

## DECLARATION OF SERVICES TO CITIZENS

MINISTÈRE DE L'IMMIGRATION  
ET DES COMMUNAUTÉS CULTURELLES

2008-08-05

### PEOPLE AT YOUR SERVICE

*"The commitments contained  
in this declaration of services  
attest to our determination  
and pride in offering you  
quality services day after day."*

Employees from the Ministère  
de l'Immigration et des Communautés culturelles

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

### OUR MISSION

To promote immigration, select immigrants and foster their integration in a society that is open to pluralism and conducive to intercultural rapprochement.

### OUR VISION

The Ministère de l'Immigration et des Communautés culturelles, leader of a network of partners committed to strengthening immigration's contribution to the sustainable development of Québec and its regions, while respecting its common values.

### OUR VALUES

We are guided by ethics in our actions and the services that we offer you. We foster the following fundamental values:

competence, fairness, integrity, loyalty,  
openness, respect and service-mindedness

To serve you in the best possible way, we count, in return, on your courtesy and respectful attitude.

### A DECLARATION OF SERVICES FOR YOU

- Immigration candidates who have filed an application
- Candidates selected abroad or already in Québec
- Sponsored persons and sponsors
- Newcomers
- Employers and institutions
- People seeking information regarding the mission, programs and services of the Ministry

### OUR PRINCIPAL SERVICES

#### Immigration

- Preliminary Evaluation for Immigration to learn your chances of being selected by Québec on line
- Information regarding the different immigration programs
- Information sessions about Québec held abroad registration on line
- Referral, abroad, to services providing French-language instruction and evaluation of French language skills
- Processing an application
  - for permanent immigration
  - for temporary immigration on line for foreign students
  - for a family or collective sponsorship undertaking
  - for a temporary job offerand issuing a Certificat de sélection du Québec (CSQ – Québec Selection Certificate) or a Certificat d'acceptation du Québec (CAQ – Québec Acceptation Certificate)
- Support to employers for recruiting abroad (missions, organization of meetings and targeted mailings)

#### Integration of immigrants

- Welcome and assistance at the Montréal-Trudeau International Airport
- Welcome to Immigration-Québec offices: individual or group sessions regarding the first steps to take to settle in Québec
- Personalized integration support services at the Immigration-Québec offices: assistance with evaluating needs pertaining to integration and adapting to the labour market
- Thematic information sessions on the labour market in Québec
- Comparative evaluation for studies done outside Québec
- Information to employers on studies done outside Québec
- Support to candidates in their proceedings with a professional order or other regulatory body

#### Francization

- French courses offered on a full-time, part-time and customized basis offered in teaching institutions, community organizations and businesses
- French courses on line
- French exercise database on line
- Financial assistance for students (monthly allowances)

#### Management of diversity

- Consulting services regarding the management of diversity for employers (Info-employers'line, awareness-building and training)

### OUR COMMITMENTS

#### Courtesy

- We identify ourselves, greet you courteously and listen to you attentively.
- We refer you, when applicable, to the person or organization best able to respond to your request.

#### Accessibility

- We offer you toll-free telephone service all across Québec.
- We provide easy access to our offices and take the necessary measures to adapt our services to the needs of handicapped persons.
- We place at your disposal, in our offices and on our Web site, the information you need to make decisions, exercise your rights and assume your responsibilities.

#### Promptitude

- We offer you, in addition to voice messaging services, the opportunity to speak to a member of our staff when you call us during business hours.
- We respect your appointment time.
- We give appropriate follow-up to all communications from you.

#### Simplicity

- We use simple, clear and precise language in our verbal and written communication.

#### Transparency

- We make public the rules and procedures governing our decisions.
- We explain to you the decision reached concerning your application.
- We inform you about different appeals possible should our decision be unfavourable to you.

#### Confidentiality

- We ascertain your identity when you contact us.
- Before providing personal information about you to a third person, we ascertain that you have duly mandated this person.
- We guarantee the confidential nature of your proceedings and of the information concerning you, in compliance with legislation.

Services that meet your needs

- We consult you periodically concerning your expectations and satisfaction with our services.
- We are concerned with improving our services and adapt our operating methods to better meet your needs.
- We inform you, on our Web site, about new services and commitments.

OUR MASIMUM PROCESSING AND RESPONSE TIMES

Our maximum processing times are calculated in working days and start as of the date of receipt of your application.

If your application is incomplete, we will notify you and stop processing the application until we have received all the required documents.

You can help us meet these deadlines by:

- ✓ providing accurate information;
- ✓ submitting the required documents;
- ✓ notifying us of a change of address;
- ✓ providing all information that could alter your file

Request for information

- Telephone
  - ✓ 3 minutes
- E-mail and postal mail
  - ✓ 10 days, or you will be sent an acknowledgement of receipt, indicating the response time

Immigration

- Application for permanent immigration (skilled workers and business immigrants)
  - ✓ 30 days (acknowledgement of receipt)
  - ✓ 90 days (decision on an application subject to an intent to deny, after receipt of required documents)
- Application for temporary admission to Québec (foreign students)
  - ✓ 20 days
- Application for a sponsorship undertaking
  - Family*
    - ✓ 20 days (without financial evaluation)
    - ✓ 40 days (with financial evaluation)
  - Collective*
    - ✓ 9 days (with framework agreement)
    - ✓ 18 days (without framework agreement)
- Validation of a temporary job offer
  - ✓ 15 days

Integration of immigrants

- First reception interview in Québec
  - ✓ 5 days
- Thematic information session on the labour market in Québec
  - ✓ 10 days
- Comparative evaluation for studies done outside Québec
  - ✓ 45 days
- Support to proceedings with a professional order or other regulatory body
  - ✓ 20 days (1<sup>st</sup> interview)

Francization

- Full-time French course
  - ✓ 20 days (notice of eligibility)
  - ✓ 65 days (start of course from date eligibility confirmed)

WE VALUE YOUR COMMENTS

If you have any **comments, suggestions** or a **complaint**, do not hesitate to contact us.

☎ 514 873-3533 or 1 800 771-0464  
☎ 514 873-6399 fax  
@ qualite@micc.gouv.qc.ca

**Bureau de l'amélioration de la qualité**  
Ministère de l'Immigration et des Communautés culturelles  
360, rue McGill, rez-de-chaussée  
Montréal (Québec) H2Y 2E9

Time required to process a complaint  
✓ 10 days

TO REACH US

To request information

☎ 514 864-9191 for the Montréal region  
☎ 1 877 864-9191 elsewhere in Québec  
@ renseignements@micc.gouv.qc.ca

👤 **Telecommunications device for the deaf (TDD) and hearing impaired**  
514 864-8158 for the Montréal region  
1 866 227-5968 elsewhere in Québec

Schedule: Monday to Friday, from 8:30 a.m. to 4:30 p.m., except Wednesdays, from 10:30 a.m.

Information capsules

☎ 514 864-9292 for the Montréal region  
☎ 1 866 864-9292 elsewhere in Québec  
🕒 7 days a week, 24 hours a day (French, English and Spanish)

Immigration-Québec

Direction régionale de Montréal

**Nord**  
☎ 514 864-9191  
☎ 514 864-9775 fax  
@ renseignements@micc.gouv.qc.ca  
255, boulevard Crémazie Est, bureau 8.01  
Montréal (Québec) H2M 1M2

**Sud**  
☎ 514 864-9191  
☎ 514 864-9748 fax  
@ renseignements@micc.gouv.qc.ca  
800, boulevard De Maisonneuve Est, rez-de-chaussée, bureau 105  
Montréal (Québec) H2L 4L8

**Est**  
☎ 514 864-9191  
☎ 514 321-6656 fax  
@ renseignements@micc.gouv.qc.ca  
8000, boulevard Langelier, bureau 310  
Montréal (Québec) H1P 3K2

**Ouest**  
☎ 514 864-9191  
☎ 514 426-1060 fax  
@ renseignements@micc.gouv.qc.ca  
181, boulevard Hymus, bureau 204  
Pointe-Claire (Québec) H9R 5P4

Direction régionale de la Capitale-Nationale et de l'Est-du-Québec

☎ 418 643-1435 or 1 888 643-1435  
☎ 418 646-0783 fax  
@ direction.quebec@micc.gouv.qc.ca  
930, chemin Sainte-Foy, rez-de-chaussée  
Québec (Québec) G1S 2L4


Bureau de Saguenay\*

☎ 418 695-8144 or 1 888 643-1435  
☎ 418 695-8162 fax  
@ direction.quebec@micc.gouv.qc.ca  
3885, boulevard Harvey, bureau 206  
Jonquière (Québec) G7X 9B1

Direction régionale de l'Outaouais, de l'Abitibi-Témiscamingue et du Nord-du-Québec

☎ 819 246-3212 or 1 888 295-9095  
☎ 819 246-3314 fax  
@ direction.outaouais@micc.gouv.qc.ca  
227, rue Montcalm, bureau 100  
Gatineau (Québec) J8Y 3B9


**Bureau de l'Abitibi-Témiscamingue\***

 819 763-3120 or 1 866 284-2231  
 819 763-3121 fax  
 direction.outaouais@micc.gouv.qc.ca  
255, avenue Principale, rez-de-chaussée, bureau 04B  
Rouyn-Noranda (Québec) J9X 7G9



**Direction régionale de l'Estrie, de la Mauricie  
et du Centre-du-Québec**

 819 820-3606 or 1 888 879-4288  
 819 820-3213 fax  
 direction.estrie@micc.gouv.qc.ca  
202, rue Wellington Nord  
Sherbrooke (Québec) J1H 5C6




**Bureau de la Mauricie et du Centre-du-Québec**

 819 371-6011 or 1 888 879-4294  
 819 371-6120 fax  
 direction.trois-rivieres@micc.gouv.qc.ca  
100, rue Laviolette, rez-de-chaussée, bureau 26  
Trois-Rivières (Québec) G9A 5S9

**Direction régionale de Laval, des Laurentides  
et de Lanaudière**

 450 972-3225 or 1 800 375-7426  
 450 972-3250 fax  
 direction.drll@micc.gouv.qc.ca  
705, chemin du Trait-Carré, rez-de-chaussée  
Laval (Québec) H7N 1B3

**Direction régionale de la Montérégie**

 450 466-4461 or 1 888 287-5819  
 450 466-4481 fax  
 direction.monteregie@micc.gouv.qc.ca  
2, boulevard Desaulniers, 3<sup>e</sup> étage  
Saint-Lambert (Québec) J4P 1L2

Schedule: Monday to Friday, Monday to Friday, from 8:30 a.m. to noon and from 1:00 p.m. to 4:30 p.m., except Wednesdays, from 10:30 a.m.

\* Please contact the staff in these offices to make sure that they are available.

**Québec's immigration offices abroad**




**Damascus**

 (9631.11) 611.6851 or 611.6692  
 (9631.11) 613.1600 fax  
 biq.damas@micc.gouv.qc.ca  
a/s de l'Ambassade du Canada  
38, Autostrade Mezzeh, Mezzeh-Est  
C. P. 3394 Damas  
SYRIE




**Hong Kong**

 (852) 2810.7183  
 (852) 2845.3889 fax  
 biq.hkong@micc.gouv.qc.ca  
c/o Consulate general of Canada  
Exchange Square Tower 1, 10<sup>th</sup> Floor  
8 Connaught Place, Central  
HONG KONG

**Mexico City**

 (52-55) 5255-0245  
 (52-55) 5250-8332 fax  
 biq.mexico@mri.gouv.qc.ca  
Délégation générale du Québec  
411, Avenida Taine  
Colonia Bosques de Chapultepec  
11580 Mexico, D.F.  
MEXIQUE




**Paris**


 (33.1) 53.93.45.45  
 (33.1) 53.93.45.40 fax  
 biq.paris@mri.gouv.qc.ca  
Délégation générale du Québec  
87-89, rue de la Boétie  
75008 Paris  
FRANCE

**São Paulo**

 (55 11) 5505 0444  
 (55 110 5505 0445 fax  
 qc.brasil@mri.gouv.qc.ca  
Avenida Engenheiro Luis Carlos Berrini, 1511  
CJ 151 e 152, 15 Andar  
04571-011 São Paulo (SP)  
BRÉSIL

**Vienna**




 (43.1) 53138.3005  
 (43.1) 53138.3443 fax  
 biq.vienne@micc.gouv.qc.ca  
a/s de l'Ambassade du Canada  
Laurenzerberg 2/1/2  
A-1010 Vienn**e**  
AUTRICHE

 Please contact the personnel abroad or consult the Website to find out the days and hours our offices are open.




**Main specialized services centres**

**Direction de l'immigration économique – Service de la  
sélection à Montréal**



**Amérique du Nord**

 514 873-5760  
 514 873-9265 fax  
 dstamerique@micc.gouv.qc.ca  
285, rue Notre-Dame Ouest, rez-de-chaussée  
Montréal (Québec) H2Y 1T8



**Maghreb**


 514 873-5760  
 514 864-9221 fax  
 siq.maghreb@micc.gouv.qc.ca  
285, rue Notre-Dame Ouest, rez-de-chaussée  
Montréal (Québec) H2Y 1T8

**Service-conseil aux candidats à l'immigration**




 514 873-2528  
 514 864-1080 fax  
 renseignements@micc.gouv.qc.ca  
285, rue Notre-Dame Ouest, rez-de-chaussée, bureau G-15  
Montréal (Québec) H2Y 1T8

**Service d'accueil à l'aéroport international Montréal-  
Trudeau**




 514 633-6870  
 514 636-0878 fax  
975, boul.Roméo-Vachon Nord, C. P. 26  
Dorval (Québec) H4Y 1H1

 Open every day from 11:00 a.m. to midnight

**Centre d'expertise sur les formations acquises hors du  
Québec\***

 514 864-9191 or 1 877 864-9191  
 514 873-8701 fax  
 renseignements@micc.gouv.qc.ca  
255, boulevard Crémazie Est, 8<sup>e</sup> étage, bureau 8.01  
Montréal (Québec) H2M 1M2



**Service d'information sur l'accès aux professions et  
métiers réglementés\***

 514 864-9191 or 1 877 864-9191  
 514 864-4083 fax  
 renseignements@micc.gouv.qc.ca  
255, boulevard Crémazie Est, 8<sup>e</sup> étage, bureau 8.01  
Montréal (Québec) H2M 1M2




**Service de la sélection – Équipe des gens d'affaires**

 514 873-7309  
 514 873-6414 fax  
 imm-affaires@micc.gouv.qc.ca  
360, rue Saint-Jacques, bureau 320  
Montréal (Québec) H2Y 1P5

**Service de la révision administrative**

 514 864-9097  
 514 864-3291 fax  
360, rue McGill, 4<sup>e</sup> étage  
Montréal (Québec) H2Y 2E9

**Service-conseil en relations interculturelles**

 Ligne Info-employeurs 1 888 873-1534  
 514 864-3123 fax  
 scri@micc.gouv.qc.ca  
360, rue McGill, rez-de-chaussée  
Montréal (Québec) H2Y 2E9

Schedule: Monday to Friday, from 8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m.

\*except Wednesdays, from 10: 30 a.m.