

IMMIGRANT WELCOME GUIDE

DISCOVERING SHERBROOKE



Remarks from the mayor and the chair of the intercultural relations and diversity committee



Mayor of Sherbrooke,

A handwritten signature in blue ink, appearing to read "Steve Lussier".

Steve Lussier

Sherbrooke is renowned throughout the province as a welcoming new home characterized by a comprehensive service offer for integrating immigrants. In keeping with the City's welcoming and inclusive approach, this document is a practical guide to foster the economical, cultural, physical, and social well-being of new Sherbrooke residents.

Stemming from the 2018-2019 immigration action plan of the Sports, Culture, and Community Life Department, this guide will serve as an information resource for the immigrant population, an empowerment tool for newcomers, and an important source of information for Sherbrooke organizations.

I commend our Communications Department and our Community Life Division for their exhaustive and diligent work. I would also like to thank the Ministère de l'Immigration, de la Francisation et de l'Intégration du Québec for assuming half of the costs for the development of this essential tool.

Enjoy consulting the guide and welcome to Sherbrooke!



Chair of the Intercultural Relations and Diversity Committee,

A handwritten signature in blue ink, appearing to read "Annie Godbout".

Annie Godbout

Over the course of the year 2017, the Intercultural Relations and Diversity Committee, of which I am the fortunate chairwoman, launched a series of consultations with various groups of immigrant individuals and community organizations. These consultations led to the development of an action plan geared towards making Sherbrooke a welcoming and inclusive intercultural city, thus fostering the economical, cultural, physical, and social well-being of new Sherbrooke residents. This guide is the expression of the needs stated by people in our community.

I am convinced that it will be very useful, not only for new Sherbrooke residents, but also for our city's organizations, providing them with relevant information to better support and prepare this clientele when they arrive in their new home town.

I am pleased to see this new tool launched to help immigrants develop their full potential and experience the warm welcome they dreamed of receiving in our beautiful city. In Sherbrooke, immigration is an asset to be cultivated and a collective challenge to take on together. This guide is a great complementary tool for this purpose.

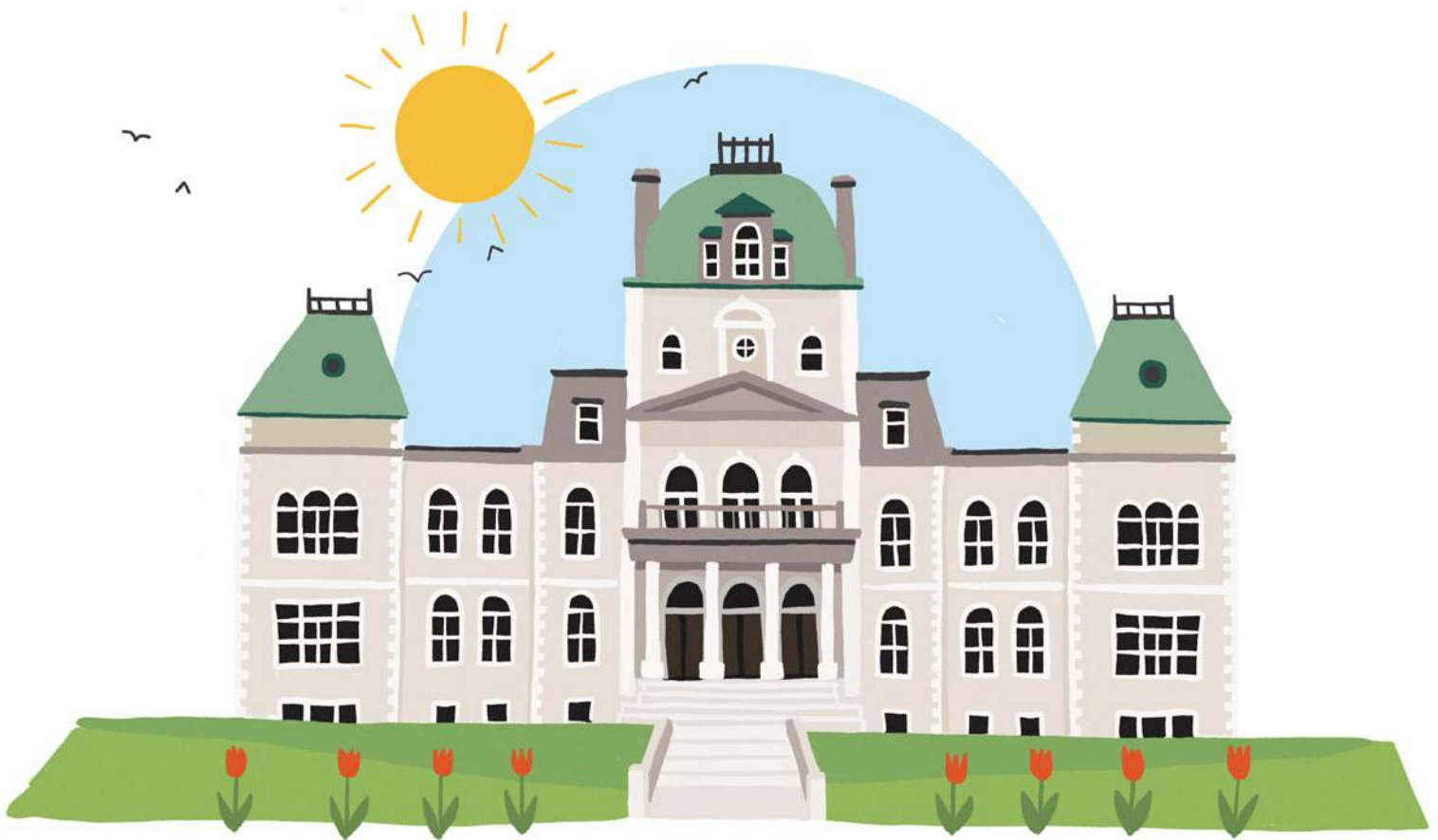
Enjoy the read!

WELCOME TO SHERBROOKE

Sherbrooke is a vibrant, prosperous, and safe city. It is also warm and welcoming, boasting one of the best qualities of life in North America.

THE CITY HAS FOUR BOROUGHS:

- **Brompton—Rock Forest—Saint-Élie—Deauville**
- **Des Nations**
- **Fleurimont**
- **Lennoxville**



BROMPTON—ROCK FOREST—
SAINT-ÉLIE—DEAUVILLE

FLEURIMONT

DES NATIONS

LENNOXVILLE



BROMPTON—ROCK FOREST— SAINT-ÉLIE—DEAUVILLE

This is the largest of the four boroughs. With its 236 km², this borough alone covers almost two thirds of Sherbrooke's territory. It features three libraries, two cultural centres, four community centres, as well as some 15 major parks, including a municipal beach and an outdoor activity centre. Needless to say, nature is an integral part of Sherbrooke's landscape with over half of its agricultural operations located there.

brofsed@ville.sherbrooke.qc.ca

BOROUGH OFFICES:

1000 rue Du Haut-Bois N.
819-564-7444

133, rue Laval
819-846-2757

FLEURIMONT

The Borough of Fleurimont's total surface area is estimated at 43 km². Its parks and infrastructure include 75 public indoor and outdoor recreational activity venues, including two major recreational centres. In addition to being the site of the Cégep de Sherbrooke, the Borough of Fleurimont is characterized by a concentration of health-based and medical institutions and businesses. This borough is also where the Centre hospitalier universitaire de Sherbrooke is located, with its two pavilions: Hôtel-Dieu and Fleurimont.

arr.fleurimont@ville.sherbrooke.qc.ca

BOROUGH OFFICE:

967 rue Du Conseil
819-565-9954

LENNOXVILLE

This borough covers approximately 8% of the city's territory. It has its own urban core with businesses and restaurants. It features several educational institutions, including Bishop's University, as well as a number of community organizations. The borough also has bilingual status. Nine months a year, its population increases by a third with the arrival of a significant number of students from around the world.

arr.lennoxville@ville.sherbrooke.qc.ca

BOROUGH OFFICE:

150 Queen St.
819-569-9388

DES NATIONS

The Des Nations Borough has the greatest number of residents in Sherbrooke. No less than 41% of Sherbrooke's population resides in this borough, while its surface area represents only 16% of the Ville's territory. This borough is the site of several of the city's attractions, including the downtown area, as well as some major natural features, including the Lac Des Nations, Magog River, Mont-Bellevue Park, and Bois-Beckett Park. Furthermore, the Université de Sherbrooke, one of Canada's most renowned universities, has an influx of 36 000 students each year.

arr.des.nations@ville.sherbrooke.qc.ca

BOROUGH OFFICE:

2070, boulevard de Portland
819-822-6060

600, rue Thibault
819-823-8000, p. 3921

BOROUGH OFFICES

Each Sherbrooke borough has its own borough office where you can:

- Get information on municipal services.
- Obtain details on the Neighbourhood Watch program or organizing a street or neighbourhood party.
- Ask for a compost, recycling, or waste roll-out bin.
- Submit a comment or lodge a complaint.

CONTACT THE CITY

Borough office hours

Monday to Friday,
8:30 a.m. to noon
and 1:15 to 4:30 p.m

General information on the Ville de Sherbrooke

819-821-8000, ext. 0

On the webpage called Ma question à la Ville, there is an electronic form enabling you to write to the city and get a reply within 48 hours. There is also a Frequently Asked Questions section (in French only).

sherbrooke.ca/ma-question-a-la-ville

The city also answers residents' questions via its Facebook page.

facebook.com/villedesherbroke

CITY HALL

City hall is located in the Des Nations borough. This building is where the mayor's office is located and municipal council meetings are held.

Regular municipal council meetings are usually held at 5 p.m. on the first and third Mondays of the month.

These meetings are public, which means that you can attend them.

You can stream them live or watch them later on the Ville's website. They are also broadcast on the MATv and COGECO TV channels. The meeting dates, agendas, and minutes, as well as broadcast schedules are available at the following address: sherbrooke.ca/conseilmunicipal

Address: 191 rue Du Palais

DEMOCRATIC LIFE

The municipal council is made up of the mayor and 14 municipal councillors, all elected officials. Elections take place every four years. To vote, you must be a Canadian citizen, but everyone can take part in democratic life by sharing their points of view, attending public meetings, getting involved in their community, volunteering, etc.

In addition to the municipal council, there are also borough councils. You can attend the borough council meetings and address elected officials during the public question period.



THE VILLE DE SHERBROOKE'S WEBSITE

The Ville de Sherbrooke's website contains all the information aimed at residents, tourists, and business people. Don't hesitate to consult it or sign up for the newsletter regularly issued by the Ville.

sherbrookeblogue.ca

You can also sign up to receive notifications from the My Sherbrooke app by e-mail or text message regarding emergencies, snow removal operations, road work, registration periods for recreational activities, etc.

app.monsherbrooke.ca



Here are a few of the site's sections:

- The *Je suis sherbrookoise* section is intended for newcomers.
jesuissherbrookoise.ca
- The Sports & Recreation section presents the activities and classes offered in each borough. It also features sports facilities, such as swimming pools, soccer fields, ice rinks, cycling trails, etc.
sherbrooke.ca/sportsetloisirs
- The Employment section features permanent, temporary, and occasional jobs, summer jobs, and jobs in the aquatic sector at the Ville de Sherbrooke.
sherbrooke.ca/emplois

You can also visit Destination Sherbrooke's website. On it, you'll find the city's main attractions.

destinationsherbrooke.com



GENERAL INFORMATION

- Sherbrooke is the 6th largest municipality in the province with a population of approximately 165 000 people. Located in the southeastern part of Québec, it is ideally positioned given its proximity to major cities like Montréal, Quebec City, New York, and Boston.
- Sherbrooke is in the UTC-05:00 time zone. Each year, on the second Sunday of March, Québec changes to Eastern Daylight Time (EDT). Clocks are set one hour forward. The first Sunday of November, Québec returns to Eastern Standard Time (EST). Clocks are set back one hour.
- In Québec, utility voltage is 110 volts with 60 Hz frequency. An adaptor is required for electrical devices designed for another type of voltage, i.e. Europe's 220 volts.
- The federal goods and services tax (GST) is 5% and applies to most goods and services in Canada. The Québec sales tax (QST) is 9.975% and applies to the sales price excluding the federal tax of most goods and services purchased in Québec. Thus, in most cases, you must expect to pay approximately 15% more than the price indicated.
- In cafes and restaurants, tips are not included on the bill (unless otherwise indicated). We usually leave a tip corresponding to 15% of the total before taxes. Tips given to cab, hairdressing, or beautician services, for instance, are at the client's discretion.
- Address numbers are even on one side of the street and odd on the other side. They are incremental, and to ensure they are consecutive on each side of the street, certain numbers are not assigned.

COMMON VALUES

Québec is a democratic
society based on
the rule of law.

Main common values:

- Speaking French is a necessity
- A free and democratic society
- A society enriched by its diversity
- Community life is governed by laws
- Political and religious powers are separate
- Men and women have the same rights
- Priority is given to children and the sense of family is important
- The exercise of human rights and freedoms must respect the rights and freedoms of others and the general well-being



INFORMATION:

immigration-quebec.gouv.qc.ca/en/living-quebec/common-values/index.html

QUÉBEC CHARTER OF HUMAN RIGHTS AND FREEDOMS

The Québec Charter of Human Rights and Freedoms forbids discrimination against people on the basis of:

- Race
- Colour
- Gender
- Sexual orientation
- Religion
- Political convictions
- Language
- Ethnic or national origin
- Pregnancy
- Civil status
- Age except as provided by law
- Social condition (your situation within society based on your income, profession, and education)
- Disability or the use of any means to compensate for a disability

For instance:

- Access to housing cannot be denied to a person because of their ethnic origin.
- Discrimination is prohibited in job offers, the hiring process, and working conditions.
- Homosexual persons have the same rights and responsibilities as anyone else.
- Police officers must abide to the same laws as the rest of the population.

Filing a complaint

Do you think that your rights have not been upheld?
To find out if you can file a complaint, contact the Commission des droits de la personne et des droits de la jeunesse.

Information:

cdpdj.qc.ca/en
1-800-361-6477



La violence familiale

FAMILY VIOLENCE

Domestic violence

Canada's Criminal Code prohibits the use of force against one's spouse. This is a crime and is considered assault. Attempting or threatening to use force is also a crime. If a police officer finds that an assault was committed in a domestic violence situation, they can arrest the suspect even if the victim does not press charges. Violence toward children and senior citizens is also prohibited by the Criminal Code.

What will happen if you call the police to report an instance of domestic violence?

Police officers will listen to you and take your statement seriously. Victim safety is their priority; they are there to help you. They are trained to respond quickly with victims and the perpetrators of the assault. They use effective methods to ensure the safety of those in distress and any witnesses, to control risky situations, and to subdue a dangerous person. They may ask you to recount what you have seen or heard, but reporting acts of domestic violence does not necessarily involve testifying in court. Your testimony can be anonymous.

For more details:

scf.gouv.qc.ca/en/violences/conjugal-violence

If you witness acts of violence,
call 911. It is your duty as a citizen.

SOS VIOLENCE CONJUGALE

This service is free, confidential, and anonymous. It is available 24 hours a day, 365 days a year.

A single phone call provides victims, their loved ones, or witnesses with immediate access to information, advice, and assistance (e.g. accommodation services).

sosviolenceconjugale.ca

1-800-363-9010



CORPORAL PUNISHMENT AND CHILD EDUCATION

In Canada, parents hold parental authority. This means that they have the right and duty to take care of their children, protect them, and educate them until they are 18 years old.

Parents have the right to punish their children to protect and educate them.

However, parents are not allowed to use unreasonable physical force to correct their children.

For example, the following corporal punishments are prohibited, regardless of the circumstances:

- Punishment with objects such as a belt or a ruler.
- Punishment that may cause injury.
- Slaps and blows to the head.
- Kicks.

There are other
ways to exercise
parental authority

To find out more, consult the following professional resources, which are free and confidential:

Ligne Parents

(free and confidential professional support,
24 hours a day, 365 days a year)

ligneparents.com

1-800-361-5085



MEN AND WOMEN HAVE THE SAME RIGHTS

In Québec, men and women are equal. They have the same rights and obligations.

AT WORK

Women can engage in the work or profession of their choice. They hold decision-making positions. A female worker must receive the same salary as a male worker when their jobs, although different, hold the same value within the business.

SEXUAL RELATIONS

Men and women involved in a romantic relationship are also equal. To engage in a sexual relationship, both partners must consent, even if they are married.

1. Sexual consent is when a person informs another one that they agree to take part in a sexual activity.
2. Consent must be given voluntarily, i.e. the decision must be free and informed. If a person refuses to partake in a sexual activity and they are forced into it, this is considered a sexual assault. Sexual assault is a crime, regardless of the relationship between the perpetrator of the assault and the victim.
3. Consent must be clear and given by the person partaking in the sexual activity. Consent resulting from another person's words or behaviour is not valid.
4. Not resisting does not constitute consent.

Information:

educaloi.qc.ca/en/capsules/consent-sexual-activities

FREE AND CONFIDENTIAL HOTLINE FOR VICTIMS OF SEXUAL ASSAULT

The Centre d'aide et de lutte contre les agressions à caractère sexuel (CALACS) offers phone support and counselling services, as well as information on social, medical, and legal aspects.

Free and confidential emergency phone support service, day and night, 365 days a year.

calacsestrie.com/en

819-563-9999

Other organizations offer support more specifically to men or homosexual or trans people.

www.oedc.qc.ca/repertoire-des-organismes-communautaires

FOR YOUTH UNDER THE AGE OF 16

In Canada, the law stipulates that the minimum age to consent to a sexual activity is 16.

When a person engages in a sexual activity with someone under the age of 16 and a complaint is filed with the police, the consent of the person under the age of 16 is not recognized as valid by the law.

Incest refers to sexual relations between close relatives within a family. In Canada, it's a crime.

For instance:

Brother + sister = illegal

Parent + child = illegal

WHAT YOU SHOULD DO: ASK FOR HELP

If you are a victim of threats, sexual assault, or family violence, don't hesitate to talk about it.

- If you are in danger or witnessing violence, call **911** for immediate assistance.



- Call the **police department** at **819-821-5555** to explain what is happening to you.

CRIMINAL RECORD

If you are found guilty of a crime under Canada's Criminal Code, you will have a criminal record.

The consequences are significant and include the following three:

1. It will be more difficult to find a job.
2. You will no longer be allowed to cross the border into the United States.
3. It will be more difficult for you to obtain Canadian citizenship.

INTERPRETATION SERVICE

An interpretation service is available as needed in case of police intervention, medical emergency, etc. **This service is free.**



WEATHER AND WINTER

Four seasons

In Sherbrooke, temperature varies significantly over the year. There are four quite different seasons: spring, summer, fall, and winter.



SPRING

(MARCH, APRIL, MAY)

The weather becomes warmer and snow gradually begins to melt. The same goes for the ice covering lakes and rivers. It is "sugaring time": the sap flowing from maple trees is collected to produce maple syrup.



SUMMER

(JUNE, JULY, AUGUST)

The days are longer, and the weather is hotter. School is closed during this season, and major entertainment events bring the city to life. Restaurants and cafés open their outdoor terraces and many outdoor facilities become available: Parks, swimming pools, bike trails, soccer fields, etc.



FALL

(SEPTEMBER, OCTOBER, NOVEMBER)

Tree leaves turn yellow, orange, and red. The new school year begins. It is harvest time: Markets are filled with local produce, and it's apple-picking season in orchards. The days become shorter and the weather cools down.



WINTER

(DECEMBER, JANUARY, FEBRUARY)

These are the coldest months of the year. Snow covers the ground, and it is time for winter activities: Skating, sliding, skiing, snowshoeing, etc. Many events take place, such as Sherbrooke's Winter Carnival. Schools are closed from late December to early January for the holiday period.

TEMPERATURE

Temperature is calculated in degrees Celsius (°C).

In summer, it can go up to 30°C. When adding the Humidex, which accounts for the humidity index in the air, the perceived temperature sometimes reaches over 40°C.

In winter, the temperature can drop to -30°C. When taking into account the wind-chill factor, the perceived temperature is sometimes below -40°C.

Average temperatures in Sherbrooke (°C)

												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
MAX	-5	-3	3	11	19	23	26	25	20	13	6	-1
MIN	-15	-15	-8	-1	6	11	14	13	8	2	-3	-11

WEATHER FORECASTS

Quebecers frequently look up weather forecasts to plan their activities and how they will dress and travel. Weather reports are updated very often, sometimes every hour.

You can find them:

- On TV (in news reports and on specialized channels such as the Weather Network)
- On the radio
- Online

SCHOOL AND DAYCARE SERVICE CLOSURES DURING STORMS

In the event of a major snow storm, freezing rain, or other severe storm, schools and daycare services may close. Local radio stations will announce the list of closed institutions. Most school boards and schools also post this notification on their website and Facebook pages, and record it on their phone voice mails



UNDERSTANDING WEATHER REPORTS



Maximum: Indicates the maximum temperature for the day (usually reached during the day).



Minimum: Indicates the minimum temperature for the day (usually reached at night).



Probability of precipitation (POP): Indicates the probability of rain or snow in a given region.

- 30%: Localized showers over a short period
- 40%: Scattered showers
- 70%: Showers affecting a larger zone for a longer period
- More than 70%: Rainfall or snow affecting a larger zone for a longer period



Humidity: Indicates the level of humidity in the air. When the weather is very humid in the winter, the cold feels more intense. In the summer, heat is more overwhelming.



Wind speed: There are often two values, i.e. the average wind speed and the speed of wind gusts.



Rain quantity: Indicates the amount of rain, in millimetres (mm), expected to fall on the ground.



Snow quantity: Indicates the amount of snow, in centimetres (cm), expected to fall on the ground.



Sunrise and sunset: Indicate the time when the sun crosses the horizon in the morning and at night. Days are longer in summer and shorter in winter.



Air quality: Indicates the amount of pollutants found in the air in a given region. Next to the number is a rating: Good, acceptable, or poor.



UV index: Measures the intensity of ultraviolet (UV) rays emitted by the sun and the related health risks (sunburns, skin cancer, etc.). Next to the number is a rating: Low, moderate, high, very high, extreme. Snow, sand, and water reflect UV rays and increase the exposure of skin to these rays. Protection must be used accordingly (hat, sunscreen, long sleeves, reduced exposure between 11 a.m. and 2 p.m.).

DRESSING FOR WINTER

February are the coldest. For your comfort, to avoid frostbite, and to enjoy winter, it is best to wear warm, waterproof clothing.

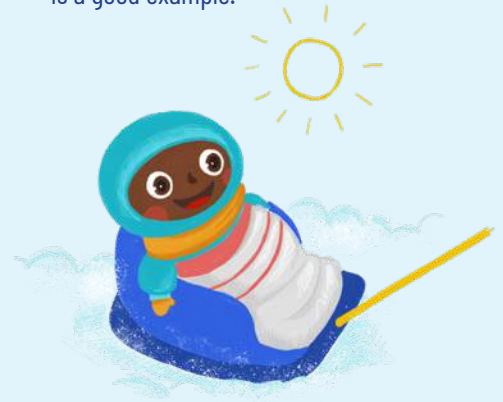
Be careful with babies

Since babies are less active, their bodies generate less heat. They are at greater risk of getting frostbite. Make sure that your baby is dressed in warm clothing, including a hat, gloves, and footwear. During cold spells, don't hesitate to use a blanket to wrap your baby in their sleigh or stroller. With proper clothing, your baby will be able to enjoy beautiful winter days just as well!

Layering (onion principle)

A good way to protect yourself from the cold is to dress in layers, i.e. by layering several layers of warm and comfortable clothes that can be removed or added as needed.

- **The base layer** is used to allow perspiration to escape. It may be made of merino wool, polyester, or other synthetic fibres. Avoid cotton as it absorbs perspiration and keeps humidity close to the skin, which makes it freeze quickly.
- **The middle layer** is used to retain heat. It is composed of polyester, polar wool, fleece, etc.
- **The external layer** is used to protect against the cold, water, and wind. It must also allow moisture to escape. Gore-Tex® is a good example.





1

A warm **tuque** that will properly cover your head and ears.

2

A **neck warmer** or **scarf** to block cold air infiltration and prevent heat loss.

3

A **well-insulated jacket**, with a wind- and water-repellent shell. During cold spells, the hood keeps the neck warm and protects the face from snow.

4

Lined, waterproof **mittens**. Since fingers are in the same compartment, mittens are warmer than gloves.

5

Lined waterproof **pants** that keep the legs warm and comfortable when staying outside for extended periods of time. For children, the two pieces (pants and jacket) of a suit are often sold together. This is called a snow suit.

6

Warm, lined, waterproof **boots**, high enough to protect the ankles from drafts

A FEW TIPS REGARDING BOOTS

- The sole must be thick enough to protect the feet from the cold ground. It must also have deep threads, or cleats, to prevent you from slipping on icy surfaces.
- If your boots are slippery, you can add removable cleats to them. They are sold in sports shops and department stores.
- Your boots must be large enough to give your toes some room to move. If they are too tight, your feet may be cold.
- Thermal insoles can be added to boots to enhance their insulating properties. They are usually sold where you can buy shoes.
- Don't forget to change your shoes inside (at work, during training, etc.). If you spend the day in boots, your feet will become moist and freeze once you go back outside.
- Make sure to let your boots dry properly each night. If they contain removable felt liners, take them out to remove any trace of humidity.

Thermal undergarments keep the body warm. They are very useful for outdoor sports. Choose those made of breathable synthetic fibres (polyester, polypropylene) or in merino wool to properly evacuate body moisture.

Wool or thermal socks keep feet warm in cold weather. If you stay inside for a certain amount of time, at work or school for instance, take your boots off. This way, you won't perspire and have wet feet, which would make your feet cold once you go back outside. It is better to wear lighter socks and shoes indoors.

MAINTAINING YOUR ENTRANCE

You must clear the snow and ice from your home's entries:

- To prevent people from slipping or falling.
- To keep emergency exits clear in case of emergency.

To do so, get:

- A shovel to remove snow from steps, driveways, and balconies (do not throw snow in the street).
- Salt, sand, or a mix of both to spread onto your home's steps or driveway. Salt melts the ice and sand prevents slipping.

ROAD CONDITIONS

The weather also affects road conditions, especially in the winter. Consult special reports when planning your trips. This way, you will save time as traffic is slower when the weather is bad. If conditions are too difficult (snow storm, freezing rain, severe thunderstorms, etc.), it is safer to stay off the road.

QUÉBEC 511 SERVICE

Québec 511 is a free service. It gives you access to all the necessary information to plan safe travels on Québec's road network, regardless of the season.

- Winter road conditions
- Hindrances caused by roadwork
- Major accidents
- Ferry service status (open or closed)

By phone, call **511**, Monday to Friday, 8 a.m. to 8 p.m.
This service is available at all times online.
quebec511.info

CAA QUÉBEC

The organization CAA Québec provides its members with roadside assistance and advice on selling and buying a vehicle, maintenance, repairs, driving, and road safety.

CAA can also help you plan your itinerary for longer travels, if you are going on a trip to discover another Québec region, for instance. It's a good reference for driving in Québec, in any season.

caaquebec.com/en

YOUR CAR DURING WINTER

Here are certain precautions for driving a vehicle during winter



Winter tires are mandatory from **December 1 to March 15.**



Only use winter windshield washer, which doesn't freeze.



To clear the snow and ice from your windows, buy a snow broom and an ice scraper.



Keep a shovel in your vehicle's trunk in case you get stuck in snow..



Traction aids are sometimes useful when you are stuck in snow or on ice.



During cold weather, keep your gas tank at least a quarter full.



Drive slower and anticipate greater braking distances. The cold, snow, and ice make roads slippery.

STREET SNOW REMOVAL

During winter, municipal services are in charge removing snow in the streets.

To enable trucks to remove the snow, it is prohibited to park your vehicle on the street during snow removal operations (which usually occur overnight). This rule is in force from **November 15 to March 31**, each year. However, this ban may be lifted on certain winter nights.

Check on the city's website (sherbrooke.ca) if the parking ban has been lifted for the night to come.

Sign up to the **My Sherbrooke app** to receive notifications. (sherbrooke.ca/monsherbrooke)

The city will also relay the information:

- By automated phone message in the sectors concerned
- On its Facebook page

CAREFUL NOT TO BE TOWED!

Before leaving your vehicle on the street, check for parking bans. In case of violation, you will have to pay a fine and your vehicle could be towed.

USEFUL RESOURCES

Winter street maintenance, snow removal, parking, and notifications

sherbrooke.ca/en/sous-site/winter-maintenance/parking

app.monsherbrooke.ca

Snow removal priority

<https://cartes.ville.sherbrooke.qc.ca/deneigement/>

Winter driving and winter tires

saaq.gouv.qc.ca/en/road-safety/behaviours



GETTING AROUND

It is simple, quick, and safe to get around in Sherbrooke. You can do so on foot, in a car, on a bike, or on public transit.



WALKING

Walking from place to place in Sherbrooke is an option in any season. Make sure that you wear appropriate footwear and respect certain safety rules:

- Cross the street at the intersection or at the nearest crosswalk.
- Respect pedestrian signals. If there are no pedestrian lights, obey the usual traffic lights.
- Walk on the sidewalk. If there is no sidewalk, walk on the side of the road, facing traffic.
- Check for traffic before crossing (left, right, left again, and behind).
- Avoid using distracting devices (earphones, cellphone, text messaging) when you walk, and especially when crossing an intersection.
- If you walk at night, ensure you are easily visible at all times (conspicuous clothing, reflective stripes, etc.).
- Those who do not follow pedestrian safety rules may receive a fine from \$15 to \$30.



PEDESTRIAN SIGNALS

When you travel on foot, respect pedestrian signals.

The white silhouette authorizes you to cross the street carefully, while watching for vehicles that are turning, especially at intersections where turning right on red is allowed. In some cases, a countdown timer will indicate the time remaining to cross the street.

The flashing hand, which may be accompanied by a countdown timer, indicates that you should cross only if you have enough time to reach the other side or the safety zone before the orange hand stops flashing.

A steady orange hand indicates that you may not cross.

CROSSWALKS

Crosswalks are indicated by yellow strips on the pavement and a sign. Use these crosswalks to cross the street on foot in places where there are no traffic lights. At crosswalks, motorists and cyclists must yield the right of way. However, make sure that you can cross safely; check if the vehicles and cyclists have seen you and are giving you priority.

CYCLING

Bike trails are protected paths where you can travel by bike or on inline skates. There are more than 150 km of bike trails in Sherbrooke. Using them is a good way to travel and to discover the city. Riding a bike on streets, respecting the same rules as motorists, is also an option. However, riding a bike on sidewalks is prohibited. Instead, ride on the side of the road and respect traffic signs. Riding a bike on highways is prohibited.

Second-hand bicycles may be found at yard sales, taking place each spring in Sherbrooke's various neighbourhoods. Classified ad websites (Kijiji, LesPacs), as well as the organization Estrie Aide and used sports equipment shops, also offer bicycles for sale.

You can buy a brand new bicycle in a sports shop or department store. There you may also find helmets and locks.



WEARING A PROTECTIVE HELMET

Wearing a bike helmet is mandatory in Sherbrooke for people aged 18 and under. In reality, people of all ages riding a bike should wear a protective helmet as it reduces the risks of head injury.

You can buy a helmet in a sports shop or department store. Beware of second-hand helmets: they may be too old or have already been subjected to an impact that reduces their effectiveness.



PROTECTING YOUR BIKE

To secure your bike in place, get a good lock (sold in sports shops, department stores, and hardware stores). This way, you can keep your bike from being stolen. Always lock the bike frame and at least one wheel: if you attach your bike through the front wheel only, thieves will only have to unscrew it and leave with the bike.

Useful cycling resources

La Déraille (co-op, mechanical workshop, sponsorship, bike trips)

laderaille.ca

coopladeraille@gmail.com

Maps of Sherbrooke's cycling network

sherbrooke.ca/pistescyclables

BUS TRANSPORTATION

The Société de transport de Sherbrooke (STS) provides transit services in every borough of the city. Buses transport people between predetermined locations (bus stops). The STS also offers adapted transportation services for people with disabilities living within the city's territory.

Fares and passes

Bus fares vary depending on whether you are an adult, under the age of 21, or over 65. Tickets are available for a single ride or for the day. You can also buy a monthly pass giving you unlimited access or a pass for the summer season.

The STS offers any newcomers from outside Canada a free monthly pass, as soon as they settle in Sherbrooke. Contact the Service d'aide aux Néo-Canadiens for more details. 819-566-5373

STS buses are free at all times for children aged 5 and under. For children aged between 6 and 11, riding the bus is also free upon presentation of the Accès libre pass for children aged 11 and under.



VERMEILLEUSE PASS

The Vermeilleuse pass is an individual smart card used to pay your fare on the bus. To buy it, go to either of the following locations

Centre d'opération de la STS

895 rue Cabana

Pharmaprix Carrefour de l'Estrie

3050 boulevard De Portland

Your photo will be included on this pass, which can be recharged in several locations (convenience stores and pharmacies).

From April 30 to October 31, bike racks are available on Sherbrooke's city buses. This service is free and available at all stops. You are responsible for placing your bike in and removing it from the rack. The limit is two bikes per bus (first come, first served).

YOUNG CHILDREN AND STROLLERS

Young children are welcome on STS buses. The majority of buses can be lowered to facilitate getting in and out of the bus; simply ask the driver. There is a space provided in the middle of the bus for wheelchairs and strollers. It is recommended that children remain in their strollers parked in this space. Make sure that the stroller's brake is locked and that the centre aisle is unobstructed.

PEOPLE WITH DISABILITIES

People with disabilities (people in a wheelchair, on crutches, using a cane or a walker, etc.) who are able to get around on their own can use any of the buses on the STS network. Buses can be lowered to facilitate getting on.

People with disabilities whose mobility is too limited to use the regular service may use the STS's adapted transport service. Adapted minibuses and cabs take these people from door to door. To benefit from this service, you must meet certain criteria and file an application.

Information:

sts.qc.ca

819-564-2687



Other modes of transportation

TAXIS

Taxis are vehicles carrying passengers and their luggage from door to door. A licence is required to drive a taxi in Québec.

Taxi fares are calculated based on a base fare (the same for all taxis), and an amount per kilometre and per minute. This amount is indicated on the screen of the taximeter next to the vehicle's instrument panel.

You can pay for a taxi in cash or by credit card. If you need a taxi, you may call the taxi company or use their mobile app.

The company Taxis de Sherbrooke also offers adapted transport services for people with disabilities.

This company's website features a tool with which you can estimate the fare between two locations.

Information:

www.taxisherbrooke.com/en

819-562-3838

CAR SHARING

The Communauto service rents vehicles to individuals at a low price, only when such transportation is needed. The cars are based in a dozen stations in the city. These vehicles are available 24 hours a day, 365 days a year. They can be rented for 30 minutes, one hour, one day, or longer.

To use Communauto, you must subscribe to the service and have a valid driver's licence.

www.communauto.com

1-877-523-1788



CARPOOLING

Carpooling enables several people to share a vehicle to get to the same place. For example, a person may transport colleagues to work or school. Gas costs are usually shared.

This mode of transportation is cheap and practical. It makes travelling enjoyable and is a good way to develop social connections. Talk to people you know to find out about carpooling possibilities. You may also consult bulletin board notices posted in certain schools or workplaces.

Carpooling websites, such as Covoiturage.ca and AmigoExpress, enable the pairing of people who need to travel over longer distances

covoiturage.ca
amigoexpress.com • 1-877-264-4697

INTERCITY BUS

In Québec, the most developed transportation service between cities is the intercity bus.

In Sherbrooke, intercity bus services are provided by two companies:

- Transdev Limocar offers a daily service between Sherbrooke and Montréal.
limocar.ca • 819-562-8899
- La Québécoise connects Sherbrooke to Richmond, Drummondville, Victoriaville, Quebec City, and Trois-Rivières.
autobus.qc.ca • 1-888-872-5525

Sherbrooke's intercity bus station (also known as the Sherbrooke terminal) is located downtown and is operated by Transdev Limocar.

Sherbrooke bus terminal

60 rue King O.
819-562-8899



DRIVING A VEHICLE

To be allowed to drive a car or a motorcycle in Québec, you must respect the Highway Safety Code and have in your possession a valid driver's licence, the vehicle's registration, and proof of insurance.



DRIVER'S LICENCE

In the six months following your arrival in Québec, you will be allowed to drive a car or a motorcycle if you own a valid driver's licence that authorizes you to drive this category of vehicle.

After this six-month period, you will have to get a Québec driver's licence. This licence is valid throughout Canada and the United States. The Société de l'assurance automobile du Québec (SAAQ) is the organization that issues driver's licences.

If you've had a licence for one year or more, you can obtain a Québec licence to drive a vehicle after passing the SAAQ's theoretical and practical exams.

IMPORTANT: Make sure to request your licence within 12 months of your arrival in Canada. If you miss this deadline, the process will be longer and more expensive, as you'll have to take driving lessons before taking the competency exams. **Set up an appointment with the SAAQ at 1-800-361-7620.**

- If you have not had a driver's licence for at least one year, you will need to follow the usual process:
 - Completing a driving course given by a recognized school;
 - Driving with another fully licenced driver in the car with you for at least 12 months with your learner's licence;
 - Passing the SAAQ's theoretical and practical exams.
- The procedures are different for driving a motorcycle, a bus, a heavy vehicle, etc. For full details, contact the SAAQ or visit its website.
- The driver's licence is renewable each year, on your birth date. The SAAQ will send you a renewal notice.
- Some countries have an agreement with Québec to facilitate the transfer of driver's licences.
- The SAAQ's exams are offered in five languages: French, English, Spanish, Arabic, and Mandarin.

Information:

saaq.gouv.qc.ca/en

1-800-361-7620



REGISTRATION

If you own a vehicle, you must register it and pay fees each year to be allowed to use it on the road network.

The first time that you pay your registration fees, the SAAQ will give you a licence plate to install on the back of your vehicle.

Then, the SAAQ will send you a renewal notice each year showing the amount due and you will keep the same licence plate.

INSURANCE

Two car insurance plans work jointly in Québec.

- The **public plan** is run by the Société d'assurance automobile du Québec (SAAQ). It covers any personal injury you may experience following a traffic accident. You automatically contribute to this plan when you pay for your driver's licence.
- **Private plans** are run by insurance companies. They cover damage caused to your vehicle and your civil liability. You must have a civil liability car insurance with a minimum coverage amount of \$50 000.

Several financial institutions and insurance companies offer car insurance.

It is often cheaper to combine your insurance plans (home and car) within the same company. Don't hesitate to compare prices.

If you are pulled over by the police or involved in a traffic accident causing damage and do not have insurance:

- Your driver's licence and your right to obtain one could be suspended.
- Your car may no longer be allowed on the road.
- You will receive a fine that could amount up to several thousands of dollars.

Useful resources:

immigrantquebec.com

saaq.gouv.qc.ca/en

THE HIGHWAY SAFETY CODE

The *Highway Safety Code* is a law that governs the use of vehicles on public roads.

Its rules include:

- Respecting speed limits.
- Respecting traffic signs (stop signs, traffic lights, one-way, etc.).
- Stopping when approaching a school bus with flashing red lights.
- Wearing a seat belt at all times, in both the front and rear of the vehicle.

Police services are responsible for enforcing the *Highway Safety Code*. They can intercept vehicles, issue tickets, and if needed, seize vehicles, and bring offenders to the police station.

DEMERIT POINTS

In Québec, all drivers of a vehicle are subject to a demerit point system. These demerit points are accumulated when the driver is guilty of offences. If the maximum point threshold is reached, the driver's licence will be revoked.



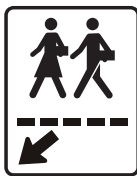
EXAMPLES OF RULES TO COMPLY WITH



- Be very careful in school zones, where the speed limit is reduced. You must also respect signs from school crossing guards who help children cross streets safely to go to school.



- Before picking up or dropping off children, school buses display a stop sign and have their yellow lights flashing. You must absolutely stop whether you are facing the bus or behind it.



- Crosswalks are demarcated by yellow strips. Pedestrians have priority over people travelling by car or bicycle, who must yield.



- In Québec, driving under the influence of alcohol or drugs is a crime. The maximum blood alcohol level tolerated is 0.08 (80 mg of alcohol per 100 ml of blood). Tests enable police officers to detect the presence of drugs or alcohol.



Turning right on a red light is authorized everywhere in Québec, except on the island of Montréal. However, it is prohibited at certain intersections for safety reasons.

This is what this sign indicates.

If turning right is authorized, you must first stop the vehicle and yield to pedestrians or cyclists. Before turning, you must ensure that the way is clear and initiate the turn safely.

HOW TO REACT TO A POLICE INTERCEPTION?

- Stop on the side of the road.
- Stay in your vehicle; the police officer will come to you and explain the reason for intercepting you.
- You must give the officer your driver's licence, car registration, and proof of insurance.
- If you are suspected of driving under the influence, you will probably be submitted to physical coordination tests, asked to blow into a breathalyzer (a device screening blood alcohol content), or required to provide a saliva sample (to detect the presence of drugs in your system). Refusing to undergo these tests will automatically result in more severe sanctions.

In Canada, **it is a crime to try to bribe a person representing the state** to avoid, for example, being issued a ticket or being arrested. Similarly, a person in that position will never ask you for money, as it is a criminal act for them too.

ROADSIDE CHECKPOINTS

Roadside checkpoints, also known as "road blocks," are frequent. All vehicles going through these are intercepted for a check. The proper response is the same as the one presented above. There is nothing to fear as they do not indicate the presence of danger.

For example, you may be driving on a road where there is a checkpoint to ensure that people are not driving under the influence. If you have not broken any rule, the police will request your documents, ask you a few questions, and let you go on your way.

TICKETS

Tickets are issued mainly for violations of municipal by-laws and the Highway Safety Code. If you are issued a ticket, you have 30 days to fill out and return the form.

You have two choices:

- 1- **Plead guilty** and pay the full amount of the fine and fees.
- 2- **Plead non-guilty** to have your version heard by the municipal court, which will represent your defence.

You can pay online, in person, by phone, or by mail. Details are provided on the ticket.

Information:

sherbrooke.ca/services-municipaux/service-des-affaires-juridiques/cour-municipale/cour-municipale

LES CONTRÔLES ROUTIERS

Des contrôles routiers, aussi appelés « barrages », ont lieu fréquemment. Tous les véhicules qui passent à cet endroit sont alors interceptés pour une vérification. La façon de réagir est la même que celle présentée ci-dessus. Il n'y a rien à craindre et cela ne signifie pas qu'il y a un danger.

Par exemple, vous pouvez par hasard circuler sur une route où est dressé un contrôle routier visant à vérifier que les personnes au volant d'un véhicule n'ont pas les facultés affaiblies. Si vous n'avez enfreint aucune règle, les services policiers vous demanderont vos papiers, vous poseront quelques questions et vous laisseront repartir.

PARKING

Parking on the street is not allowed everywhere. To avoid receiving a ticket, read parking signs properly.

A FEW PARKING SIGNS



- No parking.



- No stopping at any time (even to pick up or drop someone off).



- No parking, this space is reserved for people with disabilities.



- Orange sign on a ground stand indicating a temporary regulation. This regulation has precedence over usual parking signs.



- Parking permitted for a period of 60 minutes only, from 9 a.m. to 7 p.m., Monday to Friday. This restriction does not apply to people with a resident parking sticker.

OBTAINING A PARKING STICKER

Parking is limited to 120 minutes on certain streets of the Fleurimont and Des Nations boroughs. If you live in these sectors, you can get a parking sticker. This sticker allows you to park your vehicle on the street for longer than specified or at a different time than authorized. You must fill out a form and provide supporting documents.

Information:

sherbrooke.ca/sous-site/stationnement/vignettes-de-stationnement

BE MINDFUL OF TOWING!

Before leaving your vehicle on the street, check for parking bans. In case of violation, you will have to pay a fine, and your vehicle could be towed.

Information:

sherbrooke.ca/sous-site/stationnement

sherbrooke.ca/en/sous-site/winter-maintenance/parking/

PARKING TERMINALS

In certain sectors of the city, you must pay to use parking spaces. These areas, located on streets or in municipal parking lots, are marked with a number on a parking post. This system is similar to using parking meters; it is very easy to use:

1. Memorize your space number, written on the parking post.
2. Pay at the nearest parking terminal by following the on-screen instructions.
3. Take your stub and leave.

The stub shows the space number, amount paid, and parking expiration time. You do not have to return to your vehicle to display the parking stub. Keep it with you to purchase more parking time if necessary from any terminal.

The allowed duration in paid parking spaces is limited to two hours during the day. The maximum allowed duration for a space is always indicated. The terminal does not add the time purchased to the previously purchased time. It is better to wait for your stub to be almost expired before buying more time.

B-CITI MOBILE APP

The B-CITI mobile app enables you to remotely pay for a parking space with your mobile phone, without having to go to a pay terminal. It is very useful to renew your parking time and avoid getting a ticket should you run late.

sherbrooke.ca/sous-site/stationnement/application-b-citi

WINTER DRIVING

The weather affects road conditions, especially in the winter. Additional precautions must be taken when driving under such conditions.

In Québec, it is mandatory to equip vehicles with winter tires between December 1 and March 15 of each year.

It is also recommended that you plan your trips before leaving. Québec 511 is a free service. It gives you access to all information on Québec road network conditions, regardless of the season

- Winter road conditions
- Hindrances caused by roadwork
- Major accidents
- Ferry service status (open or closed)

By phone, call 511, Monday to Friday, 8 a.m. to 8 p.m.

This service is available online at all times:

quebec511.info

CAA QUÉBEC

The organization CAA Québec provides roadside assistance and advice on selling and buying a vehicle, vehicle maintenance, repairs, driving, and road safety. CAA can also help you plan your itinerary for longer trips, for example if you want to take off to explore other parts of Québec. It's a good reference for driving in Québec, in any season.

Information:

caaquebec.com/en
1-800-686-9243

CHILD CAR SAFETY

The law requires children to be seated in a car seat adapted to their weight and height until they are 145 cm tall or 9 years old. Violation of this requirement will result in a fine and the accumulation of three demerit points.

The car seat must be in good condition. Do not use a second-hand car seat, as it could have been involved in an accident, which would make it less effective. The same goes for older seats, whose materials are altered by sunlight and heat.

Respect the expiration date specified on the seat or its manual, as materials become less sturdy over time.

The seat must also be properly installed:

- Place it on the rear seat, it is the farthest position from the impact zone in a head-on collision.
- Install it away from airbags.
- Properly secure it.



BABY SEAT

From birth to at least 10 kg



TODDLER SEAT

For children at least 10 kg



BOOSTER SEAT

For children at least 18 kg



To move on from booster seat to seat belt only:

1. Children must be at least 63 cm tall in a sitting position (from the seat to the top of their head).
2. When children are sitting in the rear seat, their back must be properly resting on the backrest and their knees folded at the edge of the seat. They must be able to comfortably maintain this position throughout the trip.
3. The seat belt must lie across the middle of the shoulder (collar bone) and over the hips. It must not lie on their neck or stomach (see drawing above).

Furthermore, any child aged 12 and under must sit in the vehicle's rear seat.

Visit the SAAQ's website to learn more about seat-related safety and installation instructions:

saaq.gouv.qc.ca/en

HOUSING

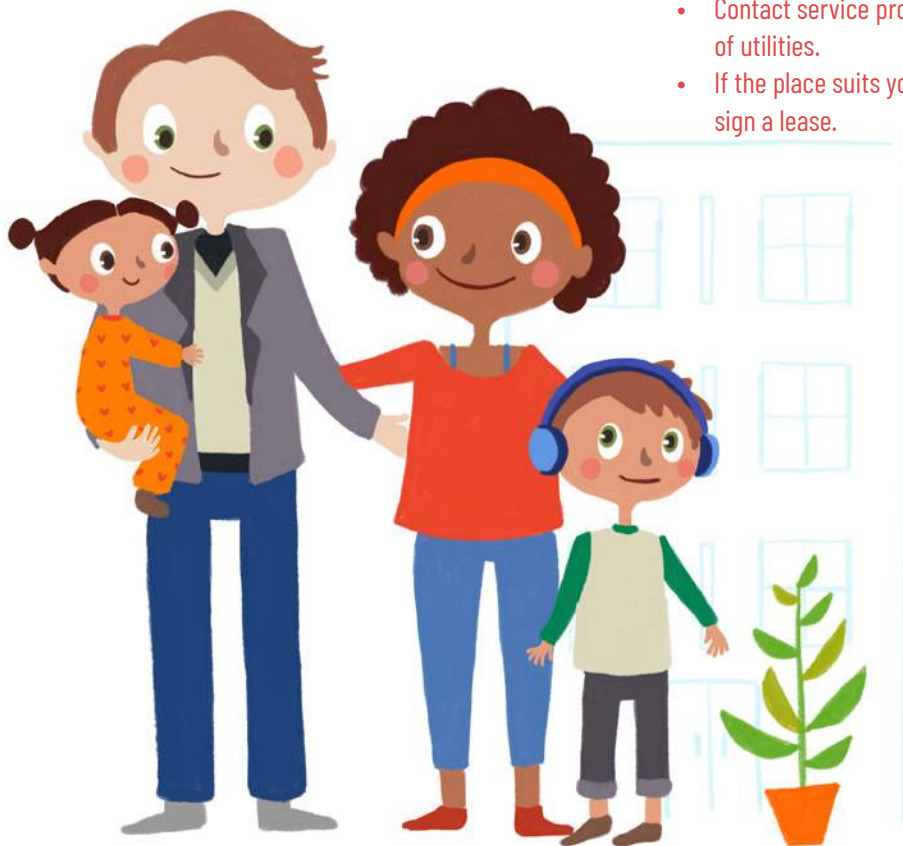
Here is some useful information to help you find housing that suits your needs.

HOW TO FIND HOUSING

- Search the city's streets and look for "À louer" or "For Rent" signs.
- Read billboards at the entrance of businesses and organizations.
- Consult classified ads in newspapers and on websites (Kijiji, LesPacs, etc.).

When you find a place you like...

- Contact the landlord.
- Ask any questions you may have.
- Make an appointment for a visit (this does not commit you in any way).
- Contact service providers to inquire about the cost of utilities.
- If the place suits your needs, you are ready to sign a lease.



A LEASE IS A RENTAL CONTRACT

A lease is a rental contract between the lessee (you) and the lessor (landlord). In exchange for payment of the first month's rent, the landlord commits to letting you occupy the dwelling.

Before you sign a lease, make sure that:

- You understand all the terms and conditions of the lease.
- Everything you have agreed upon is written in the lease.

If you wish to leave the dwelling at the end of the lease's term, you must send a notice to this effect to the lessor within the required deadline. Should you fail to do so, your lease will be renewed automatically.

Your landlord wants to raise the rent? This information must be sent to you in written form when renewing the lease. You may accept the raise, or deny it and still renew the lease. However, inquire about the possible consequences before making your decision.

Feel free to consult the Service d'aide aux Néo-Canadiens, free of charge. Their staff will answer your questions and, if necessary, help you find housing. Interpreters may be available.

Information:

sanc-sherbrooke.ca
819-566-5373

THE PROPERTY OWNER...

MAY ASK YOU FOR THE FOLLOWING INFORMATION:

- First and last name
- Current address
- With your consent: personal information (e.g. contact information for your former property owners) to inquire about payment history

MAY NOT ASK YOU FOR THE FOLLOWING INFORMATION:

- Social Insurance Number (SIN)
- Driver's licence number
- Health insurance number
- A deposit
- Paying several months' rent in advance

THE RIGHT TO ACCESS HOUSING WITHOUT DISCRIMINATION

You have the right to inhabit a dwelling regardless of your ethnic or national origin, skin colour, gender, pregnancy, sexual orientation, civil status, age, religion, political convictions, language, social conditions, disability or the use of any means to compensate for a disability.

Source: Régie du logement du Québec

Information:

Régie du logement du Québec
www.rdl.gouv.qc.ca / 1 800-683-2245

Association des locataires de Sherbrooke
assolocs.sitew.com / 819-791-1541

The Office municipal d'habitation de Sherbrooke (OMHS)

is a public body that provides social housing to low-income households. Tenants pay a base rent equivalent to 25% of the household income.

The following criteria must be met to access these services:

- Permanent residency or Canadian citizenship
- Total household income below the admissible threshold
- Having lived in Sherbrooke at least 12 months in the past 24 months

Please note that there is a waiting list.

Information:

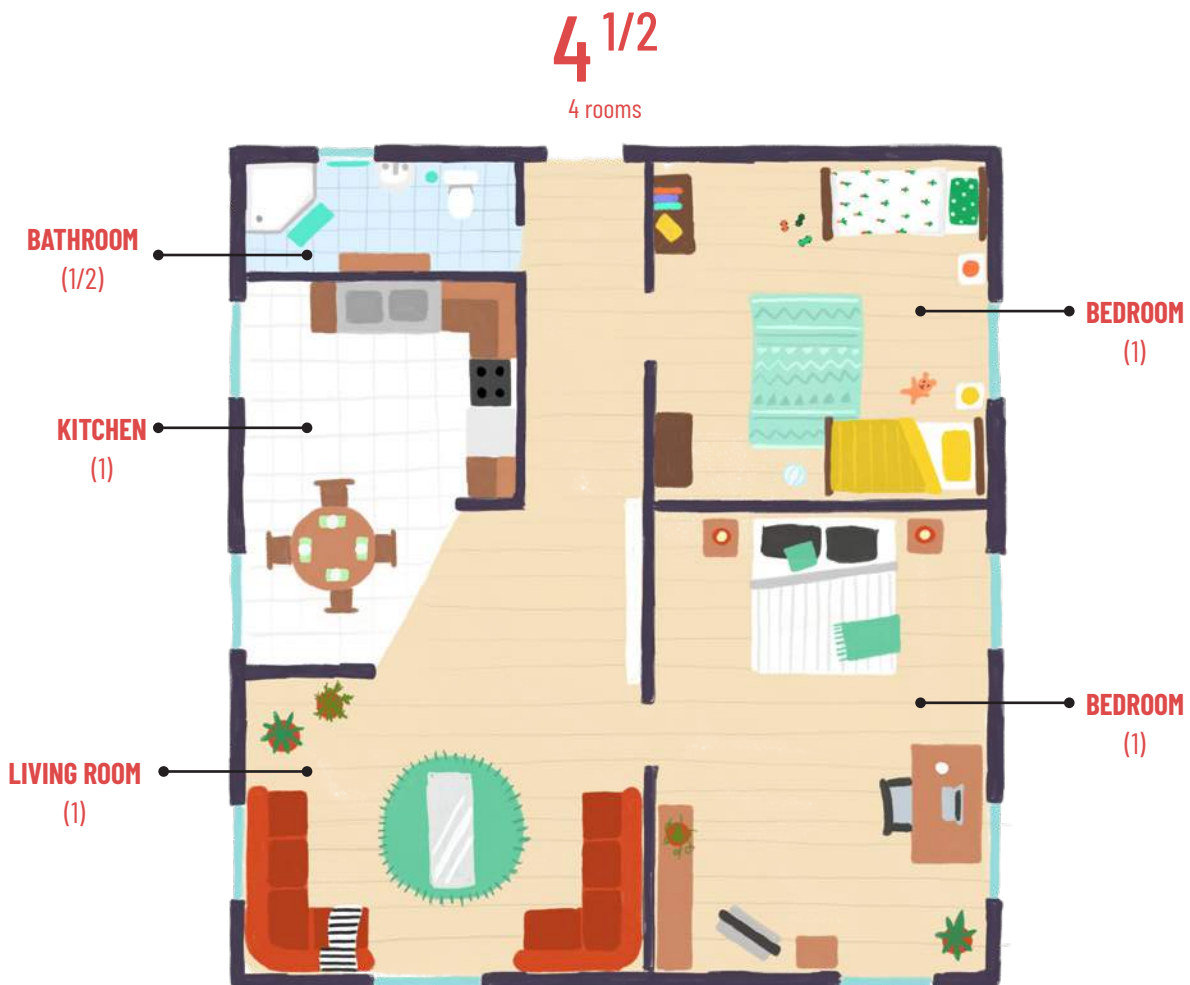
omhsherbrooke.qc.ca / 819-566-7868

WHAT DETERMINES THE COST OF RENT?

- Number of rooms
- Location of the dwelling
- Proximity to amenities (transportation, schools, etc.)
- Furnished, semi-furnished, or unfurnished dwelling
- Utilities (heating, electricity) included or not

AVERAGE COST OF HOUSING IN SHERBROOKE:

- Studio (1½ or 2½): \$430
- 1 bedroom (3½): \$507
- 2 bedrooms (4½): \$617
- 3 bedrooms (5½): \$630



FURNISHED

All furniture is provided and included in the price.

SEMI-FURNISHED

A stove and fridge are provided and included in the price (sometimes a washer and dryer are also included).

UNFURNISHED

No furniture is provided with the dwelling.



USEFUL VOCABULARY RELATED TO RENTING

A/C

Air conditioning

BR OR BDRM

Bedroom

HEATED AND LIGHTED, H/L

Heating and electricity costs included in the price.

WASHER-DRYER HOOKUP

The dwelling has the necessary space and connections to install your appliances (washer and dryer).

NS OR NON-SMOKER

Smoking is prohibited in this dwelling.

NH/NL OR NOT HEATED / NOT LIGHTED

Heating and electricity costs are not included in the price; these expenses are in addition to the cost of rent.

SQ. FT.

Square footage (1 m = 3.3 ft.)

PARK.

Parking space included in the rent.



NEIGHBOURLINESS

In an urban setting, especially in apartment buildings, people live close to each other. To maintain friendly relations within the neighbourhood, it is important to respect your neighbours' tranquility.

For instance:

- Refrain from making disturbing noises, shouting, playing loud music, hitting walls, creating noise with tools, thumping the floor, holding large gatherings, etc.
- Do not let children run or play in the building's corridors.
- Use the kitchen's range hood to limit smells when cooking.
- Do not leave your personal belongings in common areas.
- Take out your garbage, recycling, and compost only on pick-up days.
- Remove your shoes (especially high heels) inside your apartment to prevent the sound of your footsteps from resonating into walls and ceilings.
- Observe any rules specific to your building.

Is the behaviour of one of your neighbours bothersome?

If so, don't wait for the situation to escalate. Begin by raising the issue with your neighbour in a calm and polite manner: you most likely will find some common ground.

Do you foresee making noise?

Let your neighbours know ahead of time.

Something unexpected arose and you realize that your neighbours may have been inconvenienced?

Don't hesitate to go over and apologize, or to at least explain what happened.

Direct communication with your neighbours has not produced the expected results?

Contact the Sherbrooke police department.

819-821-5555

police@ville.sherbrooke.qc.ca

You may also contact the alternative justice organization Équijustice, which provides citizen mediation services.

equijustice.ca

819-565-2559





FURNISHING YOUR DWELLING

Many social economy businesses and second-hand retail stores offer furniture, appliances, and other home furnishings at a low price. Some of them even provide delivery services.

You can also purchase new furniture and accessories in department stores, shopping malls, hardware stores, local businesses, or online (e.g. Kijiji or LesPacs).

Every year, Sherbrooke residents have the opportunity to hold garage sales in different neighbourhoods in the months of May and June. On these occasions, residents set up tables outside their homes to sell items they do not use anymore. This is the perfect time to buy what you need at a bargain price.

sherbrooke.ca/ventesdebarras

If you purchase second-hand goods, make sure they are in good condition, and free of insects (e.g. bedbugs) and mould.



ELECTRICITY

In Sherbrooke, most dwellings use electricity as their main energy source (heating, hot water, powering electrical appliances). Once you have found a dwelling, you must contact Hydro-Sherbrooke to open an account or to change your address.

The cost of electricity is lower than in many other countries around the world, and varies according to the size of your dwelling and your electricity consumption.

If you follow these rules when you set the temperature, you will feel comfortable and save money at the same time:

In the daytime, when you are absent,
set the thermostat to **17°C**;

In the daytime and evenings, when you are home,
set it to **20°C**

Always set it to **17°C** at night.

Information:

sherbrooke.ca/sous-site/hydro-sherbrooke
819-821-5622

The *Éconologis* program is intended for low-income households. It provides free individualized advice and even does minor work to improve the comfort of your home and help you better manage your energy use.

econologis.ca
819-563-1585



RESIDENTIAL PHONE, TELEVISION, AND INTERNET

Many companies offer residential phone, television, and Internet connection services.

By purchasing a good quality indoor digital antenna, you can watch Québec's five free television channels.

If you wish to subscribe to additional television channels, call a cable provider.

If you plan on watching online video content (Netflix, YouTube), consider getting an unlimited Internet plan.

Generally speaking, prices are lower when you sign up for a package deal. Feel free to compare prices, and keep an eye out for promotions.



MOBILE PHONES (CELL PHONES)

The cost of mobile Internet access and phones is higher in Canada than in many countries. Sometimes, it can be a good idea to buy a second-hand device (used cell phone) and then shop around for a plan.

Determine your needs so you can find a plan that fits your budget. Caution: Exceeding the limits of your plan may incur high additional costs.

Useful resources:

Cell phones and Internet comparison chart

<https://www.protegezvous.planhub.ca/en/home-internet>

Canadian Radio-television and
Telecommunications Commission
crtc.gc.ca



DRINKING WATER

Sherbrooke's tap water is perfectly safe for human consumption. The water is treated by the Ville de Sherbrooke's water supply system. However, water should not be wasted. Make sure you do not let water run unnecessarily and that all faucets are tightly shut off. This is the shared responsibility of all Sherbrooke residents.



HOME INSURANCE

Get a home insurance plan. This type of insurance is offered at a reasonable price to replace your lost belongings and pay for your expenses should you need to be relocated following a major disaster. Without this insurance, you could lose everything.

It automatically includes liability insurance to cover the cost of damage for which you or your child may be responsible (e.g. washing machine overflow that causes damage to the housing unit located under yours).

There is no positive side to getting insurance higher than the value of your belongings. You will be compensated only for losses you can prove. Beware: Filing a false claim may be grounds for your insurer to refuse coverage.

Information:

infoassurance.ca

Useful resource:

The Association coopérative d'économie familiale (ACEF) can provide you with information about consumer legislation (guarantees, recourses, etc.) and help you avoid making mistakes. It can also help you negotiate payment terms, among other things. Feel free to use their services or visit their website.

acefestrie.ca

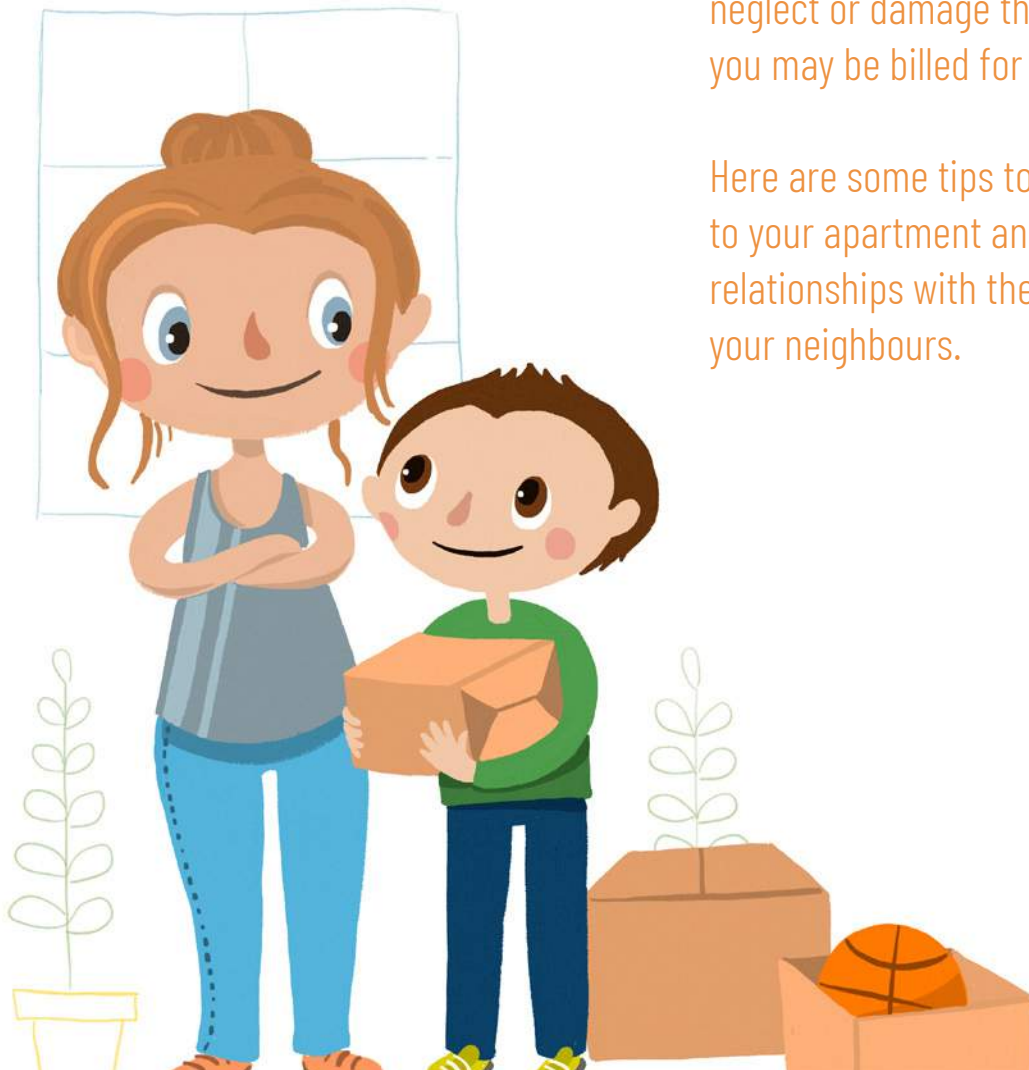
acefestrie.ca/outils



HOUSEHOLD MAINTENANCE

When you take possession of your apartment, it should be clean and in good condition. As long as you are the apartment's tenant, it is your responsibility to maintain it as such. If work is required because you neglect or damage the apartment, you may be billed for it.

Here are some tips to properly tend to your apartment and maintain good relationships with the landlord and your neighbours.



MOISTURE AND FOUL SMELLS

If there is too much moisture in your apartment, it may cause damage to the apartment and furniture, including mould growth, window condensation, and foul smells. Here are some tips to avoid unpleasant consequences:

- When you take a bath or shower, close the bathroom door and turn on the fan to expel moisture from the apartment. If there is no fan, open the window.
- Use the drying machine to dry your clothes instead of hanging them in the apartment.
- Turn on the range hood above the stove when you are cooking meals.
- Open the windows to let in fresh air as needed.
- Leave clearance between heating units (electric baseboards, radiators, etc.) and furniture and other objects to enable heat to propagate effectively.
- Slightly move the furniture away from exterior walls to ensure good air circulation. This prevents mould growth.
- During the day, open the curtains and blinds to let in some fresh air.



CLOGGED PIPES

- To prevent plumbing pipes from clogging, don't flush objects (diapers, sanitary pads, etc.) down the toilet.
- If the toilet is clogged, you can use a plunger (sold in hardware stores). Place the plunger at the bottom of the toilet bowl and pump with the handle to unclog the pipes, then flush again.
- To prevent clogged pipes:
 - Once a month, mix a half-cup (125 ml) of vinegar with a tablespoon of baking soda, and then pour this mixture in the sink, bath, and shower drains.
- Countertops:
 - Use a wood or plastic board to cut food: don't cut it directly on the counter.
 - Place hot pots on an insulating surface (wood board or other insulating material) to avoid burning countertops or floors.

WASHING FLOORS

In many apartments, floors are made of vinyl or wood. To wash them without causing damage:

- Sweep or vacuum the floor often and pick up dry dirt.
- If you spill liquid on the floor, wipe it off quickly.
- Clean the floor with cold water and soft soap designed for floors (do not use dish soap).
- Do not pour water directly on the floor. Use a mop, or a well-wrung wet cloth, and rinse it often.
- Remove the excess water and ensure that the floor dries properly.
- **A few precautions:**
 - Place a mat at the entrance of the apartment to reduce the amount of dust, sand, or snow coming in from outside.
 - Avoid wearing shoes inside, especially high heels, as they can damage the floors.
 - Place protective felt pads under table and chair legs.



BE MINDFUL OF BED BUGS!

A bed bug is an oval, brown insect measuring between 5 mm and 8 mm. It does not have wings and cannot fly or jump.

Second-hand furniture, especially mattresses, couches, and other upholstered furniture may harbour bed bugs. They must be thoroughly inspected and cleaned before they enter your apartment.

Objects found outside or in the trash should also be avoided, as they might be infested.

How to detect these bugs?

Bed bugs feed on human blood. Itching and bite marks on the skin are signs of bed bugs in your apartment, as well as the presence of black spots on sheets and pillows. If you think you are infested by bed bugs, quickly contact extermination services and notify your landlord to prevent the infestation from spreading to other apartments.

Source: OMHQ

INSECTS AND VERMIN

The presence of insects, mice, or rats in your apartment must be taken seriously, as their multiplication may render your apartment unsanitary and cause health problems to your family and neighbours. To stop them from multiplying, act quickly.

- Notify your landlord as soon as you notice the presence of insects or vermin.
- Inspect and clean the pantry and cupboards regularly.
- Quickly clean any food spills, especially on carpets and furniture.
- Place trash in containers with a closed lid.
- Ensure that the pipes under the sinks are not leaking.



WASTE

Resource conservation and environmental protection are high priorities in Sherbrooke. To play your part, sort your waste materials. Many materials and objects are recyclable and can be reused.

In Sherbrooke, three roll-out bins are used to sort residual waste: **Green (or blue) bins, brown bins, and black bins.**

Waste collection days vary from one neighbourhood to the next. To find out about the various collection days in your neighbourhood, consult the interactive map provided by the Ville de Sherbrooke available on its website at sherbrooke.ca/collections.

The annual collection calendar is available at sherbrooke.ca/collections and at your borough office.



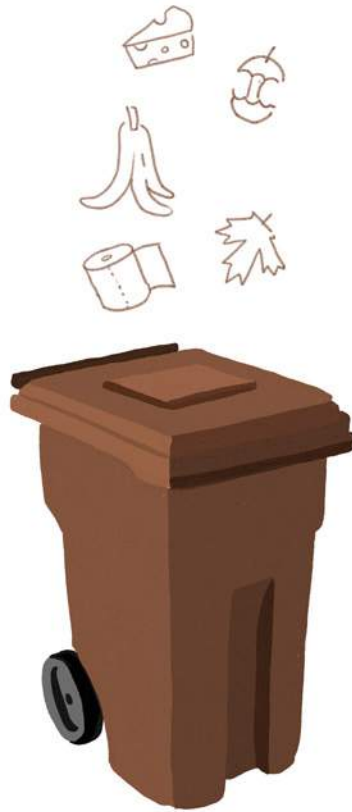
ARE YOU WONDERING WHICH BIN TO USE FOR YOUR WASTE MATERIALS?

Try the sorting tool provided by the Ville at sherbrooke.ca/outildetri (French only).



RECYCLING GREEN (OR BLUE) BIN

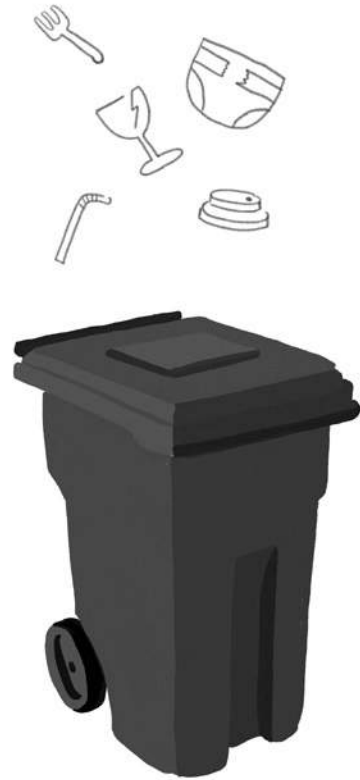
Only the following recyclable materials can be put in this bin: Containers (plastic, glass, metal) as well as packaging and print material (bags and plastic wrap, cardboard, and paper). These materials must not be placed in the garbage.



COMPOST BROWN BIN

In Sherbrooke, organic materials (leftover food [anything edible], hand towels, tissues, dead leaves, etc.) must be placed in the brown roll-out bin. It is recommended to place a small container in a practical location in the kitchen and to use it to transfer food waste to the outdoor brown bin.

For tips to counteract foul odours and fruit flies, visit sherbrooke.ca/environnement (French only).



GARBAGE BLACK BIN

Garbage (anything not recyclable or compostable) must go in the black bin.

ECOCENTRES

Some waste materials are prohibited from being put in roll-out bins and must be brought to one of Sherbrooke's two ecocentres. This service is free, but you must provide proof of residency with an address. The following materials must be taken to ecocentres: Hazardous household waste (HHW), mattresses and bedsprings, appliances, wood furniture, and renovation, construction, or demolition waste.

HAZARDOUS HOUSEHOLD WASTE (HHW)



HHW is any substance that is dangerous for the environment. This includes all electronics (cell phones, computers, etc.), batteries, light bulbs and fluorescent tubes, paint, and aerosols. They must not be thrown into the garbage or flushed down the toilet. You can dispose of them at an ecocentre.

OTHER COLLECTION POINTS FOR CELL PHONES AND BATTERIES



Cell phones and batteries must not be disposed of in the garbage. These items contain metals that contaminate the ground at landfill sites and are harmful to the environment.

To dispose of them:

- Bring them to an ecocentre.
- Place them in a collection bin. These are located in all of the city's borough offices and libraries, among other places.

SPECIAL COLLECTIONS

In addition to the regular collections for recyclable, organic, and garbage waste, the Ville de Sherbrooke provides a variety of special collections:

- Cardboard
- Dead leaves
- Large-item garbage
- Christmas trees

Collection dates vary depending on the material you wish to dispose of. Consult the collection calendar at sherbrooke.ca/collections.



USEFUL RESOURCES

For all information concerning the schedule for door-to-door collections, special collections, sorting waste, ecocentres, and municipal performances:

sherbrooke.ca/collections

Feel free to use our sorting tool to know which bin to use to throw away certain materials or where to take them if they don't go in the bins.

outildetri.ville.sherbrooke.qc.ca

From May to August, the Ville de Sherbrooke's green patrol can answer your questions regarding acceptable materials for your bins and on the responsible use of drinking water. It can even provide, upon request, workshops for immigrant clientele learning French.

819-823-8000, ext. 6374

patrouilleverte@ville.sherbrooke.qc.ca

FIRE PREVENTION

The mission of the fire department is to protect the public by preventing and extinguishing fires. Firefighters also respond to incidents involving hazardous materials or floods. They have the responsibility of extricating victims trapped in vehicles following an accident and performing rescues in elevated areas and on water.

There are seven fire stations and one unmanned station within Sherbrooke's territory. They enable quick interventions in every sector of the city.

By taking simple precautions, you can prevent a fire from breaking out in your home.

If a fire breaks out in your apartment or house, get out immediately and call 911 to reach emergency services.

911 is a free service.



SMOKE ALARMS

Should there be a fire in your home, the fire alarm must be activated in time to enable your family and neighbours to get out quickly, before the smoke spreads. Smoke alarms save lives, especially when fires break out at night while everyone is sleeping.

- There must be at least one operating smoke alarm per floor in your dwelling or house. It is the property owner's responsibility to provide you with them, and it is your responsibility to provide the batteries, as required.
- An alarm must never be removed, disconnected, nor painted over
- You are responsible for maintaining and checking the operational status of all smoke alarms installed in your home.

- If you have battery-powered smoke alarms, batteries must be changed twice a year, on the same date that the time changes. Never use rechargeable batteries.
- To check if your device is operational, press the test button located on the casing for a few seconds. An audible signal should immediately be heard.
- If the alarm is more than 10 years old, damaged, or fails to beep even after changing batteries, the owner/landlord of the residence must change it.



COOKING FOOD

Cooking food may cause burns and fires. Here are a few precautions to prevent accidents.

Cooking fires

• **Always keep an eye on food when cooking.**



Always use cookware with a diameter that is larger than or equal to that of the heating element.



Turn pot handles toward the centre of the stove to prevent children from reaching them.



Wear clothes with tight sleeves when you cook. Loose sleeves may catch fire if they come into contact with a heating element.



- Make sure that the oven and stove are off when you are done cooking and don't leave anything on the stove.



Always keep a large lid nearby to smother emerging flames if a fire breaks out.



Never move a recipient whose content is in flames. Doing so might spread the fire and cause serious burns.

COOKING IN OIL: BE CAREFUL!

Never use any type of pot to heat oil for deep frying. Use a deep fryer equipped with a thermostat.

COOKING SURFACES

Once off, the stove's heating elements remain hot for a while. Be careful not to burn yourself and keep children at a distance at all times.

BARBECUE GRILLS (BBQS)

- BBQ grills are designed to be used outdoors. Never use a BBQ grill inside a house or an apartment.
- Make sure that using a BBQ grill is authorized by the apartment's landlord.
- Your grill must be certified, clean, and in good working condition.
- Never leave a lit BBQ grill unattended.
- Ensure it is properly turned off after each use.

HEATING APPLIANCES

Furniture, blankets, and curtains must not be in contact with electric baseboards. Leave at least 15 cm of clearance to prevent fires.

CARBON MONOXIDE ALARM

If your residence has a permanent source of carbon monoxide (e.g. combustion heater), obtain an alarm with a digital display for carbon monoxide concentration. This emits an alarm signal before the gas poses any significant risk to health and people experience symptoms of intoxication.

PORTABLE ELECTRIC HEATERS

Portable electric heaters, also known as portable space heaters, are the safest household backup heating devices. They provide additional heat when the situation requires it (when the weather is very cold, for example).

These devices are designed for temporary use only. Do not leave them running all the time as this would increase fire hazards. Always turn off the device when you leave the house and do not use it with an extension cord. As with any heating appliance, no object should be left on top of the device or near it.

POWER OUTLETS

- Never overload power outlets. Instead, use a power bar equipped with a circuit breaker.
- Unplug electrical devices when you are not using them.
- Replace electrical devices showing signs of defects: light with uneven intensity, unusual noise, etc. These defects may cause a short circuit, then a fire. If you insist on keeping them, unplug them when you leave the room.
- Do not use extension cords continuously.
- Do not run electric cables under carpets.

HOME INSURANCE

Get a home insurance plan. When any major fire occurs, the Red Cross will provide disaster relief for fire victims, but only for three days.

Home insurance is offered at a low price to replace your lost belongings and pay for your expenses should you need to be relocated. Without this insurance, you could lose everything. It automatically includes liability insurance to cover the cost of damages for which you or your child may be responsible (e.g. accidental fire).

Getting insurance higher than the value of your belongings is of no benefit. You will be compensated only for the losses you can prove. Beware: Filing a false claim may be grounds for your insurer to deny any coverage.

Useful resources:

infoassurance.ca
acefestrie.ca/outils

Information:

sherbrooke.ca/services-municipaux/service-de-protection-contre-les-incendies

FOOD

In Sherbrooke, you can get food in different places, based on your needs and budget.



LOCAL GROCERY STORES AND SUPERMARKETS

These stores offer a wide variety of products in every price range: Fruits and vegetables, meat, fish, bread, cheese, eggs, milk, juice, canned goods, frozen food, baby food, etc. They also sell cleaning products, toilet paper, beer, wine, and pet food.

Supermarkets generally offer a greater variety of products in value packs.

Grocery stores and supermarkets are often open from early in the morning (around 8 a.m.) until late at night (10 or 11 p.m.). Business hours may vary depending on the day of the week. Certain grocery stores offer home-delivery service.

Sherbrooke has several food stores offering products from other countries. A web search to find international and specialty grocery stores will enable you to locate them.

CONVENIENCE STORES

Convenience stores are small local businesses, sometimes open all night. They sell fewer products than grocery stores, and prices are often higher. As their name indicates, they are "convenient" if you run out of a given product before your next trip to the grocery store. They sell basic products (milk, juice, bread, coffee, etc.), as well as chips, chocolate, soft drinks, and beer. Gas stations often serve as a convenience store as well.

DISCOUNTS

Supermarkets and department stores offer discounts each week on certain products. By planning your meals around these discounts, it is possible to save a significant amount of money.

BUYING GROUPS

Certain community organizations have created buying groups. By buying a larger amount of food directly from suppliers, each member of the group benefits from better prices. Food is then distributed among the people participating in the buying group, based on the amount initially requested. Your borough office can help you find a buying group.

Useful resources:

accorderie.ca/sherbrooke/groupe-dachat
nousrire.com

FOOD BANKS AND FAMILY SUPPORT SERVICES

If you are having difficulty buying food because of financial difficulties, you may get free food in a food bank. Several types of food items are offered: non-perishables (canned goods, rice, beans, etc.) and fresh (milk, eggs, fruits and vegetables, meat, etc.). The amount given depends on the size of your family and available quantities. You may also benefit from an organization serving meals to low-income families.

Useful resources:

rockguertin.com
lagrandetable.com
moissonestrie.com



COLLECTIVE KITCHENS

Collective kitchens gather people together to prepare low-cost, healthy, and tasty dishes. Recipes are selected as a group, as well as the number of portions and budget to be respected. After purchasing the ingredients, the group members come together again to cook the meals, which will then be divided up and brought back home.

Collective kitchens also provide an opportunity to:

- Get out of the house, meet people, and build friendships.
- Develop a support network.
- Share knowledge and learn new things.
- Find out more about food available in Québec.
- Save money.

Cuisine collective le Blé d'Or de Sherbrooke

lebledor.org

819-820-1231

COMMUNITY AND COLLECTIVE GARDENS

If you want to cultivate a garden but do not have enough space, you may rent a plot in a community garden. Each person grows what they want in their own space.

You may also opt for collective gardens in which several people cultivate the same plot. Group members choose together what to grow, contribute to gardening work, and share the harvest. It is an enjoyable activity and a good way to integrate into a new community.

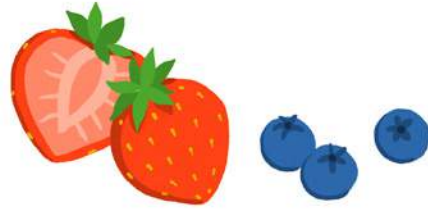
Information:

sherbrooke.ca/sous-site/environnement/habitation-et-famille/jardins-communautaires



SEASONAL FOOD ITEMS

Some food items grown in Québec are much more affordable during harvest season than in the rest of the year. For example, it is better to buy strawberries between the months of June and October, as they come from Québec in that period. The rest of the year, they are imported, more expensive, and not as tasty.



GOOD TO KNOW

In Québec, the minimum age to buy alcohol and tobacco products is 18 years old. You may be asked to show a photo ID to confirm your age. Alcohol sales are permitted from 8 a.m. to 11 p.m. every day of the week.

Canada's Food Guide makes recommendations to guide food choices to promote the nutritional health of Canadians.

food-guide.canada.ca/en/



SAFETY

The mission of the Sherbrooke police department (SPS) is to provide the public with a safe environment that contributes to the quality of life. Don't hesitate to call upon police officers; they are there to help you.



THEIR WORK CONSISTS IN:

- Keeping the peace;
- Protecting lives and property;
- Enforcing laws and regulations;
- Preventing and tackling crime;
- Helping the public.

How to recognize a police officer from the Ville de Sherbrooke?

- Their uniform has a shield bearing the Ville's coat of arms.
- Their uniform is black and dark blue, and their pants have a golden line down the side.
- Police chiefs wear a white shirt.
- Most of the time, investigators do not wear uniforms and are dressed in plain clothes.

SHERBROOKE POLICE OFFICERS, PRESENT THROUGHOUT THE CITY

It is normal to come across police officers on the street, in public places, during events, etc. You may see them in a car or on a motorcycle, on foot, or even on a bicycle. Their presence does not mean that there is a danger. Instead, they are there to keep the peace and control traffic.

Part of their job is also to promote safety in schools and with seniors. Their interventions focus on safety in general, responsible driving, bullying, drugs, cyber crime, etc. The objective is to prevent crime and ensure public safety in Sherbrooke.

Police officers must respect the same laws as you. If you believe you have been the victim of an injustice on their part, you may contact:

- a police station;
- a Contrôle routier Québec office;
- a Société de l'assurance automobile du Québec (SAAQ) office.

You may also file a complaint online:
deontologie-policiere.gouv.qc.ca

REPORTING A SITUATION

Call **819-821-5555** to reach the police station if a non-urgent, but criminal situation concerns you or is disturbing the peace in your neighbourhood.

For instance:

- If there is vandalism in your sector and you would feel safer if there was increased police supervision.
- In your neighbourhood, a person has the habit of driving under the influence, and this worries you.
- There is a lot of in-and-out traffic in your building at night.
- You have found a needle in a park near your house.
- You think you may have witnessed a theft.
- You fear that your child is a victim of taxing (they are being robbed) at school.

To find out more about the Sherbrooke police department, visit sherbrooke.ca/police

In Québec, the organization **Échec au crime** enables the public to anonymously report crimes, by phone or online.

echecaucrime.com
1-800-711-1800



MUNICIPAL BY-LAWS

The police department may intervene when a person is not respecting municipal by-laws.

For example, it is prohibited to:

- urinate in a public space;
- drink alcohol in a public space;
- be under the influence of drugs or alcohol in a public space;
- beg or solicit money on the street.

Depending on the situation, a warning may be given or a ticket issued with a fine to be paid.

IDENTIFICATION PAPERS

In Canada, there is no requirement to have identification papers on you at all times, unless you are driving a vehicle (driver's licence).

However, in case of violation or if a police officer asks you, you must identify yourself by giving your name and address. You do not have to give your birth date if you don't want to.

In Canada, **it is criminal to try to bribe a person representing the state** to avoid, for example, being issued a ticket or being arrested. Similarly, such a person will never ask you for money, as it is a criminal act for them too.



SECURITY AGENCIES

- If you see a vehicle with “Security” written on it, it is not from the Ville’s police department, but from a private security agency.
- Security officers are often found on CEGEP and university campuses, in stores, etc.
- They are hired for ensuring surveillance of the premises and introducing prevention measures. They can help you and request the intervention of police services as needed.



POLICE STATION

The Sherbrooke police station is open day and night for emergencies. However, the opening hours for the various departments or to obtain information are **7:30 a.m. to 7:30 p.m.**

The station is located at **575 Maurice-Houle, in the Des Nations borough.**

You may contact the police station to:

- Lodge a complaint for an infraction.
- Convey information.
- Obtain a police records check.
- Ask a question.

To contact the police station: 819-821-5555



MORE INFORMATION ABOUT 911

The **911** emergency call centre is the phone number to call in case of emergency.

When to call 911?



You must call 911 in these cases:

- When there is an emergency (fight, robbery, accident).
- When you are a victim of a crime (burglary, fraud, assault).
- When a life is in danger (armed or sick person).
- When you want to report a fire.
- When you feel that a quick intervention from emergency services is required (police or ambulance).

When in doubt, call **911** and they will be able to guide you.

WHAT INFORMATION SHOULD BE GIVEN?

Based on the situation, the call dispatcher at **911** will ask you a few basic questions to be able to help you.

- You must indicate as accurately as possible where emergency services are required by providing the address, city name, and name of the closest intersection or public landmark.
- You must provide your phone number and area code.
- You must describe the situation:
 - What is going on?
 - When did it happen?
 - Who are the people involved?
 - Are there weapons?

It is important to answer all the questions asked to adequately inform emergency services while they are being dispatched.

PREPARING TO FACE DISASTERS

Sherbrooke is a peaceful and pleasant city, but unfortunately, it is not immune to disasters, such as flooding, severe wind, or shortage of drinking water.

Good preparation for such situations can make a world of difference in terms of your safety and that of your loved ones. A few simple actions can greatly improve your ability to handle disasters:

- Sign up to the **My Sherbrooke app** to receive text (SMS) or e-mail notifications.
- Prepare your family emergency plan.
- Get an emergency kit.

Information:

sherbrooke.qc.ca/en/municipal-services/fire-and-rescue-service/prevention/civil-protection



RECEIVING CARE

In Québec, health and social services are under the responsibility of the Government of Québec. Therefore, they are public, free, and available to all, without discrimination. From age 14, a person may receive health care without the supervision of their parents.



HEALTH INSURANCE CARD

The health insurance card is free.

By presenting it, you get free access to various health care services:

- Medical care covered by the public health insurance plan;
- Basic hospital services;
- Some dental treatments before the age of 10;
- Some eye treatments before the age of 18 and from the age of 65.



REQUEST YOUR CARD AS SOON AS POSSIBLE

When you arrive in Québec, you must wait three months before being covered by health insurance.

INFO-SANTÉ 811 SERVICE

Info-Santé 811 is a free and confidential phone consultation service available day and night, year-round.

Calling Info-Santé 811 often prevents unnecessary visits to the clinic or emergency room.

You will talk to a nurse who will listen to you and ask you questions about your situation to properly understand your needs. The nurse will give you advice and, if necessary, refer you to the appropriate service in the health care network.

However, in case of a serious problem or urgent need, don't hesitate to call **911** or to go to the emergency room.

FAMILY PHYSICIAN

Family physicians are assigned a certain number of patients to whom they provide care. You schedule an appointment as needed, for a consultation concerning your health problems. Usually, a group of family physicians work together in a medical clinic.

To be assigned a family physician, you must register by phone or online. Please note there may be a long waiting list.

santeestrie.qc.ca / 819-780-2220 ext. 40804
gamf.gouv.qc.ca

WALK-IN CLINICS

If you need to consult a physician quickly, but your health issue is not an emergency, you may be able to consult a physician at a medical clinic that take walk-ins.

The wait time depends on the number of people who are seeking medical consultation on that day. The conditions to access a consultation differ depending on the clinic, but it is often better to call early in the morning or show up as soon as the clinic opens.

HOSPITAL

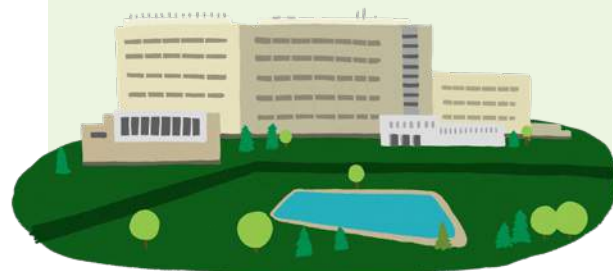
The Sherbrooke hospital has two sites, i.e. the Fleurimont hospital and Sherbrooke Hôtel-Dieu, open day and night, year-round. They each have emergency departments. This is where you need to go if your condition is serious and you require immediate care.

Upon your arrival at the **emergency**, go to the reception. Your file will be created and a nurse will assess your condition.

The wait time will vary depending on the number of patients and the seriousness of cases.

For a minor or non-urgent problem, other medical consultation locations are usually faster.

Your health record is confidential. This means that except for the professionals who treat you, no one can consult your record without your authorization.



CENTRES LOCAUX DE SERVICES COMMUNAUTAIRES (CLSC)

CLSCs are public institutions that offer health care services (walk-in medical consultations, standard nursing care, vaccination, blood samples, etc.), but also prenatal classes, newborn care, toddler vaccination, home care for seniors or people with a disability, etc.

There are three CLSCs in Sherbrooke. In addition to physicians and nursing staff, they offer various services including psychology, social work, nutrition, physiotherapy, etc.

REFUGEE CLINIC

This clinic is for people with a refugee status or asylum seekers settled in Sherbrooke.

The clinic is available upon referral only. Referrals must be made by the following refugee assistance organizations:

- Service d'aide aux Néo-Canadiens
- Association éducative transculturelle
- Other (e.g. small group sponsors)

Appointments at the Refugee Clinic begin with an assessment of your health condition and well-being in order to refer you to the appropriate place in the health care or community network, the renewal of prescriptions issued abroad, an evaluation of your immunization status, and vaccination based on the recommended Quebec Immunization Program.

Interpreters are available if required.

QUÉBEC POISON CONTROL CENTRE

In case of poisoning or intoxication, contact the Québec Poison Control Centre.

1-800-463-5060

This free hotline is available 24/7. You will be asked questions to evaluate the urgency of the situation and will receive instructions.

Here are examples of situations when it would be useful to call the Poison Control Centre :

- Your child has swallowed a cleaning product.
- You have made a mistake with medication.
- You have received a chemical on your skin or in your eyes.
- You are experiencing discomfort after having inhaled a chemical.

If the situation is critical, call **911** right away.



Other health care services

PREGNANCY

Pregnant women benefit from coverage from the RAMQ three weeks after they arrive.

Pregnancy tests sold in pharmacies can detect pregnancy. A medical consultation is then required to confirm the pregnancy and estimate the due date.

Pregnancy may be followed up in a medical clinic or by a midwife. Several exams are scheduled over the following months, to ensure everything goes smoothly.

You can give birth at a hospital or a birthing centre. The mother and child stay there for a while, then if everything is going well, they return home.

In Québec, the Québec Parental Insurance Plan (QPIP) is set up to pay benefits to all eligible workers taking maternity leave, paternity leave, parental leave, or adoption leave. The QPIP is an income replacement plan; to be eligible for benefits, the applicant must have earned an income.

rqap.gouv.qc.ca/en

PRENATAL CLASSES

A number of places offer prenatal classes to future parents. They help preparing for the various steps of pregnancy, delivery, and the first weeks with your newborn.

For more information, call
Info-Santé 811.

Information:
SOS Grossesse
sosgrossesseestrie.qc.ca
819-822-1181



Other health care services



PHARMACISTS

They are drug specialists. If you are prescribed a drug by your doctor, you must take the prescription to the pharmacy.

The pharmacist will give you the prescribed drug and explain how to take it safely.

It is better to always get your prescribed drugs at the same place. This enables the pharmacist to better advise you and ensure that there are no interactions between the various drugs you take. You may also ask them for advice on several minor health problems: colds, coughs, seasonal allergies, asthma, muscle aches, etc.

There are many pharmacies in Québec. In addition to drugs, most of them offer beauty, body care, or cleaning products, some food items, baby products, photo printing, etc.



DENTISTS

Dentists take care of dental health. Until the age of ten, children have access to several dental care services for free. After, dental services are paid.

Several private insurance plans, provided by employers, reimburse dental care services. It is generally recommended to have one dental exam per year.

If you require emergency dental care and live in a low-income household, you may contact the Centre intégré universitaire de santé et de services sociaux de l'Estrie (CIUSSS de l'Estrie - CHUS) and request information regarding the Bouche B project run by the Fondation de l'Ordre des dentistes du Québec.

CIUSSS de l'Estrie - CHUS general information:
819-780-2222



OPTOMETRISTS AND OPTICIANS

Optometrists are eye health specialists. They perform eye exams to check if you need eyeglasses or particular care.

Opticians make and sell eyeglasses and contact lenses.

Certain services are free for people aged under 18 or 65 and over. Further eye services must be paid for.

Several private insurance plans provided by employers reimburse eye exams and eyeglasses. There are several optometrist clinics in Sherbrooke.

It is also possible to buy discount eyeglasses at the community eyewear shop Mam'zelles Lunettes.

Information:

Mam'zelles Lunettes, affordable community eyewear shop

mamzelleslunettes.org

819-432-7762



PSYCHOLOGISTS

Psychologists take care of psychological health. You may consult a psychologist to help you bounce back from adversity, go through grief, adapt to a new living environment, manage stress, work out conflicts, etc. Services are not free, but several private insurance plans provided by employers reimburse them.

There are also psychologists in school to help children who need it. Their services are free.



VACCINATION

Vaccination is one of the best ways to protect yourself and your children from serious illness. In Québec, several vaccines are offered for free. To find out how to proceed and where to receive vaccines, call **Info-Santé 811**.

For more information on the Québec health system, visit:

Portail santé mieux-être du gouvernement du Québec sante.gouv.qc.ca

Portail du réseau de la santé et des services sociaux de la région de l'Estrie santeestrie.qc.ca

PERSONAL HYGIENE AND BODY CARE

Good hygiene is a sign of respect
for yourself and for others



DENTAL HYGIENE

To have good breath and maintain the health of your teeth:

- Brush your teeth at least twice a day after eating, using a toothbrush and toothpaste.
- Floss once a day to remove food fragments that a toothbrush cannot reach.
- Change toothbrushes every two months or as soon as they are damaged.



HAND HYGIENE

Washing your hands prevents infection transmission. You will be less prone to the risk of becoming sick or infecting others.

- Wash your hands regularly, especially after using a bathroom, blowing your nose, touching animals, handling food, etc.
- Use soap, scrub every part of your hands for 20 seconds, and rinse thoroughly.
- Clean your nails thoroughly and cut them to a reasonable length to make them easier to take care of.

1. Run your hands under the faucet.
2. Take soap.
3. Scrub for 20 seconds.
4. Scrub every part of your hands.
5. Rinse for 10 seconds.
6. Dry your hands.

PERSONAL HYGIENE

Heat and humidity promote the development of microbes, which cause unpleasant odours and even infections. To prevent this, you need to:

- Take a shower or bath regularly and wash your body with soap.
- Pay particular attention to washing your armpits, feet, and private parts.
- Apply antiperspirant to both armpits every day to control perspiration and foul odours.



HAIR HYGIENE

Dust and dead cells accumulate in your hair every day.
To remove them: :

- Wash your hair regularly with shampoo (soap for hair).
- Brush your hair with a comb or a hair brush.



CLOTHING MAINTENANCE

Clean clothing is associated with a neat appearance.
It is also a sign of good manners and respect. To keep your clothes clean:

- Wash your clothes regularly with a detergent.
- Wash your socks and underwear after each use.
- Be mindful of delicate clothing: Read the recommendations on the label (hand wash, dry flat, etc.).
- Let your clothes dry completely before storing them to prevent them from retaining a bad smell of moisture.
- Iron clothing that requires it before wearing them (shirts, trousers, etc.).





WHEN YOU ARE SICK

To avoid transmitting a disease to others:

- Wash your hands often with soap.
- Blow your nose with tissues. Then throw them in the trash and wash your hands.
- Stay at home if you are having a fever or vomiting.
- Cough or sneeze in the bend of your elbow rather than in your hands.

USEFUL RESOURCES

Portail santé mieux-être of the Government of Québec
sante.gouv.qc.ca/en/conseils-et-prevention

Credit: The content of this information booklet is derived from training materials produced by the Cégep de Sainte-Foy.

SPEAKING FRENCH

French is the first language of the vast majority of Sherbrooke's residents. Only Lennoxville has bilingual borough status.

Speaking French is essential to finding a job, integrating into the community, sending your children to school, using public transit, obtaining health care, enjoying recreational activities, and more.



LEARNING FRENCH IN THE CLASSROOM

As required, the Ministère de l'Immigration, de la Francisation et de l'Intégration (MIFI) offers several formats for learning oral and written French.

These courses are free of charge, and financial assistance to facilitate attendance is available (allowance for training, transportation, daycare, etc.).

Courses are given by public educational institutions and community organizations.

In Sherbrooke, these include:

- **Cégep de Sherbrooke**
819-564-6725
cegepsherbrooke.qc.ca/francisation
- **Carrefour accès loisirs**
819-821-1995
carrefouraccesloisirs.com
- **Centre Saint-Michel**
819-822-5520, ext. 16584
csrs.qc.ca/fr/education-aux-adultes/centre-saint-michel

LEARNING FRENCH ONLINE

If your level of French is intermediate or advanced, you can continue your learning online, at your own pace, with or without the assistance of a tutor, as you wish. To do so, you will have to have access to a computer connected to the Internet.

French self-training modules are also offered in the following professional fields:

- Health care, nursing;
- Engineering, applied sciences;
- Administration, law, and business.

immigration-quebec.gouv.qc.ca/en/french-language/learning-online/index.html

LEARNING FRENCH IN THE WORKPLACE

Employees who do not speak French are eligible for free French courses in their workplace. Companies wishing to offer this service to their employees should contact Emploi-Québec.



CHILDREN

In Québec, children may attend daycare and must go to school. Do not hesitate to sign up your children for a recreational activity: It's a great way of integrating into a community.



DAYCARE CENTRES

If you have children aged 0 to 5, you may need a daycare centre to take care of them during the day, while you are in training or at work. Fees depend on the type of daycare centre.

Types of daycare centres:

- **Early childhood centres (CPE)** are public daycare centres subsidized by the government. Children are grouped by age and benefit from an adapted educational program.
- There are also **licensed private daycare centres**. They may be subsidized or not.
- **Family daycare centres** care for children in private homes. There are fewer children and they spend their time together, regardless of age, as in a family. Such a service may be subsidized or not.

To find out the cost per day of a daycare space, you may use the calculation tool available on the Ministère des Finances' website.

Your daily daycare costs

budget.finances.gouv.qc.ca/budget/outils/garde_en.asp

FINDING A SPACE

Daycare spaces may be hard to find. For the best chances of success:

- Register with the sole gateway to daycare spaces through the site **La Place 0-5** laplace0-5.com
- Use the Ministère de la Famille's daycare locator and contact the daycare centres directly.
- Check classified ads, websites, and bulletin boards in stores or the offices of organizations.
- Visit the Facebook page "place disponible en garderie Sherbrooke."
- Chat with people around you; someone may have a recommendation.
- Follow up with the various daycare centres regularly to find out if a space has become available.

Information:

mfa.gouv.qc.ca/en



SCHOOL

In Québec, school is mandatory for children aged 6 to 16.

Since French is the official language, your children must go to a French school until they have completed high school.

The school year starts at the end of August or the beginning of September. It usually ends on June 24, Québec's national holiday. There are usually two weeks off for the holiday season (late December to early January) and a spring break in early March.

Boys and girls share the same classes and the education system is secular.



FINANCIAL ASSISTANCE FOR POST-SECONDARY STUDIES

A government financial assistance system specific to Québec is offered for post-secondary studies (CEGEP and university). It is a loan and scholarship program that complements the financial contribution of parents to the student's education. Each post-secondary institution has a person designated to provide information on this program.

afe.gouv.qc.ca/en

You may also save money for your children's post-secondary studies and benefit from a grant from the Canadian and Québec governments. This is known as a Registered Education Savings Plan (RESP). It is important to do your research before choosing an RESP provider, as the student's access to the funds is governed by rules that may be stringent.

Government of Canada

canada.ca/resp

Association coopérative d'économie familiale

neoconso.ca/epargne/reee

UNIVERSITY (AGE 18+)

Universities offer several levels of education: Certificate, specialized graduate diploma (DESS), bachelor's degree, master's degree, PhD, and postdoctoral studies. Duration varies based on the level and field of studies.



CEGEP (AGE 17+)

CEGEP lasts two years (pre-university training) or three years (technical training leading to the labour market). Students choose their program of studies based on their fields of interest.



HIGH SCHOOL (AGES 12 TO 17)

High school lasts five years. Classes take place Monday to Friday, five hours a day, and each subject is taught by a different person. For the first two years, core classes are the same for everyone. Students may then choose from among education pathways, based on their preferences and skills.



ELEMENTARY SCHOOL (AGES 6 TO 12)

Elementary school lasts six years. Classes take place Monday to Friday, five hours a day. Each class has a single teacher assigned to teach core subjects. Specialists teach music, physical education, English, etc. Every school has a daycare service to take care of your children before and after school hours, as well as during lunch.



KINDERGARTEN (AGE 5)

Kindergarten is also known as preschool education. It is not mandatory, but 98% of five-year-old children are enrolled. Kindergarten enables children to socialize, better use French, and prepare for elementary school. In certain neighbourhoods, schools also offer kindergarten for four-year-olds (or pre-K).



DAYCARE • CPES (AGES 0 TO 5)

The educational program in daycare centres fosters play, socialization, and the child's overall development, in addition to preparing them gradually for kindergarten.

In Sherbrooke, most elementary and high schools are part of the public school network and are managed by the **Commission scolaire de la Région-de-Sherbrooke (CSRS)**.

To enroll your child in public elementary or high school, you must apply directly to the school in your neighbourhood. They will tell you how to proceed and indicate the selection of schools or programs available to your child.

To locate your neighbourhood's public school, you may contact the CSRS or use the tool *Trouver votre école* (find your school) available on its website:

csrs.qc.ca.

There are also several private schools in Sherbrooke. Directly contact the school you are interested in to find out about costs and admission conditions.

SPRING BREAK ACTIVITIES

In preschool, elementary school, and high school, students are off during the first week of March: This is called spring break. A number of recreational organizations offer activities to entertain children.

DAY CAMPS

From late June to late August, schools are closed for summer holidays. The Ville de Sherbrooke's partnering recreational organizations organize day camps to entertain youth aged 5 to 14. Day camps are offered in every borough.

At day camp, children participate in fun activities adapted to their age and interests. They are supervised by trained counsellors to ensure their well-being and safety. On the program: Outdoor games, team sports, crafts, swimming, arts activities, etc.

Other organizations and businesses, such as sports clubs, also offer day camps.

You can find them by searching online.

sherbrooke.ca/campsdejour

REGISTRATION

Registration periods vary from one camp to another. **They usually begin in April.**



FINANCIAL ASSISTANCE

If you have a low family income, you may receive financial assistance to send your children to a day camp offered by the Ville's partnering organizations. Contact the organization offering the camp you are interested in as soon as possible to find out if you are eligible.

sherbrooke.ca/rabais



COLD LUNCH

At day camp, children often eat lunch outdoors together. They must bring a cold lunch, in other words, a meal that does not need to be warmed up: Sandwiches, salad, etc.

A few tips

- Use an insulated lunch box and add an ice pack inside it to keep food fresh.
- In addition to lunch, include two snacks. Children are very active at camp and need energy. Fruits, vegetables, and cheese are good choices.
- Don't forget to add a reusable juice container or water bottle for your child to fill up as needed.

Information:

sherbrooke.ca/citoyen/vie-sportive-et-recreative

CHILD SAFETY

In Québec, parents must provide their children with the safety and care required for their fulfilment. They are responsible for looking after their children.

For example, you should not:

- Leave a child aged under 10 home alone, unattended.
- Allow a young child to play unattended in the building's common spaces, parking lot, or the street, for example. From age six, children may usually play outside with their friends, in a safe place where you have specified limits (the backyard or park, for example).
- Leave your child alone in a space where there is a swimming pool or a body of water.
- Leave your child under six unattended in a car. It is very dangerous, particularly when it is very hot or cold outside.
- Allow a child to sit on the front seat of a vehicle. Read the information sheet *Driving* to familiarize yourself with the rules relating to children in vehicles.

If you or your child damage the property of others, you could be held accountable and have to pay compensation. In Québec, purchasing liability insurance is recommended.

educaloi.qc.ca/en

If you have doubts on the health or well-being of a child you know, contact the **Direction de la protection de la jeunesse (DPJ, youth protection services)** at 819-566-4124 or 1-800-463-1029.



YOUTH CENTRES

Youth centres are lively gathering places for teenagers aged 12 to 17. After school and on weekends, teenagers go to youth centres to get together with their friends to chat, play, get informed, etc.

Activities vary: Homework assistance, community meals, music lessons, photography workshops, improvisation night, etc. Youth centre workers are trained to properly supervise young people.

To determine the location of youth centres near you, contact your borough office.

FAMILY SUPPORT ORGANIZATIONS

In Sherbrooke, several community organizations are mandated to support families in various ways. Some of them offer respite services, enabling parents to have their children looked after for a few hours. They serve as gathering places for discussing, helping one another, and participating in activities.

To view the list of these organizations:
calendrier.ville.sherbrooke.qc.ca/organismes



RECREATION

There are lots of recreational opportunities in Sherbrooke: libraries, gyms, pools, parks, green spaces, soccer fields, bike paths, etc. There are also many arts and culture organizations, museums, festivals, and much more! This is a great way to meet people and to explore your living environment, so take advantage of them.



12
outdoor pools



2
public beaches



2
water-game facilities



1
municipal indoor pool



5
libraries



+ than 200
parks and green spaces



+ than 150 km
trails for biking,
rollerblading, walking...



1
outdoor activities centre



+ than 10
arenas



+ than 20
baseball diamonds



+ than 100
outdoor soccer fields

LIBRARIES

Library memberships are free for all Sherbrooke residents. With your membership card, you can borrow books, use a computer, and benefit from the other services offered in the city's 5 libraries:

- Lending of books, magazines, musical recordings, films, digital books, etc.
- Computers with free Internet access that may be used on site
- Children's section and activities
- Listening to music and watching movies
- Talks, workshops
- Exhibitions
- Travelling library (called "Biblio Nomade" for seniors living in residences)

To get your membership card, go to any of our libraries with:

- A piece of ID indicating your date of birth
- Proof of your address

Information:

sherbrooke.ca/bibliotheque

MUSEUMS

Sherbrooke has a number of museums waiting to be discovered. In addition to being entertaining and inexpensive activities, visiting museums enables you to learn more about local culture and history. Some museums organize special activities for young people on weekends and school holidays.



PARKS AND OUTDOOR ACTIVITY CENTRES

There are more than 200 parks and green spaces in Sherbrooke. All are accessible at no charge. A number of them feature play areas for children, benches, picnic tables, and trails. These are pleasant and safe spots to enjoy nature, whatever the season. Some of the sites rent equipment. There are parks in each neighbourhood in each borough.

Larger parks include:

Fleurimont

- Parc Bureau
- Parc Victoria
- Parc Quintal
- Parc du Debonair

Lennoxville

- Atto-Beaver Park
- Centennial Park

Des Nations

- Parc Andrew-Sangster
- Parc du Belvédère
- Parc Jacques-Cartier
- Parc de Saint-Alphonse-de-Ligori
- Parc de Saint-Boniface
- Parc Mont-Bellevue

Brompton—Rock Forest—Saint-Élie—Deauville

- Base de plein air André-Nadeau
- Parc Central
- Parc de la Plage-Municipale
- Parc du Mi-Vallon
- Parc Nault



POOLS

In the summer, you can swim or just enjoy the water with your children in any of the 12 municipal outdoor pools or at one of the two splash pads (Parc Belvédère and Parc de Saint-Boniface), at no charge.

In the winter, the Montcalm indoor municipal pool offers open swim times on weekends as well as on various school holidays. It is also possible to take swimming lessons.

You will be required to wear safe and appropriate clothing. Acceptable clothing is indicated at each facility's entrance.

Wearing sandals from the changing room to the pool is recommended. Bathing caps are also required in the pool.

Swimming is monitored. Follow instructions.



SKATING RINKS

Skating is a very popular activity in Québec. You can skate, at no cost, on any of the city's skating rinks or ice surfaces.

Indoor rinks have set periods reserved for free skating (the ice is also used for hockey and figure skating).

Outdoor rinks are open in winter only. However, at times, the weather forces their closure, during a snowstorm or periods of rain, for example.

Safety advice

During free skating periods, it is recommended that children wear protective helmets. Either hockey or bike helmets may be used; they are sold in sports shops and department stores.

Information:

Consult the Ville de Sherbrooke's website to locate the various skating rinks and ice surfaces near you.

sherbrooke.ca/patinoires

For updates on the condition of the various outdoor ice surfaces, consult the interactive map, updated by the city daily. There, you will also find locations where you can engage in other winter activities, like snow tubing, fat biking, and skiing.

<https://cartes.ville.sherbrooke.qc.ca/msmhiver>

BIKE TRAILS

Bike trails are protected paths where you can travel by bike or on inline skates. There are more than 150 km of bike trails in Sherbrooke.

To learn more, contact your borough office or consult the Ville de Sherbrooke's website.

sherbrooke.ca/velo

WEARING A HELMET

Wearing a bike helmet is mandatory in Sherbrooke for everyone under the age of 18. Furthermore, wearing a bike helmet is recommended for everyone as they reduce the risks of head injuries.

You can buy a helmet in a sports shop or department store. Beware of second-hand helmets: they may be too old or have already been subjected to an impact, thereby reducing their effectiveness.

Biking on sidewalks is prohibited. Instead, ride on the side of the road and respect traffic signs.

OTHER SPORTS FACILITIES

There are several other sports facilities in Sherbrooke, in the city's various parks and green spaces.

- Slides
- Gyms
- Downhill ski slopes
- Mountain biking trails
- Fat biking trails
- Snowshoe trails
- Cross-country ski trails
- Baseball diamonds
- Basketball courts
- Football fields
- Pétanque courts
- Soccer fields
- Tennis courts
- Beach volleyball courts



SIGNING UP FOR A RECREATIONAL ACTIVITY

In every part of the city, numerous organizations offer cultural, sports, and recreational activities. There is something for everyone, whatever their interest or age. Fees are affordable.

A few examples:

- Swimming
- Soccer, hockey, basketball
- Martial arts
- Yoga, Tai Chi
- Drawing, painting
- Music, singing, dance

Three times a year, most recreational organizations publish a guide featuring their activity programs.

- **Early March:** Activities to be offered in the spring and summer
- **Early August:** Activities to be offered in the fall
- **December:** Activities to be offered in the winter

Guides published by the Ville de Sherbrooke's various partner recreational organizations are available in borough offices, libraries, and municipal recreational facilities. You may also consult them online.

A list of these recreational organizations is available on the Ville de Sherbrooke's website.

sherbrooke.ca/sportsetloisirs

FINANCIAL ASSISTANCE

The Fonds du sport et du loisir sherbrookoise provides people with low income with financial assistance for signing themselves or their children up for sports and recreational activities offered by the city and its partner organizations. Eligibility depends on the family's income. To apply, you must fill out the form for requesting financial aid available on the Ville de Sherbrooke's website.

Low-income families obtain a discount on registrations for sports or recreational activities. Eligibility is based on family income and size.

sherbrooke.ca/sportsetloisirs

IDEAS FOR OUTINGS

Sherbrooke is a lively city all year long. Events, exhibitions, family activities, movies, plays, concerts, shows: there is a plethora of choices and some of these activities are free..

To find ideas for outings:

- Consult the calendar on the city's website. sherbrooke.ca/calendrier
- Consult the website's activities section Je suis sherbrookoise. jesuissherbrookoise.ca
- Visit the website of Destination Sherbrooke, a paramunicipal organization responsible for the city's sustainable recreational tourism development. destinationsherbrooke.com

FINDING A JOB

There are good employment opportunities in Sherbrooke. It has one of the lowest unemployment rates in Canada. There are many businesses and a variety of activity sectors. Sherbrooke is a university and an industrial city. Many people work in technological or health-related businesses. There is also a great need for skilled and semi-skilled labour.



SOCIAL INSURANCE NUMBER (SIN)

The Social Insurance Number (SIN) is a nine-digit number you need to work in Canada and to receive benefits and services from government programs. There is no fee for requesting a Social Insurance Number. You must submit your request in person, at a Service Canada centre.

Information:

www.servicecanada.gc.ca

	Human Resources Development Canada	Développement des ressources humaines Canada
SOCIAL INSURANCE NUMBER	NUMÉRO D'ASSURANCE SOCIALE	
999 999 999		
Prénom	Nom de famille	

WHERE TO START?

The Service d'aide aux Néo-Canadiens offers immigrants personalized support to find jobs. Several job hunting services are provided, such as job placement assistance, group information workshops, business tours, etc. Contact them to get support.

sanc-sherbrooke.ca
819-566-5373

EMPLOI-QUÉBEC

Emploi-Québec is a government organization that offers several programs to immigrants. These programs are most often free. You may even receive financial assistance to help you pay your expenses while you are studying. However, you must apply during your first five years in Québec. After that, you will no longer be eligible.

FRENCH CLASSES

French is the official language in Québec. Speaking French is thus necessary to find a job. To find out more, read the information sheet **Speaking French** in this guide.

EMPLOYMENT INTEGRATION PROGRAM FOR IMMIGRANTS AND VISIBLE MINORITIES (PRIIME)

To acquire a first work experience in your trade or profession in Québec.

emploi Quebec.gouv.qc.ca/en

MENTORAT ESTRIE

Experienced workers, known as mentors, are paired with immigrants for job hunting or integration into the labour market. Mentoring provides for experience, expertise, and contact sharing.

mentoratestrie.ca
450-297-4116

LOCAL EMPLOYMENT CENTRES (CLE)

These centres pool together people and tools that may help you find a job:

- You may get an appointment for an assessment of your file.
- You may consult job offers displayed on site.
- You may use the equipment in the multipurpose room to facilitate your job search, with support as needed.
- You must present a photo ID, and provide your Social Insurance Number and a proof of permanent residency.

Information:

mtess.gouv.qc.ca/services-a-la-clientele/centre-local-emploi/index_en.asp

ACT RESPECTING LABOUR STANDARDS

This Act protects workers by imposing minimum working conditions: wages, duration of the work week, days off, termination procedures, etc.

Employers may offer better conditions, but shall never impose working conditions worse than those provided for in the standards. Otherwise, they could be subject to fines and legal action.

Information and complaints:

Commission des normes, de l'équité, de la santé
et de la sécurité du travail
1-844-838-0808

Useful resource:

educaloi.qc.ca/en

GOOD TO KNOW

- In the employment world, as everywhere else, men and women are treated equally.
- Hierarchy is usually flexible, not very formal, and with a limited number of hierarchical levels.
- Generally, cases you present must be short and to the point.
- At appointments and meetings, you must be punctual and respect the agenda.
- Generally, business meals occur at lunchtime and do not last longer than an hour and a half. Sometimes, hosts pay for guests, but most of the time, each person pays for their own meal.
- It is not acceptable to offer a gift to be granted special treatment. This is called "bribing." It may be considered an act of corruption and result in legal consequences.

MINIMUM WAGE

Minimum wage is the lowest wage rate an employer can pay staff members, whether they work full time or part time. Minimum wage increases over the years.



THE VILLE DE SHERBROOKE AS AN EMPLOYER

The city hires dozens of people per year. It has various job opportunities for immigrants.

To see the jobs available and submit your application, visit the Ville's website:

sherbrooke.ca/emplois

If no job is available in your field for the moment, you may still offer your services by registering in the Ville's candidate database. Make sure to fill out all of the sections of the online form.

You may also sign up to receive job notifications to automatically receive e-mails on new job offers. It is important to check the box "J'accepte de recevoir des alertes-emploi de la Ville de Sherbrooke" and select the areas of employment you are interested in.

Human Resources Department

819-821-5677

KEEPING YOUR DOCUMENTS

It is important to keep the documents given to you by an employer. For example, the T4 form is required to calculate your taxes.

EMPLOYMENT ASSISTANCE ORGANIZATIONS

Service d'aide aux Néo-Canadiens (SANC)

The SANC offers various services to enable immigrants to access the labour market:

- Job placement assistance
- Group information workshops
- Resource centre and Internet access
- School information
- Information on career choices
- Personalized pairing
- Drafting a curriculum vitae and cover letter
- References
- Follow-up and job integration support
- Job search techniques
- Business tours

sanc-sherbrooke.ca

819-566-5373



Pro-Gestion Estrie

The mission of this organization is to assist and support entrepreneurs in all of their projects. It provides immigrants who have a business project with support, information, and training.

progestion.qc.ca

819-822-6162

Orientation Travail

Diverse and personalized service offer in career guidance, job assistance, and career transition.

orientationtravail.org

819-822-3226

Centre d'intégration au marché de l'emploi (CIME)

A full range of free services to help women look for a job or maintain employment.

cime-emploi.com

819-564-0202

Carrefour jeunesse-emploi de Sherbrooke (CJE)

Helps people aged 16 to 35 in their social and professional integration and the steps they take relating to career guidance, transition, and preparation, as well as maintaining employment.

cje-sherbrooke.qc.ca

819-565-2722

CREDIT AND INSURANCE



In Québec, you will have access to a number of credit sources and a wide selection of all sorts of insurance.

Credit is an amount of money paid to you as an advance, which you must then reimburse while paying an additional amount (interest).

Purchasing an insurance product, such as car, home, or travel insurance can protect you from experiencing significant financial losses. Purchasing life insurance provides for the protection of the family's financial well-being in the event of the death of the person(s) contributing to the family's income.

Budgeting is very useful to wisely manage your finances and determine the amounts available to pay your insurance, among other expenses. This is strongly suggested, as it will help you identify your priorities, save for unforeseen events, and avoid building up unsustainable debt.

L'Association coopérative d'économie familiale de l'Estrie (ACEF Estrie) can give you free information on insurance, the various types of credit, pitfalls to be avoided, your recourses, budgeting, etc.

Feel free to use their services or visit their website.

acefestrie.ca

819-563-8144

Other resources:

Website of Québec's consumer organizations
toutbiencalculer.ca

Solution Budget Plus: community organization providing assistance with budgeting (free)

solutionsbudgetplus.com

819-563-0535

consommateur.qc.ca

CREDIT

Credit enables you to buy now and pay later. When you buy on credit, you incur a debt. Buying on credit is often more expensive as you must pay interest on the amount used to make the purchase.

There are many types of credit: **Personal loan, mortgage loan, credit card, credit line**, etc.

Ensure you understand how each type of credit works before using it.

The most easily obtainable types of credit are also the most expensive. Always enquire about the interest rate charged.

Stay away from:

- Quick loans available online.
- Pawnbrokers.
- Leasing programs with a purchase option (furniture, cars, appliances, computers).

You pay much more for your purchase by using these types of credit.



CREDIT CARDS

Credit cards are issued by financial institutions or department stores, for example. They are often used as a payment method as the transaction itself does not incur any fee (as opposed to certain bank cards).

They are also needed to make purchases on the Internet or to rent a hotel room or a car.

Credit cards may end up being a particularly costly form of credit, with interests going as high as 19% for financial institution cards and 29% for department store cards.

If you pay all of the amount due before the due date, no interest will be charged. But the first day after the due date, interest is charged on the total amount, from the purchase date.

Paying more than the minimum monthly payment is recommended. A \$1000 purchase, for example, will take you 10 years to reimburse and will have cost you double this amount.



RETAIL FINANCING PLANS « BUY NOW AND PAY LATER »

Many stores, such as furniture and appliance stores, offer the possibility of acquiring something now and paying for it later (in 3 months, 6 months, 1 year, etc.) with no interest. Before signing this type of contract, make sure that you are fully informed. For instance, it may stipulate that you will not own the item until it is paid in full.

INSURANCE

Here are a few tips for shopping for an insurance:

- Always ask for quotes from at least **three** different companies.
- Check to ensure that the company or representative selected is authorized to offer insurance products that comply with the laws and regulations in force.
- **Do not sign any contract under pressure.** Take the time to read and understand the text on the insurance application form. Don't settle for verbal promises. Make sure that everything offered and stated is in the contract.
- Choose the highest deductible that corresponds with your **ability to pay** for it; this will reduce your insurance premium (the amount you pay to be insured). The deductible is the amount of money you must pay when you claim damages from the insurance company. For example, if you claim \$1 000 in damages and your deductible is \$100, the insurer will pay \$900.
- **Accurately** answer all of the questions on the insurance application. Not declaring past or current health issues, for example, could result in a rejected claim.
- Do not take out a life insurance policy above your budget because you fear leaving your family with debts. Note that the heirs when someone dies may refuse the estate to avoid becoming responsible for the deceased person's debts.
- If you own a house, consider looking into mortgage insurance. **Compare the costs** of such insurance versus that of increasing your life insurance to cover your mortgage.



LIFE INSURANCE

Temporary life insurance is cheaper, but only offers protection for the duration of the insurance contract (5, 10, or 20 years). When the contract is expired, you will need to renew your life insurance, and because you will be older (thus at greater risk), it will be more expensive.

If you choose permanent life insurance, your monthly payments will be higher, for a fixed number of years (usually 20 or 25 years), but you will be protected for the rest of your life. However, it is more expensive.



HOME INSURANCE

This type of insurance is offered at an affordable price to replace your lost belongings and pay for your expenses should you need to be relocated following a major disaster. Without this insurance, you could lose everything.

It automatically includes liability insurance to cover the cost of damage for which you or your child may be responsible (e.g. washing machine overflow that causes damage to the housing unit located under yours).

Getting insurance higher than the value of your belongings is of no benefit. You will be compensated only for the losses you can prove.

Beware: filing a false claim may be grounds for your insurer to deny any coverage.



CAR INSURANCE

Two car insurance plans work jointly in Québec.

- **The public plan** is run by the Société d'assurance automobile du Québec (SAAQ). It covers any personal injury you may experience following a traffic accident. You automatically contribute to this plan when you pay for your driver's licence.
- **Private plans** are run by insurance companies. They cover damage caused to your vehicle and your civil liability. You must have a civil liability car insurance with a minimum coverage amount of \$50 000.

Several financial institutions and insurance companies offer car insurance.

It is often cheaper to combine your insurance plans (home and car) within the same company. Don't hesitate to compare prices.

If you are pulled over by the police or involved in a traffic accident causing damage and don't have insurance:

- Your driver's licence and your right to obtain one could be suspended.
- Your car may no longer be allowed on the road.
- You will receive a fine that could amount up to several thousands of dollars.



Useful resources to understand the various types of insurance and determine your needs:

Contrats section of the Government of Québec's website
quebec.ca/gouv/services-quebec/consommateur

Insurance section of the Government of Canada's website
canada.ca/en/services/finance/manage.html

Autorité des marchés financiers' website
lautorite.qc.ca/grand-public/assurance

infoassurance.ca
1-877-288-4321