

Renting an apartment in Québec City is not very complicated. The process is simple and few documents are required to sign a lease. However, since you are a newcomer with no credit history in Québec, some landlords may be hesitant to rent their unit to you.

As a guideline, average monthly rent in Québec City is CAN$674 for a one-bedroom apartment CAN$802 for two bedrooms and CAN$968 for three bedrooms (source: Ville de Québec).

HOW TO FIND HOUSING

Once you have determined the neighbourhood where you want to live, you can start checking the classified ads on the following websites.

- kijiji.ca
- kangalou.ca
- lespacs.ca
- louer.ca
- quebec.craiglist.ca
- location.duproprio.com

You can also find housing even before you arrive, with Logisco, which provides a personalized apartment search service.

- logisco.com/nouvel-arrivant

Also check the classified ads in various daily newspapers and on their websites. Facebook is another possible source. Many groups such as “Logement à louer à Québec” are on Facebook and have various properties on offer. You should also stroll up and down streets looking for an À louer [to rent] sign, a proven method!

THE LEASE

The rental contract, called a lease, usually expires on June 30 of each year. The best time to look for an apartment is April to June, although housing can be found year-round. Once you have made your choice, you sign a lease, which must be written in French and defines each
party’s responsibilities. It also stipulates the term of the lease and the amount of rent to be paid on the first day of each month. The Régie du logement can inform you about your rights and all procedures related to housing

[rdl.gouv.qc.ca/en/](rdl.gouv.qc.ca/en/)

You can ask Hydro-Québec (electrical utility) for the previous tenant’s consumption to estimate your budget. Note: Tap water is free in Canada.

For help with your search for housing, read the housing guide for newcomers published by the Canada Mortgage and Housing Corporation (CMHC).

[cmhc-schl.gc.ca](cmhc-schl.gc.ca)

Leases expire on June 30, so July 1, a statutory holiday (Canada Day), is the big moving day. Trucks must be reserved several months in advance. Note that the cost of renting a truck may be higher on July 1, so move on a different day if you have that option.

## Obtaining Home Insurance

Although not mandatory for tenants, home insurance is strongly recommended. Brokers and private insurance companies offer a wide range of plans for fire, theft and liability, to cover damage to the building or a third party if the insured person is at fault.

Most insurance companies offer combined home and automobile policies, which are generally less expensive than separate policies from two different insurers.

For all questions about insurance, contact the information centre of the Insurance Bureau of Canada, a national sector association representing Canada’s home, automobile and business insurance companies.

[ bac-quebec.qc.ca/en/](bac-quebec.qc.ca/en/)

## Furnishing and Decorating Your Apartment

Like everywhere else around the world, the Swedish furniture giant IKEA has a store in Québec City. If you want designer furniture at an
affordable price, check out Structube. If your budget allows, you can also visit EQ3 or Artemano (wood furniture). Don’t forget to look at La Baie and in shopping centres on the edge of the city, where you’ll find chains such as Walmart or Sears.

To furnish your home on a budget, there are several options. You can check out second-hand stores and charitable organizations. Go to Comptoir Emmaüs, Comptoir Louise et Frédéric, La Ressourcerie in Lac-Saint-Charles or Au Revend Dons. Also visit the Au Coin du Meuble or Meubles Genina stores. And scour the flea market in Sainte-Foy. Finally, scan the classified ads on sites such as Kijiji, Craigslist or LesPAC. Good deals can be found at garage sales, held in the warmer months, and in church bazaars.

PURCHASING REAL ESTATE

Buying a property is a major financial decision requiring a great deal of consideration and even greater precaution. This is usually done through a real estate broker (who must be affiliated with a real estate agency such as RE/MAX, Via Capitale, Sutton, Century 21, Royal LePage, etc.), although growing numbers of homeowners are selling their property themselves (especially through websites such as DuProprio).

THE ACCÈS FAMILLE PROGRAM

Through this program, the Ville de Québec helps families become homeowners. It provides a loan equivalent to the down payment needed (5 percent) to buy a home.

ville.quebec.qc.ca/accesfamille

MORTGAGES

You first must have the funds you wish to invest in your future property. Quite often, you must take out a mortgage (real estate loan) to achieve this dream. Financial institutions offer fixed or variable rates that can be negotiated over various terms, of three, five or more years. Mortgage rates can vary widely between financial institutions, so check out several. You can also use a mortgage broker such as Multi-Prêts. Mortgages are restricted to a maximum term of 25 years to limit family debt. CMHC recommends that your occupancy...
cost (loan payment, taxes and heating) not exceed 32 percent of your gross annual income.

An offer to purchase is usually conditional on obtaining a mortgage and passing a building inspection by a specialist. If the vendor accepts these conditions, you must follow up and the transaction will ultimately be completed by an act of sale signed before a notary.

TAXES

Note that some taxes are charged on purchase of a property. When you acquire your property, you must pay the Taxe de Bienvenue [transfer tax] to the city. Each year, you also must pay school and municipal taxes (property tax). If you buy a new structure, you will also have to pay GST (federal sales tax) and QST (Québec sales tax) on the amount of your purchase, thus just under 13 percent.

The following websites contain advice from real estate brokers, information on buying or selling housing, tools for analysing your needs, or a survey of properties listed for sale.

Organisme d’autoréglementation du courtage immobilier du Québec (OACIQ): oaciq.ca

Deciphering classified ads

❯ 1 1⁄2, 2 1⁄2, 3 1⁄2, etc.: this is the number of rooms in an apartment, with the kitchen counting as a room and the bathroom as a half-room.
❯ Square feet/square metres: the area of apartments is usually quoted in square feet, even though the metric system is generally used in Québec. 1 square metre = 10.76 square feet.
❯ Equipped or semi-equipped: basic appliances (range and refrigerator, and sometimes a clothes washer and dryer) are provided and included in the rent.
❯ Heated or unheated: heating costs are included or not included in the rent.
❯ Condo or condominium: an apartment subject to a co-ownership arrangement. The individual unit belongs to the owner, while common areas are jointly owned.
Each year, more than 3,000 international immigrants choose to make Québec City their new home. The Ville de Québec makes many efforts to welcome these new residents and promote their integration.

Each year, the Ville de Québec organizes a welcome ceremony to mark the arrival of new immigrant families. This provides the opportunity to enjoy many family activities and obtain information from some twenty booths on site presenting the services provided by the city and its partners.

Another great option for discovering the city is the Programme Bienvenue [welcome program], a three-hour bus tour that familiarizes you with operation of the public transit system (RTC) and the location of community facilities open to the public (community centres, parks, libraries, etc.).

“Biologist and TV host Boukar Diouf says that integrating into a new culture is like reading a book several times. On the first reading, one becomes familiar with the characters. On the second reading, the focus can shift to the story. On the third reading, if we have so completely assimilated the story that we can tell it with passion, that means the integration is a success.”

Amine, Tunisia
Finally, the Bibliothèques, terre d’accueil library program provides free and adapted services for newcomers.

For more information: bibliothèquedequebec.qc.ca/programmes/biblio_terre_accueil.aspx

Find all information for newcomers in the dedicated section on the Ville de Québec website:

ville.quebec.qc.ca/immigrants

You can also view the directory of organizations, which list the resources you may need.

ONLINE SERVICES

Whether you want to register for a recreational activity, report a street needing snow clearance, or determine the garbage collection day, you can find all these services and many others on the Ville de Québec’s website:

ville.quebec.qc.ca/services

311, THE INFO LINE

The 311 line lets you contact your district office and obtain information about a specific service such as the collection day for household waste, report a problem on a public street, apply for a permit for work, etc. This line operates from Monday to Friday, 8:00 a.m. to 7:00 p.m.

211, THE COMMUNITY RESOURCES DIRECTORY

The 211 line is a free information service that lists all community organizations and public services available in the Capitale-Nationale and Chaudière-Appalaches regions. Do you have a question? Call this number and an agent will assess your needs before referring you to the most appropriate section. You can also visit the website:

211quebecregions.ca
ACCESSING HEALTHCARE

WHAT IS COVERED AND WHAT IS NOT

With a public healthcare system, you will be reimbursed for many medical procedures if you have the Régie de l’assurance maladie du Québec’s (RAMQ) carte soleil. This covers all appointments and procedures provided by a general practitioner or specialist, including diagnostic and therapeutic procedures, psychiatric treatment, surgery, radiology and anesthesia. The healthcare system is overtaxed and the wait for an appointment with a specialist can be very long.

Some care is not covered, such as dental care, which can quickly become expensive, and vision care. For this reason, some people opt for private supplemental insurance.

Dental care is free for children under age 10. Similarly, optometry services are free for young people under age 18 or seniors over age 65.

PRIVATE INSURANCE AND THAT PROVIDED BY EMPLOYERS

Many employers provide their employees with group insurance (supplemental health plans) covering some care not included in the RAMQ, such as dental care, the services of a psychologist, acupuncture, massage therapy, etc. The types of care covered and eligible amounts vary widely between plans.

If your employer does not offer such coverage, you can take out a private insurance policy. For information, visit the website of the OmbudService for Life and Health Insurance.

doapcanada.ca

WHERE TO OBTAIN CARE

To find a healthcare resource near you, visit the website of the Centre intégré universitaire de santé et de services sociaux de la Capitale-Nationale.

ciusss-capitalenationale.gouv.qc.ca
THE FAMILY PHYSICIAN

Finding a family physician may take time and effort. Upon arrival, place your name on the waiting list at the family physicians access portal.

\[\text{sante.gouv.qc.ca/programmes-et-mesures-daide/inscription-aupres-d-un-medecin-de-famille}\]

If you have a special condition that requires regular care or if you are pregnant, notify the local community services centre (CLSC) in your neighbourhood for immediate intake.

Note: physicians do not make house calls.

LOCAL COMMUNITY SERVICES CENTRES (CLSC)

You can obtain medical consultations in a CLSC. This is a public establishment that delivers health and social services. For more information, contact the CLSC in your neighbourhood. Depending on the CLSC, consultations may or may not require an appointment, so the wait may be lengthy.

MEDICAL CLINICS

Medical clinics—family medicine groups (FMG) or family medicine units (FMU)—allow patients to see a physician with or without an appointment. In system clinics, a team of healthcare professionals is also usually present and works in conjunction with the physicians. To consult a physician in these centres without an appointment, arrive early! To see a physician during the day, patients are served in the order of their arrival. You therefore should arrive at least an hour before the doors open.

Some clinics have developed a system for making appointments the day before, or a callback service for a fee that notifies you of your position in the waiting line.

To see a specialist (gynecologist, ORL, etc.), you must be referred by a physician, but this does not apply to dentists or optometrists (ophthalmologists). Fees can vary widely among practitioners, so ask in advance.

The \textit{Bonjour-santé} website can give you an appointment with a physician during the day (CAN$15), obtain an appointment at your usual
clinic (free), or a consultation with a specialist (centralized waiting list, free service).

- bonjour-sante.ca

811

You can also obtain a free, confidential telephone consultation with Info-Santé by calling 811. A nurse will answer your questions. This service is available 24 hours a day, year-round.

HOSPITALS AND EMERGENCY CARE

Québec City has several hospitals: Chauveau, Saint-François d’Assise, Saint-Sacrement, de l’Enfant-Jésus, L’Hôtel-Dieu de Québec and the Centre hospitalier de l’Université Laval (CHUL), including the Centre mère-enfant Soleil. There is also Hôpital Sainte-Anne-de-Beaupré, in Beaupré.

If you or someone close to you needs care quickly, you can go to the emergency room of the hospital nearest you. Emergency rooms are open 24 hours a day, year-round. You should use them only when truly necessary, to avoid overtaxing these facilities.

BUILDING A SOCIAL NETWORK

PARTICIPATING IN ASSOCIATIONS, SPORTS AND CULTURAL LIFE

When you arrive in Québec City, after the euphoria of the first few days has passed, you may feel a little homesick due to the distance from your family and your country. Do not stay isolated!

Work is the easiest way to socialize with new people; after-work gatherings with coworkers are an institution in Québec. But work is not the only way to expand your social circle. Participate in a sports or cultural activity that interests you. You will be doing something you enjoy while meeting new people. If you have children, you can join a school parents committee, and meet other parents.
Volunteering

More than two million Quebecers do volunteer work each year. Volunteering is well anchored in people’s attitudes and comes naturally to many people. Volunteer work will expand your social circle and give you experience in your field, which can be recognized and highlighted in your CV. You can donate time and effort to community, artistic, cultural, environmental or other organizations. There’s something for everyone!

➤ To discover all the volunteer opportunities in the Capitale-Nationale region, visit the website of the Centre d’action bénévole de Québec: cabquebec.org
➤ Also check out the website of the Réseau de l’action bénévole du Québec: rabq.ca

Finding Agencies That Provide Welcome Services

In Québec City, organizations mobilize to welcome you and provide a wide range of services: settlement assistance, information about daily life, networking activities, fun, sports, or cultural outings, support for families, etc.

Without drawing up a full list, here are a few.

➤ Centre Multiethnique de Québec: centremultiethnique.com
➤ Mieux-Être des Immigrants: meiquebec.org
➤ Voice of English-speaking Québec (VEQ): veq.ca

In social networks such as Facebook, you can also find groups of people who have settled in Québec City.

Emergency numbers

➤ Physicians, ambulances, firefighters, police: 911 (for Québec City and Montréal); 0 for the rest of the province.
➤ Québec poison control centre: 1 800 463-5060
La Maison pour femmes immigrantes provides free, confidential services for women who are victims of spousal violence.

maisonpourfemmesimmigrantes.com/ang_accueil.html

“Shortly after settling here, I discovered the organization Voice of English-speaking Québec, and I now sit on the board of directors. I have also joined groups for mothers and those on the Meetup site. That’s where I met the person who is now my best friend, and I am now organizing Meetup events. Although the English-speaking community in Québec City is small, I have made more friends than in Las Vegas, where I lived for three years. I actually have trouble finding time to see everyone!”

Rebecca, USA

EXPLORING AND HAVING FUN

To discover the many attractions of Québec City and its surrounding area and to plan outings of every type, the Office de tourisme de Québec’s website is an excellent gateway.

quebecregion.com/en/

To get ideas for outings, this site covers all events taking place in the greater Québec City area.

quoifaireaquebec.com

RECREATION ALL YEAR ROUND

In the heat of summer or cold of winter, Québec City offers a cornucopia of activities tailored to each season. You can pedal along the many bicycle trails, swim in one of the outdoor pools, or stroll through one of the city’s hundred parks or outdoor centres. Spend a day at Baie de Beauport to enjoy many different activities: swimming, sailboarding,
paddle boarding, kite surfing or sea kayaking. Make the most of winter by snowshoeing, cross-country skiing, skating or playing our national sport: ice hockey. This is also the season to rediscover your inner child by sledding or trying out a sport unique in the world: ice canoeing.

SPORTS FACILITIES AND EVENTS

Whether baseball diamonds, volleyball courts, soccer (football) fields, tennis courts, skating rinks, or indoor and outdoor swimming pools, the Ville de Québec provides a host of sports facilities.

You can also take part in many sports or cultural activities offered by the city, both summer and winter. For more information and to register, visit the Ville de Québec website Programmation des activités de loisirs:

► loisirs.ville.quebec.qc.ca

Québec City has a full calendar of sports events all year: the Jamboree freestyle snow surfing festival right in downtown Québec City, the snow pentathlon on the Plains of Abraham, ice canoeing in the Grand Défi Chez Victor, or mountain biking during the Vélirium international mountain biking festival, to name just a few.

CULTURAL SITES AND EVENTS

Named the cultural destination of 2016 by the Leading Culture Destinations Awards without even being nominated, Québec City has many attractions to discover.

MUSEUMS

► The Musée national des beaux-arts du Québec offers a panorama of the history of Québec art from the 17th century to the present. At the same time, marvel at the bold Pavillon Pierre Lassonde.

► Musée des Ursulines: discover an extensive collection preserved by the oldest teaching religious order in Québec. The building itself is considered a jewel of convent architecture in North America.

► Musée de la civilisation: focused on families, this museum presents many playful and interactive activities.
Québec City has other museums as well as many historical and religious sites.

**LIBRARIES AND LA MAISON DE LA LITTÉRATURE**

Québec City has a system of 25 libraries spread throughout its territory. These also organize many activities: storytelling for children, lectures, film screenings, as well as workshops for parents to meet.

The only one of its type in North America, Québec City is home to the Maison de la littérature, dedicated to the love of books and literary creation. In addition to containing a library and a permanent exhibition on Québec literature, the institution presents lectures and creative workshops.

**THEATRES**

Québec City has a thriving theatre scene, with several theatres likely to interest you, whether you prefer the classics or more contemporary works:

› **Le Grand Théâtre de Québec**, home of the Théâtre du Trident, a fairly classical company;

› **Le Théâtre Périscope**, la highly creative venue known for the Premier Acte theatre;

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**Buying tickets to performances**

› Réseau Admission  
Purchase online or by telephone: 1 855 790-1245  
(daily, 8 a.m. – 10 p.m.)  
➤ admission.com/?language=en-us

› Ticketpro  
Purchase online or by telephone: 1 866 908-9090  
(daily, 9 a.m. – 10 p.m.)  
➤ ww1.ticketpro.ca
› Le Théâtre de la Bordée, for more contemporary plays;
› Le Théâtre Premier Acte;
› Le Théâtre du Gros Mécano, tailored to young audiences;
› Le Théâtre des Gros Becs, for toddlers as well as teens.

MUSIC

Of course, there is the imposing Palais Montcalm, with acoustics unmatched in Canada. To listen to the Orchestre symphonique de Québec and Opéra de Québec, head to the Salle Louis-Fréchette in the Grand Théâtre de Québec.

If you prefer indie music, head to Le Cercle, Le Cercle, L’Agitée or the Impérial Bell de Québec.

For a more intimate ambiance, you are sure to like the Théâtre Petit Champlain or the Sala Albert-Rousseau.

FESTIVALS

Something for everyone, all year round. The best known is definitely the Festival d’été de Québec, which runs two weeks every summer. Major international musicians come to perform: the Rolling Stones, Red Hot Chili Peppers, Lady Gaga, etc.

In winter, don’t miss the Carnaval de Québec with its parade in Upper Town and Lower Town. An event for the whole family, the carnival offers a host of activities, including the famous ice sculptures.

CINEMA

The city has many movie theatres, especially in the outlying areas. Admission ranges from about CAN$10 to $15 for a screening. It is often worth buying a multiple-admission card. Film buffs will be pleased to know that reduced-price tickets are available on some weekdays.
FINE DINING

RESTAURANTS IN QUÉBEC CITY

Quebecers enjoy fine dining and this shows in Québec City’s impressive number of restaurants. There is something for every taste and budget, whether you want to sample traditional Québec dishes, a memorable brunch, or one of the gourmet restaurants in the Old Port. In 2017, the prestigious Gault et Millau gourmet guide awarded the title of chef of the year to Yvan Lebrun of Restaurant Initiale.

MICROBREWERIES

Many bars in Québec City brew their own beer or offer a wide selection of various beers from around the province. Try out the Archibald, La Barberie, Korrigane, Corsaire, Noktem or Inox, to name just a few.

Another original way to discover them is to join a Broue-Tours guided tour. You will learn more about the history of beer and have a chance to visit three or four breweries.

LIVELY NIGHTLIFE

If you are a night owl, whether you seek exhilarating nightlife or more romantic escapades, there is a range of establishments to meet your desires.

First is the vibrant Grande Allée, the centre of nightlife in the capital, with countless bars and nightclubs, where you will encounter the

Finding the right resources for your needs

The “Services de soutien à l’intégration des immigrants de la région de Québec” line identifies the resources available in the Capitale-Nationale region that meet your needs throughout the integration process: information about the region, immigration procedures, intake and settlement, administrative formalities, job search, housing search, etc.

⇒ services-immigrant-quebec.com
enthusiastic party crowd. Let yourself be drawn in at Dagobert or the original Maurice Nightclub.

Stray a little further afield in the city, to the streets of the formerly working-class Saint-Roch neighbourhood, now in full rebirth—some would say, full urban gentrification. Leaving this debate aside, it’s an excellent way to discover a lot of bars with a relaxed, friendly atmosphere. You should also make the rounds of the alternative bars in the Faubourg Saint-Jean-Baptiste.

Québec City’s bars and nightclubs generally do not have a cover charge, but you often must leave your coat at the coat check. Bars and nightclubs close at 3:00 a.m.

“Coming from Sao Paulo, with a population of 18 million, we chose Québec City because its peacefulness was suited to family life. It’s wonderful to be able to bicycle along the shore of the St. Lawrence.”

Juan, Brazil

GREAT ESCAPES CLOSE TO THE CITY

In Québec City, nature is never far away. Reserve one of your weekends to get out to Jacques-Cartier provincial park, one of the large parks managed by the Société des établissements de plein air du Québec (SEPAQ), which features many activities: hiking, swimming, skiing, dogsledding, etc.

Admission for one day to SEPAQ parks is CAN$8.50 (in 2017). Admission is free for children under 17 accompanied by their family. If you enjoy parks year-round, you can buy an annual pass for CAN$42.50 for one park or CAN$76.50 for all parks in the SEPAQ system.

A few suggested outings:
› Montmorency Falls Park
Just a few minutes from downtown Québec City, Montmorency Falls Park offers fabulous views of this 83-metre-high waterfall (30 metres higher than Niagara Falls) and many fun activities: double zipline, ice climbing, Via Ferrata… thrills guaranteed!

▷ Sainte-Anne canyon
Your family can hike the trails of the Sainte-Anne canyon a half hour from Québec City. In winter, you can try out the Via Ferrata.

▷ Île d’Orléans
Just downriver from Québec City, take a gourmet and country break on Île d’Orléans. Taste the many local farm products, explore the banks of the St. Lawrence River, and loiter in the many boutiques and art galleries.

“Here, everything is based on trust. Every morning, I take my two daughters to school by bus, and I see the same driver. One morning, when I boarded the bus, I realized I had forgotten the bus passes, so I was getting money out to pay for three tickets, when the driver told me just one was enough. As we were getting off the bus, he stopped me and held out three tickets, saying, ‘you have to get home this evening!’ I was deeply touched by his gesture.”

Florence, France
The Québec City metropolitan area has one of the strongest, most diversified and innovative economies in Canada. With steady growth for the past 25 years, its economic vitality is a major asset for newcomers. An unemployment rate below 5 percent for the past two years (4.6 percent in 2016) makes Québec City a top performer in employment due to the diversified industrial mix and a knowledge-based economy (48 percent of new jobs between 2006 and 2016 were linked to high and mid-level knowledge). As the provincial capital, Québec City also has close to 48,000 jobs linked to the presence of 101 public institutions at various levels of federal, provincial and municipal government. The service sector also represents a driving force in the regional economy.

The need for human resources is great and companies regularly seek specialized and non-specialized workers. Emploi-Québec projections show that almost 73,500 positions will have to be filled in the Québec City area between 2015 and 2019, so a wonderful career future may be beckoning you! However, although the needs are extensive, this does not ensure automatic entry into the labour market. The task of finding a job must be taken seriously.

**MAJOR INDUSTRIES AND KEY SECTORS**

**Life sciences** – Leaders in biopharmaceuticals, natural health products as well as medical and information technology linked to health,
the 120 companies and research centres in this sector with high growth potential employ 6,400 people.

**Agri-food processing** – The prosperity of Québec City’s food processing sector is based on 160 innovative companies and research centres that employ almost 6,600 people. Innovation in this sector is supported by 10 research centres.

**Digital arts and interactive entertainment** – The multimedia industry holds a preferred place in Québec City, making it stand out as a leader in the field. The province’s largest independent video games studio is located in Québec City. The 80 companies in this sector employ more than 2,000 people.

**Photonic optics** – A thriving industry, photonic optics accounts for 70 companies and research centres generating more than 3,120 jobs.

**High value-added materials** (wood, rubber, plastic and metal products, transportation equipment and machinery) – The 520 companies in this sector create 15,400 jobs.

**Environment and energy** – There are 170 companies in this sector with 7,400 jobs.

**Green and smart buildings** – Reducing environmental impact is a sector of the future in the construction industry and the Québec City area has carved out a leading role, with 295 companies employing

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**Québec City in mind: job offers and advice with just one click**

The Québec first website is a unique reference portal for working, living, starting a business or studying in the Québec City area. Piloted by Québec International, it supports companies hiring outside Québec and foreign workers wanting to settle in the region. Year round, the website posts new job openings for which you can apply. An interactive advice area lets you ask questions of experts. You can also follow the blog Expats au cœur du Québec to read anecdotes from workers with various backgrounds living in Québec City. This is vital for people wanting to settle in Québec City!

[quebecentete.com/en/](quebecentete.com/en/)
6,500 people. This rapidly growing sector is supported by several research centres with unique expertise.

Sources: Québec International, Ministère de l’Économie, de la Science et de l’Innovation du Québec

MAJOR EMPLOYERS

Insurance and financial services – With 10 major head offices, including the Mouvement Desjardins, La Capitale Assurance et services financiers, SSQ Groupe financier or iA Groupe financier, the insurance and financial services industry holds a predominant place in the region’s economy, as the second-largest hub in Canada. Almost 400 companies are active and represent 27,700 jobs in this sector.

Information and communications technology (ICT) and electronics – The metropolitan Québec City area is a hub of ICT and electronics expertise. This sector alone has 530 companies employing more than 15,400 people. Industry giants are located in Québec City: IBM, Thales, CGI, Fujitsu, as well as Hewlett Packard and General Dynamics, Beenox, Ubisoft, Microsoft and Exfo. They operate alongside creative, innovative companies with strong growth, not to mention the many startups emerging each year, guided through their projects by structures specially designed to assist them.

Health and social services – The Centre hospitalier universitaire de Québec (CHUQ) is the city’s leading employer with a staff of more than 15,000. The various health and social services centres are also leading employers in Québec City.

Education – Université Laval, École nationale d’administration publique (ENAP), Institut national de la recherche scientifique (INRS) and school boards generate several thousand jobs in the metropolitan Québec City area.

Tourism – The Capitale-Nationale region is the second-busiest destination in the province after Montréal. Each year, it welcomes more than five million visitors. This sector’s vitality is sustained in part by many national and international cultural, sports and recreational events. Green spaces, many museums, infrastructure, etc. are all close by. In addition, the growth of Jean Lesage International Airport and expansion of the cruise market are diversifying the tourism clientele and increasing the number of international visitors. Each year, tourists
generate more than $1 billion in revenue, while the tourist sector employs more than 33,000 people.

“\nThe atmosphere in the office is friendly, pleasant and very respectful. Work relations are professional, relaxed and effective: there is no sense of hierarchy, as team spirit and collaboration between employees take the fore! In my IT company, employees have a wide diversity of backgrounds, which contributes a wonderful wealth and expertise to the company.\n
“ Claire, France

THE SPECIAL CONDITIONS GOVERNING REGULATED OCCUPATIONS AND PROFESSIONS

CONTACT YOUR PROFESSIONAL ASSOCIATION

In Québec, a number of professions and occupations (such as engineer, architect, nurse) are regulated by a professional association. These professions or occupations are open to you provided you obtain a licence to practise from the regulatory body in question, except in some professions for which only the title is reserved. These bodies have a mission to protect the public, set the conditions of access and standards of practice, assess credentials and qualifications, and issue competency certificates or licences to practise to qualified candidates. There are 46 professional associations governing the practice of 54 regulated professions.

Information:
- Office des professions du Québec (OPQ): opq.gouv.qc.ca
- Conseil interprofessionnel du Québec: professions-quebec.org/en/
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Follow us on:
Before you arrive, it is extremely important to check whether the occupation or profession in which you wish to work is governed by a professional association. If so, you should contact that association as soon as possible to obtain the necessary information for practising your profession or trade, and to start certain procedures in advance. Admission procedures for a professional association can take a long time and occasionally incur significant fees.

Moreover, the practice of certain professions in the finance and insurance sector (financial planner, insurance broker, mutual fund representative, etc.) requires a representative’s certificate issued by the Autorité des marchés financiers (AMF).

[link to AMF website]

In addition, 26 trades in the construction industry (tile setter, crane operator, elevator mechanic, etc.) require a competency certificate issued by the Commission de la construction du Québec (CCQ).

[link to CCQ website]

Finally, to teach in an educational institution (preschool, primary, secondary), you must hold a teaching permit from the Ministère de l’Éducation et de l’Enseignement supérieur.

[link to teaching authorization website]

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Fast access program for the Ordre des ingénieurs du Québec

The Ordre des ingénieurs du Québec fast access program (PAROIQ) coaches engineers trained abroad to facilitate their entry into the Ordre des ingénieurs du Québec (OIQ). Candidates (civil, mechanical, electrical and industrial engineering) receive assistance preparing for their examinations and take training to upgrade their employability profile in the Québec job market. PAROIQ is administered by the Centre RIRE 2000, in conjunction with Emploi-Québec, the OIQ and Université Laval.

[link to PAROIQ website]
We took francization courses for a semester. I had studied French in Brazil but standard French is very different from what is spoken in Québec. At Université Laval, we then took a program to prepare for the compulsory exam to gain recognition in Québec and practise as an engineer in our field: civil engineering. The Centre RIRE 2000, which supports foreign-trained engineers, helped us through the procedures.

Michael, Brazil

MAKING YOUR FIRST JOB EASIER TO FIND

The employment integration project for foreign-trained people referred by a professional association, known as the IPOP project, is provided by Emploi-Québec in collaboration with the Ministère de l’Immigration, de la Diversité et de l’Inclusion (MIDI) and certain professional associations. The IPOP project is intended for people educated abroad who wish to practise a regulated profession in Québec. It helps them obtain a first job in their profession and financially supports employers who hire and retain a foreign-trained person who holds a legal licence to practise issued by one of the participating professional associations. To participate in the IPOP project, contact your professional association directly.

midi.gouv.qc.ca/fr/dossiers/professions-metiers.html

FINDING A JOB

To maximize your chances of finding a job in your sector, you must enquire about the labour market situation in your field in Québec City. Is there a demand for labour in that field? What companies in the sector are recruiting? Although Québec City’s economy is growing fast, this does not change the fact that certain professional fields
may not need people. Obtaining information about the conditions will help you prepare for the market reality and perhaps redirect your professional development.

KNOWING THE LABOUR MARKET

To determine the labour market status, you can use Emploi-Québec’s online IMT (labour market information) tool. The site contains many resources, including occupations and professions in demand, employment prospects, salary scales, etc.

- [imt.emploiquebec.gouv.qc.ca](http://imt.emploiquebec.gouv.qc.ca)

To understand the needs specific to each sector, you can seek assistance from workforce sector committees (CSMO).

- [cpmt.gouv.qc.ca/reseau-des-partenaires/](http://cpmt.gouv.qc.ca/reseau-des-partenaires/)

IDENTIFYING THE NAME OF YOUR OCCUPATION

The names of various occupations or professions may vary between countries. For example, a social worker in France is the equivalent of a social work assistant in Québec, while an elevator mechanic is known as an ascensoriste, etc. And even if an occupation or profession has the same name as the one you work in at home, the job characteristics may be different. Find all the necessary information on the National Occupational Classification (NOC):

- [noc.esdc.gc.ca/English/home.aspx](http://noc.esdc.gc.ca/English/home.aspx)

TRYING OUT QUÉBEC JOB SEARCH METHODS

The traditional approach of answering a job offer published in a newspaper, specialized journal or website continues to produce results. Visit the Emploi-Québec, Jobillico, Jobboom, Neuvoo, Eluta, Monster, Indeed, and other websites. There are also websites specializing in certain fields (Isarta and Grenier aux emplois for communication, marketing or web jobs, for example).

- [Emploi-Québec’s Placement en ligne (PEL): placement.emploiquebec.gouv.qc.ca](http://placement.emploiquebec.gouv.qc.ca)
The Québec en tête website posts openings in Québec City and area year-round, to which you can apply directly.

On its website, Emploi-Québec publishes a directory of websites useful for job hunting. There is a list of over 350 resources from general interest sites dedicated to jobs, or sites specializing in a particular sector. The Guide pratique de recherche d’emploi is also a valuable tool.

Placement agencies can also be helpful for finding a first job in Québec. Although their services are free for job seekers, these agencies keep a percentage of your salary when they place you with an employer, as compensation for their services. For a directory of placement agencies in Québec City:

However, you will be interested to know there are other job search methods that are just as effective.

ATTENDING NETWORKING ACTIVITIES

Many job openings are not posted; this is called the “hidden job market,” which you access through your network. For a newcomer who still doesn’t know anyone, this can seem complicated. Attending networking events helps you meet professionals in your economic sector or related sectors, and thereby expand your network. Several options are available.

Check events offered by the Chambre de commerce et d’industrie de Québec.

Attend recruiting events. Find the list of events on the Emploi-Québec website.

Register with CreativeMornings: this event is held on the last Friday of every month from 8:30 to 10:00 a.m. A 20-minute talk on a given
subject is followed by a discussion group. To participate, you must register online.

- creativemornings.com/cities/qc

Check the Evenbrite or Meetup calendars, which list various events linked to employment (free or for a fee).

For those 25-35 years old, participate in meetings organized by JAM Networking. These events are free and open to all.

- facebook.com/JAMQc/

Check the calendar of activities on the Québec en tête website, which lists events held by various organizations.

- quebecentete.com/fr/activites

Note that networking events held after the workday ends are often called “5 à 7” (from 5 to 7 p.m.).

ACTIVATING YOUR LINKEDIN PROFILE

LinkedIn is especially active in Québec. Many recruiters check profiles of potential candidates on LinkedIn, and contact the most interesting ones for an interview. It is very important to keep your profile up to date and detail your curriculum vitae (CV). Conversely, you should also be proactive: become a member of groups in your professional sector, seek out and add all your contacts, follow companies that interest you and respond to posts by members of your network. You can also approach your contacts to facilitate interaction with members of your network.

REQUESTING AN “INFORMATION MEETING” WITH AN EMPLOYER

To maximize your chances of finding a job, you should request an informal meeting with companies that might interest you. Contact the employer and explain that you would like to benefit from his expertise to understand how his sector operates. Ask questions, show curiosity, and thank him for his advice. This approach will impress, because it shows your personal initiative, a characteristic sought in the labour market.
We first had to adapt our CV to the Québec model. We then scoured classified ads on sites such as Jobillico or Jobboom. We also made extensive use of LinkedIn. In the end, we each found a job within a few months. The atmosphere at work is really something we like a great deal. The human aspect takes precedence: people are understanding. For example, if you or your child are sick, you won’t be reprimanded for not coming to work. Trust is important.

Julie and Vincent, France

Volunteer work can help you become familiar with the Québec environment and test your skills or even develop new ones. It is quite possible to include your volunteer activities in your CV: A Québec employer may consider this valid work experience and is sure to appreciate your engagement with Québec society.

- Réseau de l’action bénévole du Québec (RABQ): rabq.ca
- Centre d’action bénévole de Québec (CABQ): cabquebec.org

What is networking?

Networking is an excellent gateway to social and occupational integration. You will often hear that in Québec, you must network. This is an unfamiliar practice for newcomers and a concept not easily understood. Networking is a question of attitude and part of daily life. The goal is to expand the circle of people you know: at school, on school parent committees, at your sports club, through volunteer work, chatting with your neighbours, etc. There are many opportunities in every walk of life. Be attentive to every opportunity and above all, maintain an open mind. To focus your networking on the work world, you can attend cocktail receptions organized by chambers of commerce, technology parks, professional associations, etc.
TIPS ON YOUR CURRICULUM VITAE AND A JOB INTERVIEW

A CV in Québec should not contain a photo or indicate your age, marital status or other facts that might be used to discriminate. Be sure to use North American size paper (8.5 x 11 inches, called letter size). Pay close attention to the formatting. A CV for Québec should highlight:

› Your qualifications and experience or expertise (technical and methodological knowledge, tools, economic sector, etc.);
› Your skill sets or general abilities (leadership and organizational skills, sense of diplomacy, etc.);
› Your specific abilities (languages spoken and written, software skills, etc.). It is important to highlight your achievements and transferable skills (decision-making, communication, methodology, information analysis, etc.). Employers generally place less importance on your degrees than on your achievements.

To make your CV easily accessible for recruiters, it may be wise to indicate equivalencies between your foreign degrees and those granted in Québec. For example, if you have a Master 1 degree (licence) from France, you might indicate that this is the equivalent of a bachelor’s degree in Québec. In certain specific cases, if you are applying in the public service sector, for example, a recruiter might ask you to provide a Comparative Evaluation for Studies Done Outside Québec, an opinion issued by the Ministère de l’Immigration, de la Diversité et de l’Inclusion (MIDI).


“A friend told me about an internship program offered by the Ville de Québec for immigrants. I managed to land a six-month information technology internship. This gave me my first work experience and opened the door to the labour market.”

Ana Karoline, Brazil
A hiring interview is conducted for the recruiter to know you better, check the suitability of your profile for the position posted, and assess your personality. The recruiter quite often will try to put you at ease and will appreciate brief, specific responses from you based on practical examples.

**JOB SEARCH ASSISTANCE SERVICES**

In Québec City, specialized job search services are available for Canadian citizens, permanent residents and, in some cases, temporary immigrants. Local employment centres (CLE), employability organizations and carrefours jeunesse-emploi (CJE) can guide you through the process of finding a job.

- To find the CLE closest to you, the online locator is useful: mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/services.asp
- Regroupement québécois des organismes pour le développement de l’employabilité (RQuODE): rquode.com

Upon your arrival, we take care of you to facilitate your integration into the Quebec’s labour market. We offer you:

- a hiring service
- job counselling
- educational counselling
- mentoring

**SOIT : your key to success !**

WWW.SOIT.QUEBEC
Réseau des carrefours jeunesse-emploi: rcjeq.org

You can also meet with an employment counsellor for personalized coaching, attend group workshops on search methods, or use multi-service rooms. These organizations are usually linked to companies and may refer you to positions to be filled. These are also good places to meet new people in the same situation as you, for mutual assistance. Feel free to contact them before you leave for Québec City, as these organizations can help and guide you through the immigration process.

APE, services d’aide à l’emploi: ape.qc.ca
GIT, Serviços de consultoria para o emprego: git.qc.ca
Libre Emploi — Services ponctuels et personnalisés d’aide à la recherche d’emploi: libreemploi.qc.ca
Option-travail: optiontravail.com
Service d’orientation et d’intégration des immigrants au travail (SOIT): soit.quebec
Voice of English-speaking Quebec (VEQ): veq.ca

THE WORK WORLD

LABOUR STANDARDS

The normal work week is 40 hours. Many companies offer work weeks of 35 to 39 hours. The workday usually starts at 8:30 a.m. and ends around 4:30 p.m., with a one-hour lunch break. In Québec, the noon

Attending the Integration Objective session
Permanent residents can benefit from free information sessions conducted by the Ministère de l’Immigration, de la Diversité et de l’Inclusion (MIDI), including the Integration Objective session that helps you understand Québec’s job market.

meal is often called *dîner*. This schedule leaves time for family life and recreation after work. Your salary will usually be paid every two weeks.

You will be entitled to paid leave, with the length based on the accumulated months of work. Employees usually start with 10 days of paid vacation leave a year. There are also eight paid statutory holidays in a year. Overtime is paid at 50 percent above your usual hourly wage. On May 1, 2017, the minimum wage was CAN$11.25 an hour, or CAN$9.45 an hour for employees receiving tips.

You might be surprised to learn that a work contract in Québec may be verbal or written. Your employer therefore may not provide a work contract (especially in small companies), but rest assured that the basis of any work contract is established by the *Civil Code of Québec* and the *Act respecting Labour Standards*.

The website of the *Commission des normes, de l’équité, de la santé et de la sécurité du travail* (CONESST) provides all the necessary information about obligations stipulated by the legislation and regulations.  

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

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**WORK CULTURE**

Work culture is based on several principles of conduct.

**Emphasis on skills and achievements:** More than the title of the positions you have held and the degrees you have earned, an employer will be interested primarily in your tangible achievements.

**The search for consensus:** Political correctness is the rule in Québec. In the event of a disagreement, it is uncommon for conflict to be manifested directly; differences will be felt in a more implicit way.

**Less formal reporting relationships:** In Québec, it is common to be able to speak directly with your superior. While use of the formal “vous” may be expected initially, the shift to “tu” occurs quickly. Be careful, however, not to confuse accessibility with familiarity.

**Punctuality:** A meeting scheduled for 9:00 a.m. will actually start at the indicated time. Plan to arrive about 10 minutes early.

**Cooperation and team spirit:** An employer will expect you to work without direct supervision and to take responsibility for the tasks you are assigned. You must be humble and capable of self-criticism.
Separation of private and work life: Québec society makes a clear distinction between private and work life, but informal gatherings after work are a good opportunity to interact with coworkers in a relaxed setting.

INCOME TAX AND SOURCE DEDUCTIONS

All Québec residents are required to file an annual return reporting their income from all sources, for purposes of provincial and federal income tax. Your employer usually deducts income tax (federal and provincial) and contributions (Employment Insurance, Québec Pension Plan and Québec Parental Insurance Plan) at source, that is, directly from your pay. Although you have paid this income tax and

Reconnaissance des acquis et des compétences

This is an assessment process that earns you official recognition of the skills you have acquired through your experience, whether paid or not. Skills recognition applies to anyone with significant experience in the occupation for which recognition is sought. This experience may have been acquired in Québec or abroad. Depending on your work objective, needs, and sector, two options are available:

❯ Reconnaissance des acquis et des compétences (RAC), which provides you with an official vocational (secondary) or technical (college) document, so you do not have to relearn what you already know. To learn more about RAC services available from educational institutions in the Capitale-Nationale region:
  ➢ monexperience.com
  ➢ ceracfp.ca/en

❯ Workforce skills development and recognition provides you with a certificate of occupational qualification equivalent to a competency card.
contributions, you still must file an annual income tax return with both governments no later than April 30 of the calendar year following the taxation year.

- Canada Revenue Agency: cra-arc.gc.ca
- Revenu Québec: revenuquebec.ca/en/

EMPLOYMENT INSURANCE

Often called “unemployment insurance,” Employment Insurance pays benefits to people who have lost their job through no fault of their own, and who are looking for but have not found a job. You must meet certain conditions to be eligible.

- Learn more on the Service Canada website: canada.ca/en/services/benefits/ei/ei-regular-benefit.html

“...I discovered a competition for work with the Ville de Québec. I landed a position suited to my qualifications as a computer engineer. What a wonderful surprise! I had to work hard to master the French language so I could clearly understand the technical aspects, but I now feel comfortable at team meetings.”

Marcos, Brazil

RETIREMENT

In Québec, retirement can be taken at age 65 with all the financial benefits linked to the termination of work life. When you retire, you will receive a pension from the public plans: Old Age Security and the Canada Pension Plan (federal) or Québec Pension Plan (provincial). The amount of each of these pensions is generally small. For that reason, retirement in Québec must be planned throughout one’s working life. Quebecers contribute to private pension plans, and some employers allow their employees to contribute to fairly attractive private pension plans. In Québec, you will often hear mention of RRSPs (Registered Retirement Savings Plans), a plan to which you can contribute funds to save for your retirement.
Remember to check whether Québec has signed a social security agreement with the country or countries in which you have contributed to a pension plan.

- Old Age Security: canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html
- Canada Pension Plan: canada.ca/en/services/benefits/publicpensions/cpp.html
- Québec Pension Plan: retraitequebec.gouv.qc.ca/en/

“Despite my marketing experience, I had to start at the bottom of the ladder in a customer service call centre. But a manager saw that I was capable of more and offered me a wonderful promotion. I made good progress in just two years. It must be noted that I never stopped using all the resources available to accelerate my ‘re-ascension’ as much as possible: career guidance workshops and networking, especially on LinkedIn. In Québec, there is recognition of people’s value, so it’s important to highlight our assets.”

Patrice, Ivory Coast

Your first Québec experience and work references

An employer will feel more confident in you if you have already acquired initial work experience in Québec. This prerogative poses a paradox for immigrants who, in fact, are seeking their first job. For permanent residents, the Ville de Québec has set up an internship program. You can acquire initial Québec experience in your field and obtain work references, which are important, because it is common for a recruiter to contact a former employer to ask about you. Several conditions govern access to this program. Information here:

- ville.quebec.qc.ca/emplois/stages/stages_nouveauxarrivants.aspx
STUDYING IN QUÉBEC CITY

With an international reputation and a pleasant living environment combining urban conveniences with open spaces, Québec City is sure to please students from around the world seeking high-quality education. In addition, tuition fees are relatively low for North America, Québec City boasts an affordable cost of living, and a healthy provincial economy helps attract students from every corner of the globe seeking to start their career. If you would like to study in Québec City, you must obtain a study permit. For the application procedure, refer to the section of this guide on page 25.

Adults wanting to return to school or take training will find a rich and varied range of programs available in Québec City. Whether you are seeking general, technical or vocational training, upgrading, development or specialization in a specific field, or a career change, secondary schools (vocational or adult education centres) and colleges can meet your needs.

VOCATIONAL TRAINING PROGRAMS

Vocational training, lasting one or two years, prepares students for the job market by teaching them a specialized trade. Classes are normally held in a vocational training centre operated by a school board and lead to a Secondary School Vocational Diploma (SSVD) or an Attestation of Vocational Specialization (AVS), usually in just under a year. Vocational training also provides short-term training (less than 800 hours) leading to a Skills Training Certificate (STC).

Vocational training is open to international students as well as permanent residents or citizens seeking training.
Visit the websites of Québec City’s vocational training centres for information on training programs as well as admissions criteria and registration procedures.

If you would like to become an international student in Québec City, you must obtain a study permit (see page 25) and pay the tuition fees, which vary greatly depending on the program: between about CAN$7,000 and CAN$25,000, except for French students, who are exempted from international student tuition fees under agreements between Québec and France.

For information on vocational training available, contact Services d’accueil, de référence, de conseil et d’accompagnement (SARCA) through the school boards.

“ I wanted to round out a theoretical program I had taken at Université Laval with practical training for the labour market. I opted for the information technology program at the Centre de formation professionnelle Marie-Rollet. And two months after completing my training, I had found a job as a computer technician. The training was very practical: everything I learned is very useful in my work today. Not to mention the support from my teachers, who advised us on trimming down our CV and preparing for interviews. They were always on hand to help us succeed. ”

Amine, Tunisia

LIST OF INSTITUTIONS PROVIDING VOCATIONAL TRAINING IN QUÉBEC CITY

Commission scolaire de la Capitale
- Centre de formation professionnelle de Limoilou
- Centre de formation professionnelle de Neufchâtel
- Centre de formation professionnelle de Québec
- Centre de formation professionnelle Wilbrod-Bherer
École de foresterie de Duchesnay
École des métiers et occupations de l’industrie de la construction de Québec (ÉMOICQ)
École hôtelière de la Capitale

Commission scolaire des Découvreurs
Centre de formation professionnelle Marie-Rollet
Centre de formation professionnelle Maurice-Barbeau

Commission scolaire des Premières-Seigneuries
Centre de formation professionnelle Fierbourg
Centre de formation professionnelle Samuel-De-Champlain
Centre de formation en transport de Charlesbourg

Central Québec School Board
Eastern Québec Learning Centre

Private institutions
École nationale de camionnage et équipement lourd (ENCEL)

To apply for admission to vocational training, go to the Service régional d’admission en formation professionnelle website:

srafp.com/default.aspx?langue=en

21 economic sectors for vocational or technical training

Administration, commerce and information technology; Agriculture and fisheries; Food services and tourism; Arts; Wood and related materials; Chemistry and biology; Construction and public works; Environment and land development; Electrotechnical; Motorized equipment maintenance; Mechanical manufacturing; Forestry and paper; Communications and documentation; Maintenance mechanics; Mines and site work; Metallurgy; Transportation; Leather, textiles and apparel; Health; Social, educational and legal services; Esthetic care.
Adult education centres managed by school boards provide general secondary education. These courses consist of the same content as those for young secondary students and lead to the same diploma: secondary school diploma (SSD). These institutions also offer literacy, francization and socio-professional insertion courses.

The intake, referral, counselling and coaching services (SARCA) available through school boards provide personalized support: a summary of your life experience, information about trades and general or vocational training programs, as well as referral to services suited to your situation.

**LIST OF ADULT EDUCATION CENTRES IN QUÉBEC CITY**

**Commission scolaire des Découvreurs**
- Centre d'éducation des adultes des Découvreurs

**Commission scolaire de la Capitale**
- Centre Louis-Jolliet
- Centre Saint-Louis
- École Boudreau

**Commission scolaire des Premières-Seigneuries**
- Centre de la Côte-de-Beaupré
- Centre du Nouvel-Horizon
- Centre Odilon-Gauthier
- Maison des Adultes

**Central Québec School Board**
- Eastern Québec Learning Centre

For permanent residents and citizens, CÉGEPs provide pre-university college-level education leading to a Diploma of College Studies (DCS). Programs cover fields such as French, philosophy, English, history, geography, mathematics, physical sciences, chemistry, as well as art, communications, information technology, etc. CÉGEPs also provide
francization courses. In addition, the Springboard to a DCS program, designed specifically for immigrants or allophones, focuses primarily on upgrading French language skills to increase the chances of academic or occupational success.

For more information about CÉGEP programs, see the section below. To be eligible for basic secondary or college education, you must be a permanent resident or Canadian citizen.

In Québec, higher education is split between colleges and universities.

**COLLEGE EDUCATION: PRE-UNIVERSITY OR TECHNICAL PROGRAMS**

College education falls between secondary and university. College educational institutions are primarily CÉGEPs (collèges d’enseignement général et professionnel), which are public, but instruction is also available in private institutions (often called colleges). CÉGEPs are an institution specific to Québec. Students beginning college education are usually 17 years old, although colleges also offer back-to-school programs for adults.

College programs provide pre-university education (in two years) or technical training (in three years), and lead to a Diploma of College Studies (DCS). For more information on college education opportunities, visit the website Les CÉGEPs du Québec:

➤ [cegepsquebec.ca/en/](http://cegepsquebec.ca/en/)

Adults can take short technical training at colleges, generally ranging from a few months to one year and leading to a Skills Training Certificate (STC). Permanent resident or citizen status is one condition of admission. To determine the opportunities open to you, visit the website:

➤ [backtocegep.com](http://backtocegep.com)
Québec City has several college institutions.

**French-language public colleges (CÉGEPs)**
- CÉGEP Garneau
- CÉGEP Limoilou
- CÉGEP de Sainte-Foy

**English-language public college (CÉGEP)**
- Champlain – St. Lawrence CÉGEP

**French-language private colleges**
- Aviron Québec Collège Technique
- Collège Bart
- Collège CDI
- Collège d’enseignement en immobilier
- Collège O’Sullivan de Québec (campus francophone)
- Collège Méridi
- Collège radio télévision de Québec
- Campus Notre-Dame-de-Foy
- Collège Stanislas
- École de danse de Québec

**English-language private college**
- O’Sullivan College of Quebec

If you are an international student, you must submit an application for admission to the Service régional d’admission au collégial de Québec (SRACQ). Its website contains all the information about admissions criteria, procedures to obtain the necessary authorizations to study in Québec City, and tuition fees charged international students (between CAN$10,000 and $16,000 for one year).

- **Learn more:** sracq.qc.ca/Index.aspx

**AN OVERVIEW OF UNIVERSITIES**

Universities are open to young students as well as adults interested in completing a university program, through the normal curriculum or programs designed for adult professionals.
UNIVERSITÉ LAVAL
Québec City is home to the oldest French-language university in the Americas. Université Laval, one of Canada’s top 10 research universities, offers more than 500 academic programs and hosts more than 42,500 students each year, 13 percent of whom are international students or permanent residents. Université Laval has more than 200 student associations that enrich life on its campus.

ulaval.ca/en.html

The student life office publishes practical guides for international students that contain much information about Université Laval, services available to students, transportation, housing, etc. These guides are available online free of charge:

kiosque.ulaval.ca

ÉCOLE NATIONALE D’ADMINISTRATION PUBLIQUE (ENAP)
ENAP offers graduate programs in public administration, training future senior public servants of Québec and Canada. The school also prepares students for careers as analysts, advisers or senior executives.

enap.ca/enap/en/

INSTITUT NATIONAL DE RECHERCHE SCIENTIFIQUE (INRS)
INRS trains future scientists for four research centres, two of them located in Québec City: the Centre Eau Terre Environnement and the Centre Urbanisation Culture Société.

inrs.ca/english/homepage

If you are interested in an online university education, TÉLUQ offers almost 400 distance courses leading to a Université du Québec degree.

teluq.ca/site/en/

ENAP and INRS as well as TÉLUQ belong to the Université du Québec network:

uquebec.ca/reseau/fr/contenu/english-section
University teaching is based on North American pedagogy, far removed from academic teaching and formal lectures. While a full-time course session usually includes only 15 hours of classes a week, students must complete extensive personal work. The actual classes are interactive, with discussions and debates between students and their professors, who are accessible and available to answer questions, meet outside class, or communicate by email. Group assignments are often required.

In Québec, the university system is divided into three levels, primarily leading to three degrees:

- Bachelor’s degree: undergraduate (3 or 4 years of study);
- Master’s degree: master’s level (2 years of study);
- Doctorate: doctoral level (at least 3 years of study).

Through continuing education for adults seeking a degree from a shorter program than the three normal levels, universities offer curricula leading to a:

- Certificate: undergraduate diploma (1 year of studies);
- Diploma of higher specialized studies (DESS): master’s diploma (1 year of studies).

"I am studying for a doctorate in molecular medicine at Université Laval. The professors are very accessible. When classes end, they are willing to stay behind as long as necessary to answer questions. The same applies to emailing them on weekends. They answer the next day! At first, I balked a little at having to take theory courses because in France, doctoral candidates only conduct research. But the courses are so well done and complement my research so perfectly that it makes the teaching enjoyable. And there are only ten of us in the course!"

Karima, France
The MBA (Master of Business Administration) is also a popular adult program for executives seeking to take their career to a higher level.

At university, the academic year is divided into three sessions: the fall session from September to December; the winter session from January to April; and a summer session from May to August. The last session, however, does not offer all programs. Registration periods are set by each university. Enquire about the dates, as registration usually takes place several months in advance.

Life on campus is rich and lively. It is easy to participate in cultural or sports activities, attend lectures or screenings of films, join a student association, and contribute to a university newspaper or radio station.

WORKING DURING AND AFTER SCHOOL

EARNING A LIVING WHILE ATTENDING SCHOOL

Since June 1, 2014, international students registered full time in the fall and winter sessions in most postsecondary institutions (colleges or universities) may work off campus up to a maximum of 20 hours a week (and full time during scheduled vacations on the academic calendar) without having to obtain a work permit.

Vocational and technical training resources

Whether you are an international student or an adult, interested in vocational or technical training, you will find extensive information about the range of programs, admissions criteria, registration procedures, and tuition fees on the following sites.

- accesetudesquebec.ca
- educationinternationale.com
- inforouteeft.org/?langue=en
- quebecmetiersdavenir.com/en/home/
- headingforsucces.com
International students may also work on campus if they are studying full time in a public or private postsecondary institution and hold a valid study permit. To learn more about work authorizations for international students:
▶ cic.gc.ca/english/study/work.asp

STAYING IN QUÉBEC TO WORK

If you earn a diploma or degree and have studied at least eight months in a Canadian postsecondary institution, within the 90 days following graduation, you may apply to Citizenship and Immigration Canada (CIC) for a post-graduation work permit, which may not exceed the duration of your studies, up to a maximum of three years.
▶ For more information on the post-graduation work permit:
cic.gc.ca/english/study/work-postgrad.asp

During or after your studies, Université Laval’s placement office provides students and graduates with information and advice for entering the labour market.
▶ spla.ulaval.ca

Québec also provides international students who earned a degree or diploma in Québec and meet a few criteria with simple, fast access to permanent immigration through the Programme de l’expérience québécoise (PEQ). For more information, visit the website of the Ministère de l’Immigration, de la Diversité et de l’Inclusion:
▶ immigration-quebec.gouv.qc.ca/en/informations/IAmStayingInQuebec/index.html

To increase the number of international students settling permanently in Québec after completing their education, an agreement has been signed by the Government of Québec and Québec International for the Capitale-Nationale and Chaudière-Appalaches regions. For more information about this new program, which includes activities for international students on the topics of immigrating, living and working, go to the website:
▶ quebecentete.com/en/
BUDGETING AND PERSONAL FINANCES

Tuition fees for an international student registered full time are about CAN$15,000 a year, although this may vary depending on your level of study.

In addition to tuition fees, your budget must also include expenses for housing, electricity, food, transportation, Internet, telephone, health insurance, educational materials and recreation. Winter clothing (coat, boots, gloves, tuque) represents a fairly significant outlay (about CAN$500 to $700 per person for new garments).

To issue a Québec Acceptance Certificate (CAQ), the Ministère de l’Immigration, de la Diversité et de l’Inclusion du Québec (MIDI) requires that you have sufficient financial resources to cover tuition fees, return travel from your country of origin, and living expenses for the full term of your stay. As an indication, MIDI estimates living expenses alone in 2017 at CAN$12,341 for one year.

Most banks offer packages (opening an account, debit or credit card, etc.) for international students. Do not hesitate to compare them, to find the best offer for you. Before your departure, ask your banking institution whether it has an agreement with a Canadian bank, as this might prove helpful for money transfers, for example.

HOUSING

You can opt for a room in one of four student residences at Université Laval, a practical solution for international students since the room is furnished. This is also a good way to meet new people. Due to the popularity of these rooms, reservations must be made several months in advance.

To learn more about student residences at Université Laval: ulaval.ca/en/future-students.html
Another very common practice is shared accommodations, which lowers some costs (rent, electricity, Internet). Offers are posted on campus bulletin boards, websites with classified ads (such as Kijiji or LesPAC), and Facebook groups.

If you have nowhere to live when you arrive, you can reserve a room in a youth hostel or on Airbnb, for example, which gives you a landing pad so you can start your search calmly. For smaller budgets, couch surfing is also an attractive option. For more information on housing and furniture, see the section on page 34.

HEALTH, HEALTH INSURANCE AND HOSPITALIZATION

At university health and hospitalization insurance is mandatory for all students. Québec has signed social security agreements with some countries (Belgium, Denmark, Finland, France, Greece, Luxembourg, Norway, Portugal, Romania and Sweden). If you are a national of one of these countries, before your departure for Québec, you must obtain

Student financial aid

Depending on certain criteria, you may have access to scholarships for international students

- University scholarships: contact your university’s financial aid office.
- FQRNT scholarships for doctorates, postdoctoral and short fellowships for research or development
  - frqnt.gouv.qc.ca/en/
- Government of Canada scholarships:
  - scholarships-bourses.gc.ca
- Other awards:
  - yconic.com

For adults returning to school, the loans and bursaries program may provide you with financial aid to continue your studies in vocational training, college or university.

a form from your social security agency attesting that you were covered in that country. Upon arrival in Québec, you must submit this form to the Régie de l’assurance maladie du Québec (RAMQ):

ramq.gouv.qc.ca/en/immigrants-foreign-workers-students/health-insurance/Pages/eligibility.aspx

Other students must take out private insurance. The educational institution will definitely require you to enrol in its health insurance plan. The rates are attractive: about CAN$1,000 a year. The plan generally covers medical and hospital costs as well as prescription drugs. However, it does not necessarily cover dental and vision care, pregnancy monitoring, or birthing. Contact your university’s international students office to determine the cost of insurance and the care covered.

You can take out supplemental insurance for care not covered by your university’s health insurance, from companies such as Desjardins, Blue Cross, etc. Visit the OmbudService for Life and Health Insurance (OLHI) website to make your choice:

olhi.ca

Note: If you are thinking of travelling outside Canada, take out travel insurance for the length of your trip, as your university’s private insurance will not cover any medical expenses outside the country.
Québec City has genuine advantages for those who want to start a business. You will find it surprisingly easy to create a company. However, any business venture in a country not your own requires preparation and perseverance. This is not a decision to be made lightly and you should first become familiar with the market and its potential, as well as Québec’s business culture. Whether you want to establish your company, create a new one or revive an existing one, in Québec you will enjoy access to a host of partners ready to advise you and help you start and expand operations.

A preferred point of entry for anyone considering a business venture is Québec International, which provides free personalized coaching at the outset to help you find strategic information and meet key contacts to ensure the success of your project. You can even use this service before you actually arrive in Québec City.

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\[\text{quebecinternational.ca/business-services/?lang=en}\]

**A SOLID, DIVERSIFIED AND DYNAMIC BUSINESS ENVIRONMENT**

**ECONOMIC VITALITY**

Starting a business in a city such as Québec provides the benefit of solidly anchored know-how. In addition to companies specializing in medical technology and insurance, you will find innovative sectors such as geospace or nutraceuticals, as well as players in the fields of
health, environment or the processing industry. The economic vitality that results from this industrial diversity ranks Québec City high among smart cities. The outstanding expertise niches that Québec City offers can foster exponential growth in other fields as varied as health, information and communications technologies (ICT) and electronics.

**TAX ADVANTAGES**

In Québec City, the corporate tax rate is among the lowest in North America for all sectors combined. The cost of establishing and operating a business in the Québec City area is 5.8 percent less than the average for North American cities (source: Québec International).

**INCUBATORS AND ACCELERATORS SERVING BUSINESSES**

Very attentive to investors, Québec City has implemented strategies to assist their installation. As a leader in technology parks, it continues to provide infrastructure in 14 industrial parks and five industrial zones where several thousand people work together. From incubators to accelerators, partner associations and financial assistance, all organizations are present at every stage in the creation of a business.

**Useful reading: the guide Entreprendre au Québec**

This guide introduces the coaching organizations, financing programs and other vital resources for creating and growing a business. It familiarizes you with legal structures, the legal and fiscal environment and Québec’s business culture, while providing updates on key sectors for new businesses and the assets of each region of the province. This guide can be downloaded free at: immigrantquebec.com/telecharger-les-guides
LOGISTICAL INFRASTRUCTURE

With a port, marine, road and rail terminals, transshipping centres and an international airport, Québec City has all the logistical infrastructure needed to operate and develop business activities, as well as prime global connections.

RESEARCH AND DEVELOPMENT

Québec City has the second-highest public and private spending on research and development of anywhere in North America, after Boston, which provides reassurance of the very high level and diversity of specializations. More than 6,000 researchers and associates work together in one of the highest concentrations of research centres in Canada, in at least 400 structures. (Source: Québec International)

A SKILLED WORKFORCE

With its university institutions and research centres, Québec City supplies a skilled, qualified workforce to the market.

A SOLID BUSINESS SUCCESS COACHING NETWORK

ALL THE RESOURCES FOR STARTING AND GROWING YOUR BUSINESS

Québec City provides its entrepreneurs with a closely interconnected network of economic development players: business start-up and growth coaching organizations as well as several financial assistance programs. In addition to offering help on drawing up a business plan, these organizations can guide you in the search for financing and the assistance you may require

Entrepreneurship information:
- Chambre de commerce et d’industrie de Québec: cciquebec.ca
- Québec International (entrepreneurship): quebecinternational.ca/en/
- Ressources Entreprises: ressourcesentreprises.org/en/
Coaching for business ventures:
- Coopérative de développement régional (CDR) Québec - Appalaches: cdrqa.coop
- Community Economic Development Corporations of Québec: cdecdequebec.qc.ca
- Entrepeneuriat Laval de l’Université Laval: el.ulaval.ca
- Femmessor Capitale-Nationale: femmessor.com
- Fonds d’emprunt Québec: fonds-emprunt.qc.ca
- Inno-centre: inno-centre.com/en

Business venture financing:
- Anges Québec: angesquebec.com/en/
- Canada Business Development Bank: bdc.ca/en/
- Fonds Innovexpert: fondsinnovexport.com/en/
- Futurpreneur: futurpreneur.ca/en/
- Investissement Québec: investquebec.com/international/en/home.html
- Ministère de l’Économie, de la Science et de l’Innovation: economie.gouv.qc.ca
- SOVAR: sovar.com/en/

If you work in the world of technological entrepreneurship, you will appreciate the services provided by LE CAMP, a technology incubator-accelerator for startups.
- lecampquebec.com/en/

Relaunching a company
If you are interested in the potential for buying an existing business, several organizations have a mission to provide information on the desired business sector and the legal procedures for acquiring a company. They can also guide you through all the steps.
- Contact Québec City’s regional entrepreneurship and development team: ville.quebec.qc.ca/gens_affaires/
- Information is also available from the Centre de transfert d’entreprises du Québec: ctequebec.com/?lang=en
The Québec numérique website promotes the digital life of the community in metropolitan Québec City and disseminates the work of the Chaire de recherche sur la culture numérique (CRCN).

quebecnumerique.com

The National Optics Institute (INO) and the Ville de Québec provide support for the creation of new companies based on optics or photonics research (incubation program).

ino.ca/en/

BUSINESS MENTORING

In Québec City, several organizations offer mentoring for entrepreneurs. Business mentoring provides an opportunity for coaching by someone who shares his entrepreneurial experience and knowledge. In addition to advising you, the mentor transfers and teaches his entrepreneurial skills: negotiating skills, organizational abilities and effectiveness, developing creative thinking, etc. SAGE Mentorat d’Affaires reports that 70 percent of small businesses whose owners receive mentoring survive beyond the five-year milestone, more than double the percentage for entrepreneurs without coaching.

Entrepreneuriat Laval: el.ulaval.ca

Futurpreneur Canada (reserved for entrepreneurs 18-39 years old): futurpreneur.ca/en/

Réseau M de la Fondation de l’entrepreneuship: reseaum.com/en/home

SAGE Mentorat d’Affaires: sagementorat.com

THE MAIN STEPS TO CREATE A BUSINESS

CHOOSE THE LEGAL STRUCTURE

Choosing your company’s legal structure must consider your objectives, needs, project, as well as your financial resources. The choice you make will have a direct effect on your tax obligations in Québec. It might be wise to make an appointment with a lawyer, notary or accountant. With their advice, you can be certain to choose the legal structure best suited to your project.
The most common legal business structures in Québec are explained below.

- **Sole proprietorship.** This is a business with a single owner, operated by one person known as a self-employed or independent worker.

- **Joint-stock company (corporation).** This is an artificial person, that is, a structure with a separate legal entity from that of its shareholder(s).

- **General partnership.** This falls between a sole proprietorship and a joint-stock company. It must be formed by at least two people with a verbal or written partnership agreement to carry on a joint activity in a spirit of cooperation.

“**I would advise everyone who wants to start a business to ensure that Québec is the right choice, because running a business in a foreign country requires great adaptability. In my case, I devoted a good year to understanding the local market. In business development, networking is crucial, so I first worked hard on contacting the right people and raising awareness. It’s important to get out of your office and visit businesses, to introduce yourself or conduct follow-up.**”

*Eliot Jacquin, CEO of 04h11*

- **A cooperative** is an undertaking with a democratic internal structure that is managed by natural persons joined by common interests.

- **A non-profit organization (NPO)** is an artificial person that does not issue dividends.

The following resources can help you determine which legal structure is best suited to your project, as well as its obligations:

- Ministère de l’Économie, de la Science et de l’Innovation, S’informer sur l’entrepreneuriat section: economie.gouv.qc.ca
REGISTER YOUR COMPANY

Once you have chosen your company’s legal structure, you must register it with the Registraire des entreprises, except self-employed workers operating under their own first and last name.

The registration application is fairly simple. When you register your company, the registrar will assign you a Québec Enterprise Number (NEQ), which will then be used in all your dealings with provincial government authorities.

Simplify your procedures by enrolling with the Starting a Business service on the government’s Entreprises Québec site. At this same location, you can register your company, register for Revenu Québec records, register with the Commission des normes de l’équité, de la santé et de la sécurité au travail (CNESST), and track the progress of your case.

➤ For more information, visit: www2.gouv.qc.ca

At the federal level, not all businesses require a business number (BN). To determine whether you need one, visit the “Registering your business” page on the Canada Revenue Agency’s website.

➤ For more information, visit: cra-arc.gc.ca

“ I took a six-month full-time francization course at Université Laval, combined with evening courses twice a week. After just a few months, I took a job in the security field because I thought that speaking French with coworkers would help me improve. At the end of 2009, I started my own business: a school for people wanting to learn English, which stayed open for eight years. Since then, I have opened an English bookstore and launched Life in Quebec, a magazine about Québec in English, published since 2012. Because in Great Britain, I was already producing magazines and websites. ”

Andrew, United Kingdom
Québec City is a great place to raise a family and has been recognized as a child-friendly municipality since 2010. This distinction recognizes the initiatives taken and offerings introduced to promote the development and growth of children. In general, families and children are always welcome, in public places as well as restaurants, which almost always have child booster seats and a children’s menu.

HAVING A BABY

PREGNANCY AND BIRTHING

If you are pregnant, visit your local community services centre (CLSC), which can refer you to a healthcare professional to monitor your pregnancy. You can also call the Centre mère-enfant Soleil at the Centre hospitalier de l’Université Laval (CHUL) to have them recommend a family physician who is accepting new patients. During your pregnancy, you generally will be monitored by a family physician or obstetrician-gynecologist.

Midwives can also guide you through pregnancy, but are not common in Québec. To meet with a midwife, contact the Maison de naissance de la Capitale-Nationale, in the Limoilou district near Hôpital Saint-François d’Assise: it serves women in the Capitale-Nationale regional.

You can give birth in a number of places: in hospital, or—if you are attended by a midwife—in a birthing home or your own home. In Québec City, mothers can give birth at the:

- Centre mère-enfant Soleil du CHUL;
- Hôpital Saint-François d’Assise;
- Maison de naissance de la Capitale-Nationale.
If you have a Régie de l’assurance maladie du Québec (RAMQ) card, pregnancy monitoring and birthing are free in public institutions. If you become pregnant or are already pregnant when you arrive in Québec and your immigration papers entitle you to RAMQ services, you are exempted from the three-month waiting period that normally applies. This provides you with free care. During your pregnancy, your employer is required to grant you leave (without pay) for medical appointments linked to your pregnancy, whether these are with a physician or a midwife.

Information about pregnancy monitoring is available on the website of the Centre intégré universitaire de santé et de services sociaux de la Capitale-Nationale.

ciuss-capitale-nationale.gouv.qc.ca

“We adapted quickly to our life here. Although we arrived in the middle of summer, we could not delay preparing ourselves for winter, which promised to be harsh. We bought the whole outfit: coat, boots, hat and gloves. I buy a lot on the Kijiji classified ads site. That’s where I found our car, clothes for our daughter, her stroller for the winter with large wheels, etc.”

Julie, France

Websites for parents

- naitreetgrandir.com: source of scientifically validated information to help parents care for their children, from conception to 5 years old
- enfantsquebec.com: magazine featuring pieces by reporters, columnists, bloggers and experts focusing on parents of children up to age 12
- mamanpourlavie.com: articles, forums and chatgroups on pregnancy, maternity and family life
CLSCs provide a host of information on the progress of a pregnancy and offer prenatal courses on a variety of topics. Fathers are welcome, too. The guide *Mieux vivre avec notre enfant de la grossesse à deux ans* is available to all future parents from the Government of Québec. You can order a copy of this goldmine of information or download it from:

- [inspq.qc.ca/mieux-vivre](http://inspq.qc.ca/mieux-vivre)

The Service d’aide à l’adaptation des immigrants et immigrantes (SAAI) holds prenatal and postnatal meetings.

- [saaiquebec.com](http://saaiquebec.com)

The organization Les accompagnantes provides a perinatal referral service for immigrant women.

- [accompagnantes.qc.ca](http://accompagnantes.qc.ca)

**LEAVE LINKED TO GIVING BIRTH**

Pregnant women who are working receive 18 weeks of maternity leave. At the end of this leave, they can return to their job without loss of benefits. This leave may start no earlier than the 16th week before the mother’s due date but may be used as the employee wishes, before or after giving birth. Maternity leave may be followed by parental leave.

Paternity leave is available for a biological father who is working. He is entitled to leave without pay for up to five continuous weeks, to be taken between the week the child is born and the 52nd week following birth. Paternity leave may be followed by parental leave.

Maternity and paternity leave are without pay, but benefits may be paid under certain conditions.

Parental leave applies to both biological or adoptive parents. It may be taken by the father or mother, or shared by both. Parental leave takes effect the week following birth of the child and extends for a maximum of 52 continuous weeks. Parental leave is without pay from the employer, but you may receive parental benefits. An employee or a self-employed worker may receive these benefits subject to certain conditions. There are two plans for these benefits. The basic plan provides a longer period of leave but the benefits are lower. The special plan pays higher benefits but for a shorter period.
For information about leave linked to giving birth, as well as the benefits, go to the Québec Parental Insurance Plan (QPIP) website.

rqap.gouv.qc.ca/index_en.asp

Information about labour standards linked to maternity, paternity and parental leave is posted on the website of the Commission des normes, de l’équité, de la santé et de la sécurité du travail.

cnesst.gouv.qc.ca

FAMILY SOCIAL BENEFITS

Several provincial and federal programs assist parents with their family obligations and the financial cost of raising children. The federal and provincial benefits are cumulative. You therefore should apply to both levels of government for these benefits.

CHILD SUPPORT (PROVINCIAL PROGRAM)

This is a non-taxable credit provided by Retraite Québec, payable four times a year (January, April, July and October) or on the first of each month, as chosen by the parents. It includes two components: a universal base and additional assistance for low- and average-income families. Several conditions apply: in particular, you must hold permanent resident status or be a temporary resident who has lived in Canada for the past 18 months.

Find the necessary information here: rrq.gouv.qc.ca/en/enfants/nouveau_resident_quebec/Pages/nouveau_resident_quebec.aspx

“We registered on the La place 0-5 ans website even though we had little hope of finding a space in an early childhood centre (CPE) for our daughter. We checked out daycare centres with vacancies through the Ma Garderie website. After visiting several, we found a family daycare that we liked a lot. The educators are very nice and even invited us to spend Christmas with them because they knew we were alone over the Holidays.”

Julie, France
CANADA CHILD BENEFIT
(FEDERAL PROGRAM)

The Canada Child Benefit (CCB) is a non-taxable monthly payment to help eligible families meet the needs of their children under 18 years old. Eligibility is subject to several conditions. The number of children, their age and the net family income determine the amount of the benefit.

➤ All information about this benefit can be found at:
cra-arc.gc.ca/bnfts/menu-eng.html

ARRANGING CARE FOR YOUR CHILDREN

If your child was born in Québec, he will be monitored by a healthcare professional during regular appointments with a family physician or pediatrician. If you do not have a family physician, register online at the Guichet d’accès à un médecin de famille website:

➤ sante.gouv.qc.ca/en/programmes-et-mesures-daide/inscription-aupres-d-un-medecin-de-famille

In the interim, contact your CLSC, which can give you a list of pediatricians and walk-in clinics near you. You must then call each pediatrician to ask if he is accepting new patients.

If you do not have a family physician or pediatrician and your child becomes ill, you can:

➤ Go to your CLSC or a walk-in clinic;
➤ Go to the pediatric emergency room at CHUL.

Você pode igualmente ligar para o número da Info-Santé, o 811, um serviço telefônico anônimo e confidencial, onde um enfermeiro lhe dará conselhos e poderá responder às suas perguntas relativas à saúde do seu filho.

You can also call the Info-Santé number, 811, an anonymous, confidential telephone service where a nurse will give you advice and answer any questions you have about your child’s health.

If your child suffers from a specific or serious illness, you may be referred to the Centre mère-enfant Soleil, which works with all natal and child specialists in the Québec City area.
Most care is covered by the Régie de l’assurance maladie du Québec (RAMQ), as are most prescription drugs, under the public drug insurance plan. Almost all dental care is also free up to age 10, as well as eye examinations. In Québec, vaccination is strongly advised but not mandatory. Vaccines are usually administered by a CLSC nurse.

**DAYCARE FOR INFANTS AND TODDLERS**

In Québec, children do not start school until they reach the age of 5, and then for a kindergarten year. While some schools do provide a pre-kindergarten year at 4 years of age, this is not the norm. Parents therefore must rely on a daycare system for their children up to 5 years of age.

**THERE ARE VARIOUS DAYCARE ARRANGEMENTS.**

- **Early childhood centres (CPE)** are non-profit organizations subsidized by the Government of Québec. Their low cost is divided between a basic contribution and an additional contribution proportional to the parents’ income. The basic contribution is CAN$7.75 a day per child (at January 1, 2017). The additional contribution is reduced by half for a second child. No additional contribution is charged for a third child or subsequent children.

- **Private daycare centres**, subsidized or not, are for-profit companies. Subsidized daycares provide spaces with a reduced contribution while the remainder set their own rates (usually between CAN$40 and $60 a day).

- **Daycare services** in a family setting accommodate your child in a private home with a person responsible for daycare services, who has certified specific training and is subject to standards set by law. These locations may also provide spaces with a reduced contribution.

- **Daycare worker**: You may place your child in the care of a person who comes to your home. In this case, she may be considered an employee.
To arrange care for your children a few hours a week, you can contact nursery schools or drop-in daycare centres.

Subsidized daycare spaces, especially in CPEs, are in very high demand. The waiting period may be very long before your child gains access. You can place your child on a waiting list at the La Place 0-5 portal, the single window for reduced-contribution daycare spaces, as soon as you become pregnant or upon arrival in Québec.

- laplace0-5.com/in/faces/homeInBook.xhtml
- To assist in your search and find the contact information of daycare services near your home or work, you can use the Ministère de la Famille’s daycare services locator: mfa.gouv.qc.ca/fr/services-de-garde/parents/localisateur/Pages/index.aspx

To locate all daycare services and available spaces near you, the Magarderie online tool is useful.

- magarderie.com

If your children’s daycare centre is not subsidized, the fees you must pay qualify for an income tax credit based on your family income. Under certain conditions, you may also apply for advance payment of this income tax credit, made only by direct deposit no later than the 15th day of each month.

- revenuquebec.ca/en/citoyen/credits/credit_enfant/default.aspx

### Ensuring your children’s future

As soon as your child is born, you can open an RESP (Registered Education Savings Plan) to start preparing for his postsecondary education. An account can by opened in the child’s name by the parents, grandparents, other family members or even friends. The maximum contribution is CAN$50,000 per child. Opening an RESP also qualifies you for federal government grants that can increase the amount of your RESP.

- For information, visit the website of the Financial Consumer Agency of Canada: canada.ca/en/financial-consumer-agency.html
EDUCATING YOUR CHILDREN

In Québec, all children 6 to 16 years old are required to attend school. Québec’s school system consists of a public school system and a network of private institutions, ranging from preschool (kindergarten) to university. Public education is free up to and including the college level. Private education carries a cost and admission may be subject to an entrance examination. As French is the official language of Québec, children of immigrants—with only a few exceptions—are required to attend the French-language system.

For primary and secondary school, the academic year starts at the end of August and ends in late June. Children attend school five days a week, Monday to Friday, between 8:00 or 8:45 a.m. and 3:00 or 3:45 p.m. In addition to summer vacation, children have two weeks of vacation over Christmas and one week in March (called spring break).

PRESCHOOL AND PRIMARY EDUCATION (AGES 5 TO 11)

In Québec, children 5 years old may attend kindergarten (preschool) for one year. Attendance is not compulsory but most children do attend for full days. Whether they have completed preschool or not, all children age six must be enrolled in primary school. If your child is five years old, he may be admitted provided he will turn six before October 1 of his first school year.

Primary school is divided into three stages. The first includes grades 1 and 2; the second, grades 3 and 4; and the third, grades 5 and 6. Harmonized assessments by the Ministère de l’Éducation et de l’Enseignement supérieur (MEES) are conducted at the end of each stage (thus, in grades 2, 4 and 6).

School hours for preschool and primary students rarely coincide with parents’ working hours, since school usually finishes around 3:30 p.m. Most schools provide daycare service in the school to supervise the children and provide them with educational activities before classes start in the morning, at lunchtime, after classes, and on professional development (teacher training) days. Students using these after-class
services can use the time to do their homework or participate in other cultural or sports activities.

Parents who register their children for in-school daycare pay a daily fee, currently CAN$8.10 a day (in public schools). Additional fees may apply, however, for such things as meals taken at school or special activities organized by the daycare service. Most children bring a box lunch for their noon meal.

“I find Québec City perfect for children, with its water games, many parks and neighbourhood celebrations organized in summer. Skiing, hiking, waterfalls, etc. There is no shortage of outdoor activities without having to go too far from the city.”

Terisa, USA

SECONDARY SCHOOL (AGES 11 TO 17)

After completing primary school, children must continue their education in secondary school. The secondary curriculum is divided into two stages. The first is two years long and includes a basic core curriculum for all students (secondary 1 and 2). The second is three years long (secondary 3, 4 and 5). It offers three streams: general education, applied general education, and training focused on the job market.

During these five years, students acquire knowledge in subjects such as language, mathematics, the arts, humanities, and in general fields of education such as health and wellness, guidance and entrepreneurship, the environment and consumerism, the media, living together, and citizenship.

As in primary school, students are assigned homework and assessed in class by tests. In secondary 4, students must take ministry exams in June, which are standard throughout Québec. The exams cover mathematics, science and history. In secondary 5, the ministry exams are on French and English. Upon completing secondary school, students are granted a Diploma of Secondary Studies (DSS).
REGISTRATION FOR PRESCHOOL, PRIMARY AND SECONDARY SCHOOL

For your child to attend school, you first must submit an application to the school board in your area. If you want your child to attend a school outside your school district, you must obtain a variance. If your child’s mother tongue is not French, a French knowledge test may be administered during a meeting with the admissions office, to determine whether welcome and support services are needed for learning French, either in a welcome class or a regular class. The type of class depends on the organization of services established by the school board, which is responsible for the organization of educational services.

There are three French-language school boards in Québec City and one English-language board:

- Commission scolaire de la Capitale: cscapitale.qc.ca
- Commission scolaire des Découvreurs: csdecou.qc.ca
- Commission scolaire des Premières-Seigneuries: csdps.qc.ca
- Central Québec School Board (English-language): cqsb.qc.ca/en/

In Québec City, Collège Stanislas has the distinction of belonging to the Agence pour l’enseignement français à l’étranger (AEFE). It provides instruction from kindergarten to college (to the French baccalauréat and entrance into CÉGEP). This is a private institution that charges tuition fees.

- stanislas.qc.ca/quebec/index.php

CÉGEP OR COLLEGE (AGES 17 AND OVER)

CÉGEP (collège d’enseignement général et professionnel) is a structure specific to Québec, a public institution delivering two programs: a two-year pre-university program leading to university, and a three-year technical program leading to the labour market. There are also private institutions, usually called colleges. A Diploma of College Studies (DCS) is granted upon completion of the curriculum. College education is deemed part of higher education.
We crossed the Atlantic with our three children, then 7, 13 and 16 years old, and enrolled them in English-language schools. However, history was taught in French. Most of the other students had at least one francophone parent, so they knew the language, but that was not the case for my children. Their schoolmates were also more familiar with the American accent than the British one. But they were very nice to my children and the schools were fantastic. For example, my youngest child’s school arranged to have an older student help him.

Paula, United Kingdom

It is in college that students build their performance score, better known as their cote R. Based on several criteria. This score is used by universities to select students for programs with a quota (medicine, law, architecture, psychology, etc.).

For a list of CÉGEPs and colleges in Québec City, see page 98 of this guide. College admission is on dossier, not by competition or examination. Contact the Service régional d’admission au collégial de Québec (SRACQ).

sracq.qc.ca/Index.aspx

To register in a private college, the application form, documents and required payment must be sent directly to the educational institution selected.

UNIVERSITY

After college comes university. Québec City offers the opportunity to study at Université Laval, the École nationale d’administration publique (ENAP) or the Institut national de recherche scientifique (INRS). To learn more about university programs in Québec City, see page 99 of this guide.
Québec City offers all types of activities for your children and many options for organizing family outings. Two resources will help you find ideas:

- The Ville de Québec website: ville.quebec.qc.ca/idees_sortie
- The Quoi faire à Québec website and its “famille” tab: quoi faire a quebec.com

To register your children in sports or arts activities, the Mes loisirs en ligne (Ville de Québec) website presents many choices (swimming, ball sports, martial arts, drawing, music, etc.).

- ville.quebec.qc.ca/citoyens/loisirs_sports/programmation_loisirs/index.aspx

**PLAYING OUTDOORS**

In good weather, your children can run off their energy in Québec City’s 400 parks and green spaces, splash in outdoor or indoor swimming and wading pools with free admission, or explore 70 km of cycling trails. Playgrounds are found in every neighbourhood. Most of the city’s large parks are free or charge only a nominal admission fee. They feature hiking trails, picnic tables, service areas and children’s games. And like any urban centre, Québec City provides access to sports facilities: basketball and tennis courts, soccer and football fields, etc.

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**Vacation activities**

During the Christmas Holidays or spring break, recreational organizations offer activities to keep your children busy. Your neighbourhood office can provide information on your area. In summer, day camps are a solution for many parents. The children can choose from a host of activities, supervised by monitors. Québec City and its partners organize day camps for children from 5 to 12 years old through the Vacances-Été program.

- All the options are explained here: ville.quebec.qc.ca/pve
In winter, young Quebecers enjoy one of their favourite activities: sledding (tobogganing). For a few dollars, you can try out the century-old toboggan run from 1884 in front of the Château Frontenac. Winter also means ice skating, a very popular activity for young and old alike. From a very early age, children practise their favourite sport: ice hockey. Skating rinks may be indoor or outdoor, and are free. Some even rent skates. Finally, your children can hurtle down the small ski run at Domaine de Maizerets, a park located in the heart of Limoilou.

In spring or fall, pick-your-own farms are very popular with Quebecers. Gathering apples, pears, and squash close to the city is a fun outdoor activity for the whole family. Finally, the last night of October is Halloween. Your children can put on costumes and gather goodies from the neighbours, who have decorated their home with spider webs, ghosts or witches—excitement guaranteed!

“We enjoy all winter activities, such as skiing, snowshoeing and dogsledding. The girls instantly fell in love with Québec winters and were not bothered at all by the cold. They have advanced quickly in skiing. In France, we lived on the Atlantic coast, so they miss the ocean. But they have replaced building sand castles with snow forts.”

Stéphanie, France

**LEARNING THROUGH PLAY**

In Québec City, several museums, such as the Musée de la civilisation, offer activities for families, including fun guided tours and creative workshops.

Libraries offer a host of activities for the little ones: story readings, board games, theatre, etc. the vast majority of activities are free, but reservations are sometimes necessary.

> bibliothequedequebec.qc.ca/activites/index.aspx

Finally, Québec City’s Aquarium is a must-see. Your children will marvel at seals, multicoloured fish and even polar bears. The Aquarium also has an aerial adventure course winding among the trees.
BURNING OFF ENERGY

Québec City has several amusement centres where your children can climb up giant spider webs, jump into a pool of balls, bounce on a trampoline or get lost in a labyrinth. Visit the RécréOFUN, iSaute Québec, or Centre d’amusement Carie Factory websites, to give just a few examples. Finally, your children can also play at the Méga Parc in the Galeries de la Capitale shopping centre, with its many attractions for the entire family.
Québec is a democratic, pluralistic, French-speaking society. Freedom of expression is a basic pillar of this society. Québec society is based on the primacy of law, which ensures that every person is treated with same dignity, under the same law. Religion and politics are separate.

In addition to the *Canadian Charter of Rights and Freedoms*, Québec’s Charter of Human Rights and Freedoms defines the basic rights of all Québec citizens. It establishes the values of respect and tolerance, including equal rights for men and women.

Finally, Québec is proud of its diversity. It encourages exchanges and links between the various communities. Québec advocates the values of living together and an intercultural society, in the knowledge that everyone is invited to integrate into the society while respecting commonly established values.

Québec also respects individuals’ sexual orientation and gender identity.

To learn more about shared values:


If you believe your rights have not been respected, you may contact the Commission des droits de la personne et des droits de la jeunesse:

- [cdpdj.qc.ca/en/](http://cdpdj.qc.ca/en/)

Quebecers are very attached to their language, French. *The Charter of the French Language* recognizes French as the official language of
Québec. If you do not speak French, you will have to learn the language. If you are immigrating as a permanent resident, you can access francization courses provided by the Government of Québec. The Ministère de l’Immigration, de la Diversité et de l’Inclusion (MIDI) website can also help you learn French online and provides exercises.

To learn more about francization: francisationenligne.gouv.qc.ca

In Québec City, several organizations provide francization courses: Université Laval, CÉGEP de Sainte-Foy, CÉGEP Garneau, Centre Louis-Jolliet (Commission scolaire de la Capitale), Centre du Phénix (Commission scolaire des Découvreurs), Le Mieux-Être des Immigrants, Centre R.I.R.E. 2000.


I learned basic French at school in the United States, but nothing more. At first, I could not enrol in a francization course because I was not yet a permanent resident. So I improved my French at the supermarket, doctor’s office or listening to the vocabulary used in my daughter’s daycare. People were very nice, they often answered me in English when I spoke to them in French.

Rebecca, USA
BECOMING QUEBECER

INTEGRATE INTO SOCIAL LIFE

Quebecers are known for their warm welcome, their kindness and their helpfulness. They generally expect interactions with others to be polite and respectful. Most problems can be resolved with a smile and without raising one’s voice. Political correctness is expected in social encounters.

Relations between men and women are more egalitarian and affirmatively than in most other countries. Women have gained their freedom and independence, two values now well established in our society. They work and hold jobs at all levels. In personal and work relations, caution is a good approach with remarks, compliments or humour about an attitude or dress, which might be taken as sexism, without you realizing it.

Use of the informal “tu” is part of Québec’s customs. This depends on age and social function. The “vous” form is often used where a degree of respect must be shown. People in the same generation use “tu” with each other, as do people under 30 years old. It is not uncommon for an employee serving the public to address a customer, other employee or his boss as “tu.” However, do not confuse use of “tu” with a desire to start a friendship: it’s just the typical North American approach to interaction.

ADULT EDUCATION AND SERVICES OFFERED TO BUSINESSES

CÉGEP DE SAINTE-FOY

CAFÉ - CENTRE D’AUTO-APPRENTISSAGE DU FRANÇAIS POUR IMMIGRANTS INDIVIDUALIZED LEARNING CENTRE FOR IMMIGRANTS STUDYING FRENCH

To improve your spoken and written French and to prepare for specific tests and exams

cegep-ste-foy.qc.ca/fc

Free!
Friendship is different, gatherings are more likely to be in public than around the kitchen table. And note that if you attend a party, each guest brings his own beverage, so don’t drink the next person’s beer, this would be bad manners!

The weather is Quebecers’ favourite topic of conversation! At the office or in conversations with friends, this vital topic will always come up, especially in winter. If you want to break the ice, you can also talk about sports, especially hockey.

“It was not a problem to meet people in Québec City. I have made French-speaking friends—among my neighbours—as well as Anglophones, especially through the organization Voice of English-speaking Québec (VEQ). I got to know people from all over the world. Mothers’ groups and Facebook groups also helped me find answers to my questions, break the isolation and root out information about sports activities for the children or stores where I could get winter gear at a good price, for example.”

Paula, United Kingdom

TAKE AN INTEREST IN CURRENT EVENTS

In Québec, there are four major French-language general-interest television channels: ICI Radio-Canada, TVA, Télé-Québec and V. There are four English channels as well. Specialty channels are also available: music, sports, travel, series and entertainment of all types. Channels available by cable round out the television offerings. Entertainment webTV, ICI Tou.tv, features a wide range of programs, webseries and other content.

There are more than 20 radio stations in Québec City and the surrounding area, including the inevitable ICI Radio-Canada (106.3 FM). Some
very popular radio stations, such as CHOI (98.1 FM), are characterized by provocative or even sensationalist comments, similar to “trash radio” in the United States.

Daily newspapers include:

▶ **Le Devoir**, the only independent newspaper, renowned for its serious reporting and analysis;

▶ **La Presse**, the francophone information site: regional, provincial, national and international news;

▶ **Le Soleil**, a general interest daily newspaper;

▶ **Le Journal de Québec**, a tabloid focusing on local news, scandals, sensational investigations and sports.

There are also many local newspapers. The free weekly **Voir Québec** covers all cultural events and news.

**Les immigrants de la Capitale** is a monthly news and opinion publication for immigrants, distributed free of charge.

**The Quebec Chronicle-Telegraph**, founded in 1764 in Québec City, still exists today as a source of news for the Anglophone community.

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**Dressing for winter**

To protect yourself from the wind and cold, you should dress in multiple layers: first a long-sleeve top, then a wool or fleece sweater, and finally a rain-proof, wind-proof coat that insulates against the cold. This will keep you toasty warm and make it easier to dress and undress when you head outdoors or come back indoors. To complete your outfit, remember a warm hat (tuque), a scarf or neck-warmer, gloves or mittens, and lined boots with a thick sole. Children usually wear a special full garment over their normal clothes, known as a snow suit, so they can stay dry while they play. It generally is best to choose synthetic fibres or merino wool, and avoid cotton, which absorbs perspiration.
ENJOY THE SEASONS

Quebecers will tell you with pride that their part of the country has four wonderful seasons, the most famous of which is winter! In Québec City and area, temperatures can easily drop to -15°C (and occasionally to -35°C). But don’t think for a moment that Quebecers stay holed up at home until spring. Winter is a chance to try out a host of outdoor activities. Strap on your skis or lace up your skates, because the trails and rinks are never very far away. Just outside Québec City, you can scale the legendary pain de sucre [sugar loaf] at Montmorency Falls. The Carnaval de Québec in early February is very popular, especially the Ice Hotel located a few kilometres outside the city.

Spring is sugaring off time, when the maple sap is running and we indulge our sweet tooth. Head to the cabane à sucre [sugar shack] to take your place at a large table and enjoy a few Québec specialties.

Not as famous as our harsh winters, Québec summers feel quite hot because of high humidity. This is the season for festivals such as the Festival d’été de Québec or the Grands Feux Loto-Québec.

Finally, get out in the fall to admire the brilliant colours. Some trees turn brilliant red while others are dressed in golden yellow. This is the perfect season for hikes through untamed nature, to drink in the crisp, fresh air.

SOAK UP THE CULTURE

Québec has a strong cultural identity that will surprise and charm you in many ways. The province is famous for its many festivals, some of which are veritable institutions. Song and music are among the gems of Québec culture, thanks to artists such as Robert Charlebois, Félix Leclerc, Gilles Vigneault and Céline Dion.

Québec films by directors such as Denis Villeneuve, Denys Arcand, Jean-Marc Vallée and, of course, Xavier Dolan are gaining increasing international recognition.
In literature, Michel Tremblay is the province’s emblematic author. Québec literature has been enriched by immigrants to the province. The greatest representative is probably Dany Laferrière, the first Quebecers inducted into the Académie française.

“Made in Québec” circus arts, led by the Cirque du Soleil, Cirque Éloize and 7 doigts de la main companies, enjoy a global reputation. Throughout Québec, municipalities have an active culture, sports and recreation policy: in urban centres, you can access sports fields, libraries, performance halls, etc.

In sports, ice hockey is a genuine social phenomenon in Québec. The local professional team, the Montréal Canadiens—known colloquially as Le Canadien—was founded in 1909. It belongs to the National Hockey League (NHL) and plays its games at the Centre Bell in downtown Montréal. Québec City, also a city obsessed with ice hockey, witnessed the evolution of two professional teams: the Quebec Hockey Club (1878-1920), known as the Bulldogs, which was the first municipal hockey club in the world; and the Québec Nordiques (1971-1995), which relocated to Colorado. Since 1997, the Québec Remparts team, part of the Quebec Major Junior Hockey League (QMJHL), has taken over – to the great benefit of their fans in the region, who attend their official matches at the Videotron Centre.

"In Québec City, I like the fact that I can meet people from all over the world. It’s great to have Quebecker, European, African or Anglophone friends! These are relationships I have developed through sports, the church I attend, and my language exchanges with people who want to speak Spanish or Portuguese."

Juan, Ecuador
Traditional Québec cuisine consists of various types of soups, baked beans, tourtières (minced meat pies), shepherd’s pie (ground beef with mashed potatoes and corn), cretons (a type of potted meat), sugar or fruit pies, and dishes made with maple syrup. Poutine (French-fried potatoes covered with brown gravy and cheddar cheese curds) and hamburgers are always very popular. While junk food is present in Québec, fine cuisine is gaining ground. Québec City and area have many renowned restaurants and chefs. Production of excellent Québec cheeses has been flourishing for several years, as has craft beer, but winemaking still remains limited.
LIVING IN THE QUEBEC CITY AREA
The Charlevoix area is renowned for its stunning mountainous landscapes, with a succession of headlands, bays, valleys, peaks and lakes, not to mention the luminosity and colours that magnify the St. Lawrence River. Increasingly, the region is diversifying its economy, which has been centred on flagship sectors such as tourism.

Located an hour’s drive east of Québec City, the historic portion of Charlevoix is divided between two regional county municipalities (MRCs), Charlevoix and Charlevoix-Est, both part of the Capitale-Nationale region. A rural area, Charlevoix also has two urban centres, the towns of Baie-Saint-Paul and La Malbaie.

Charlevoix MRC consists of six municipalities (population 13,000): L’Isle-aux-Coudres, Petite-Rivière-Saint-François, Baie-Saint-Paul, Saint-Urbain, Saint-Hilarion and Les Éboulements.

Charlevoix-Est MRC consists of seven municipalities (population 16,000): Baie-Sainte-Catherine, Clermont, La Malbaie, Notre-Dame-des-Monts, Saint-Aimé-des-Lacs, Saint-Irénée and Saint-Siméon.

Everything to prepare for departure and ensure a successful arrival

To learn all about official immigration procedures, preparing for departure, administrative procedures to be completed on arrival, housing, opening a bank account, the healthcare and education systems, labour standards or searching for work, and any other useful information, read the relevant chapters in the section of this guide on Québec City.
All these municipalities provide services for daily and family life: daycare, schools, sports facilities, libraries, health services, stores, etc.

Visit each MRC’s website to discover the services available to citizens:
- MRC de Charlevoix: mrccharlevoix.ca
- MRC de Charlevoix-Est: mrccharlevoixest.ca

CHARLEVOIX ATTRACTIONS

A REGION SEEKING WORKERS

As an area in full regeneration, Charlevoix offers work prospects for anyone wanting to settle there. The region is facing a major challenge with an aging population that is not offset by young people in the labour market. Workers are needed in various sectors: tourism, food services, healthcare, public services, agri-food, as well as welding-assembly.

NATURE UNTAMED

Shaped by the impact of a meteorite 350 million years ago, Charlevoix’s landscapes are a mix of rugged mountains, the river, forests and the Laurentian Shield. As a World Biosphere Reserve centred on the Hautes-Gorges-de-la-Rivière-Malbaie and Grands-Jardins provincial parks, the Saguenay Fjord and the Petite-Rivière-Saint-François headland, Charlevoix boasts an impressive succession of stunning vistas.

HIGH QUALITY OF LIFE

With a living environment in harmony with nature, far from the hustle and bustle of the city, Charlevoix provides access to health services, education (daycares, early childhood centres, primary and secondary schools, college, and a university centre), and culture, highlighted by Baie-Saint-Paul’s Musée d’art contemporain and Carrefour culturel Paul-Médéric.
HOUSING

In addition to the usual advertisements for rental housing (Kijiji, LesPac, etc.), if you want to settle in Charlevoix or Charlevoix-Est MRC, the local weekly *Le Charlevoisien* publishes a classified ads section with many apartments and homes for rent.

- lecharlevoisien.com

In addition, the online ads in the Charlevoix bulletin board are useful.

- babillard.charlevoix.net

To help you get settled, Charlevoix MRC provides a welcome service for new residents, including support for finding housing. To access this service, fill out the online form.

- mrccharlevoix.ca/formulaire-nouveaux-residents

“I chose Québec because I had a feeling it would be a welcoming place. And I wasn’t mistaken! Nature in the Charlevoix region is magnificent. In fall, I never tire of the changing colours, a spectacle unknown in Senegal. This is one of the joys of living in Baie-Saint-Paul. We are now very well known here! People here have always been very kind to us.”

Étienne, Senegal

TRANSPORTATION

Whether to buy groceries, take your children to school, or go to Québec City, the distances in Charlevoix require a car.

However, there is a public transportation system operated by Transport rural de Charlevoix (TRUC), Service de transport collectif de Charlevoix-Est (STCCE) or the Express bus line for easy travel between La Malbaie and Baie-Saint-Paul.

- More information: mrccharlevoix.ca/services-aux-citoyens/transport-collectif
HEALTHCARE

The Charlevoix region has access to five local community services centres (CLSC), in Baie-Saint-Paul, L’Isle-aux-Coudres, La Malbaie, Saint-Siméon and Baie-Sainte-Catherine, as well as five medical clinics in Baie-Saint-Paul, La Malbaie, Saint-Siméon and Clermont.

These healthcare services are rounded out by hospitals in La Malbaie and Baie-Saint-Paul, both of which have emergency rooms open 24 hours a day, seven days a week. A brand new facility is to be built by the end of 2018 for the Baie-Saint-Paul hospital.

The contact information for healthcare services is posted on the Centre intégré universitaire de santé et de services sociaux de la Capitale-Nationale website.

⇒ ciusss-capitalenationale.gouv.qc.ca

DEVELOPING A SOCIAL NETWORK

One way to make new friends is to participate in one of the many activities available in Charlevoix. They are listed on the Charlevoix Social website calendar, with a portal pooling information about organizations, services, resources, activities and events contributing to social development in Charlevoix.

⇒ charlevoixsocial.ca

You can also volunteer a little of your time and use the opportunity to develop your network while assisting various community organizations. The Association bénévole de Charlevoix pools volunteer opportunities.

⇒ abcharlevoix.com

EXPLORING AND HAVING FUN

Charlevoix is one of Québec’s top tourist destinations. To learn about its wealth of attractions, visit the website:

⇒ tourisme-charlevoix.com

To discover Charlevoix tourism, climb aboard the Train de Charlevoix, which covers the 125 km between Québec City and La Malbaie.

⇒ traindecharlevoix.com/english/
In good weather, hiking, outdoor sports as well as whale-watching on the St. Lawrence River complement fine dining and festivals. Winter means snowmobiling, snowshoeing and downhill skiing. Charlevoix’s Le Massif offers runs with a breathtaking view of the St. Lawrence.  
lemassif.com/en/

Charlevoix is famous for fine food featuring local products that passionate producers love to share: craft beer, cider, cheese, organic meat, chocolate, etc.  
routedesaveurs.com

“When I arrived in the region, I became involved as a volunteer supervising young people playing soccer. I think you have to reach out to people to fit in, and not stay holed up.”

Étienne, Senegal

WORKING IN CHARLEVOIX

MAIN ECONOMIC SECTORS

TOURISM

Almost one third of the population works in tourism. This steadily growing sector in Charlevoix continues to upgrade its offerings over the years and adapt to new demand. There is a significant presence of large-scale employers in this sector, such as Le Massif, the Fairmont Le Manoir Richelieu and the Casino de Charlevoix.

While recreational and tourist activities are available in summer and winter thanks to the mountainous landscape and many ski trails, tourism is still more active in summer. The seasonal nature of the industry therefore favours temporary jobs during the peak season. The same is true of jobs linked to winter snowfall.
HEALTH AND SOCIAL SERVICES

With two hospitals, five local community services centres (CLSCs), private clinics and other organizations in the system, the healthcare sector is Charlevoix’s second largest employer.

MANUFACTURING AND FORESTRY

Harvesting the forest, which covers more than 85 percent of the Charlevoix region, generates major economic benefits. The pulp and paper mill in Clermont creates many jobs. The main employers in the manufacturing sector are Simard Suspension and Industrie Océan.

AGRI-FOOD

Land of flavours and know-how, Charlevoix was the first region to introduce certification of origin in Québec, with its Certifié Terroir Charlevoix seal. This denomination defends and protects the Charlevoix terroir while honouring the work of producers and processors in the area.

“...In Montréal, where I lived when I first came to Québec, I attended a conference praising life in Charlevoix. The beautiful landscape and my desire to participate in regional development convinced me. By the end of the presentation, given by Services de main-d’œuvre l’appui, I left my CV with them because they provided job search guidance and placed applicants in touch with companies in the region, as well as assisting with settlement. That is how I arrived in Baie-Saint-Paul with a job as a chef in an inn."

Étienne, Senegal
RESOURCES FOR FINDING A JOB

To find companies that might be interested in your skills, the directory published by the Chambre de commerce de Charlevoix is a useful tool:

➤ creezdesliens.com

Several organizations can guide you in your job search:

➤ The two local jobs centres (CLEs): one in Baie-Saint-Paul and the other in La Malbaie;

➤ Services de main-d’œuvre l’appui inc., an organization that serves immigrants and temporary residents to inform them about job opportunities in Charlevoix and guide their job search;

➤ cje-appui.qc.ca

➤ Place aux jeunes en région (Charlevoix and Charlevoix-Est): individual support is available to people under 35 years old seeking to settle in Charlevoix;

➤ placeauxjeunes.qc.ca

➤ G-Sept, a growth service for people at work, provides job preparation and guidance services as well as occupational coaching.

➤ gsept.com

Job offers are also published in the jobs section of the weekly Le Charlevoisien:

➤ lecharlevoisien.com/emploi

RESOURCES FOR STARTING A BUSINESS

If you have an idea for a business, several resources are available to guide you in carrying out your project:

➤ The business services of Charlevoix MRC: mrccharlevoix.ca/services-aux-entreprises/mandat-du-sdle

➤ The economic development department of Charlevoix-Est MRC: mrccharlevoixest.ca/mission-developpement-charlevoix/info

➤ The Société d’aide au développement de la collectivité Charlevoix: sadccharlevoix.ca

➤ The Cercles d’emprunt de Charlevoix: cerclesdempruntdecharlevoix.org
STUDYING IN CHARLEVOIX

If you are an international student, you might be interested in registering at the Centre d’études collégiales en Charlevoix (CECC), which offers various programs in the humanities, natural sciences, specialized education, administrative and business management techniques, or nursing.

ке ceccharlevoix.ca

For those wishing to continue their university studies, Université du Québec à Chicoutimi has a satellite campus in Charlevoix, offering various academic programs.

ке uqac.ca/programmes/charlevoix

Another option could also be to study in Québec City or Chicoutimi, both easily accessible from Charlevoix.

The Centre d’éducation des adultes et de formation professionnelle de Charlevoix offers general basic education as well as programs in administration, commerce and information technology, motorized equipment maintenance, health care, food services and tourism, as well as metallurgy.

ке cscharlevoix.qc.ca

RAISING CHILDREN IN CHARLEVOIX

In La Malbaie, the Maison de la Famille de Charlevoix welcomes all parents and children to create a space for community support and belonging. There are meetings, discussions and various activities for pregnant women, parents and children.

ке maisonfamillecharlevoix.com

HAVING A BABY

If you are expecting a child, contact your family physician or a midwife if you wish to give birth at the Maison de naissance de la Capitale-Nationale. If you do not have a family doctor, contact your CLSC, a
vital resource throughout your pregnancy and after delivery: prenatal courses, mother and child health, diet, breast feeding, vaccinations, etc. Birthing in Charlevoix usually takes place in La Malbaie’s hospital. The contact information for CLSCs and medical clinics, as well as information about pregnancy monitoring and children’s health, is posted on the website of the Centre intégré universitaire de santé et de services sociaux de la Capitale-Nationale.

ciusss-capitalenationale.gouv.qc.ca

DAYCARE FOR INFANTS AND TODDLERS

Charlevoix has three early childhood centres (CPEs), in La Malbaie, L’Isle-aux-Coudres and Baie-Saint-Paul. The area also has private daycare services and family childcare services, subsidized or not.

to contact childcare services, use the Ministère de la Famille’s tool: mfa.gouv.qc.ca/fr/services-de-garde/parents/localisateur/Pages/index.aspx

EDUCATING YOUR CHILDREN

The Commission scolaire de Charlevoix, which covers both MRCs, has 14 primary schools, most of which also provide preschool education. There are three secondary schools in Charlevoix, in La Malbaie, L’Isle-aux-Coudres and Baie-Saint-Paul. The school board’s website shows their location and provides the necessary information on registration, daycare service and school transportation.

cscharlevoix.qc.ca

“ The Commission scolaire de Charlevoix, which covers both MRCs, has 14 primary schools, most of which also provide preschool education. There are three secondary schools in Charlevoix, in La Malbaie, L’Isle-aux-Coudres and Baie-Saint-Paul. The school board’s website shows their location and provides the necessary information on registration, daycare service and school transportation. ”

Étienne, Senegal
Located about 40 kilometres west of Québec City on the north shore of the St. Lawrence River, Portneuf is a vast farming area known for the beauty of its villages, which reflect the history of New France.

The Portneuf area has a population of 52,743 and 18 municipalities: Cap-Santé, Deschambault-Grondines, Donnacoma, Lac-Sergent, Neuville, Pont-Rouge, the town of Portneuf, Rivière-à-Pierre, Saint-Alban, Saint-Basile, Saint-Casimir, Sainte-Christine-d’Auvergne, Saint-Gilbert, Saint-Léonard-de-Portneuf, Saint-Marc-des-Carrières, Saint-Raymond, Saint-Thuribe, and Saint-Ubalde. There are also three unorganized territories: Lac-Blanc, Lac-Lapeyrère, and Linton. The Portneuf area forms part of the Capitale-Nationale region.

Discover the area and its characteristics, attractions and job prospects through these websites:

- Portneuf Regional County Municipality (MRC): mrc.portneuf.com
- Vivre Portneuf: vivreportneuf.com

To learn about the resources present in the area (education, work, youth, volunteer work, etc.), visit the FEDMO Portneuf directory

- repertoire-fedmo.qc.ca

Finally, assistance throughout the settlement process (finding housing, registering children in school or daycare, creating a network, looking for a job, etc.) can be obtained by contacting Accès Travail Portneuf, a personalized service for immigrants tailored to your specific needs.

- accesstravailportneuf.com
A RURAL AREA NEAR THE BIG CITY

In a rural setting, Portneuf has quick connections to two large cities, Québec and Trois-Rivières, via Autoroute 40, which runs parallel to the St. Lawrence River. Most of the district’s population lives along this highway. The municipalities on the outskirts of Québec City are growing fast, as many people are drawn by the proximity of Québec City and the lower cost of living in the suburbs. The municipalities of Saint-Raymond, Pont-Rouge and Donnacona have the largest populations and provide all city services (administration, health, education, etc.).

A BEAUTIFUL LIVING ENVIRONMENT

Portneuf has its own personality, traditions and art of living. It is famous for the beauty of its villages strung along the Chemin du Roy, the old royal road that connected Québec City to Montréal. It winds through three of the most charming villages in Québec on the banks of the St. Lawrence (Neuville, Cap-Santé, Deschambault-Grondines).

Everything to prepare for departure and ensure a successful arrival

To learn all about official immigration procedures, preparing for departure, administrative procedures to be completed on arrival, housing, opening a bank account, the healthcare and education systems, labour standards or searching for work, and any other useful information, read the relevant chapters in the section of this guide on Québec City.
HOUSING

In addition to the usual advertisements for rental housing (Kijiji, LesPac, etc.), classified ads are published in:

- InfoPortneuf: infoportneuf.com/index.php/annonce-classees
- Courrier de Portneuf: courrierdeportneuf.com

TRANSPORTATION

A car will be essential for travel, whether for work or daily errands. However, the Portneuf region has established a public transit system, the Corporation de transport régional de Portneuf (CTRP). Two daily shuttle systems ferry passengers between Saint-Raymond and Québec City, and between Saint-Marc-des-Carrières and Québec City twice a day, morning and evening. The cost of a one-way trip in 2017 is CAN$4.25, and a monthly pass costs CAN$115.

- More information at: transportportneuf.com

“What we love about this place is the simple lifestyle. The people are very approachable and genuinely friendly. And nature is everywhere around us. To live in the country, you really have to love nature, otherwise, why come here? We’re just 10 minutes from the first ski trails. Our quality of life is truly excellent.”

Daphné, Belgium

HEALTHCARE

The Portneuf area has a dedicated healthcare system with a regional hospital in Saint-Raymond that provides emergency services, as well as seven local community services centres (CLSCs), in Saint-Raymond, Pont-Rouge, Donnacona, Portneuf, Saint-Marc-des-Carrières, Saint-Ubalde and Rivière-à-Pierre, as well as several medical clinics.
The contact information for healthcare services is available on the website of the Centre intégré universitaire de santé et de services sociaux de la Capitale-Nationale.

[ciusss-capitalenationale.gouv.qc.ca]

DEVELOPING A SOCIAL NETWORK

Volunteer work is a good way to meet people and socialize. The FEDMO Portneuf online directory contains listings of volunteer aid organizations in the region, as well as associations or interest groups (women, youth, culture and heritage, spirituality, etc.).

[repertoire-fedmo.qc.ca]

“I fell in love with the landscape, the friendly people, and the peace and quiet. Here, you always feel welcome everywhere, even with four children! Every effort is made to accommodate families. In Pont-Rouge, we’re in the country but with all the services of a city: swimming pool, skating rink, stores, etc. And when we need the city, Québec is just a 20-minute drive away.”

Aurélie, France

EXPLORING AND HAVING FUN

The Chemin du Roy brings the history of New France alive. This tourist road along the banks of the St. Lawrence provides wonderful views of the river. If you are a cyclist, the Route Verte, a safe cycling trail, follows the Chemin du Roy.

[lecheminduroy.com/en/]
[routeverte.com/e/]

Nature lovers and outdoor enthusiasts will be thrilled with the Vallée-Bras-du-Nord and Vallée Secrète near Saint-Raymond, the gorges of the Sainte-Anne River in Saint-Alban, or the Portneuf wildlife reserve near Rivière-à-Pierre. Activities include hiking on trails, water sports on the river, mountain biking, skiing and snowshoeing in winter, etc.

[tourisme.portneuf.com/en/]
Portneuf is also farming country. In good weather, many market gardeners and local producers sell their fruit, vegetables and cheese directly to the public, in stands along Highway 138.

**WORKING IN PORTNEUF**

**MAIN ECONOMIC SECTORS**

Portneuf’s economy traditionally has relied on farming, forestry and manufacturing. While these sectors are already well established, others have emerged in the past few years.

**FARMING**

While dairy production remains predominant, Portneuf takes pride in the broad diversity of its farm production: fruits and vegetables, hogs, steers and sheep, cheese, etc. The sector is truly thriving. Family farms operate next to large corporate operations such as Dolbec, the province’s largest potato producer, or Saputo, a company specializing in dairy products that employs about a hundred people throughout the area.

**FORESTRY**

Forest covers 83 percent of the Portneuf region. The industries associated with forest resources and the jobs linked to forestry, from processing to shipping, play a major role in Portneuf’s economy. However, the sector is facing a structural crisis that has seen several mills close in recent years.

**MANUFACTURING**

Cement plants and granite companies form part of the Portneuf region’s industrial mix. There is high demand for labour in the metallurgy sector, especially for welder-assemblers, machinists, painters and industrial mechanics.
PUBLIC SERVICES

This sector includes more than a hundred educational, healthcare and social services institutions in the Portneuf region, and continues to grow each year.

“It was Accès Travail Portneuf, an organization serving immigrants, that found our first temporary housing. They welcomed us at the airport, supported us in the administrative procedures, and advised us on buying a car and choosing a telephone provider. They also helped us draft a Québec-style CV.”

Aurélie, France

TOURISM

This is the region’s strongest growing sector. Resorts, outdoor recreation, adventure tourism, ecotourism and agritourism are all niches forecast to grow in coming years, capitalizing on the region’s wealth of heritage and nature.

RESOURCES FOR FINDING A JOB

Several organizations can guide your search for a job:

➢ The local jobs centre (CLE) in Donnacona
➢ Accès Travail-Portneuf em Donnacona e em Saint-Basile
➢ accestravailportneuf.com
➢ Carrefours jeunesse-emploi with four service points in Donnacona, Saint-Marc-des-Carrières, Saint-Raymond, and Sainte-Catherine-de-la-Jacques-Cartier:
➢ cjeportneuf.com

Job openings can be found:

➢ On the Contact Emploi Portneuf website: contactemploiportneuf.com
➢ In the jobs section of the Courrier de Portneuf newspaper: courrierdeportneuf.com
RESOURCES FOR STARTING A BUSINESS

Various resources are available throughout the Portneuf region to help you develop your business proposal:

- le Développement économique Portneuf: mrc.portneuf.com/fr/developpement-economique
- le Club des très très petites entreprises (CTTE): clubdesttpe.com
- l’Union des chambres de commerce et d’industrie de Portneuf: signeportneuf.com

STUDYING IN PORTNEUF

While the Portneuf region has no college institutions, young people can enrol at Donnacona’s Centre de formation de Portneuf in one of three programs: Humanities – Human Development and Society; Humanities – Education; or the college diploma preparatory program. This is a distance education curriculum delivered by Cégep de Limoilou (Québec City) that lets students take most of their courses at the training centre and commute to the Limoilou campus just once or twice a week.

- For all the details on this program, go to the CÉGEP de Limoilou website: cgeplimoilou.ca/futurs-etudiants/programmes-et-formations/teleenseignement

For those who do not speak French, the Centre de formation de Portneuf offers francization courses

- cfportneuf.com/francisation

Those who wish to attend university can travel to Université Laval in Québec City or to any other university education institution in the province.

International students seeking vocational training can access several instruction programs at the Centre de formation de Portneuf.

- Information on these programs: cfportneuf.com/etudiants-etrangers

For procedures, conditions of admission, and to arrange an escort on arrival, go to the Accès Études Québec website

- accesetudesquebec.ca
RAISING CHILDREN IN PORTNEUF

The *Familles 0-5 ans portal* in Portneuf posts many resources for education, healthcare, activities and recreation, as well as mutual assistance for families in the region:

- [familles0sportneuf.com](http://familles0sportneuf.com)

Another prime resource is CERF Volant de Portneuf, which offers a host of activities and workshops to enjoy as a family throughout the Portneuf region.

- [cerfvolantdeportneuf.org](http://cerfvolantdeportneuf.org)

HAVING A BABY

If you are expecting a child, contact your family physician or a midwife if you wish to give birth at the Maison de naissance de la Capitale-Nationale. If you do not have a family doctor, contact your CLSC, a vital resource throughout your pregnancy and after delivery: prenatal courses, mother and child health, diet, breast feeding, vaccinations, etc. Birthing can be arranged at the Portneuf regional hospital in Saint-Raymond.

The contact information for CLSCs and medical clinics, as well as information about pregnancy monitoring and children’s health, is posted on the website of the Centre intégré universitaire de santé et de services sociaux de la Capitale-Nationale.

- [ciusss-capitalenationale.gouv.qc.ca](http://ciusss-capitalenationale.gouv.qc.ca)

DAYCARE FOR INFANTS AND TODDLERS

Portneuf has several early childhood education centres (CPEs). The area also has private daycare services and family childcare services, subsidized or not.

- To contact childcare services, use the Ministère de la Famille’s tool: [mfa.gouv.qc.ca/fr/services-de-garde/parents/localisateur/Pages/index.aspx](http://mfa.gouv.qc.ca/fr/services-de-garde/parents/localisateur/Pages/index.aspx)

EDUCATING YOUR CHILDREN

The Portneuf region has 13 primary schools (including one preschool). There are three secondary schools, located in Saint-Raymond,
Donnacona and Saint-Marc-des-Carrières. The Commission scolaire de Portneuf website shows their location and provides the necessary information on registration, daycare service and school transportation.  
csportneuf.qc.ca

“Our daughters attend primary school in Pont-Rouge, where there are more than 800 students! We are truly thrilled with Québec’s school and extracurricular system. The teachers are very attentive to each child’s development. Our girls use the daycare service at lunchtime and for an hour every weekday after school. They do their homework during that time as well as playing or participating in sports.”

Daphné, Belgium
WELCOME TO CHAUDIÈRE-APPALACHES
Chaudière-Appalaches has a population of 421,832, with one urban hub—the city of Lévis, with more than a third of the region’s population—and 136 municipalities grouped into nine regional county municipalities (MRCs): Beauce-Sartigan, Bellechasse, Les Appalaches, La Nouvelle-Beauce, Les Etchemins, L’Islet, Lotbinière, Montmagny and Robert-Cliche.

Interlaced with valleys and long, narrow farms, the Chaudière-Appalaches region extends from the St. Lawrence River to the United States border, covering 15,073 km². Its name refers to the Chaudière River flowing down from the Appalachian Mountains to the south.

Chaudière-Appalaches’ geographic location is a major strategic asset. Surrounded by several regions of Québec (Estrie, Bas-Saint-Laurent, Centre-du-Québec and Capitale-Nationale), but also sharing a border with the state of Maine in the United States, the region is prosperous and famous for its entrepreneurial tradition. It capitalizes on its proximity to major highway, rail, air and shipping routes that facilitate trade. This economic vitality makes Chaudière-Appalaches a region with a much lower unemployment rate 5.5 percent than the rest of Québec.

Cooperatives and the social economy hold a special place in Chaudière-Appalaches. Cooperatives—whether corporations formed by members or societies with shared social, cultural or economic needs—are a reflection of Québec’s active, entrepreneurial spirit and solidarity. There are cooperatives in various sectors, in particular the forest and agri-food industries, healthcare, and especially financial services and insurance, the most famous being the Mouvement Desjardins, headquartered in Lévis.
To discover the recreational side of the Chaudière-Appalaches region, visit the Tourisme Chaudière-Appalaches website.
⇒ chaudiereappalaches.com/en/

For a "tasteful" discovery of the Chaudière-Appalaches region, you can visit the agri-food businesses of the "ARRÊTS gourmands" network: they will introduce you to the richness and diversity of regional food products.
⇒ arretsgourmands.com

If you live in Montréal and want to discover the life opportunities in the Chaudière-Appalaches region, you can contact one of the four organizations responsible for regionalization of immigration. With their local partners, they organize exploratory visits to discover the region’s attractions and job opportunities.
⇒ Accueil liaison pour arrivants (ALPA): alpaong.com
⇒ Carrefour BLE: carrefourble.qc.ca
⇒ Le Collectif: cfiq.ca
⇒ PROMIS: promis.qc.ca

You can also contact Place aux jeunes in the region, which promotes migration, settlement and retention in the region by young people 18 to 35 years old.
⇒ placeauxjeunes.qc.ca

Finally, if you are looking for a specific service, you can call 211, a free information service that lists all community organizations and public services present in the Capitale-Nationale and Chaudière-Appalaches regions.
⇒ 211quebecregions.ca

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Everything to prepare for departure and ensure a successful arrival

To learn all about official immigration procedures, preparing for departure, administrative procedures to be completed on arrival, housing, opening a bank account, the healthcare and education systems, labour standards or searching for work, and any other useful information, read the relevant chapters in the section of this guide on Québec City.
The diversity of the Chaudière-Appalaches region is reflected in its three major centres.

LÉVIS AND LOTBINIÈRE, STEADY BUT STRONG GROWTH

LIVING IN LÉVIS

LÉVIS IN BRIEF

Located on the south shore of the St. Lawrence River across from Québec City, Lévis is the largest city and the main urban hub in Chaudière-Appalaches. Created from amalgamation of 10 municipalities, the city of Lévis is now home to more than 145,454 residents in three districts: Desjardins, Les Chutes-de-la-Chaudière-Est and Les Chutes-de-la-Chaudière-Ouest.

Lévis has a diversified, dynamic economy. As the cradle of the cooperative movement in Québec, Lévis boasts some 40 cooperatives. The head office of the Mouvement Desjardins opened in Lévis 110 years ago, Québec’s pride in the banking, financial and insurance sectors. Mouvement Desjardins alone employs more than 7,000 people across the city, making it one of the region’s largest employers. The service sector in general accounts for more than 80 percent of the available jobs. Lévis’ manufacturing sector is posting strong growth, especially with Énergie Valero’s Jean-Gaulin Refinery, the office furniture company Teknion – Roy & Breton, and the arrival of new companies in the Innoparc Lévis technology park.
To help you settle in Lévis, the city has a full website with various useful sections on culture, sports and recreation, the environment, transportation and infrastructure, taxes and regulations, etc.

vä ville.levis.qc.ca

You may also contact Le Tremplin, an organization dedicated to welcoming immigrants, which can guide you through your settlement process (administration, networking, social integration, etc.).

vä letremplinlevis.com

HOUSING

Lévis has a diversified housing stock. Whether you’re looking to rent or buy an apartment, condo or house, in Old Lévis or in a more residential neighbourhood, there are many options in the market. To assist you with your search, check out these resources:

vä classified ads in the Journal de Lévis: journaldelevis.com
vä the Logement à louer à Lévis website: logement-a-louer.com/levis
vä the Logis Québec/Lévis website: logisquebec.com/appartement-a-louer-levis

TRANSPORTATION

Lévis extends over dozens of square kilometres. While the road system is very highly developed, allowing you to travel quickly by car, the city encourages the use of public transit. There are 58 routes serving all areas of the city. For all the necessary information, as well as the various fare options available, sales points, and to plan your trip, go to the Société de transport de Lévis website.

vä stlevis.ca
A quick solution for reaching Québec City on the opposite shore—thus avoiding rush-hour traffic jams on the various bridges—is to take the ferry. Come aboard to add a little enjoyment to your daily travel and take in the beautiful views of Québec City. The crossing between Lévis and Québec City takes just over 10 minutes, with departures every half hour during the day and every hour in the evening. The several fare options available can be found on the ferry company’s website.

traversiers.com/fr/nos-traverses/traverse-quebec-levis/accueil

“Our settlement in Lévis was made easier by Le Tremplin, a non-profit organization providing coffee information sessions that proved very useful for learning about income tax or how to prepare for winter. Without them, it would have been much harder! Helping others comes naturally here. Recently, my car got stuck in the snow on a road with little traffic. Without hesitating a moment, people stopped to help get me out.”

Leon, Cameroon

HEALTHCARE

Lévis has a full-service hospital, Hôtel-Dieu, as well as a day hospital, the Centre Paul-Gilbert, and two local community services centres (CLSCs) and medical clinics. The contact information for health services is posted on the Centre intégré de santé et de services sociaux (CISSS) de Chaudière-Appalaches website.

ciss-s.ca.gouv.qc.ca/ou-consulter-pour-obtenir-des-services

DEVELOPING A SOCIAL NETWORK

The organization Le Tremplin organizes several activities that foster the integration of newcomers in Lévis: picnics, coffee information sessions, international cuisines workshops, etc. This is a good way to meet new people and expand your network.

letremplinlevis.com
Volunteer work is also a good way to meet people. To find volunteer opportunities in Lévis, Lotbinière and Bellechasse, visit the Centre d’action bénévole Lévis-Bellechasse-Lotbinière website.

– benevoleenaction.com

EXPLORING AND HAVING FUN

Lévis has 10 libraries, 11 outdoor and two indoor swimming pools, indoor and outdoor soccer fields, a downhill ski centre, and almost 200 km of bicycle trails. Many festivals and cultural events are organized throughout the year: Francofête, Festivent, Festival de jazz de Lévis, the Hit The Floor dance competition, etc. All cultural programs in Lévis are posted on the city’s website.

– ville.levis.qc.ca/culture/a-votre-agenda

A full range of activities offered by the Ville de Lévis are also described in the Guide des loisirs.

– ville.levis.qc.ca/loisirs/programmation/guide-loisirs

LIVING IN LOTBINIÈRE

LOTBINIÈRE IN BRIEF

Near the bridges to Québec City’s south shore, the regional county municipality (MRC) of Lotbinière groups together 18 rural municipalities that are home to more than 30,000 people. Farming is the predominant economic activity, since more than 90 percent of the MRC’s area is devoted to this sector. Wood and metal processing represent another major component of the community’s economy. Finally, similar to the Chaudière-Appalaches region, entrepreneurship is highly encouraged. As a rural area close to the big city, Lotbinière provides a pleasant place to live for those who love nature and the outdoors, combined with quick, easy access to Québec City and Lévis via a modern highway system.

Le Carrefour jeunesse-emploi Lotbinière offers various services designed to facilitate your integration into this region. Whether you need to find housing, register your children for school, find a job, or just get to know the area, visit the website at

– cjelotbiniere.qc.ca
LA BEAUCHE, LES ETCHEDMINS AND LES APPALACHES, AN ENTREPRENEURIAL DYNAMO

LIVING IN LA BEAUCHE

LA BEAUCHE IN BRIEF

Located 30 minutes from the Québec City bridges, La Beauce extends along the Chaudière River and over several valleys and forests. This part of the region consists of three regional county municipalities (MRCs): La Nouvelle-Beauce, Beauce-Sartigan and Robert-Cliche. The three main cities are Saint-Georges, Sainte-Marie and Beauceville. La Beauce is known for its charming landscapes: villages gathered around a church, fields stretching to the horizon, and especially extensive maple forests.

Sometimes nicknamed “the little Japan of Québec,” La Beauce is fertile ground for business ventures, with more than 500 manufacturing companies scattered across the area. Proud of its secular entrepreneurial tradition, La Beauce provides all the resources you will need to develop a business project.

The website La Beauce embauche is loaded with information about existing resources to help you get settled, find a job, start a business, expand your network, etc. La Beauce embauche also offers a fun way to see whether you have what it takes to live in this region, through a quick test that can serve as a starting point.

Two organizations specifically service immigrants:

- Trait d’union, the immigrant welcome and integration service in La Beauce-Sartignan (a service of Carrefour jeunesse-emploi de Beauce-Sud): cjebeauce-sud.com
- CAIDI Beauce-Nord (Comité d’Accueil et d’Intégration des Immigrants): caidi.org
HOUSING
In addition to the usual classified ad sites for rental housing (Kijiji, LesPac, etc.), check out the Immobilier [real estate] section on the website:
> enbeauce.com

TRANSPORTATION
Owning a car is vital for transportation. The major centres of Québec City and Lévis are quickly accessed via Autoroute 73. The city of Saint-Georges has Taxi-Buses for low-cost travel by any resident within the city.

HEALTHCARE
The Saint-Georges hospital, several local community services centres (CLSCs) and medical clinics scattered across the three MRCs provide access to health services. Visit the Centre intégré de santé et de services sociaux (CISSS) website for Chaudière-Appalaches to find healthcare resources.
> cisss-ca.gouv.qc.ca

La Beauce is a cooperative region, and this is also reflected in its healthcare sector, where residents of Robert-Cliche MRC have formed the Coop Santé Robert-Cliche. You can apply for membership so your medical file is opened when a family physician adds you as a new patient. You can find all the information on the Coop’s website.
> coopsanterc.com

DEVELOPING A SOCIAL NETWORK
La Beauce is a lively, dynamic region where you can enjoy many activities (yoga, football, tennis, hockey, etc.). Information on sports and cultural activities is posted on municipalities’ websites.

EXPLORING AND HAVING FUN
The tourist information site provides a host of ideas for discovering the region (outdoor activities, farm tourism, art, culture and heritage, performances, etc.).
> destinationbeauce.com

LIVING IN CHAUDIÈRE-APPALACHES
I discovered the Québec en tête website, which posts job openings in local companies seeking international recruits. I applied and found a job as an electrical mechanic in Sainte-Marie de Beauce. We’re very happy here. It’s a small city but has all the stores and services we need.

Felipe, Brazil

LIVING IN LES APPALACHES

LES APPALACHES IN BRIEF

Les Appalaches consists of 19 municipalities spread over some 1,900 km2 in the southwestern corner of the Chaudière-Appalaches.

Grosse Île and the Irish Memorial

Located in the middle of the St. Lawrence River in the Île-aux-Grues archipelago, Grosse Île served as a quarantine station for the Port of Québec City from 1832 to 1937. In those years, it was the main gateway for immigrants arriving in Canada. Today the island is a Parks Canada national historic site. Visitors with Irish roots will enjoy discovering a monument unveiled on the site in 1998 in honour of the Irish.

The Craig and Gosford Roads

The Craig and Gosford Roads, built in the early 19th century, made it possible to provide stagecoach service between Québec City and Boston. In fact, the lack of transportation links was a hindrance to the development of the territory. These roads opened up lands that had previously been isolated – those of the Beaurivage seigneury and of the Eastern Townships – to the rest of Lower Canada. These areas then became colonized by families from Scotland, Ireland, the United States and other parts of Québec. Today, the Craig and Gosford Roads Historic Route passes through the towns of Saint-Jacques-de-Leeds, Saint-Jean-de-Brébeuf, Irlande, Saint-Julien, Kinnear’s Mills, Saint-Ferdinand, Saint-Pierre-Baptiste, Inverness, Sainte-Agathe, Saint-Gilles, Saint-Patrice and Saint-Sylvestre.
The region has a population of 42,701, including a city of more than 25,000 people, Thetford Mines, three semi-urban communities, Adstock, East Broughton and Disraeli, and many rural and riverbank municipalities. Rich in contrasts, this region combines mining landscapes, lakes, forests, bustling urban areas and peaceful villages.

You may choose the region for its growing and diversified economy, outstanding quality of life, attractive jobs or the quality of its specialized workforce, many cultural, sports and recreational activities, or its proximity to major urban centres. A variety of services are available, with a full range of training, effective administrative and political structures, all in a peaceful, safe environment with an affordable cost of living.

The Thetford region’s welcome service can guide you through each of your settlement procedures with service tailored to your needs.

regionthetford.com/fr/service-accueil
You can also discover Les Appalaches MRC through its website: mrcdesappalaches.ca

The Megantic English-speaking Community Development Corporation (MCDC) offers a wealth of services aiming to promote the well-being of the English-speaking community.

mcdc.info

HOUSING
In addition to the usual classified ad sites for rental housing (Kijiji, LesPac, etc.), check out the classified ads at
courrierfrontenac.qc.ca

TRANSPORTATION
Although a car is essential for getting around, the city of Thetford Mines has a low-cost Taxi-Bus that takes residents anywhere in the city.
ville.thetfordmines.qc.ca

HEALTHCARE
Thetford Mines has a hospital as well as the Centre de pédiatrie sociale des Appalaches. Four local community services centres (CLSCs) and medical clinics serve the area. Visit the Centre intégré de santé et de services sociaux (CISSS) website for Chaudière-Appalaches to find the resources available.
ciss-ca.gouv.qc.ca
EXPLORING AND HAVING FUN
In Les Appalaches, you will enjoy the wide range of sports and cultural activities: hiking, kayaking, golf, ski, snowmobiling, etc. A host of complementary information is posted on the site
▶ regionthetford.com

LIVING IN LES ETCHEMINS

LES ETCHEMINS IN BRIEF
Nestled in the Appalachians, Les Etchemins MRC is rimmed with lakes and rivers, fields and forests. Slightly more than 17,000 people live in this region, spread over 13 rural municipalities, including the largest, Lac-Etchemin and Saint-Prosper. The MRC has more than 600 businesses employing almost 8,000 people. The forest plays a predominant role in the local economy, with development, harvesting, and processing and transportation. Two resource sites will be useful for your settlement initiatives:
▶ Les Etchemins MRC: mrcetchemins.qc.ca
▶ Etchemins en direct: etcheminsendirect.com (see the Passport for Les Etchemins)

BELLECHASSE, MONTMAGNY AND L’ISLET, THE PEACEFUL CÔTE-DU-SUD

LA CÔTE-DU-SUD IN BRIEF
La Côte-du-Sud extends along the south shore of the St. Lawrence River, from the municipality of Beaumont, east of Lévis, to Saint-André-de-Kamouraska. La Côte-du-Sud has three regional county
municipalities (MRCs): Bellechasse, Montmagny and L’Islet. Bordered by the river and crossed by the Parc régional des Appalaches, La Côte-du-Sud offers a peaceful living environment close to nature.

Several resources are available to help immigrants become settled. You will receive a personalized welcome from these organizations, whether to find housing, register your children in school, expand your social network, or find a job.

- CLD de Montmagny (em Montmagny): cldmontmagny.com
- Alpha Bellechasse (em Saint-Anselme): alphabellechasse.org/immigration

HOUSING

To find housing, check the classified ad sites for rental housing (Kijiji, LesPac, etc...).

TRANSPORTATION

You will need to buy a car. The existing highway system provides easy access to the various municipalities in La Côte-du-Sud.

HEALTHCARE

There is a hospital in Montmagny, as well as local community services centres (CLSCs) and medical clinics in the three MCRs. Go to the Centre intégré de santé et de services sociaux (CISSS) website for Chaudière-Appalaches to find healthcare resources.

- cisss-ca.gouv.qc.ca

EXPLORING AND HAVING FUN

Tourist information websites can help you discover La Côte-du-Sud.

- cotedusud.chaudiereappalaches.com
- montmagnyetlesiles.chaudiereappalaches.com
- bellechasse.chaudiereappalaches.com

“Coworkers introduced me to fishing, something I had never done before settling in Montmagny. And I actually love it! So I bought a fishing rod and I have already caught trout, which are so much better than those sold in the store. I am not really alone: I play soccer twice a week and take part in many activities.”

Ahmed, Morocco
The Chaudière-Appalaches region has a much lower unemployment rate than Québec as a whole. In 2015, it was 5.1 percent, compared with 7.6 percent for the province. With a solid economy, the region’s vitality and energy have continued over the years. In addition to a strong focus on entrepreneurship, the region offers many job opportunities due to the impending retirement of both workers and entrepreneurs.

MAIN ECONOMIC SECTORS

MANUFACTURING
The organic food, plastics manufacturing, wood and metallurgy industries have an immediate need for workers. Electricians, mechanics, welders and other employees qualified in these trades are profiles highly sought by companies.

CONSTRUCTION
Many residential and commercial projects under construction in Chaudière-Appalaches need trained, skilled employees. Highway infrastructure renovation also presents interesting job prospects.

SERVICES
Demographic growth in Chaudière-Appalaches is maintaining strong demand for workers in healthcare, social services and administration. Furthermore, the success and growth of the Mouvement Desjardins, the gem of Québec’s economy, are creating jobs in
Chaudière-Appalaches, as the financial services and insurance sectors are constantly seeking new personnel.

RESOURCES FOR FINDING A JOB

Organizations exist to guide your job search throughout Chaudière-Appalaches. In addition to those listed below, you can also contact local employment centres (CLEs). Use the locator to find the one closest to you.

➤ mess.gouv.qc.ca/services-en-ligne/centres-locaux-emploi/localisateur/

LÉVIS AND LOTBINIÈRE
➤ APE, job assistance services (Lévis): ape.qc.ca
➤ ABC Lotbinière: abclotbiniere.com
➤ Carrefour jeunesse-emploi des Chutes-de-la-Chaudière: cjechutes.com
➤ Carrefour jeunesse-emploi de Desjardins: cjedesjardins.com
➤ Carrefour jeunesse-emploi Lotbinière: cjelotbiniere.qc.ca
➤ Connexion Emploi (resources for women): connexionemploiressources.com
➤ Passage-Travail: passagetravail.com

LA BEAUCÉ
➤ Carrefour jeunesse-emploi de Beauce-Nord: cjebn.com
➤ Carrefour jeunesse-emploi de Beauce-Sud: cjebeauce-sud.com
➤ Centre de recherche d’emploi Beauce-Etchemins: crebe.qc.ca
➤ Passeport Travail de Beauce: passeporttravail.org
➤ Tandem International (business immersion): tandem-int.qc.ca

LES APPALACHES
➤ Carrefour jeunesse-emploi de Frontenac: cjefrontenac.com
➤ Club de recherche d’emploi de Thetford Mines: crethetford.qc.ca
➤ ICI Intégration communautaire des immigrants: immigration-ici.ca
➤ Société de développement économique de la région de Thetford: regionthetford.com
➤ Translab: translab.org
Since I found nothing worthwhile in the labour market in Montréal, I turned to ALPA, an organization that helps immigrants fit in. They told me about work opportunities in Québec’s other regions. I had never considered this. I joined their exploratory tours and really liked what I saw. Nature, a nice place to live… everything gave me the desire to settle in Chaudière-Appalaches. I now have a stable job that I like in an SME without about fifty employees. There’s no shortage of work!

Ahmed, Morocco
Whether you are an international student seeking an education in Chaudière-Appalaches or an adult going back to school, the region offers many options.

International students must obtain a study permit issued by government authorities. To learn more, see page 25 of this guide.

VOCATIONAL TRAINING

School boards provide vocational training and accept international students. If you are interested, learn about the programs available, conditions of admission, and administrative procedures, as well as tuition fees for foreign students, on the websites of the following centres.

**Commission scolaire des Navigateurs**
- Centre de formation en mécanique de véhicules lourds
- Centre de formation en montage de lignes
- Centre de formation professionnelle de Lévis
- Centre de formation professionnelle Gabriel-Rousseau
- Centre national de conduite d’engins de chantier (CNCEC)

**Commission scolaire de la Beauce-Etchemin**
- Centre de formation des Bâtisseurs (secteurs Beauceville, Saint-Joseph et Sainte-Marie)
- Centre de formation professionnelle Pozer
- Centre intégré de mécanique industrielle de la Chaudière (CIMIC)
Commission scolaire des Appalaches
› Centre de formation professionnelle Le Tremplin
› Centre de formation professionnelle de Black Lake

Commission scolaire de la Côte-du-Sud
› Centre de formation agricole
› Centre de formation multifonctionnel de Bellechasse-Etchemins
› Centre de formation professionnelle de l’Envolée
› Centre sectoriel des Plastiques

COLLEGE: PRE-UNIVERSITY EDUCATION OR TECHNICAL TRAINING

CÉGEPs provide pre-university education or technical training.

› CÉGEP de Lévis-Lauzon: cll.qc.ca
› CÉGEP Beauce-Appalaches: cegepba.qc.ca
› CÉGEP de Thetford: cepethetford.ca
› Centre d’études collégiales de Montmagny: cgeplapocatiere.qc.ca

International students are welcome in CÉGEPs in Chaudière-Appalaches. Contact these institutions to learn about the programs available and the administrative procedures.

UNIVERSITY

Students in Chaudière-Appalaches can attend courses at the Lévis campus of Université du Québec à Rimouski (UQAR).

› uqar.ca/universite/a-propos-de-l-uqar/levis

They can also study in Québec City at Université Laval, the École nationale d’administration publique (ÉNAP), the Institut national de la recherche scientifique (INRS) or the Centre universitaire de Québec of Université du Québec à Trois-Rivières (UQTR).

› ulaval.ca
› uqtr.ca
› enap.ca
The Centre universitaire des Appalaches provides university education, with three service points, in Saint-Georges, Thetford Mines and Sainte-Marie.

[link to cu.a.qc.ca]

**RETURNING TO SCHOOL AS AN ADULT**

Generally, you must be a permanent resident or Canadian citizen to register in programs for adults at adult education centres or provided by CÉGEPs.

**VOCATIONAL TRAINING**

School boards also provide programs for adults returning to school. Adult education centres can provide basic general education, socio-occupational insertion programs, literacy and francization courses. Contact these centres directly for information.

- **Commission scolaire des Navigateurs**
  - Centre d’éducation des adultes des Navigateurs

- **Commission scolaire de la Beauce-Etchemin**
  - Centre d’éducation des adultes Monseigneur-Beaudoin-Les Sources
  - Centre d’éducation des adultes de Saint-Prosper et de Saint-Justine
  - Centre de formation des Bâtisseurs

- **Commission scolaire des Appalaches**
  - Centre d’éducation des adultes L’Escale

- **Commission scolaire de la Côte-du-Sud**
  - Centre d’éducation des adultes de Bellechasse
  - Centre d’éducation des adultes de L’Islet-Sud
  - Centre d’éducation des adultes de Montmagny-L’Islet-Nord
  - Centre d’éducation des adultes de Saint-Paul
TECHNICAL TRAINING

CÉGEPs provide technical training for adults, with short programs generally ranging from a few months to one year. Contact the three CÉGEPs in Chaudière-Appalaches.

FRANCIZATION

Information about francization courses is available from school boards. In Lévis, Le Patro de Lévis provides French language courses in the MIFFIL (milieu d’intégration en francisation pour les familles immigrantes de Lévis) program.

[patrodelevis.com]
Entrepreneurship is in the Chaudière-Appalaches region’s DNA. Considered the realm of SMEs, the region’s ecosystem explains the area’s dynamic, expanding entrepreneurial sector. The entire Chaudière-Appalaches region is mobilized to promote entrepreneurship. Many resources are available to guide you throughout your project.

RESOURCE ORGANIZATION FOR LÉVIS

- Développement économique Lévis: ville.levis.qc.ca/developpement-planification/entreprises/developpement-economique-levis

RESOURCE ORGANIZATIONS FOR LA BEAUCHE

- Centre local de développement (CLD) Robert-Cliche: cldrc.qc.ca
- Centre local de développement (CLD) de Lotbinière: cldlotbiniere.qc.ca
- Conseil économique de Beauce: cebeauce.com
- Développement économique Nouvelle-Beauce: denb.ca
- Service de développement économique, Les Etchemins MRC: mrctchemins.qc.ca

RESOURCE ORGANIZATION FOR LA CÔTE-DU-SUD

- Centre local de développement (CLD) L’Islet: cldlislet.com
- Centre local de développement (CLD) de la MRC de Montmagny: cldmontmagny.com
RESOURCE ORGANIZATION FOR LES APPALACHES

- Espace entrepreneuriat région Thetford (E2RT): e2rt.com
- Fonds Capital Expansion région Thetford (CERT): regionthetford.com
- Société d’aide au développement de la collectivité de L’Amiante: sadcamiante.com
- Société de développement économique de la Région de Thetford: sderegionthetford.com

The region is known for its École d’Entrepreneurship de Beauce, the only one of its kind in Québec. This establishment was created by entrepreneurs for entrepreneurs, with a model based on the transfer and sharing of skills and knowledge. A range of training and programming is available, to meet each person’s needs.
- eebbeauce.com

Business mentoring is very present in the region. Aside from the organizations listed above, you can obtain information from the Mentorat d’affaires de Chaudière-Appalaches Économique service.
- mentoratca.com

Finally, entrepreneurship is also promoted in the school system, through various activities and the availability of many resources, designed to promote the next generation of entrepreneurs.
- aventureentrepreneuriale.com
If you are expecting a child, contact your family physician or a midwife if you wish to give birth in the Maison de naissance Mimosa in Lévis. If you do not have a family physician, contact your CLSC, an indispensable resource throughout your pregnancy and after you give birth: prenatal courses, mother and child health, diet, breast feeding, vaccination, etc.

In Chaudière-Appalaches, you can give birth at four hospitals and a birthing centre: Hôpital Saint-Georges, Hôpital de Montmagny, Hôpital de Thetford Mines, Hôtel-Dieu de Lévis and La Maison de naissance Mimosa in Lévis.

The contact information for CLSCs and medical clinics, as well as information on monitoring of pregnancy and children’s health is posted on the Centre intégré de santé et de services sociaux (CISSS) website for Chaudière-Appalaches to find health resources.

 cisss-ca.gouv.qc.ca

The Chaudière-Appalaches region has introduced a virtual course to prepare for giving birth. Consisting of eight modules, it provides all the information you need on pregnancy, delivery, care for newborns, breast feeding, etc. Visit the website here:

 chaudiereappalaches.unvanl.ca
DAYCARE FOR INFANTS AND TODDLERS

Chaudière-Appalaches has early childhood centres (CPEs) in each MRC. The region also has private daycare centres and family daycare services, both subsidized and unsubsidized.

For the contact information of daycare services, go to the Ministère de la Famille’s website: mfa.gouv.qc.ca/fr/services-de-garde/parents/localisateur/Pages/index.aspx

EDUCATING YOUR CHILDREN

Four school boards provide education for children in the Chaudière-Appalaches region.

The Commission scolaire des Navigateurs, which covers the territories of Lévis and Lotbinière:
  - web.csdn.qc.ca

The Commission scolaire de la Beauce-Etchemin, which covers the districts of La Nouvelle-Beauce, Beauce-Sartigan, Robert-Cliche and Les Etchemins:
  - csbe.qc.ca

The Commission scolaire des Appalaches, for Les Appalaches district:
  - csappalaches.qc.ca

The Commission scolaire de la Côte-du-Sud, which covers the Montmagny, L’Islet and Bellechasse districts:
  - cscotesud.qc.ca

Under certain conditions, English public school are also available in Les Appalaches. Contact the Central Québec School Board.
  - cqsb.qc.ca

The websites of these school boards contain information about the various preschools, primary and secondary schools in their respective districts, registration procedures for your children, as well as the childcare and school transportation services available.

There are also private primary and secondary schools in Chaudière-Appalaches.
Download for free at immigrantquebec.com

6 complete guides to support you in your new life in Québec
To integrate into Québec City’s business environment more quickly, our advisors can help you meet:

- **potential clients** or visit **businesses to buy**;
- **strategic partners**;
  (financing programs, researchers, associations, etc.)
- advice and mentoring for the **immigration process**.

Additional aid programs to help you launch your business project are available in the region.

Here, the vibrancy of our entrepreneurial community is a source of collective pride.

Quebecinternational.ca/entrepreneurship