

WELCOME to Valcartier



Valcartier
Military Family
Resource Centre

Newcomer's Guide

2022 edition

Inspired by the Esquimalt and Bagotville welcome guide

Valcartier Military Family Resource Centre

(Valcartier MFRC)

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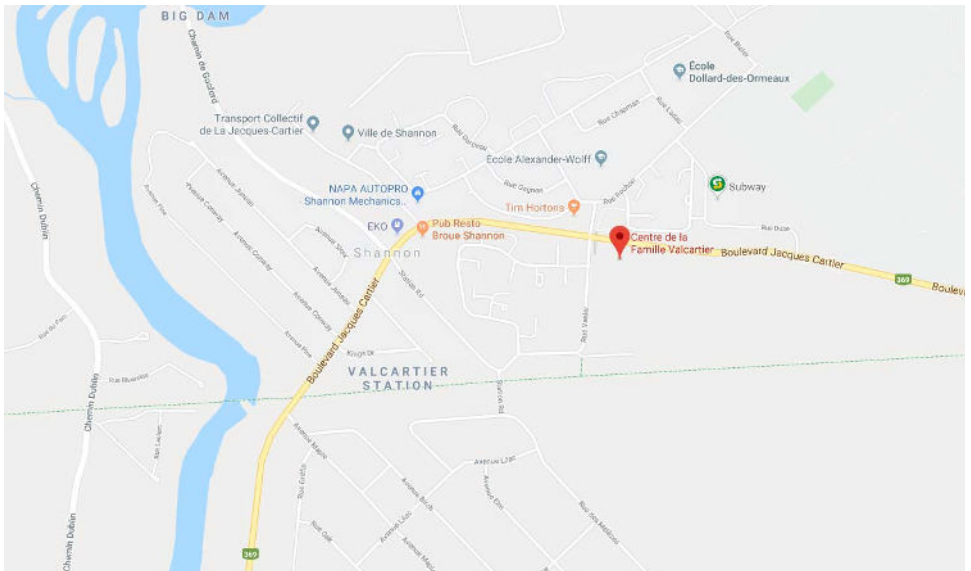
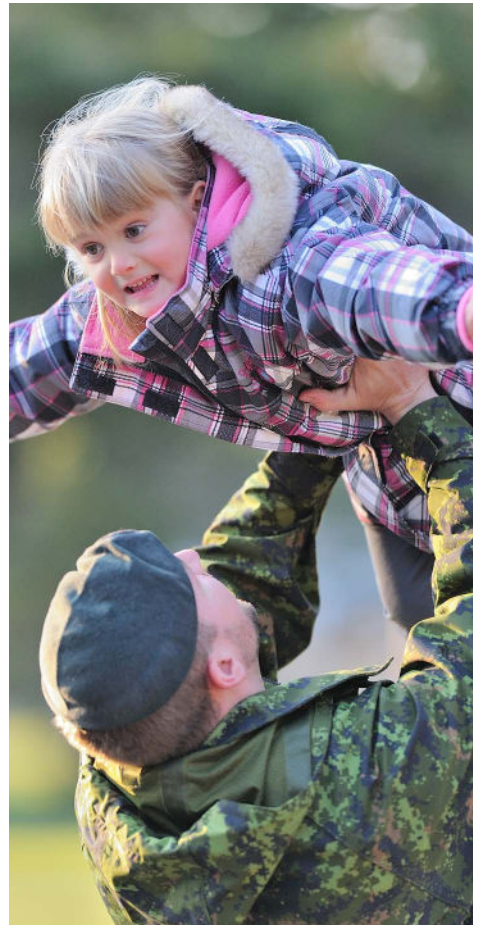


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Welcome

The staff and volunteers of the Valcartier Military Family Resource Centre (VMFRC) would like to welcome you.

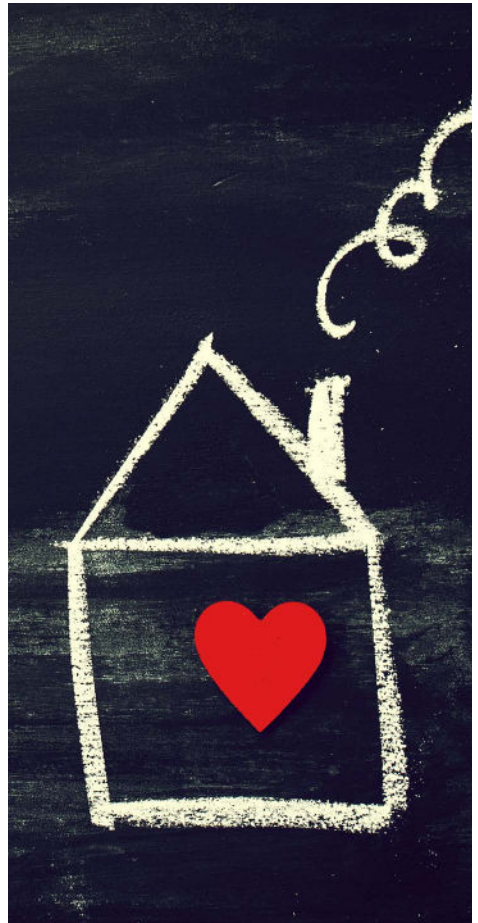
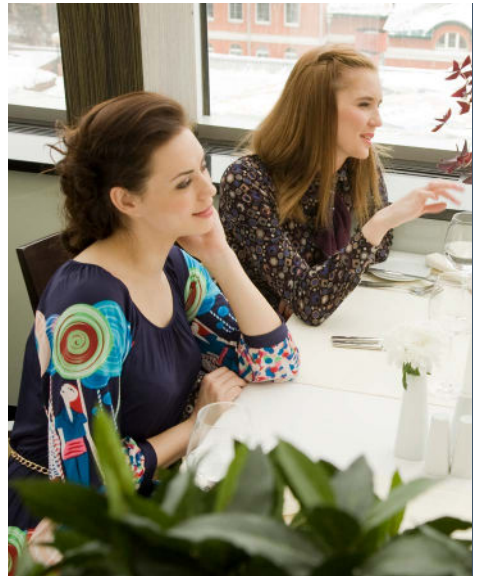
The VMFRC is a non-profit community organization, which welcomes individuals and families and helps them from the time they join the military community until they return to the civilian community. At the heart of the military community, the VMFRC recognizes the unique, active lifestyle of military families and tailors its services to them. We serve the whole Eastern Quebec region, from the Îles de la Madeleine (Magdalen Islands) to Trois-Rivières.

Whether you are in the Canadian Army, the Royal Canadian Navy, the Royal Canadian Air Force, or Canadian Special Operations Forces, a reservist or if you recently released, we are here to serve you and your family!

We can help you in your searches and work together with our partners in your region.

You are unable to come to our office? Feel free to phone us or to ask for an online meeting at www.crfmv.com.

The information contained in this document is only for information purposes. It is important to check it because the information may change after this guide is prepared.



Introduction

Moving to a new community can be an experience that is both exciting and stressful. This document contains key information that will help you make the transition into your new community.

Please note that the guide is divided into two sections:

Section 1: Discovering Quebec

Do you want to learn more about the greater Quebec City area? This section contains some specific information, such as statistics about the greater Quebec City area. You will also find a brief section with the municipalities surrounding the Valcartier military base.

Section 2: Settling into My Community

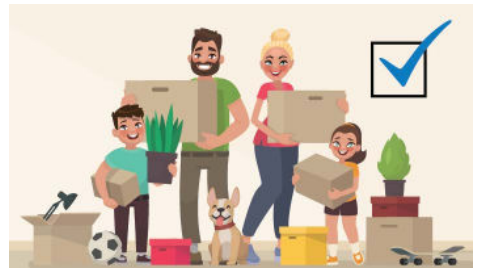
Have you officially moved to your new residence, but you do not know how things work in the Quebec City area, e.g., the procedures to register your vehicle, obtain a driver's licence and access to medical care? You may find the answers to some of your questions in this section.

For all relevant information about the VMFRC, you can consult our services guide, health care guide, our activities program and all other activities offered.

A transfer requires many steps and good



preparation. The following is a checklist to help you one step at a time. Do you and your loved ones have questions or would you like to be guided toward the right resources? The VMFRC offers you many services and tools to accompany you during your posting. Visit the [postings section](#) of our portal to find out about the activities, consult the documentation or make an appointment with our staff.



Before leaving your base or your community: when to do what?

Before leaving your base or your community, there are many actions to take. We have developed a table indicating the best time to take these actions to ease the transition and have a smoother move.



What to do	Ideal time to do it	More information
Do research on facilities, e.g., school, daycare, health care, etc.	As soon as you think you will be posted	
Sign up for the newsletter, Facebook group: MFRC, city, recreation, community	When you receive the posting message	
Sign up your children for daycare	During your house-hunting trip (HHT) or arriving at destination	Section 2 : Daycare
Sign up your children at school	During your house-hunting trip (HHT) or arriving at destination	Section 2 : Education and training
Apply for family allowances	As soon as you arrive	Section 2 : Family allowances
Ask for Employment Insurance benefits	From the reception of your record of employment	Section 2 : Employment
Inspect the safety of your vehicle	As soon as you arrive	Section 2 : Automobile
Obtain a Quebec Driver's licence and register your vehicle at the Société de l'Assurance Automobile du Québec	As soon as you arrive	Section 2 : Automobile
Ask for a Quebec health insurance card	As soon as you arrive	Section 2 : Health care in Quebec City

SECTION 1 DISCOVER QUEBEC



Geography and climate

Québec (Quebec City) is the National Capital of Quebec. There are many sectors, which allows you to find the perfect place to live.

In Quebec, there are four well-defined seasons: winter, spring, summer and fall. The temperatures during a year vary between 30°C and -20°C. Winters are cold with lots of snow. Appropriate clothing such as a very warm coat, winter pants and all the winter accessories (boots, hats, scarves, mittens, and neck warmers) is necessary to prepare for cold temperatures which can drop to -35°C. In the spring, when the snow melts, there can be floods in the flood zones (caused by abundant precipitations and/or if the snow melts quickly). Summers may be hot and humid. The Greater Quebec area is a paradise for summer sports enthusiasts (cyclists, hikers, motorcyclists) and winter sports enthusiasts (skiing, snowshoes, snowmobiles). Moreover, there is a wide range of activities such as: Village Vacances Valcartier, Galeries de la Capitale (indoor amusement park), aquarium, museums, and pick-your-own: apples, pumpkins, blueberries, strawberries. Québec is a diversified, colourful city that is worth a visit in the fall to see the impressive fall colours of the trees.

Language

Even though the main language of Quebec City is French, you can hear other languages in various areas. If your first language is English, there are a few primary/secondary schools and one English public CEGEP. There are also Anglophone organizations, such as Voice of English-speaking Quebec (VEQ). In Quebec City, it is recommended to learn French to have access to most of the city's services. However, it is common to meet service providers or people from the community who are bilingual or who know basic English; you just need to speak slowly.

Second-language courses (French and English) are offered by the VMFRC.

There is a government program for French immersion language courses with the possibility of grants. If you need more information, or would like to apply, refer to the VMFRC's employment support and education program.

Pace of Life in the City

Quebec City is a unique, dynamic city, which offers all types of activities and services in the downtown area and various municipalities. During the summer months, there are various festivals and outdoor activities. To find moments of relaxation and a peaceful pace of life, there are many nature trails and bike paths. To learn about the various activities or services in your municipality, consult their website or Facebook page. In addition, St.-Jean-Baptiste Day is a big celebration on the Plains of Abraham (also in some municipalities), and it is a statutory holiday for Quebecers.

<https://www.ville.quebec.qc.ca>

Facebook : [Ville de Québec](#)

See your city's attractions on Facebook (section 2)

The VMFRC provides many family activities throughout the year:

- January: Winter fun
- March/April: Egg hunt
- June: Flea market
- September: VMFRC AGM
- October: Halloween
- November: Remembrance Day as a family
- December: Elves' brunch

Follow [CRFM Valcartier](#) on Facebook to be aware of upcoming activities.

Facts and Statistics - Quebec City and the Province

Population

- Population: In July 2016, Quebec City had a population of 531,902 and the metropolitan community population was 807,200.
- Average age: 44 years old
- Language: French (85.5% of the Quebec population)

A few facts about the province

- Legal age of majority: age 18
- Alcohol is legal at the age of majority and marijuana at age 21.
- **The Tobacco Control Act**: legal age (age 18) is required to purchase tobacco products. It is prohibited to smoke in public places and workplaces, and at a distance of less than nine metres from establishments.
- **Distracted driving**: It is illegal to use one's cellphone or other devices when driving.
- **Bike helmets**: Strongly recommended.
- **Turning right on a red light**: Permitted except in places where signage prohibits it and on the island of Montréal.
- **Child car seats and seatbelts**: Visit the child seatbelt section on the [Société de l'assurance automobile du Québec](#) (SAAQ) website.

As of April 2019, the law requires that children use booster seats until they are 145 cm tall or 9 years old. [More information.](#)

2nd Canadian Division Support Base Valcartier

The 2nd Canadian Division of Support Base Valcartier, which covers an area of 288 square kilometres, is located northwest of Quebec City, a 20-minute drive away. The base has the advantage of being at an ideal geographical location for nature lovers, while also being in proximity to the city of Quebec. Base Valcartier is divided into three main areas: administrative, residential and training. It is one of the best-equipped bases in the country.

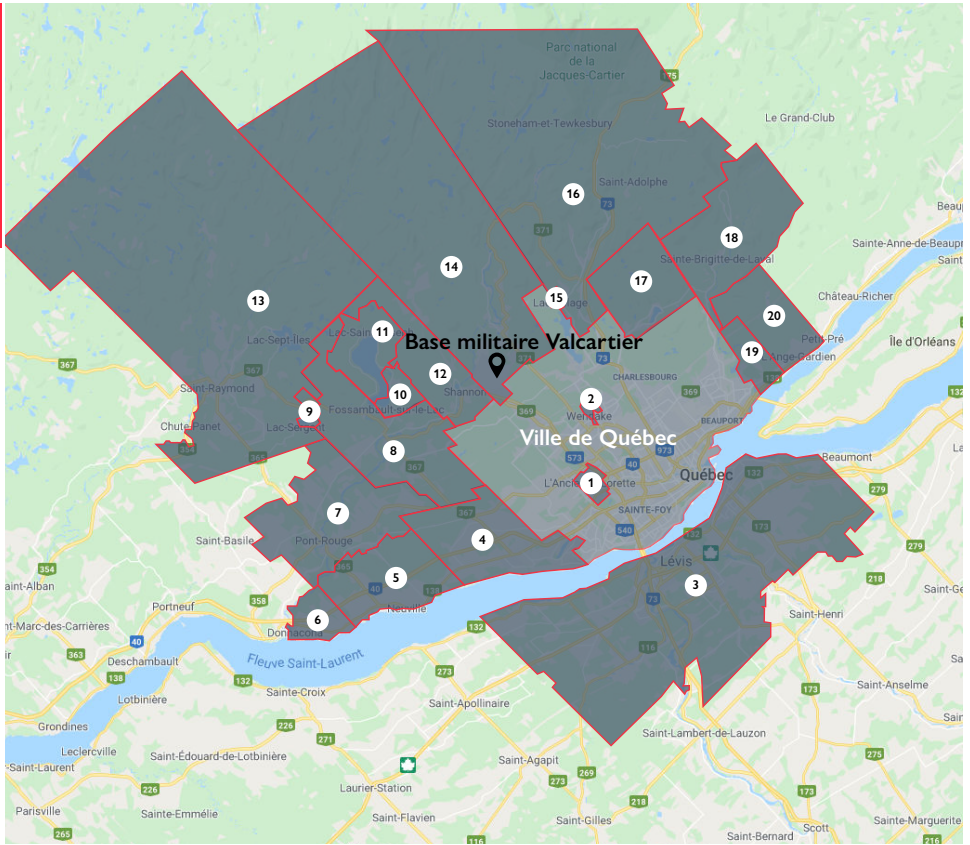
Like a small town, Base Valcartier also has two schools, a sports centre, a shopping centre, a community centre, a recreation department, a newspaper, a military hospital, a dental clinic, a chapel, a golf course, and cross-country ski, snowshoe and fitness trails.



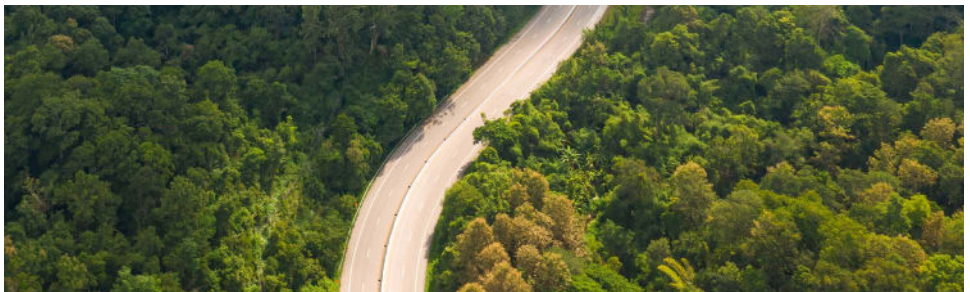
For more information (such as the map of the base), see the [Military community guidebook - Quebec Region](#).



Greater Quebec City Area



- | | |
|--|--------------------------------|
| 1 Ancienne-Lorette | 11 Lac Saint-Joseph |
| 2 Wendake | 12 Shannon |
| 3 Lévis | 13 Saint-Raymond |
| 4 Saint-Augustin-de-Desmaures | 14 Saint-Gabriel-de-Valcartier |
| 5 Neuville | 15 Lac Delage |
| 6 Donnacona | 16 Stoneham-et-Tewkesbury |
| 7 Pont-Rouge | 17 Lac Beauport |
| 8 Sainte-Catherine-de-La-Jacques-Cartier | 18 Sainte-Brigitte-de-Laval |
| 9 Lac-Saint-Joseph | 19 Boischatel |
| 10 Fossambault-sur-le-Lac | 20 L'Ange-Gardien |



Municipality / Boroughs	Distance in km to Base Valcartier
Shannon	2,2
Saint-Gabriel-de-Valcartier	6,9
Québec (La Haute-Saint-Charles Borough Val-Bélair district)	8
Québec (La Haute-Saint-Charles Borough Loretteville district)	9,4
Sainte-Catherine-de-La-Jacques-Cartier	12,4
Québec (Les Rivières Borough Neufchâtel district)	13,2
Fossambault-sur-le-Lac	19
Québec (Charlesbourg Borough)	19,6
Pont-Rouge	26,9
Saint-Raymond	33,6

Since the Greater Quebec City area is a large area, we encourage you to check the bylaws in the city you are in, because bylaws differ from one place to another.

For example, check:

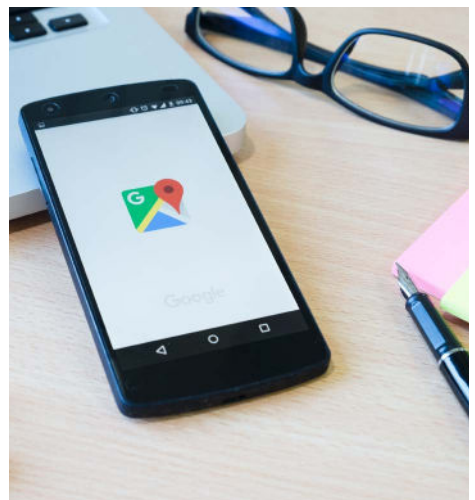
- Dog bylaws (authorized dog breeds, allowed or not in parks, city fines for non-compliance with bylaws).
- Are there garbage, recycling, and compost services? What are the pickup days?
- Do you have access to the ecocentre? If so, which one?
- Do you have public transit services? What are the routes?
- Access to a municipal library?
- What are the educational institutions? Public/private?

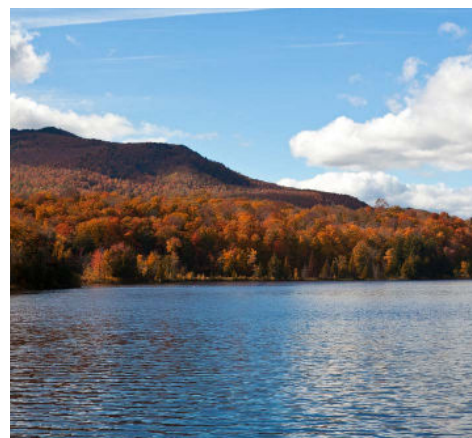
Google Map at your service

Google Maps can help you find the location of the city, and the distance of the city to your base or to your employment.

You can also enter your departure time in Google Maps, to give you an estimate of the time it will take to go from your home to your job, taking traffic into account.

Note: If you are using your cellphone, click on the bus icon, then change the time and click again on the car icon to see the route with traffic.





A few websites of cities in the Greater Quebec area and its surroundings

[Shannon](#)

[Saint-Gabriel-de-Valcartier](#)

[Sainte-Catherine-de-la-Jacques-Cartier](#)

[Fossambault-sur-le-Lac](#)

[Pont-Rouge](#)

[Saint-Raymond](#)

[Ancienne-Lorette](#)

[Saint-Augustin-de-Desmaures](#)

[Quebec City](#)

- La Haute-Saint-Charles
Val-Bélair, Lac Saint-Charles, Loretteville, Châtels, Saint-Émile
- Les Rivières
Vanier, Neufchâtel-Est/Lebourgneuf, Duberger/Les Saules
- Charlesbourg
Notre-Dame-des-Laurentides, Jésuites, Orsainville, Bourg-Royal, Trait-Carré, Saint-Rodrigue
- Beauport
Vieux-Moulin, Chutes-Montmorency, Vieux-Bourg, Saint-Michel, Laurentides
- La Cité-Limoilou
Vieux-Québec, Saint-Roch, Saint-Jean-Baptiste, Montcalm, Saint-Sacrement, Saint-Sauveur, Vieux-Limoilou, Maizerets, Lairer
- Saint-Foy/Sillery/Cap-Rouge
Cité-Universitaire, Sillery, Saint-Louis, Plateau, Pointe-de-Sainte-Foy, Aéroport, Cap-Rouge

[Ville de Lévis](#)

- Desjardins
Lévis, Pintendre, Saint-Joseph-de-la-Pointe-de-Lévy
- Chutes-de-la-Chaudière-Ouest
Saint-Étienne-de-Lauzon, Saint-Nicolas, Saint-Rédempteur
- Chutes-de-la-Chaudière-Est
Charny, Sainte-Hélène-de-Breakeyville, Saint-Jean-Chrysostome, Saint-Romuald



SECTION 2 SETTLING INTO MY COMMUNITY

Housing: Finding a place to live

Housing agency

Much of the family housing located around Base Valcartier is intended for military families. For more information on the topic, visit the Canadian Armed Forces Housing Agency website or call the Valcartier Housing Agency during office hours. [Canadian Armed Forces Housing Agency](#)
418 844-5000 ext. 6804

Housing

Would you like to buy a house? There are more than 30 real estate companies with agents. To help you search, visit the following websites which centralize the offers of many real estate companies.

- www.centris.ca
- www.realtor.ca

If you do not want an agent:

- www.publimaison.ca
- duproprio.com
- kijiji.ca
- www.lespac.com
- Local newspapers
- Facebook

For more information, we advise you to contact a real estate agent directly or to do your own research.

To calculate your welcome taxes or your mortgage, here is a website that can help you estimate the various costs related to owning a property:

www.taxedebienvenue.com

Rentals or apartments

Searching for housing may also be an option. Did you know that, across Quebec, July 1st is the most popular day to move? July 1st is often the date to begin or end a lease.

To find housing in Quebec City, there are several options:

- Go up and down streets looking for "For rent" signs
- Consult ads on websites, such as:
 - kijiji.ca
 - lespac.com
 - kangalou.com
 - louer.com
 - duproprio.com
 - quebec.craigslist.org
 - logisquebec.com (in French only)
- Consult the classified ads in daily newspapers (local newspapers) and their websites.
- Consult Facebook sales and rental

groups, such as the Facebook page:
À vendre/ donner secteur Val-Bélair
Shannon



Automobile

Vehicle registration differs from one province to another. The following section will provide relevant information concerning applicable laws in Quebec. The Société de l'assurance automobile du Québec (SAAQ) is a provincial Crown corporation which offers universal car insurance in Quebec as well as the driver's licences and car registration information.

- saaq.gouv.qc.ca
- For general information:
418 643-7620

Procedure for the transfer of drivers' licences

You can continue to drive with your driver's licence for the first three months after you move. After that time, you must obtain a driver's licence issued by the SAAQ. To exchange a driver's licence issued in another country or province or to obtain a Quebec driver's licence, you must make

an appointment by calling 418-643-7620. For more information, see the website: <https://saaq.gouv.qc.ca/en/drivers-licences/canadian-foreign-drivers-licence>

Here are the documents required to exchange your driver's licence (always bring the original documents):

- Driver licence from another province or territory of Canada;
- Driving records from another province;
- Proof of Canadian citizenship or right of residence in Quebec;
- Proof of residence in Quebec;
- Proof that you lived in the province or territory that issued your licence if you obtained it less than three years ago.

*In Quebec, you must pay for your driver's licence each year, just like your vehicle's registration. You need to have a photo taken only every eight years.

Vehicle Registration

When you arrive in Quebec, you must have your vehicle inspected by a SAAQ-authorized agent, whether it is new or used. Your vehicle must comply with the established standards in Quebec if you want to obtain your licence plate. For more information, you can refer to this website: <https://saaq.gouv.qc.ca/en/vehicle-registration/vehicle-from-outside-quebec/>

To obtain your licence plate, you must have your vehicle inspected and then make an appointment online to complete the procedures.

For mechanical inspection information: <https://saaq.gouv.qc.ca/en/vehicle-registration/mechanical-inspection>

To make an appointment: <https://saaq.gouv.qc.ca/en/make-appointment>

Winter tires

It is **mandatory** to use winter tires from December 1 to March 15 (inclusive). It is highly recommended to extend the use of winter tires since snow begins in November and ends in April. All-season tires are not permitted during the winter months.

Gas prices

Refer to the On-the-Road Gasoline Matters-Gasoline Watch section on the following site: www.caaquebec.com

Road conditions

Plan your trips by visiting the [the Québec 511 website](#) to find out the state of road networks, rest stops, road work, etc. Two applications to keep you informed:

- 511
- Waze

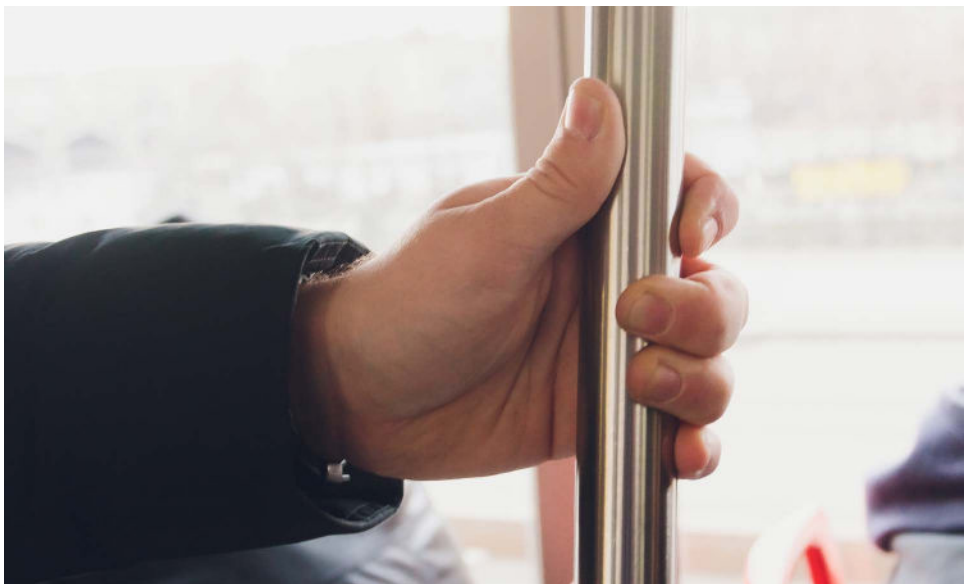
Other modes of transportation in Quebec City

Bus

Québec City has the Réseau de transport de la capitale (RTC), which serves all of Quebec City's boroughs, Saint-Augustin-de-Desmaures, L'Ancienne-Lorette, Wendak and Boischatel. For more information about schedules, routes, rates and interactive cards, you can consult the [RTC's website](#).

Transport collectif de La Jacques-Cartier (TCJC) provides transportation in municipalities such as Shannon, Sainte-Catherine-de-la-Jacques-Cartier, Fossambault-sur-le-Lac, Stoneham, Lac-Delage, Lac-Beauport and Saint-Brigitte-de-Laval. For more information on the routes, rates and schedules, visit its [website](#).

Note: Paratransit is available in Quebec City. <https://www.rtcquebec.ca/en/paratransit-stac>



24-hour taxis

- Taxi Laurier : 418 478-3169
- Taxi Coop Beauport : 418 661-771
- Taxi de l'Île : 418 828-9069

There are other taxi companies. You can search for the taxi company that is located nearest you.

- Taxi HB MRC de la Jaques Carier : 418 575-3262

Moreover, **Uber** is available across Quebec City.

Carpooling

For long-distance trips across the Greater Quebec area, you can register on the following websites to take advantage of carpooling or to advertise it:

- ridesharing.com
- kangaride.com/
- monlift.com

A commuting platform is available on AmigoExpress.

You can also consult Facebook groups that offer carpooling.

Airport

Quebec City Jean-Lesage International Airport

- 50, Principale Street
Québec (Québec) G2G 0J4
418 640-3300
- aeroportdequebec.com

Train and bus stations

La ville de Québec possède aussi différentes gares, qu'elles soient pour train ou autobus. Voici quelques compagnies, contactez-les pour vous renseigner au sujet des autres terminus non-inscrit sur le tableau suivant :

Orléans Express		
Terminal	Gare d'autocars de Sainte-Foy	Gare du palais
Address	3001, Ch.-des-Quatre-Bourgeois Québec (Québec) G1V 4E9	320, rue Abraham-Martin Québec (Québec) G1K 8N2
Telephone	418 650-0087	418 525-3000
Website	www.oleansexpress.com	
Intercar		
Terminal	Gare d'autobus Sainte-Foy	Gare du palais
Address	3001, Ch.-des-Quatre-Bourgeois Québec (Québec) G1V 4E9	320, rue Abraham-Martin Québec (Québec) G1K 8N2
Telephone	418 650-0087	1 800-363-7279
Website	intercar.ca	
Intercar		
Terminal	Gare d'autobus Sainte-Foy	Gare du palais
Address	3255, chemin de la Gare Québec (Québec) G1W 3A8	450, rue de la Gare du Palais Québec (Québec) G1K 3X2
Telephone	1 888-842-7245	(888) 842-7245
Website	www.viarail.ca	

Health care in Quebec City

Residents of our province are covered by the Régie de l'assurance maladie du Québec (RAMQ). RAMQ is a Quebec government agency under the Ministry of Health and Social Services. Its mission is to administer the public health and drug insurance plans as well as to inform the public, manage eligibility for individuals, remunerate health professionals and ensure the secure flow of information. It is also responsible for issuing health insurance cards, which allow access to public health care services.

How to get a health insurance card

Here is a link describing how to obtain a health insurance card:

<https://www.ramq.gouv.qc.ca/en/citizens/health-insurance>

Go to the "Register for health insurance" section, and follow the steps.

By phone:

Québec City: 418-646-4636

Elsewhere in Quebec: 1-800-561-9749

Quebec reception Desk:

787, boulevard Lebourgneuf
Québec (Québec) G2J 1C3

The Régie's reception desk is located in the offices of Services Québec and the Société de l'assurance automobile du Québec (SAAQ). Photos for all persons age 14 or over can be taken on site (fees will apply). In addition, copies of original documents required for each person's registration can be made on site.

Termination of the RAMQ waiting period for members of military families who are posted

In response to a request from the Canadian Armed Forces, please note that when a member is assigned to another Canadian province or territory, his or her family members (spouse and children) who have settlement status will become eligible for public health care upon their arrival in their host province as they are now exempt from the 90-day waiting period planned in the regulations for the entire population. To demonstrate this situation, the family must provide the document issued by the Canadian Armed Forces containing the assignment instructions (posting message). You will receive your card within 7 to 10 business days following the receipt of your completed request. If you require health care in the meantime, you can use the health care services covered by RAMQ by requesting a registration confirmation. This can be done in person at a RAMQ office or by phone.

For more information, visit the website:
<https://www.ramq.gouv.qc.ca/en/citizens/health-insurance/registration/Pages/eligibility.aspx>

Your health card will be valid for one year, and then you must renew it for it to be valid for eight years.

Finding a Family Doctor

It can be difficult to find a family doctor in Quebec. To help you, you should sign up for the online waiting list to find a family doctor (**Guichet provincial d'accès à un médecin de famille (GAMF)**). After clicking on the link, please follow the detailed instructions to register.

<https://www.quebec.ca/en/health/finding-a-resource/registering-with-a-family-doctor/>

You can also go to walk-in clinics, the emergency room of the nearest hospital or a private clinic for consultation while waiting for access to a family doctor.

- Walk-in clinics
<http://sante.gouv.qc.ca/en/repertoire-ressources/consultations-medicales-sans-rendez-vous/>
- Hospitals: Select your region to find the hospital nearest you.
<https://www.bottinsante.ca/Hopitaux-Quebec-1.html> (In French only)
- Private clinics
- Québec Medical Appointment Scheduler
<https://www.rvsq.gouv.qc.ca/en/public/Pages/home.aspx>

To ease your transition, we can provide you with telemedicine services. For more information, call us at 418 844-6060.





Pregnancy Follow-Ups

Clinics that offer pregnancy follow-ups

We suggest that you check with the clinics in your area as some doctors offer pregnancy follow-ups. In addition, you can check with CLSCs for more information and to access a doctor. Health professionals involved in pregnancy and childbirth follow-ups include family doctors, midwives, obstetricians, nurse practitioners (since 2007) and gynecologists.

Where to go for pregnancy follow-ups

- GMF-Universitaire Laurier (Ste-Foy) [family medicine group or FMG]
- GMF-Universitaire Laval (Ste-Foy) [family medicine group or FMG]
- Centre d'Obstétrique et de Gynécologie de la Cité (Charlesbourg)
- Clinique Dr. Denise Nadeau (Ste-Foy)
- Maison des naissances de la Capitale-Nationale/ Sage-Femme [midwife] (Limoulu)

Please note: If you are moving to Quebec City and are already pregnant, some clinics may ask you to bring a copy of your medical records and blood tests.

Please note that VMFRC offers: prenatal classes, a Baby-on-Board Group (for pregnant women), Welcome Baby (prenatal and/or postnatal visits), baby massage alone or accompanied and a baby small talk group. In addition, we have a scale to weigh your baby.

Places that deliver babies

- Home with a midwife
- Birthing centre. Choose a birthing centre near you:
<https://www.osfq.org/>
- Hospitals
 - Hôpital spécialisé en obstétrique
Centre hospitalier de l'Université Laval (CHUL)
2705, Boulevard Laurier
Québec (Québec) G1V 4G2
418 525-4444
 - Hôpital Saint-François d'Assise
10, rue de l'Espinay
Québec (Québec) G1L 3L5
418 525-4444

You can do a virtual visit of the parents/children wing of the CHU de Québec – Laval University (French only) at: <https://www.chudequebec.ca/patient/me-preparer-a-accoucher/preparation-prenatale.aspx>



Childhood Services

Family Allowances

In Quebec, families are entitled to a child support allowance in addition to the federal family allowance. It is paid quarterly (January, April, July and October). However, you can request a monthly payment by calling the government. Financial assistance is paid to all eligible families with dependent children under age 18 residing with them.

The amount of the Family Allowance you are entitled to depends on:

- The number of dependent children under age 18 residing with the beneficiary;
- The number of children in shared custody;
- Family income, i.e., the sum of the incomes of both spouses (if applicable);
- Marital status (with or without a spouse).

Annual Provincial Family Allowance Maximum and Minimum Amounts - 2020

Allowance	Minimum Amount	Maximum Amount
1st child	\$1,000	\$2,515
2nd child	\$1,000	\$2,515
3rd child	\$1,000	\$2,515
4th child and following children	\$1,000	\$2,515
Single-parent family	+\$352	+\$882

To estimate your allowance, visit:

https://www.rrq.gouv.qc.ca/en/services/services_en_ligne/soutien_aux_enfants/Pages/calcul_aide.aspx

For more information, you can call or visit the website:

- 1 800 418 643-3381
- https://www.rrq.gouv.qc.ca/en/services/services_en_ligne/soutien_aux_enfants/Pages/soutien_aux_enfants.aspx

Quebec Daycare System (2019)

Subsidized Daycare	Unsubsidized Daycare
<p>Centre de la petite enfance (CPE) Basic contribution is \$8.85</p> <ul style="list-style-type: none"> • Private non-profit organization subsidized by the Ministry of Families; • Educational programs subject to an evaluation of the educational quality; • Qualified educators on the team; • Subject to inspections; • Children are in groups according to their ages; • 80 children per facility; • Managed by a board. 	<p>Private Daycare (Facilities) Varies between \$40 et \$60 per day</p> <ul style="list-style-type: none"> • Private (for-profit) business belonging to an owner; • Educational programs; • Holds a permit issued by the Ministère de la Famille [Ministry of Families]; • Does not refer to the Coordination Office; • Parents benefit from a tax credit; • The number of children varies from one facility to another (max. of 80 children).
<p>Subsidized / Licensed Family Daycare Basic contribution is \$8.85</p> <ul style="list-style-type: none"> • Non-profit private services provided by self-employed home daycare coordinator; • Educational programs subject to an educational quality evaluation; • Providers have training (such as CPR refresher training); • Since it is subsidized, it offers a reduced contribution rate; • Composed of children of different ages, like a real family; • Six children, including a maximum of two infants under 18 months, or nine children, including a maximum of four under 18 months if there is an assistant. 	<p>Private Family Daycare Services (Unlicensed) Rate determined by the daycare</p> <ul style="list-style-type: none"> • Daycare in a private residence; • Educational programs; • Complies with a number of new ministry rules (Bill 143). For example, an owner cannot be replaced in case of absence. The only option would be to close the daycare if the coordinator must be away. CPR training is mandatory; • Six children, including a maximum of two infants under the age of 18 months (including the daycare provider's own children under the age of nine); • The parents will receive a tax credit.

To have an idea of the daily daycare rates, visit the site:

<https://www.mfa.gouv.qc.ca/en/services-de-garde/Pages/index.aspx>

To help you search for a daycare service, here are two websites which you can consult or sign up for:

- daycarebear.ca
- laplace0-5.com

Babysitters

The average rate for teenage babysitters is between \$5 and \$10/hour. The rate varies depending on the individual and the number of children.

The VMFRC offers many services for children, whether it is our activities, drop-in daycare or many others; call us for more information!

The Valcar-Co Youth Cooperative offers babysitting services among other things. Call the Youth Services team at 418 844-5000, ext. 7134.

Education and training

Education System

The Quebec education system is different from that of the other provinces of Canada. It is managed by the Ministère de l'Éducation et de l'Enseignement supérieur [Ministry of Education and Higher Education]. The system includes four levels of teaching: preschool education (pre-kindergarten and kindergarten), primary and secondary education (including general training and job training), college education (including pre-university and technical training) as well as university education.

- From kindergarten to secondary 5. Offered in both official languages.
- Preschool education (ages 4-5) is not mandatory
- Attendance of primary school is mandatory from ages 6 to 16.
- Most schools in Quebec are organized under school boards.

The picture on the following page by the Commission scolaire de Jonquière illustrates Quebec's educational system.

English schools

- In Quebec, to have access to English schools, the following criteria must be met:
 - Children who have received the major part of their elementary or secondary school instruction in English in Canada;
 - Whose brother or sister did the major part of his or her elementary or secondary studies in English in Canada;
 - Whose father or mother did the major part of his or her elementary studies in English in Canada;
 - Whose father or mother attended school in Quebec after August 26, 1977, and could have been declared eligible for instruction in English at that time.
- For more information, see this site: <http://www.education.gouv.qc.ca/en/parents-and-guardians/instruction-in-english/legislation/>
- When a posting occurs:
 - The CF member must have their unit sign the form (where they are currently assigned), for approval purposes.
 - The form is usually valid for a three-year period.
 - You must sign the form, attach a copy of the posting message and proof of your new address.
 - If you want more information, you should refer to the school board in your new neighbourhood.

Use this link to help you find a school near your home:

<http://www.education.gouv.qc.ca/en/trouver-une-ecole/>

SCHOOL SYSTEM IN QUÉBEC

ELEMENTARY

Pre-school education		1 st cycle		2 nd cycle		3 rd cycle	
Kindergarten 4 years old	Kindergarten 5 years old	1 st	2 nd	3 rd	4 th	5 th	6 th

SECONDARY

1 st cycle Common core basic education			2 nd cycle General education or applied general education	
1 st	2 nd	3 rd	4 th	5 th



Work-Oriented Training



JOB MARKET

Vocational Training



JOB MARKET

COLLEGE

Short-term training	Pre-University studies	Technical training
ACS Attestations of College Studies	2 years DCS Diploma of College Studies pre-university	3 years DCS Diploma of College Studies technical

JOB MARKET

JOB MARKET

UNIVERSITY

1 st cycle	2 nd cycle	3 rd cycle
3 or 4 years BACHELOR'S DEGREE	2 years or more MASTER'S DEGREE	3 years or more DOCTORATE

JOB MARKET



Employment

Job search

- Minimum wage: \$12.50 (2019)
- Unemployment rate: 5,4%
- Sites for job searching:
 - placement.emploiquebec.net
(In French only)
 - jobbank.gc.ca
 - jobboom.com
 - jobillico.com

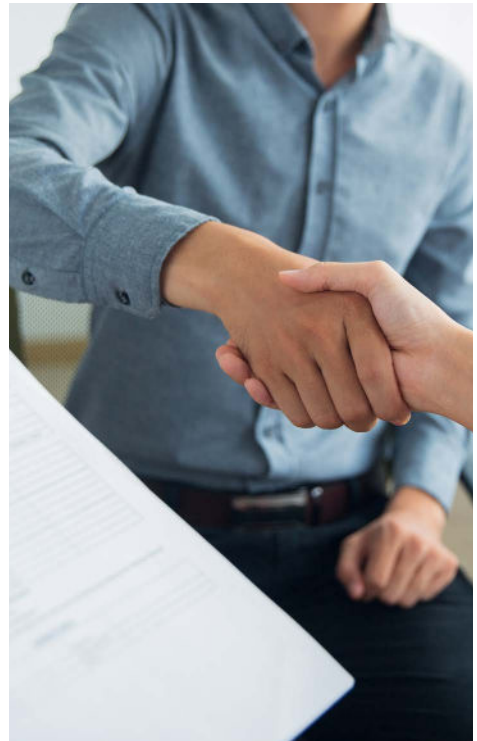
Employment Insurance Benefits

To receive benefits, you must have worked for the number of hours required over a period of 52 weeks. To know how many hours you must work in Quebec, please visit: servicecanada.gc.ca

To apply for Employment Insurance, you must use the above-mentioned address. Your employer is required to give you a record of employment. The business can also send it electronically if it is registered in the system. Otherwise, you must send it by mail to the address indicated in your electronic claim or report to the Service Canada Centre nearest you.

*Please note that when you leave your job for a posting, you must include the posting message with your claim and indicate that the reason for the voluntary departure was as follows: Needed to accompany spouse (military member) to another place of residence. www.canada.ca/en/employment-social-development/programs/

Feel free to [make an appointment with a VMFRC guidance counsellor](#) to help you search for a job, return to the labour market or go back to school.



Government Services

Canada Post

When you move, you can have your personal mail forwarded to your new address. Some fees apply for this service.

For more information, visit the [Canada Post website](#) in the “Forward your mail” section.

Taxes and income taxes

In Quebec, you must file two tax returns: a return for the provincial government and one for the federal government. We encourage you to visit the Revenue Quebec website for more information. You will find the following guide there: “New Residents and Income Tax,” which explains the taxation system.

Here are a few links that can be useful for preparing your tax returns:

- [Revenu Québec](#)
- [Service Québec offices](#)
- [Canada Revenue Agency](#)

Your tax return must be filed no later than April 30 of the calendar year following the tax year, or on June 15 if you or your spouse reports business income.

**An extension may be granted if the CF member is deployed during the income tax filing period. **

Service suppliers

Cable / telephone / internet

Companies vary depending on the region of Quebec you live in. The following is a link to help you find an Internet provider according to your region in Quebec: <https://crtc.gc.ca/eng/comm/fourprov.htm>

Electricity

In Quebec City, electricity is managed by Hydro-Québec. It is recommended to sign up for a contract online to save money on registration fees. Click on the following link: <http://www.hydroquebec.com/residential/customer-space/moving/>

There are two billing options:

1st option

Hydro-Québec bills you monthly by estimating the annual cost of your energy consumption and spreading it out in 12 equal monthly payments.

2nd option

Hydro-Québec bills you every two months for your actual electricity consumption for the period.

Alternative heating methods

There are different options: electricity, natural gas, oil, water, wood or wood pellets.

Depending on your heating method, you can find various suppliers in [Yellow Pages](#).



Useful telephone numbers

211

Reference information on community, public and para-public services: organizations, home support, self-help and support, housing/shelters, arts/culture, health care, food, disability, employment, transportation, etc.

311

Ask for information, file a motion or a complaint, or make a comment on a service of the municipal administration of Quebec City.

411

Find a person, find a business (charges may apply).

511

Road conditions.

811

Info-santé and Info-Social: Free, confidential, 24/7 telephone consultation service. They allow you to speak to a professional for advice on a non-urgent health problem or to receive psychosocial support.

911

Emergency .

Family Info Line 24 hours a day

1 800 866-4546

Quebec Crisis Centre 24 hours a day

418 688-4240

Suicide Prevention Centre 24 hours a day

418 683-4588

Conclusion

The Valcartier Family Centre is available to help you in various situations, to guide you or to refer you to our partners. Our services are intended for you and your family. Don't hesitate to [make an appointment for a welcome visit](#) with a posting support counsellor in order to get to know the Centre's different services. We look forward to meeting you!

Welcome to Valcartier!



