

Welcome Guide for New Immigrants to Montréal

DISCOVERING AND EXPERIENCING MONTRÉAL



Immigration,
Diversité
et Inclusion

Montréal 

Québec 

***Discovering and Experiencing Montréal – Welcome Guide for
New Immigrants to Montréal***

is published by the Ville de Montréal's Service de la diversité sociale et des sports with the participation of the Ministère de l'Immigration, de la Diversité et de l'Inclusion.

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Coordination

Marc Rivest

Claudie Mompont

Service de la diversité sociale et des sports

Research and Writing

Alexandra Burnet

Josée-Raphaële Brodeur

Romina Bruno

Amadou Lamine Cissé

Alain Lavoie

Mehdi Lekehal

Salwa Majouji

Joannie Poirier

Kingslyne Toussaint

Benjamin Villaggi

Service de la diversité sociale et des sports

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For information

Claudie Mompont, Intercultural Affairs Advisor

Ville de Montréal

Service de la diversité sociale et des sports

cmompont@ville.montreal.qc.ca

This document is available in French and English at

ville.montreal.qc.ca/diversite

The masculine form is intended solely to simplify the text;
no discrimination is intended.



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HOW TO USE THIS GUIDE

This guide for new immigrants or newcomers to Montréal contains useful information on the realities of life in Quebec's metropolis, to go along with a list of resources available to them, depending on their needs. Designed to complement the *Learning about Québec* guide published by the Ministère de l'Immigration, de la Diversité et de l'Inclusion, it provides easy access to varied and useful information about Montréal.

This guide is divided into five sections. Each covers a practical aspect of life in Montréal. The appendices feature contact details for borough offices and several community-based organizations, together with a list of websites related to the subjects covered. These lists are not exhaustive. Readers will discover other resources as they go through the process of getting established in Montréal.



MESSAGE FROM KATHLEEN WEIL, Minister of Immigration, Diversity and Inclusion



The Ministère de l'Immigration, de la Diversité et de l'Inclusion and its partners are making a concerted effort to offer francization and integration services to immigrants so as to allow them to participate fully in the development and growth of our society.

The *Discovering and Experiencing Montréal* guide is a fitting complement to the *Learning About Québec* guide published by the Ministère. It provides all immigrants with practical information on a wide variety of topics with the objective of helping them navigate their new life project.

I extend a warm welcome to all immigrants to Québec and wish them happy reading. With their commitment and talents, they play a part in building a dynamic and inclusive society proud of the contributions from all its citizens.

A handwritten signature in black ink that reads "Kathleen Weil". The script is fluid and cursive.

Kathleen Weil

Minister of Immigration, Diversity and Inclusion

MESSAGE FROM DENIS CODERRE, Mayor of Montréal



I am pleased to welcome you to Montréal, the metropolis of Quebec, city of knowledge and diversity, and cultural hub. Every year Montréal welcomes no less than 70% of new immigrants to Québec.

Regardless of where they come from, the men and women who choose to build a promising future in Montréal become assets to our metropolis from the moment they arrive. It's important that we help them find their place within our broader community.

The *Discovering and Experiencing Montréal* guide is a useful tool to achieve this, as it allows new immigrants to discover Montréal, and it provides a good overview of the quality of life that Montrealers enjoy.

As an associate member of the Intercultural Cities network – a designation conferred by the Council of Europe and the European Commission – Montréal is an accredited “Intercultural City” in recognition of its actions in the intercultural arena.

My administration firmly intends to offer you the greatest possible adventure, in a stimulating living environment that provides a good quality of life.

You will find Montréal to be an inclusive, diversified, creative and inspiring metropolis.

A handwritten signature in black ink, which appears to read 'Denis Coderre'. The signature is stylized and fluid.

Denis Coderre
Mayor of Montréal

MESSAGE FROM DIMITRIOS JIM BEIS, Executive committee member responsible for communities of diverse origins



The integration of citizens of diverse origins and new immigrants is part of an ongoing process for our administration.

In our continued efforts to better serve Montrealers of all origins as well as new immigrants, we are taking concrete steps to facilitate their understanding and appreciation of municipal services.

The *Discovering and Experiencing Montréal* guide is a prime example. This welcoming and user-friendly tool makes a great deal of information available in just a few pages or at the click of a mouse.

We have pledged to make inclusive management a priority. We believe that by giving our citizens the best information, we encourage them to play an active part in municipal life and help make our city a leader when it comes to openness and diversity.

Each and every day, Montréal continues to evolve in a spirit of solidarity and inclusiveness, and it's our job to ensure that our metropolis continues on this path.

A handwritten signature in dark ink, appearing to read 'D. Beis'.

Dimitrios Jim Beis

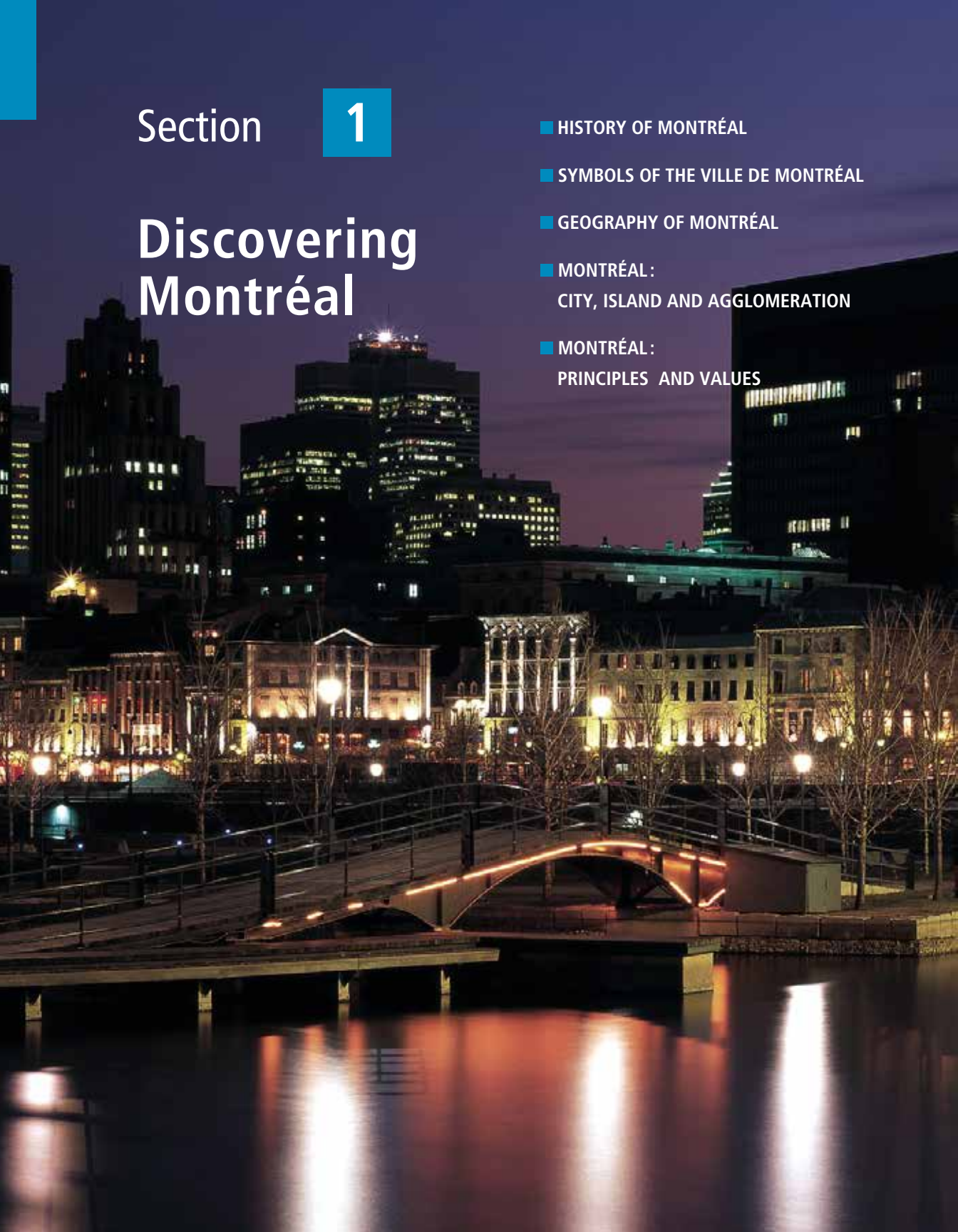
Executive committee member responsible
for communities of diverse origins

WELCOME TO MONTRÉAL

Settling down in Montréal is an important and exciting step in your lives. The city of Montréal is known for its openness to the world as well as its economic dynamism and its thriving and diversified cultural life. Montréal is a city made unique by the people and groups from the four corners of the world that choose to call it home, a city where intercultural harmony reigns.

Montréal is a warm and welcoming city whose citizens enjoy a remarkable quality of life. Your economic and social integration is among the keys to your success as new immigrants. This publication is designed to help you achieve a successful integration. Thus, you will find information that will allow you to better understand Montréal society and learn about the resources and services available to you in your new city.



A night photograph of the Montreal skyline. In the foreground, a bridge with a glowing orange arch spans a body of water. The water reflects the city lights. In the background, several skyscrapers are illuminated, including the distinctive spire of the Montreal Tower. The sky is a deep purple.

Section

1

Discovering Montréal

- HISTORY OF MONTRÉAL
- SYMBOLS OF THE VILLE DE MONTRÉAL
- GEOGRAPHY OF MONTRÉAL
- MONTRÉAL :
CITY, ISLAND AND AGGLOMERATION
- MONTRÉAL :
PRINCIPLES AND VALUES

THE HISTORY OF MONTRÉAL IS PUNCTUATED BY SIGNATURE EVENTS WHOSE EFFECTS ARE STILL FELT TO THIS DAY. THIS SECTION PRESENTS A BRIEF HISTORY OF MONTRÉAL AND INTRODUCES YOU TO YOUR HOST CITY.

■ HISTORY OF MONTRÉAL

THE NAME “MONTRÉAL” WAS FIRST MEANT TO DESIGNATE THE MOUNTAIN, THEN THE ISLAND, AND FINALLY THE CITY ITSELF.

In 1535, French explorer Jacques Cartier made his second voyage to New France, where he was greeted by Iroquoian First Nations people living in a fortified village named Hochelaga at the foot of a mountain. Acting on behalf of the French crown, Cartier took possession of the territory, for the first time naming it “mont Royal” (“mons realis” in Latin).

The Iroquoian First Nations people were among the Amerindian populations that had called the territory home for millennia, and many remained after the first European colonists arrived on the shores of the island. Today still, aboriginal peoples are well represented across the metropolitan Montréal region.

More than 100 years later, in 1642, Paul de Chomedey de Maisonneuve founded Montréal under the name “Ville-Marie” in honour of the Virgin Mary. Even in the early years of its existence, however, Ville-Marie was also called Montréal, after the name of its mountain. The name “Ville-Marie” fell out of use in about 1665.

Montréal, from small colony to large city on the North-American continent

In the years after it was founded, Montréal remained a small missionary colony. The city's rapid growth was further spurred by the construction of the Lachine Canal in 1824 and the advent of mechanized industrialization. The parallel development of the banks and other financial institutions during the same period served to make Montréal the financial centre of Canada during the first half of the 20th century. Today, Montréal, Quebec's metropolis, is among the large cities on the North-American continent, with a population of 1.6 million inhabitants. In 2017, Montréal will celebrate the 375th anniversary of its founding.

Immigration waves: a secular tradition

Montréal's history has been marked by several waves of immigration. First French, then British, these waves began to diversify in the middle of the 20th century with the arrival of other groups from the European continent. In the early 1960s, immigration became even more varied, with communities from Asia emigrating to Montréal. In the 1970s, immigrants hailed mostly from Europe, Asia and the Caribbean. Starting in the 1980s, however, Asians made up the largest group of immigrants. The 1990s served to confirm this trend. After the year 2000, immigration continued to diversify, with communities from North Africa and Latin America adopting Montréal as their new home. Today, Montréal continues to be enriched by contributions from people from countries across the world, while still retaining some of the hallmarks of its founding French civilization together with its British influence.

Montréal, a contemporary, cosmopolitan and international city

Successive waves of immigration to Montréal spanning the centuries have served to make it the cosmopolitan city we all know and love today, with its more than 120 ethnocultural communities. A true economic hub, Montréal lives up to the ambitious challenges it sets for itself by encouraging investment at every turn. Known the world over for its exceptional quality of life, Montréal brings special attention to bear on its environment, its urban landscape, the preservation of its heritage and the quality of its living environments. As a host city for major conferences and international events, this great metropolis is a nerve center for issues that are international in scope.

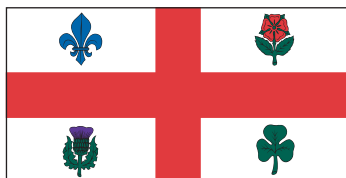
■ SYMBOLS OF THE VILLE DE MONTRÉAL

The Ville de Montréal has three symbols that reflect its history: its coat of arms, flag and logotype.

ville.montreal.qc.ca/archives



Coat of arms



Flag

Montréal 

Logotype

■ THE GEOGRAPHY OF MONTRÉAL

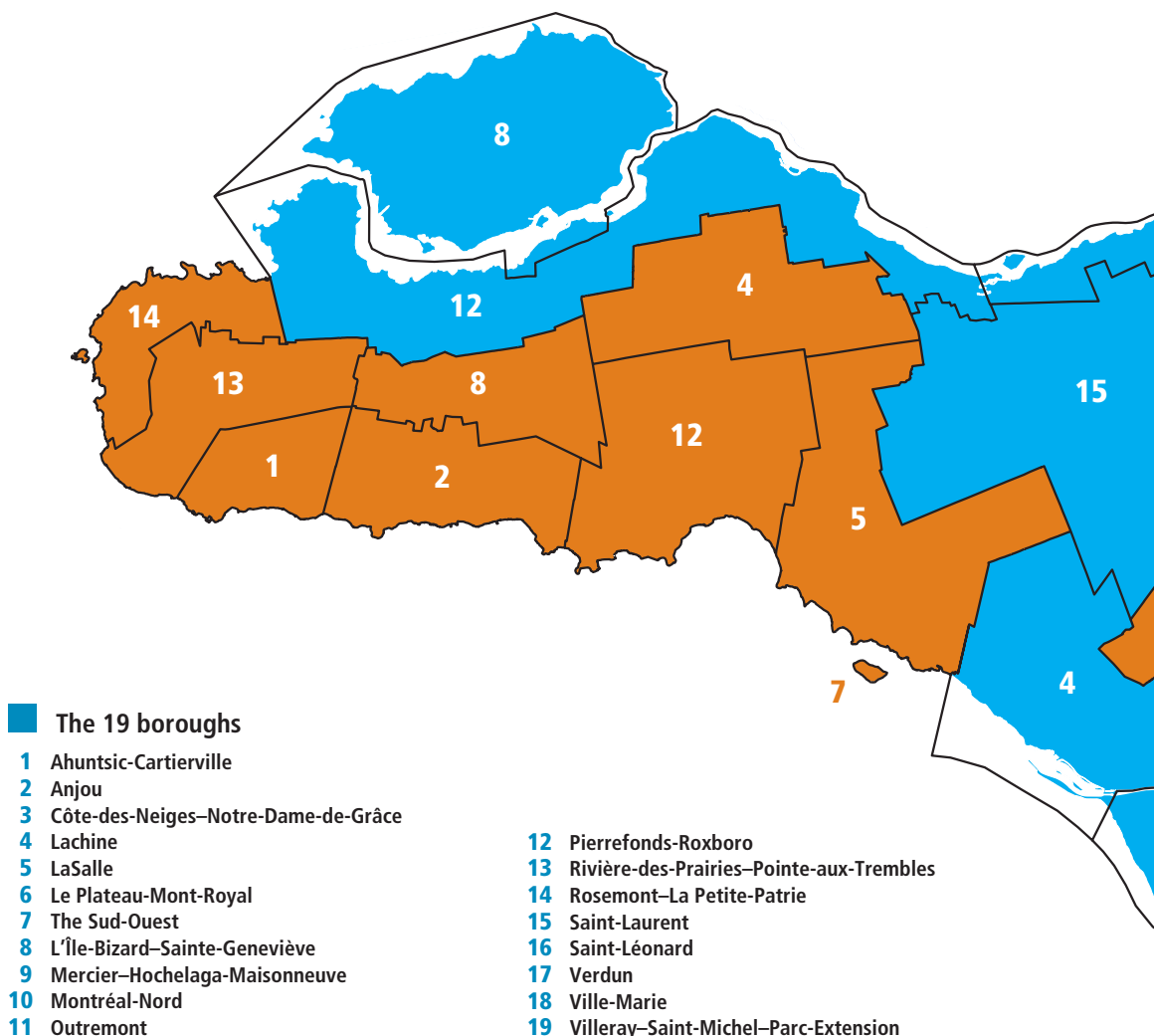
Montréal occupies a strategic position in North America. As the economic capital of Quebec, it is a one-hour flight from such large economic centres as New York, Boston and Toronto, and less than an hour's drive from the American border. Montréal lies on an island measuring about 50 km in length and 16 km at its largest point. Bordered by the St. Lawrence River, it has more than 266 km of shoreline. At its center just north of downtown lie the three peaks of Mount Royal. To view detailed maps of Montréal:

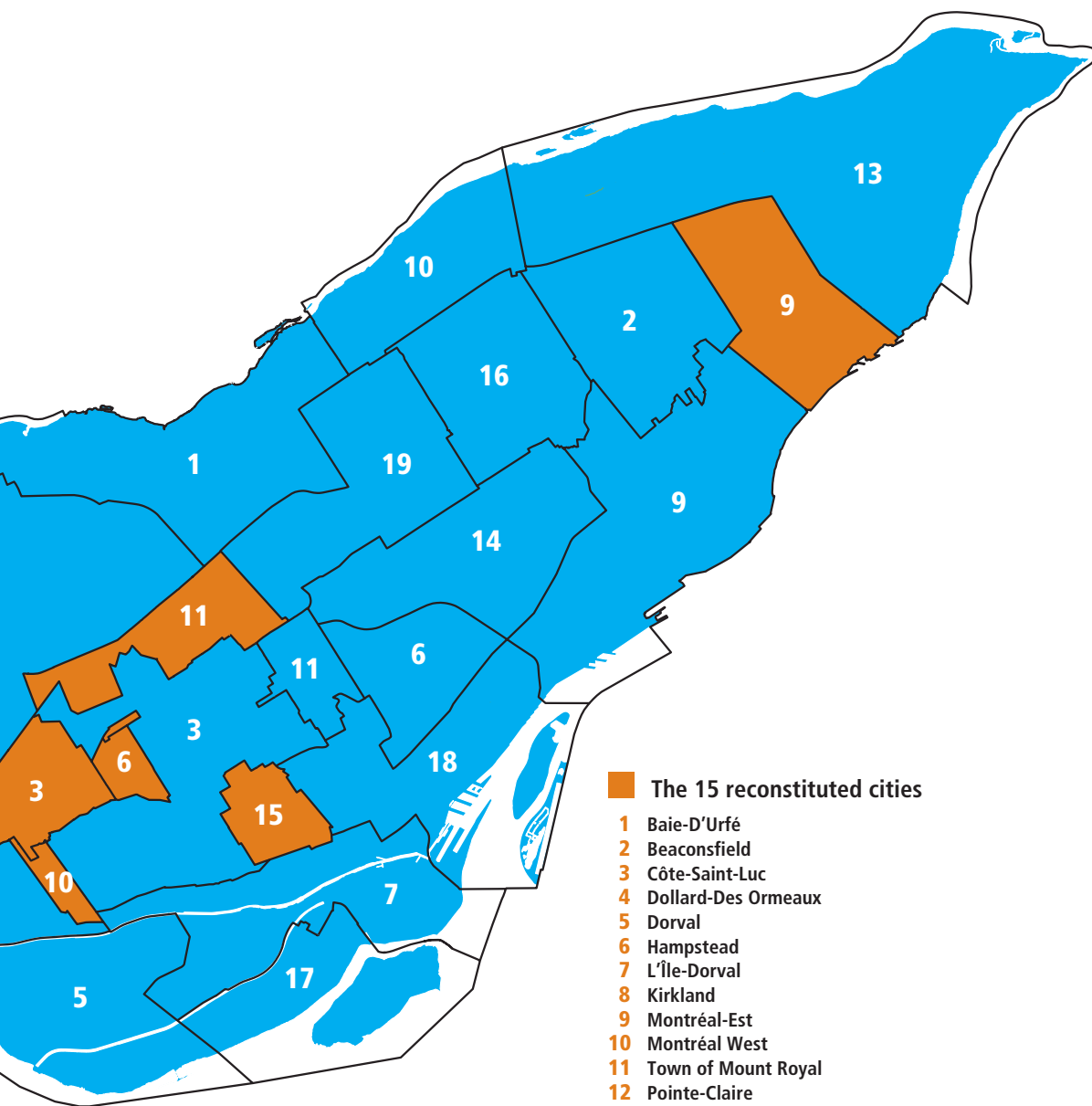
ville.montreal.qc.ca

(See tab marked City services, Transportation and public works)

■ MONTRÉAL: CITY, ISLAND AND AGGLOMERATION

Montréal is at once a city, an island and an agglomeration. As a city, it encompasses the territory spanned by the 19 boroughs that make up Montréal. The Island of Montréal, meanwhile, includes the Ville de Montréal and 15 suburban cities, the so-called “reconstituted” cities. The territory as a whole forms the agglomeration of Montréal. The agglomeration is represented by a municipal authority formed of elected officials from the boroughs and reconstituted cities. In this document, we refer to Montréal as a city, as it reflects the territory covered by Montréal’s municipal administration.





The 15 reconstituted cities

- 1** Baie-D'Urfé
- 2** Beaconsfield
- 3** Côte-Saint-Luc
- 4** Dollard-Des Ormeaux
- 5** Dorval
- 6** Hampstead
- 7** L'Île-Dorval
- 8** Kirkland
- 9** Montréal-Est
- 10** Montréal West
- 11** Town of Mount Royal
- 12** Pointe-Claire
- 13** Sainte-Anne-de-Bellevue
- 14** Senneville
- 15** Westmount

■ MONTRÉAL: PRINCIPLES AND VALUES

Founding principles

The Ville de Montréal is guided by the principles and values of democracy, liberty, equality and civic participation in democratic life. These principles are enshrined in two charters.

Charter of Human Rights and Freedoms

A quasi-constitutional law, the Quebec Charter is aimed at protecting the rights and freedoms of all persons living in Quebec as well as promoting equality among individuals.

Commission des droits de la personne et des droits de la jeunesse

cdpdj.qc.ca

Montréal Charter of Rights and Responsibilities

In force since January 1, 2006 and revised in 2011, the Montréal Charter is an essential tool for promoting openness, respect, solidarity and transparency—the core values of democratic life in Montréal. Developed in collaboration with citizens, the Charter is often cited on the international stage as an example of an instrument of social inclusion.

ville.montreal.qc.ca/chartedesdroits

The Ombudsman de Montréal

The Ombudsman de Montréal – a completely neutral person independent from the municipal administration and elected officials – is entrusted with the application of the Montréal Charter of Rights and Responsibilities. Any natural person living on city territory, regardless of status, may file a complaint with the Ombudsman de Montréal if he believes his rights under the Charter have been violated. The Ombudsman de Montréal serves as a last resort for citizens who first try to resolve a problem by appealing to the borough or the department concerned.

275 rue Notre-Dame Est, bureau R-100

ville.montreal.qc.ca/ombudsman

ombudsman@ville.montreal.qc.ca

514 872-8999

Article 12 of the Montréal Charter of Rights and Responsibilities

“Montréal’s cosmopolitanism represents is a source of richness highlighted by the promotion of inclusion and harmonious relations between communities and individuals of all origins.”

The primacy of the French language

French is the official language of communication between the city and its citizens. It is a symbol of belonging to Montréal society and remains the chief vehicle of communication for all citizens.

Office québécois de la langue française

oqlf.gouv.qc.ca

A secular society

Like the Quebec State, the Ville de Montréal and its institutions are secular: Church and State are separate.

Cultural diversity and inclusion

Montréal's highly diverse population spans a broad spectrum of cultures and religious beliefs. In the late 1980s, the municipal administration sought to take into account this diversity and adapt its numerous services to the needs of Montréal's population. The municipal administration thus took steps to ensure equal access to services and maintain a harmonious cohabitation between citizens across its territory.

In 1988, for example, the city, working jointly with municipal decision-makers and external partners, created an administrative unit charged with coordinating the various municipal policies and initiatives in the area of intercultural relations. The municipal administration also established the Conseil interculturel de Montréal (CIM), an independent advisory body for the promotion of exchanges and discussions on issues of integration and intercultural relations.

In 2004, the Montréal administration further pursued these initiatives with the establishment of the *Déclaration de Montréal pour la diversité culturelle et l'inclusion* (Montréal declaration in favour of cultural diversity and inclusion). This formal declaration reaffirmed the city's commitment to structuring municipal interventions around an inclusive approach and taking every possible measure to promote closer intercultural dialogue and improve cultural diversity management. In 2011, Montréal joined the Council of Europe's Intercultural Cities network, thus securing international recognition for its initiatives in the intercultural domain.

In 2016, the Ville de Montréal created the *Bureau d'intégration des nouveaux arrivants à Montréal - BINAM* (Office for the integration of new immigrants to Montréal), bringing under the same banner all the services and funds earmarked for the integration of new immigrants into the city.

Service de la diversité sociale et des sports

ville.montreal.qc.ca/diversite

Conseil interculturel de Montréal

ville.montreal.qc.ca/cim

Montréal Abe-Limonchik Intercultural Award

Launched in 2009, the Montréal Abe-Limonchik Intercultural Award recognizes the remarkable achievement of an individual, charity or private-sector enterprise. This distinction reflects the winner's commitment to the advancement of intercultural relations and the promotion of diversity.

Montréal: facts and figures

**ACCORDING TO THE 2011 CENSUS,
MONTRÉAL IS HOME TO A POPULATION
OF 1,649,519 INHABITANTS.**

Equal access to employment in public-sector organizations

The *Act respecting equal access to employment in public bodies* applies to all public-sector organizations employing 100 persons or more. Its aim is to ensure that target groups are represented within these organizations, including women, persons with disabilities, Aboriginal people, members of visible minorities, and member of ethnic minorities. As a socially responsible public administration, the Ville de Montréal is intent on ensuring that its population is reflected in the face of its organization. It has put forward measures to ensure compliance with this law.

ville.montreal.qc.ca/emplois

Equality between men and women

Men and women have the same rights and are considered equal. With its *Politique pour une participation égalitaire des femmes et des hommes à la vie de Montréal* (policy in favour of equal participation of men and women in Montréal life), Montréal continues to play a leadership role among cities on the national and international stage when it comes to gender equality. This policy covers five areas of intervention:

- Governance
- The city as employer
- Services for citizens
- Women, drivers of economic development
- Montréal women on the international stage

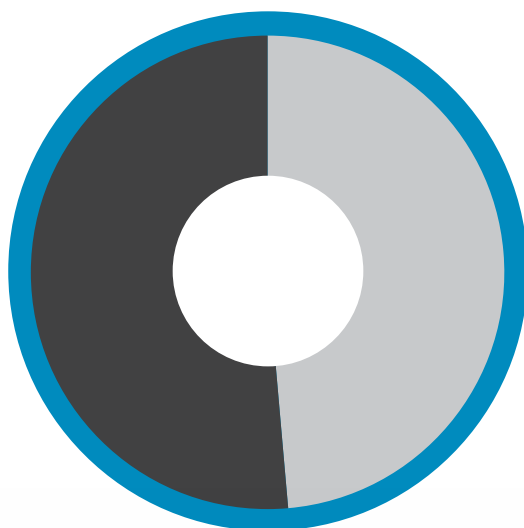
ville.montreal.qc.ca/diversite

Recognition of different sexual orientations

In 2005, the municipal administration, through its Montréal Charter of Rights and Responsibilities, made a commitment to fight against homophobia, thereby recognizing that this form of discrimination could undermine the foundations of a mixed and democratic society. Canada decriminalized sexual relations between persons of the same sex in 1969, and same-sex marriage was legalized in 2005.

Montréal: facts and figures

POPULATION BASED ON GENDER

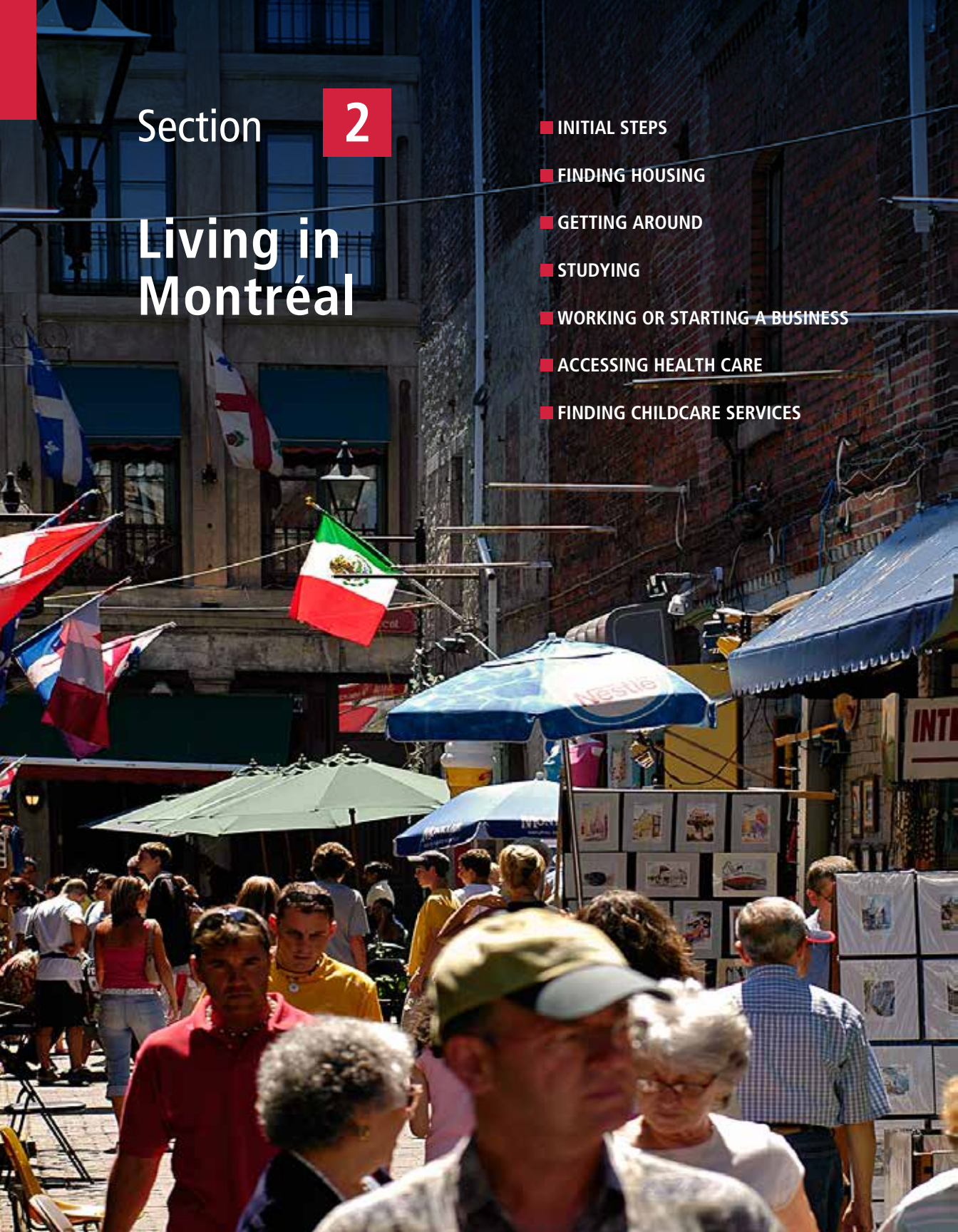


Women account for 51.5% of Montréal's population, compared to 48.5% for men.

■ 51.5% : women

■ 48.5% : men



A vibrant street scene in Montreal, likely in the Old Port area. The street is filled with pedestrians, including a man in a red shirt in the foreground and a woman in a pink top. Several flags are flying from buildings, including the Quebec flag, the French flag, and the Mexican flag. Outdoor cafe seating with large umbrellas (one blue with a Nestlé logo) is visible. A brick building with a display of framed art and t-shirts is on the right. The scene is bright and sunny, suggesting a summer day.

Section

2

Living in Montréal

- INITIAL STEPS
- FINDING HOUSING
- GETTING AROUND
- STUDYING
- WORKING OR STARTING A BUSINESS
- ACCESSING HEALTH CARE
- FINDING CHILDCARE SERVICES

SETTLING IN MONTRÉAL IS AN IMPORTANT STEP IN YOUR LIFE'S JOURNEY. THE INFORMATION IN THIS SECTION IS MEANT TO GUIDE YOU THROUGH THE PROCESS OF FINDING A PLACE TO LIVE, GETTING AROUND, UNDERTAKING STUDIES, AND PARTICIPATING IN ECONOMIC LIFE.

■ INITIAL STEPS

IN ORDER TO MAKE THE MOST OF YOUR NEW LIFE, VARIOUS STEPS MUST BE TAKEN TO OBTAIN DOCUMENTS, ACCESS BASIC SERVICES, AND BENEFIT FROM RECEPTION AND SETTLEMENT SERVICES FOR NEW IMMIGRANTS.

The Ministère de l'Immigration, de la Diversité et de l'Inclusion

The Ministère de l'Immigration, de la Diversité et de l'Inclusion is an important source of information for new immigrants. It publishes the *Learning About Quebec* guide complete with useful information and references concerning integration. The guide may be downloaded from the Ministère's website, and it is available in French, English and Spanish:

apprendrelequebec.gouv.qc.ca

In addition, the Ministère provides financing to close to 100 community-based organizations offering free reception and settlement services as well as integration and francization assistance. About 30 of these partner organizations are located on Montréal territory.

To obtain contact information:

Ministère de l'Immigration, de la Diversité et de l'Inclusion

immigration-quebec.gouv.qc.ca/fr/partenaires

514 864-9191

Community-based services

In addition to the Ministère's partner organizations, hundreds of community-based organizations across Montréal territory are available to assist you free of charge by referring you to other resources, including for temporary assistance or immigrant support services. Volunteering with a self-help organization is a good way to become more familiar with your new environment and learn about labour practices in Quebec as part of your job search.

Information and Referral Centre of Greater Montréal

info-reference.qc.ca

514 527-1375

To offer your services as a volunteer: Volunteer Bureau of Montréal

Centre d'action bénévole de Montréal

cabm.net

514 842-3351

You will also find a list of community-based organizations on your borough website.



Learning French

Learning French is essential to your social and professional integration. In partnership with public-sector establishments and community-based organizations, the Ministère de l'Immigration, de la Diversité et de l'Inclusion offers a number of learning opportunities adapted to your needs.

These courses are free, and financial assistance is also available in order to make it easier for you to attend classes.

For complete details on eligibility criteria and registration:

immigration-quebec.gouv.qc.ca/fr/langue-francaise

514 864-9191

Montréal libraries also offer a variety of resources for learning French.

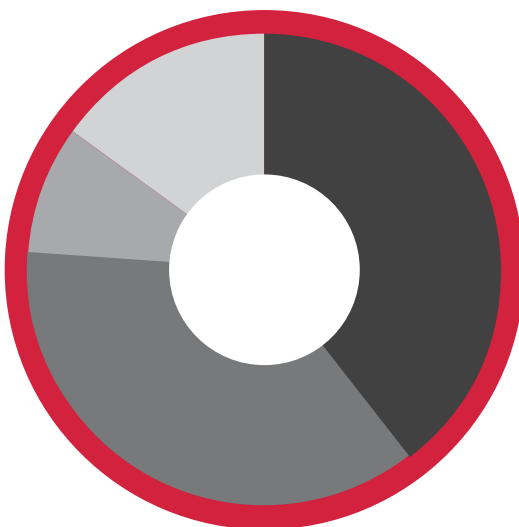
For contact information on libraries:

ville.montreal.qc.ca/biblio

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Montréal: facts and figures

MARITAL STATUS



Among the population aged 15 and over:

- 36.5% are single
- 33.7% are legally married
- 8% are divorced (2.2% separated)
- 13.8% are in a common-law union

■ FINDING A PLACE TO LIVE

A number of housing options are available in Montréal, whether you decide to be an owner or a tenant. Montréal has more than 500,000 rental housing units, to go along with 300,000 single-family homes and condominiums.

Renting a residential unit

In order to find a residential unit – also called an apartment – you may consult the advertisements posted in newspapers, on websites and billboards, and in some community centres. You can take a walk along the streets, jotting down the phone numbers for rental units, and mobilize your network of contacts.

If you wish to visit an apartment, write down the contact details and call the owner for more information or to schedule a visit. Never hesitate to ask questions and find out everything you need to know to determine if the apartment is right for you.

When you find an apartment you like, you will be required to negotiate a lease with its owner in order to live there. The lease is a rental contract between an owner and a tenant. It sets out the rights and obligations of each party.

MAKE SURE YOU CLEARLY UNDERSTAND ALL THE CLAUSES IN THE LEASE BEFORE YOU SIGN IT.

The website of the Régie du logement, a government agency, provides all the essential information you need:

rdl.gouv.qc.ca

This information is also available:

By telephone: 514 873-2245

By standard mail: Village Olympique, 5199 rue Sherbrooke Est, bureau 2360

In person: Montréal-Centre, 1425 boulevard René-Lévesque Ouest, bureau 600.

In the very short term, reception and settlement organizations can help you find temporary shelters or transition homes for new immigrants that are more affordable than hotels. You will be able to live there temporarily as you search for a more long-term apartment suited to your needs.

For further information, please consult the *Finding an Apartment* guide published by the Regroupement des organismes du Montréal ethnique pour le logement (ROMEL). Available in French, English and Spanish, this guide contains a wealth of information meant to facilitate access to housing for new immigrants.

romel-montreal.ca

(See tab marked "Housing Guide")

Checklist

2 ½, 3 ½, 4 ½, 5 ½, etc.: Refers to the number of rooms in an apartment (with the bathroom considered a half-room). A 3½, for example, is made up of one closed room, a kitchen, a living-room and a bathroom.

Semi-furnished: Basic appliances (fridge and stove) are provided, and their cost is included in the rent.

The mentions "heated" (or "heating included"), "electricity," and "hot water" indicate that the cost of these services is included in the rent. In case of doubt, check what the rent does and does not include.

Information you may be asked to provide before you rent an apartment

The owner has a right to request the following information:

Your name, given name and current address.

With your consent only, the owner or landlord may ask for personal information (including contact information on former landlords) in order to know more about your payment history.

However, the owner does not have the right to ask for your social insurance number, driver's licence or health insurance card.

Laws and regulations pertaining to housing

In Quebec, the rights and obligations of landlords and tenants are set out in the Civil Code and certain specific laws. In general, all issues concerning the lease, payment of rent and other aspects of relations between landlords and tenants are governed by the Régie du logement.

To find out more or to lodge a complaint: Régie du logement du Québec

rdl.gouv.qc.ca

Across its territory, the Ville de Montréal has a responsibility to ensure that apartments and residential buildings are clean, safe and properly maintained. Sanitation refers to all the conditions that make a housing unit suitable for living.



Each of the city's boroughs has a team of inspectors responsible for ensuring that municipal regulations are enforced. If you discover a sanitation problem (for example bedbugs or mould) and are unable to resolve the situation with your landlord, please contact your borough so that an inspector can intervene.

For complete details and links to additional resources:

ville.montreal.qc.ca/habitermontreal

If you believe you have been the victim of discrimination, you may file a complaint with the Commission des droits de la personne et de la jeunesse.

360 rue Saint-Jacques

2^e étage

Square-Victoria métro station

cdpdj.qc.ca

accueil@cdpdj.qc.ca

514 873-5146

You can also obtain a copy of the CDPDJ brochure entitled *Droit au logement sans discrimination*.

cdpdj.qc.ca/fr/publications

The right to housing without discrimination

It's important to remember that you have a right to housing regardless of your ethnic or national origin or your colour, gender, status as a pregnant woman, sexual orientation, marital status, age, religion, political convictions, language, social condition, disability or use of a means to mitigate that disability.

rdl.gouv.qc.ca

Purchasing a home

Where should I buy, and which neighbourhood best corresponds to my needs and aspirations? To answer these questions, the Ville de Montréal has a website specifically intended to help people get to know its neighbourhoods and attractions. The site is a must for any future buyer:

habitermontreal.com

Most homes are sold through real estate agents, though some transactions are concluded directly with the owner selling the home. In all cases, prospective buyers are advised to learn about the regulations in force and the rights and obligations of buyers and sellers. The Office de protection du consommateur, a Quebec government agency, offers tips and guidance.

opc.gouv.qc.ca/consommateur/bien-service/habitation-renovation/achat

You can also visit the website of the Canada Mortgage and Housing Corporation, a federal agency that provides assistance to homebuyers.

cmhc-schl.gc.ca

The Greater Montréal Real Estate Board also provides links to useful information.

cigm.qc.ca

Homes for sale generally have a sign placed in front of the property, featuring the telephone number of the agents or owners. Advertisements are also placed in newspapers and posted online. The Ville de Montréal offers a number of incentive programs across its territory intended for prospective buyers. On top of the Home Ownership Program, the city provides financial assistance for renovating or adapting a home.

To find out more:

- One-stop telephone service at 514 872-4630
- On the Internet: ville.montreal.qc.ca/habitermontreal

Once you purchase your home, if you wish to modify your property or carry out renovations (other than landscape maintenance or landscaping), you must obtain a permit from the Ville de Montréal. Prior to executing any renovation, contact your borough for details on the permit requirements:

311



Montréal: facts and figures

LANGUAGE



French is the first language of 52.4% of Montrealers.

Anglophones account for 13.2% of Montréal's population.



Unilingual francophones account for 31.1% of Montréal's population.

Unilingual anglophones account for 10.3% of Montréal's population.



55.8% of Montrealers can converse in French or English.

■ GETTING AROUND

Orientation

Downtown Montréal represents the city's central point, while boulevard Saint-Laurent, historically, has divided the city between east and west. North and south are not delimited by any specific street.

East-west: On either side of boulevard Saint-Laurent, civic addresses begin with the number 1 and continue in ascending order to points east and west. Even and odd numbers are reserved for the south and north sides of streets, respectively.

North-south: The numbers go in ascending order from south to north, with even numbers on the west side and odd numbers on the east side.

Public transit

The Société de transport de Montréal (STM) is responsible for a vast public transit network spanning the Island of Montréal.

Buses

The STM has a fleet of more than 1,700 buses. According to data for 2015, these buses cover a network of 220 lines. Some 209 lines are wheelchair-accessible and 23 provide all-night service.

Between stops

In Montréal, the security of women is a priority. The STM offers a between stops service, therefore, in order to allow women travelling alone at night to get off the bus before the scheduled stop. Simply tell the driver you need to get off between stops.

The métro

The métro network, in 2016, includes four lines and 68 stations. Each station was designed by a different architect, thus giving the impression of an underground gallery of sculptures, frescoes and mosaics. The métro network also provides access to the neighbouring off-island cities of Laval and Longueuil.



Bus and métro fares

STM transit fares may be purchased at métro ticket booths or from fare vending machines and recharging terminals. Fares are also sold by authorized retailers.

For more on the fare schedule:

stm.info

The OPUS card

The OPUS card lets you travel across the metropolitan Montréal region by bus, métro or commuter train. Rates are based on the zones served. You can charge your transit card based on your needs.

stm.info

Commuter trains

Commuter trains are managed by the Agence métropolitaine de transport (AMT). They provide links to peripheral municipalities on the Island of Montréal. The AMT network is made up of six lines serving the municipalities on the South Shore and North Shore of Montréal.

amt.qc.ca



The métro sign

This symbol indicates the presence of a métro station.

Bicycles on the métro

The STM lets users bring a bicycle in the métro, provided that they use the first wagon only. However, it is forbidden to bring a bike on the métro during events that generate heavy ridership.

Itineraries

Don't know the public transit route to your destination?
The STM has a trip planner that lets you plan your itinerary.

stm.info

Paratransit

Paratransit is made available to STM clients with a disability or disabilities.

For details on eligibility requirements, schedules, trips and fares:

stm.info

Shared taxibus

The STM offers public transit by taxibus in neighbourhoods where ridership does not justify regular bus service.

stm.info

Car-sharing

Communauto gives you access to a fleet of vehicles that can be rented at an affordable cost for a half-hour, an hour, a day or for longer periods, depending on your needs. Car-sharing is cheaper than owning a vehicle and it provides more flexibility than renting one. It's also better for the environment.

communauto.com



Bike paths

The Island of Montréal has more than 600 km of bike paths. Work operations aimed at extending and levelling the bike path network ensure its continued improvement. You can thus choose to get around safely by bike by respecting the Highway Safety Code. Bike paths are open from April 1 to November 15. Some 30 km of bike paths belong to what's called the "Réseau blanc" (White network), which allows people to cycle year-round.

ville.montreal.qc.ca/velo

The BIXI self-service bicycle network

BIXI is a one-of-a-kind project that lets people use a bicycle for short trips spanning a limited time period. Thousands of bicycles are available 24 / 7 for three seasons per year. The network has more than 100 distribution points. BIXI users are required to pay by credit card using automated payment terminals, or they can use a key if they are members. Annual memberships are available. The BIXI must be returned to the station closest to your destination.

montreal.bixi.com

BIXI

BIXI has earned numerous distinctions. TIME Magazine rated it 19th among the top 50 inventions of 2008. BIXI is also being exported: this Montréal-based creation can now be found on the streets of such major cities as Boston, London, Melbourne, Minneapolis, Washington, New York, Ottawa and Toronto.

Family outings with the STM

As a family-friendly city, Montréal, among its many activities, offers a “Family Outings” program through the STM aimed at promoting the use of public transit with children. This program allows an adult with a valid transit fare to travel with a maximum of five children under 11 across the STM network on Saturdays and Sundays and on legal holidays, as well as during special events.

stm.info



■ STUDYING

Montréal's vast network of public schools and teaching establishments provides high quality education, from pre-school to university. Regardless of age, the city gives its citizens the opportunity to study and develop their competencies.

Pre-school, primary and secondary education

Under the Education Act, attendance at school is mandatory until the age of 16. Pre-school education begins with pre-kindergarten or kindergarten. Primary education includes six years of schooling and the age of admission is set at 6 years old. Secondary education consists of five years of study. Upon completion, students receive a high school diploma (DES), which allows them to pursue college studies, or they obtain a secondary school vocational diploma (DEP) so that they can practice a trade.

It is also possible to obtain an Attestation of Vocational Specialization (ASP) on completion of a six- to 12-month training program, or a skills training certificate (AFP) awarded on completion of a course of study lasting a maximum of 900 hours.

Registering your children for school

Contact the teaching establishment closest to your home for details on how to register your children.

Commission scolaire de Montréal

3737 rue Sherbrooke Est

Joliette métro station

csdm.ca/parents-eleves/admission

(Voir › Autres cas › nouveaux arrivants)

514 596-6084

Commission scolaire Marguerite-Bourgeoys

1100 boulevard de la Côte-Vertu

csmb.qc.ca

514 855-4500

Commission scolaire de la Pointe-de-l'Île

550 53^e avenue

cspi.qc.ca

Students in primary or secondary education (aged 16 or under) who arrive in Quebec with an insufficient command of French are enrolled in reception classes, where they receive French-language learning support intended to facilitate their integration into the French public school system. These classes vary in duration, depending on the person's knowledge and command of French.

CEGEP

Also referred to as "colleges," CEGEPs offer pre-university education programs as well as technical training programs. Education programs prepare the students for university studies, while technical training programs are geared to people intent on integrating the job market immediately after their training. There are several English- and French-language CEGEPs in Montréal.

Fédération des cégeps du Québec

fedeccegeps.qc.ca

514 381-8631

Universities

There are 11 universities across Montréal's territory, including four large universities and seven affiliated schools. In proportion to its total population, Montréal has the highest density of university students in North America.

Université du Québec à Montréal (French)

uqam.ca

Université de Montréal (French)

umontreal.ca

Concordia University (English)

concordia.ca

McGill University (English)

mcgill.ca

For further information on the Quebec education system, visit the website of the Ministère de l'Éducation et de l'Enseignement supérieur.

education.gouv.qc.ca

■ WORKING OR STARTING A BUSINESS

A good knowledge of Montréal's socioeconomic environment and how to navigate it is essential in order to give yourself the best chances of finding a job or starting a business.

Finding a job

A diversified approach is recommended in order to optimize your job search.

- Create a network of contacts
- Use the services of local employment centres
- Contact community-based organizations
- Attend job fairs
- Check the newspapers
- Consult employment websites

For further information on the job market:

emploiquebec.gouv.qc.ca

Local employment centres

Local employment centres (LEC) offer public employment assistance programs. Each centre houses information and publications and is equipped with computers, photocopiers, telephones and fax machines. Employment assistance officers are also available by appointment to carry out an initial assessment of your situation.

To locate your local LEC:

emploiquebec.gouv.qc.ca

The Ville de Montréal as employer

The Ville de Montréal has 28,000 employees working in a variety of different sectors. In order to ensure that its population is well represented within its workforce, Montréal has put forward an employment equity action plan. The city promotes the hiring and job integration of women, persons with disabilities, Aboriginal people, members of visible minorities and members of ethnic minorities.

The city favours the acquisition of work experience by offering study internships as well as job integration and exploration stages in the public service. For example, stages with the city are offered under the *Programme de parrainage professionnel* (professional mentorship program). Developed by the Ville de Montréal in partnership with Emploi-Québec, this program is aimed at developing professional competencies, training tomorrow's generation of city workers, and acquiring job experience in Quebec. For 27 weeks, participants learn as part of a team of professionals thanks to the participation of mentors dedicated to transferring expertise and training the emerging workforce. A considerable number of jobs are offered during the summer, many of which are geared to students.

To consult the job offers or internship opportunities, or to apply:
ville.montreal.qc.ca/emploi

Emploi Nexus

Through the Ville de Montréal's Emploi Nexus project, consulting services are offered to Montréal businesses with the objective of giving employers tools to facilitate the integration of immigrants.

emploinexus.com

Starting a business

Montréal is among the three leading business centres in Canada, together with Toronto and Vancouver. Various services are made available in order to help you realize your business project.

If you wish to open a store, an office or any other type of company on your borough's territory, you may contact the borough's economic development commissioner, who will be able to assist you with finding a commercial site, completing the administrative procedures, and identifying economic development stakeholders to support your project.

If you wish to have an office, a workshop or another type of home-based business, dial 311 to contact the business services department in your borough.

Entrepreneurial support organizations

Some Montréal companies offer entrepreneurial support. Among them are the Corporations de développement économique communautaire (CDEC) and PME MTL, a network of entrepreneurial and business support experts. Various services are offered, including the following:

- Validation of ideas and entrepreneurial potential
- Referral to private and public partners
- Business start-up advice
- Advice on drafting a business plan
- Assistance with securing financing

Other organizations also play a part, each in specific sectors, in supporting populations in several areas. These organizations include the Fondation Montréal Inc., which helps young people aged 18 to 35 launch business start-up projects, as well as the Women's Y and Compagnie F, which offers guidance services to business women starting projects and helps them bring their projects to term.

PME MTL

pmemtl.com

Fondation Montréal inc.

montrealinc.ca

Women's Y

ydesfemmesmtl.org

Compagnie F

compagnie-f.org

Ethnic chambers of commerce and professional organizations

Montréal counts on a variety of institutions to participate in its growth. Ethnic chambers of commerce and professional organizations offer a diversified array of services meant to help investors successfully implement their business projects. Several of these groups serve as a bridge between the socioeconomic realities of the host country and the investment projects put forward by Montréal business people.

For further information:

The Répertoire des regroupements ethnoculturels de gens d'affaires et professionnels de Montréal
emploiexus.com/outils/repertoire-des-regroupements-ethnoculturels

Montréal International

The organization Montréal International has a mission to promote direct foreign investment and the presence of international organizations, as well as foster the establishment of a strategic foreign labour force. Montréal International's international mobility division provides services with the objective of promoting the recruitment and reception of foreign workers.

Montréal International

montrealinternational.com

514 987-8191

■ ACCESSING HEALTH CARE

Health and social services come under the jurisdiction of the Government of Québec. They are available to everyone without discrimination. These services are provided by a variety of health care institutions.

- Local community service centres (CLSCs)
- Medical clinics
- Hospitals
- Rehabilitation centres
- Residential and long-term care centres (CHSLDs)

For contact information on health care institutions across Montréal territory:

Agence de la santé et des services sociaux de Montréal

santemontreal.qc.ca

514 286-6500

Health insurance card

The health insurance card gives you access to health services covered under the public health care plan. You are required to apply for the health insurance card as soon as you arrive in Quebec.

Régie de l'assurance maladie du Québec (RAMQ)

425 boulevard de Maisonneuve Ouest

3^e étage, bureau 301

ramq.gouv.qc.ca

514 864-3411

The Info-Santé 8-1-1 service

If you have any non-urgent questions related to health, the Info-Santé telephone service lets you speak to a qualified health professional who will be able to answer your questions or refer you to the proper resource.

This free professional consultation service is available 24/7.

To contact Info-Santé:

811

For emergencies (police, ambulance or fire department):

911

Scheduling an appointment

In order to consult a physician, you must schedule an appointment in a Montréal-based medical clinic or network clinic. Most are walk-in clinics open seven days a week, however. These clinics are geared to people with minor health problems. Contact your local health clinic for details on how to proceed.

For contact information on Montréal-based medical clinics and network clinics:

santemontreal.qc.ca

514 286-6500

■ FINDING CHILDCARE SERVICES

If you have young children, you may require childcare services from a centre de la petite enfance (CPE) or daycare centre, or a home daycare centre. Geared to children aged 0 to 5, these centres offer quality educational childcare services adapted to a child's age, at an affordable cost.

To consult the list of childcare centres and centres de la petite enfance nearest you:

Ministère de la Famille

mfa.gouv.qc.ca

514 873-7200

The Coopérative Enfance Famille is a one-stop window for securing a place in a reduced-contribution childcare centre:

laplace0-5.com

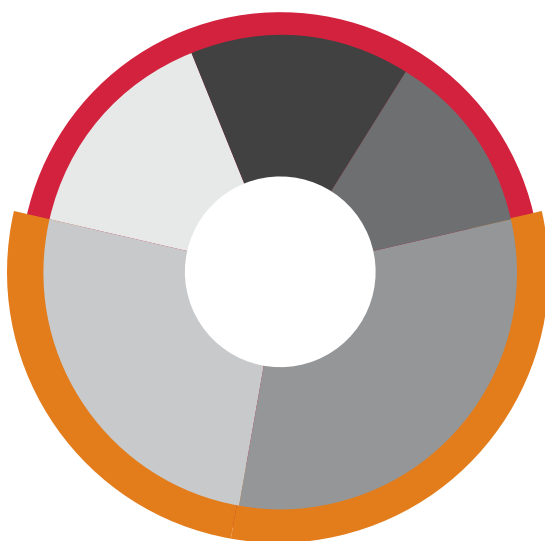
514 270-5055





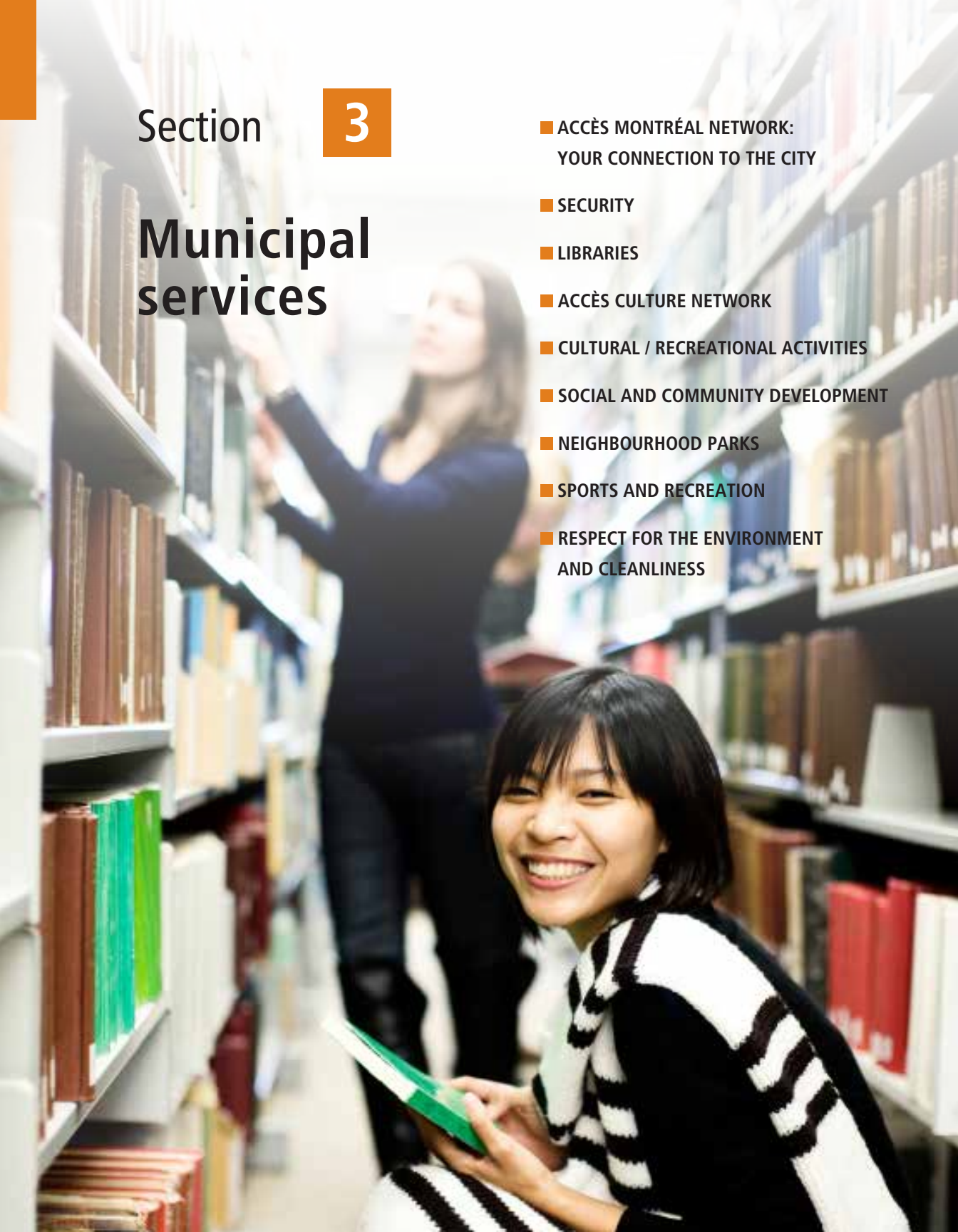
Montréal: facts and figures

AGE GROUPS



People aged 25 to 64 account for more than 50% of the population.

- 0-14: 15%
- 15-24: 12.6%
- 25-44: 31.4%
- 45-64: 25.9%
- 65 and over: 15.1%

The background of the entire page is a photograph of a library. In the foreground, a young woman with dark hair and bangs, wearing a black and white striped sweater, is smiling at the camera while holding a green book. In the background, another woman in a dark blue top is reaching up to a high shelf. The shelves are filled with books of various colors.

Section

3

Municipal services

- ACCÈS MONTRÉAL NETWORK:
YOUR CONNECTION TO THE CITY
- SECURITY
- LIBRARIES
- ACCÈS CULTURE NETWORK
- CULTURAL / RECREATIONAL ACTIVITIES
- SOCIAL AND COMMUNITY DEVELOPMENT
- NEIGHBOURHOOD PARKS
- SPORTS AND RECREATION
- RESPECT FOR THE ENVIRONMENT
AND CLEANLINESS

THE CITY AND ITS BOROUGHES OFFER A MULTITUDE OF SERVICES AIMED AT ENSURING YOUR WELL-BEING AND THAT OF YOUR FAMILY. THESE INCLUDE LEISURE ACTIVITIES, SPORTS, LIBRARIES AND MUCH MORE. THIS SECTION OUTLINES THESE SERVICES.

■ THE ACCÈS MONTRÉAL NETWORK: YOUR CONNECTION TO THE CITY

OPEN 365 DAYS A YEAR, THE ACCÈS MONTRÉAL NETWORK IS YOUR GATEWAY TO OBTAINING INFORMATION, REQUESTING MUNICIPAL SERVICES, OR FILING A COMPLAINT.

By telephone

311 (residents of Montréal)

311 is the simple one-stop number to call for information concerning the Accès Montréal network. It applies to a range of fields. For example, you'll find library schedules along with programming details on sports and recreation activities, and you can also request a renovation permit or information on household waste collection days.

514 872-0311 (if you are calling from outside of Montréal)

By Internet

The Ville de Montréal portal features a wealth of information on activities, services and municipal programs. Some sites on the portal let you email your comments, questions, requests and complaints.

ville.montreal.qc.ca

The 311 municipal database

The 311 municipal database contains hundreds of documents concerning the services offered by the Ville de Montréal and municipal by-laws. To access the database, go to the portal home page and click on the tab marked “311 Database.”

In person

You can obtain a service or carry out a transaction (pay a tax bill, a ticket or other) by going to the point of service nearest you.

For contact details and opening hours:

ville.montreal.qc.ca

311

By email

You can send a letter or any other document to the Ville de Montréal, making sure to identify the recipient and cite the address of the department concerned.

The Accès Montréal card

The Accès Montréal card lets you benefit from considerable savings on recreational activities and outings in Montréal for a period of one year. It is available for purchase at Accès Montréal and borough offices and at municipal libraries. Applicants must show proof of identity as well as a recent photo and proof of residence.

ville.montreal.qc.ca/cam

The Accès simple portal

The Accès simple portal is geared to persons with a reading disability or an intellectual disability.

There are three ways to access the information:

- Simplified text: for persons with a reading disability
- Sound version: for persons who require reading assistance
- Ortograp altêrnativ: for persons with a major intellectual disability

ville.montreal.qc.ca/accesssimple

Montréal: facts and figures

THE IMMIGRANT POPULATION

Montréal is the place of residence for most immigrants to Quebec.



■ Immigrants account for 33% of Montréal's population.

■ Every year more than 70% of new immigrants to Quebec choose to live in Montréal.

■ SECURITY

911 emergency centre

911 is an important number to know by heart.

It is the number to call for any type of emergency: fire, accident, heart attack, etc. Police officers, firefighters and ambulance technicians will be dispatched to the scene to provide the necessary assistance.

Public protection

The Service de police de la Ville de Montréal (SPVM) has a responsibility to protect the lives and well-being of all citizens, maintain peace and public security, prevent and fight crime, and ensure compliance with the laws and regulations in force. To foster closer ties with the community, the SPVM emphasizes the importance of maintaining quality relations between police officers and citizens, based on integrity, trust and mutual respect. Thanks to its neighbourhood policing model, the SPVM encourages its police officers to participate in the daily life of local communities, working in partnership with those communities to resolve problems. Montréal's municipal police department is the largest in Quebec and the second largest in Canada.

To locate a neighbourhood police station:

spvm.qc.ca

Info-Crime Montréal

Info-Crime Montréal is a prevention program that encourages citizens to fight crime by anonymously reporting an illegal activity or crime. When you contact Info-Crime Montréal, your call is not posted or recorded, nor can it be traced.

infocrimemontreal.ca

514 393-1133

Tandem

Tandem is a community-based prevention program in urban security. Some community-based organizations have a mandate from their borough to develop and implement individual or community-driven strategies aimed at preventing crime across their territory. This program also offers services to participating boroughs with the intention of promoting good neighbourliness at the local level.

ville.montreal.qc.ca/tandem

311

Fire prevention

The Service de sécurité incendie de Montréal (SIM) has a mission to save human lives, protect property and preserve the living environment of citizens of the agglomeration of Montréal.

If a fire occurs in your home or elsewhere, immediately evacuate the building. Once outside, dial 911. Under the By-law concerning the Service de sécurité incendie de Montréal, the installation of a functional smoke detector on each floor of a living unit is mandatory.

In a rental apartment, the installation and proper function of a smoke detector is a shared responsibility: the owner is responsible for the installation, and the tenant is responsible for ensuring that its proper function is not hindered, for example by removing the batteries.

The smoke detector is the most effective means of saving lives in case of fire, particularly if the fire occurs at night and without our knowledge. It is the first line of defence against fire. Make sure to check the smoke detector regularly to ensure that it is functioning properly, and replace the batteries periodically.

How to prevent fires

- Install a smoke detector on each floor of your home;
- Install a portable fire extinguisher in the kitchen and learn how to operate it;
- Do not smoke in bed;
- Never leave the stove on or leave a pot on the stove without supervision;
- Keep flammable products far from a heat source and out of reach of children;
- Have an electrical panel installed by a master electrician and use the proper fuses and breakers;
- Have your heating units installed by duly qualified individuals or a contractor.

ville.montreal.qc.ca/sim

Information on prevention

514 872-3800

Program for persons with a mobility impairment

If your travel is made slower due to a mobility impairment, you may register free of charge for the Emergency Evacuation Assistance Program put forward by the Montréal Fire Department. In case of emergency, firefighters will thus be able to intervene more effectively at your place of residence.

514 872-3775

LIBRARIES

Each of the city's 19 boroughs has at least one library. Together, the libraries house millions of documents and offer programs and services that may facilitate your integration. They are unique, convivial, neutral and family-friendly spaces that facilitate access to information, knowledge, culture and recreation. Do not hesitate to visit your neighbourhood library and benefit from the many resources they offer. You can also consult library staff for further information.

Membership is free for all residents of Montréal.

What you can do at a library:

- Use a computer and access the Internet;
- Consult and borrow documents;
- Improve your knowledge of French;
- Participate in various activities geared to families, and much more!

ville.montreal.qc.ca/biblio

311

THE ACCÈS CULTURE NETWORK

Accès culture is a cultural dissemination network that includes no fewer than 24 municipal venues in the performing arts and visual arts. They offer free or low-cost multidisciplinary programming of shows presented by professionals. Present in 19 boroughs within the Ville de Montréal, these cultural dissemination venues offer programming adapted to the realities of neighbourhoods. Their objective is to facilitate access to culture, ensure cultural development, and promote exchanges between artists and citizens through various support and cultural mediation projects with schools and local organizations. Among the 24 municipal venues, some 12 belong to the "maisons de la culture" network. The maisons de la culture are leading hubs for cultural dissemination. Several boroughs also present activities during the summer, including in parks and at Parc La Fontaine's Théâtre de Verdures.

accessculture.com

■ CULTURAL / RECREATIONAL ACTIVITIES

Pleasure is the watchword among Montrealers when it comes to choosing their cultural/recreational activities. Thanks to the dynamism of hundreds of organizations in all Montréal neighbourhoods, numerous cultural/recreational activities are offered for all ages.

In the dramatic, visual and media arts, the circus, literature, dance, music and urban art, you'll find an accessible quality activity near your home. In addition to promoting your creative development, practicing a cultural/recreational activity lets you get out and meet people from your neighbourhood.

For more on the cultural/recreational activities offered by the Ville de Montréal and its partners, you may consult:

The website for recreational activities

ville.montreal.qc.ca/loisirsenligne

Your borough website

ville.montreal.qc.ca

311

■ SOCIAL AND COMMUNITY DEVELOPMENT

The Ville de Montréal provides support to various organizations across its territory in order to promote the development of communities and improve the quality of life and living conditions of the Montréal population. This support takes the form of family and youth assistance projects as well as food security and universal access programs.

If you wish to benefit from the services offered in your community or play a part in decisions that concern you, several resources are available in your borough.

311

■ LOCAL PARKS

In addition to its large parks, Montréal has local parks and green spaces in all of its neighbourhoods. Some feature playgrounds or playing fields for seniors, sports fields, skating rinks, swimming pools, water play modules, wading pools, and more.

Sporting clubs in boroughs offer a range of activities in parks, including soccer and basketball.

For more about the parks and the activities offered:

ville.montreal.qc.ca

(See tab marked Boroughs)

■ SPORTS AND RECREATION

The Ville de Montréal and its partners make a complete program of sports and recreation activities available to children and adults alike. This programming is available through the *Loisirs en ligne* service, which lets you:

- consult the activities presented as part of the sports and recreation program offered by the Ville de Montréal and its boroughs;
- research one or more activities;
- register to take part in activities (where online registration is possible);
- reserve a field or space online, based on availability in the borough;
- consult and research information on the Ville de Montréal facilities hosting activities;
- consult and research information on Ville de Montréal partner organizations offering activities.

For further information, contact your borough or the partner organization responsible for the activity that interests you. Note that rental and other fees may apply.

ville.montreal.qc.ca/loisirsenligne



Community gardens

Plots of land are set aside for Montréal citizens interested in gardening.

To obtain the contact information for the community garden nearest you and the terms and conditions of use, contact your borough office or dial 311.

■ RESPECT FOR THE ENVIRONMENT AND CLEANLINESS

Montréal places a great deal of importance on the environment and makes cleanliness a priority. Several services are offered in order to facilitate the management of residual materials in a perspective of sustainable development. In Montréal, respect for the environment and cleanliness is a responsibility shared by all. Leaving garbage on the sidewalk or street, in front of a building or behind it, is a breach of municipal regulations subject to fines.

Household waste collection

When: Collection days and times vary, depending on where you live. For further information, go to ville.montreal.qc.ca/collectes or dial 311.

Where: Place your garbage bags or bins on the curb.

Collection of recyclable materials

When: Generally once a week. For more on collection days and times or the type of materials that are recycled, go to ville.montreal.qc.ca/collectes or dial 311.

Where: Place your recycling bin or bag on the curb.

To obtain a recycling bin, call your borough office or écoquartier, or dial 311.

Collection of heavy objects (cumbersome)

The Ville de Montréal collects heavy objects, such as furniture, mattresses and appliances that are no longer useful, as well as construction debris.

When: Collection times vary from one borough to the next. Some boroughs require an appointment, while others carry out collections on fixed days. Go to ville.montreal.qc.ca/collectes for complete details or dial 311.

Where: Place heavy objects on the curb.

Collection of hazardous household waste (HHW)

This collection is aimed at recovering residual materials that pose a danger, such as paint, motor oil and batteries, and that are not included in the household waste collection.

When: During opening hours at ecocentres.

Where: Bring your HHW to an ecocentre.

For information on ecocentre locations:

ville.montreal.qc.ca/ecocentres

514 872-0384

311

Collection of household food waste

This collection is aimed at transforming table waste or organic waste into compost. This service is available in specific Montréal boroughs.

When: Generally once a week. For details on collection days and times and the type of materials accepted, or to find out if your borough offers this service, go to or ville.montreal.qc.ca or dial 311.

Where: Place the brown bin on wheels provided by your borough on the curb.

Écocentres

Ecocentres are re-use and recovery sites made available to the citizens of Montréal. Objects refused during the regular collection (e.g., appliances, hazardous household waste) are accepted by ecocentres.

ville.montreal.qc.ca/ecocentres

Éco-quartiers

The éco-quartiers are the product of a Montréal-based environmental action program aimed at financing activities meant to improve the environment. The objective of the éco-quartiers is to keep the city clean and raise awareness of sustainable development, for example by distributing recycling bins and flowers to citizens.

ville.montreal.qc.ca/ecoquartiers

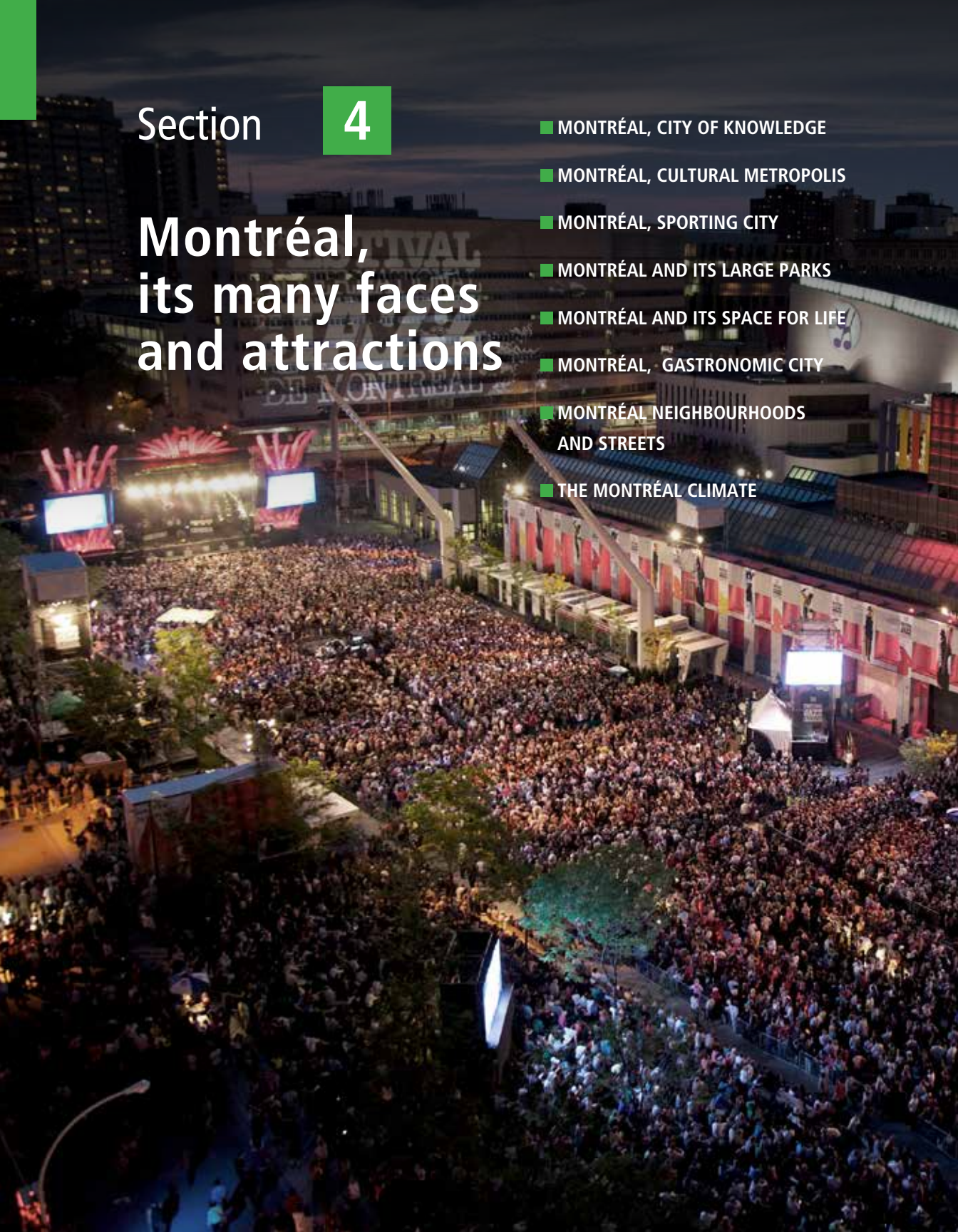


Section

4

Montréal, its many faces and attractions

- MONTRÉAL, CITY OF KNOWLEDGE
- MONTRÉAL, CULTURAL METROPOLIS
- MONTRÉAL, SPORTING CITY
- MONTRÉAL AND ITS LARGE PARKS
- MONTRÉAL AND ITS SPACE FOR LIFE
- MONTRÉAL, GASTRONOMIC CITY
- MONTRÉAL NEIGHBOURHOODS AND STREETS
- THE MONTRÉAL CLIMATE



MONTRÉAL IS A CITY OF DISCOVERIES WHERE EVERY SEASON OFFERS A HOST OF ACTIVITIES ACROSS ITS TERRITORY. THIS SECTION INVITES YOU TO DISCOVER MONTRÉAL'S MANY FACES AND ATTRACTIONS.

■ MONTRÉAL, CITY OF KNOWLEDGE

MONTRÉAL IS A CITY OF KNOWLEDGE, OWING TO THE NUMEROUS TEACHING INSTITUTIONS, RESEARCH CENTRES AND COMPANIES ACROSS ITS TERRITORY. THE CITY HAS A HIGH CONCENTRATION OF KNOWLEDGE SECTORS AND PROFESSIONS, TO GO ALONG WITH A HIGH VOLUME OF JOBS IN SEVERAL TECHNOLOGICAL FIELDS.

The Grande bibliothèque

In addition to the city's local libraries, the Grande bibliothèque gives you free access to several million books and documents. Located in the heart of the Quartier latin, the Grande bibliothèque houses a universal collection as well as a national collection. Collections and services for new immigrants allow you to obtain a wealth of information on Quebec and Canada. A multilingual collection for adults and children is also available.

475 boulevard De Maisonneuve Est
Berri-UQAM métro station

banq.qc.ca

514 873-1100

■ MONTRÉAL, CULTURAL METROPOLIS

Montréal has a vibrant cultural scene. The city recognizes culture as essential to its sustainable development and economic prosperity. More than 100 cultural festivals and events contribute to and showcase Montréal's diversity. Almost half of these festivals are international in scope. The best known are the Festival international de Jazz de Montréal, the Just for Laughs Festival, and the FrancoFolies. Festivals are held during every season and in every neighbourhood. The Quartier des spectacles in the downtown core offers a variety of open-air events that are often free. Several events also highlight Montréal's cultural diversity, such as the Festival du Monde arabe, the Festival international de tango de Montréal, and the Montréal St. Patrick's Day Parade.

To consult the cultural calendar:

ville.montreal.qc.ca/culture/festivals-et-evenements

Montréal's cultural landscape offers a fascinating array of options, from visiting an art exhibition to discovering the city's rich heritage. There are 38 museums in Montréal, dedicated to art, architecture, history and sciences, while several establishments offer theme-based routes.

museesmontreal.org

514 845-6873

Hundreds of artworks are showcased in Montréal parks, public places and buildings. Venture out to discover them free of charge. The artworks include commemorative monuments, monumental sculptures, murals and landscape architecture. The Municipal Collection alone features more than 300 works distributed across every neighbourhood.

ville.montreal.qc.ca/artpublic

The Centre d'histoire de Montréal

The accessible and fascinating Centre d'histoire de Montréal invites you to discover the city's multiple identities. Its museum in Old Montréal and its website tell the rich and eventful history of the city and its inhabitants. All year long, the Centre d'histoire de Montréal presents exhibitions, educational activities – some of which are geared to francization groups – as well as walking tours and podcasts that let you see a different side of the city.

335 place d'Youville

Place-d'Armes or Square-Victoria métro station

ville.montreal.qc.ca/chm

514 872-3207

Cultural showcase

Discover Montréal's vibrant cultural scene through a unique site in the heart of the Quartier des spectacles: La Vitrine is the place to go to purchase tickets for any of the cultural activities offered in Greater Montréal. Regular tickets and last-minute discounts are available through La Vitrine's information centre and centralized ticket office. Discover it!

lavitrine.com

2 rue Sainte-Catherine Est
Saint-Laurent métro station
514 285-4545

Montréal Museums' Day

On the last Sunday in May, thousands of citizens take part in Montréal Museums' Day. Close to 30 museums throw open their doors to the public, offering free admission to permanent collections and temporary exhibitions, to go along with special activities.

In order to facilitate travel, the Société de transport de Montréal offers free shuttle service between the museums for the thousands of visitors who take part.

museesmontreal.org

514 845-6873

■ MONTRÉAL, SPORTING CITY

Montréal has an extensive network of sporting facilities. Many are run by the Ville de Montréal, while others are operated by government or private organizations. Winter and summer alike, Montrealers practice indoor and outdoor sports and attend a variety of sporting events. Most of the city's facilities play host to national and international sporting competitions featuring athletes from around the world. They also stage such major sporting events as the Défi Sportif AlterGo for athletes with disabilities.

For a complete list of local sporting facilities, go to your borough website or dial 311.

To search sports or physical activities by subject of interest:

ville.montreal.qc.ca/sports

■ MONTRÉAL AND ITS LARGE PARKS

Montréal boasts an impressive array of attractions for nature lovers. Its diversified and readily accessible collection of green spaces can be enjoyed alone or with family and friends at any time of the year. There are 19 large parks on the Island of Montréal spanning an area of 2,000 hectares. These parks are havens for relaxation and recreation, where people can practice any number of activities, from recreational, educational and cultural activities to sports and outdoor activities. The parks also stage major public celebrations. They have a conservation mission and also feature an architectural heritage, together with a rich diversity of fauna and flora.

ville.montreal.qc.ca/grandsparks

■ MONTRÉAL AND ITS SPACE FOR LIFE

Cities that provide access to nature in the heart of the urban landscape are few and far between. Montrealers have that opportunity, thanks to the largest concentration of nature science museums in Canada. Montréal's Space for Life network includes the Biodôme, the Insectarium, the Botanical Garden and the Rio Tinto Alcan Planetarium. All are known the world over.

espacepourlavie.ca



The Insectarium and Montréal Botanical Garden

With its collection of several thousand insect specimens, the Montréal Insectarium is the largest museum dedicated entirely to insects in North America. Declared a National Historic Site in 2008, the Montréal Botanical Garden, for its part, is recognized among the world's largest and most beautiful gardens. A single admission ticket is valid for both these institutions.

Montréal Insectarium

4851 rue Sherbrooke Est
Pie-IX métro station

espacepourlavie.ca/insectarium

514 872-1400

Montréal Botanical Garden

4101 rue Sherbrooke Est
Pie-IX métro station

espacepourlavie.ca/jardin-botanique

514 872-1400

Biodôme de Montréal

The one-of-a-kind Biodôme de Montréal lets you visit five ecosystems under the same roof.

4777 avenue Pierre-de-Coubertin

Viau métro station

espacepurlavie.ca/biodome

514 868-3000

Rio Tinto Alcan Planetarium

Inaugurated in April 2013, the Rio Tinto Alcan Planetarium – the latest star in the Space for Life firmament – offers a unique approach to astronomy in a boldly designed building just steps from the Biodôme.

4801 avenue Pierre-De Coubertin

Viau métro station

espacepurlavie.ca/planetarium

514 868-3000 (ticket office support)

Don't miss Montréal's public markets!

Montreal's network of public markets offers citizens fresh garden produce every day of the year.

marchespublics-mtl.com



■ MONTRÉAL, GASTRONOMIC CITY

Montréal is known for its high-quality local restaurants, chic bistros and great gastronomic tables. The growing renown of Montréal chefs has helped to make the city a world-class gastronomic hub whose restaurants reflect its ethnic and cultural diversity.

■ MONTRÉAL NEIGHBOURHOODS AND STREETS

A leisurely stroll is the best way to get acquainted with Montréal and its various neighbourhoods.

Each neighbourhood has its own personality and history. Montréal's development extended northward from Old Montréal, and its historic streets have played a key role in shaping the city as we know it today.

Montréal neighbourhoods

Old Montréal

The city's historic quarter, Old Montréal, is characterized by its European architecture and its dual French and English colonial heritage.

Champs-de-Mars or Place-d'Armes métro station

vieux.montreal.qc.ca

vieuxportdemontreal.com

The Quartier international de Montréal

The Quartier international is home to several international institutions. Its contemporary layout has earned numerous awards and distinctions in urban design and redevelopment.

Square-Victoria or Place-d'Armes métro station

qimtl.qc.ca

Chinatown

Montréal's Chinatown is among the oldest Asian neighbourhoods in America, with businesses from a variety of Asian countries.

Place-d'Armes métro station

ville.montreal.qc.ca/villemarie

The Quartier des spectacles

The Quartier des spectacles in the heart of Montréal offers a multitude of cultural activities, with more than 80 cultural venues, including 30 performance halls.

Berri-UQAM or Saint-Laurent or Place-des-Arts métro station

quartierdesspectacles.com

The Quartier latin

Located between Old Montréal and the Plateau neighbourhood, the Quartier latin offers a tantalizing mix of local attractions, including institutions, schools, restaurants, bars and sidewalk cafés.

Berri-UQAM métro station

quartierlatin.ca

The Gay Village

Located in Centre-sud neighbourhood, the Gay Village offers community-based services, specialized boutiques, bars, antique shops and restaurants.

Berri-UQAM or Beaudry or Papineau métro station

unmondeunvillage.com

The Plateau Mont-Royal

This neighbourhood at the foot of Mount Royal is known for its exciting cultural landscape that includes dance, theatre, poetry, music, visual art and film.

Sherbrooke or Mont-Royal or Laurier métro station

ville.montreal.qc.ca/plateau

Little Italy

Partly located along Montréal's iconic boulevard Saint-Laurent, Little Italy, which is home the Jean-Talon Market, offers a charming mix of cafés and specialized boutiques.

Jean-Talon or De Castelnau métro station

petiteitalie.com

The Petit Magreb

Located on rue Jean-Talon in the neighbourhood of Saint-Michel, this neighbourhood's various stores are where Montrealers go to buy traditional North African products.

Saint-Michel métro station

Montréal streets

Rue Sainte-Catherine

Rue Sainte-Catherine is Montréal's largest commercial artery, spanning the downtown area from west to east. It features pedestrian malls, countless sidewalk boutiques and a vast underground network.

destinationcentreville.com

Boulevard Saint-Laurent

Stretching from south to north, this artery separates the city from east to west and holds great symbolic value for Montrealers of all origins. Otherwise known as "The Main," boulevard Saint-Laurent was settled by a number of immigrant communities, whose members went on to open stores and restaurants.

boulevardsaintlaurent.com

Rue Saint-Denis

Rue Saint-Denis is one of Montréal's best loved and lively streets, known for its terraces, cafés and boutiques.

la-rue-st-denis.com

Rue Saint-Hubert

This artery crosses the city from south to north, becoming Plaza Saint-Hubert in the neighbourhood known as La Petite-Patrie. Between rue Bellechasse and rue Jean-Talon, its covered sidewalks allow pedestrians to take advantage of a varied commercial offer from far and wide all year long.

maplaza.ca

Avenue du Parc

Initially residential, avenue du Parc became mainly commercial with the arrival of the Greek community. Today, it is even more diversified, with summer concerts as well as sporting events held in the two parks it connects, lending the street its great vitality.

The Montréal Underground

Spanning more than 30 km of underground tunnels, this “indoor city” boasts the most extensive network of indoor malls in the world, with more than 2,000 stores and no fewer than eight métro stations providing access to it. The Montréal underground also connects to universities as well as several office towers and restaurants. A number of world renowned events are held in the Montréal underground, including the Art Souterrain festival showcasing new artistic practices through a series of underground exhibitions open to the public.

Also called RÉSO – an anagram made up of the words Réseau and Souterrain – this underground network is bordered by a quadrilateral area made up of rue Sherbrooke in the north, rue Saint-Jacques in the south, rue de la Montagne in the west, and rue Saint-Urbain in the east.



■ THE MONTRÉAL CLIMATE

In Quebec, the temperature is calculated in degrees Celsius. Montréal weather is marked by significant variations from one season to the next: spring runs from April to May, summer from June to September, fall from October to November, and winter from December to March. In winter, the cumulative effect of the cold and wind can cause the temperature to drop to minus 30°C. Montréal is among only a few cities in the world to have such wide variations in temperature.

No matter what the season, take advantage of Montréal!

In summer, Montréal becomes a vast outdoor recreational space, with an extensive network of outdoor swimming and wading pools, three public beaches, hundreds of kilometres of bike paths and hiking trails, tennis courts and soccer fields, golf courses, parks, reading benches and green spaces galore. There's plenty to do in the summer!

In winter, dress warmly and take advantage of the outdoors and the fresh air to go skating or play hockey on one of the city's many indoor or outdoor rinks, frozen outdoor ponds, or under the fairytale lights at the Bonsecours basin in Old Montréal. Embrace a sport, such as skiing or snowshoeing, or even take up luge! You can also head out to other sites in your borough—and don't forget Beaver Lake at Mount Royal Park.

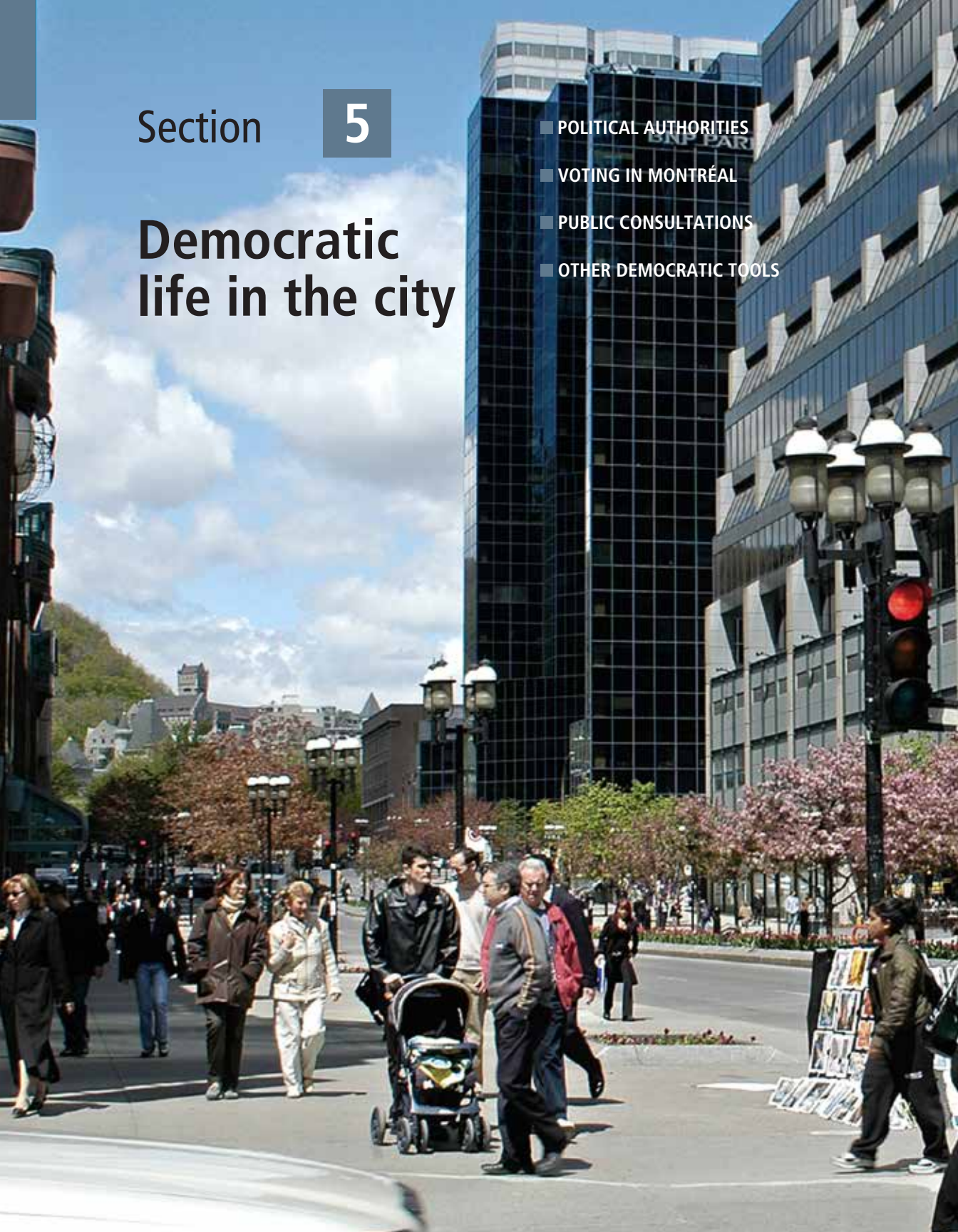


Section

5

Democratic life in the city

- POLITICAL AUTHORITIES
- VOTING IN MONTRÉAL
- PUBLIC CONSULTATIONS
- OTHER DEMOCRATIC TOOLS



THE VILLE DE MONTRÉAL AND ITS 19 BOROUGHES REPRESENT THE LOCAL LEVEL OF ADMINISTRATION CLOSEST TO THE POPULATION. THANKS TO THE CITY'S CORE DEMOCRATIC VALUES, CITIZENS PLAY A STRONG PART IN ITS DEMOCRATIC LIFE. THIS SECTION PRESENTS THE PRINCIPAL INSTRUMENTS OF DEMOCRATIC LIFE.

■ POLITICAL AUTHORITIES

Within the Ville de Montréal

City council

City council is the Ville de Montréal's chief decision-making body. It is made up of 65 elected officials, including the mayor of Montréal, 18 borough mayors, and 46 municipal councillors. City council usually convenes once a month. Note that the mayor of Montréal is also mayor of the Ville-Marie borough. The powers of city council are set out in the Charter of the Ville de Montréal.

City council's calendar of meetings is available on the Ville de Montréal portal, together with the minutes and agendas. Each council meeting is preceded by a question period for participating citizens. In order to take part, citizens must register 30 minutes before the start of the meeting.

To consult (in French) the agenda or the minutes for a city council meeting:

ville.montreal.qc.ca

(See tab marked Vie démocratique – Instances décisionnelles – Conseil municipal)

To watch a city council debate live:

ville.montreal.qc.ca

(See › Webdiffusion)

The executive committee

Formed of a maximum of 11 members and the mayor of Montréal, the executive committee exercises jurisdiction over the territory spanned by the Ville de Montréal and its boroughs. Each of its members is responsible for a specific sphere of activity, such as economic development, public works, or culture.

The agglomeration council

The agglomeration council is made up of 31 elected officials from the boroughs and reconstituted cities, and it is presided over by the mayor of Montréal. Its chief areas of jurisdiction include property assessment, security services, residual materials management planning, water supply, wastewater purification, public transit, and economic development.

City Hall

Montréal City Hall – also known as the “maison des citoyens” – was inaugurated in 1878. It is located on rue Notre-Dame in Old Montréal, between Place Jacques-Cartier and the Champs-de-Mars. It is open from 8:30 am. to 4:30 p.m. It houses a hall of honour and plays host to free exhibitions, municipal council meetings and much more. Guided visits are also available on request.

For further information:

275 rue Notre-Dame Est

Champs-de-Mars métro station

514 872-0077

Advisory councils

There are four advisory councils within the Ville de Montréal, made up of citizens appointed by the municipal council. Each council acts as an advisory body to the city in a specific field of jurisdiction.

- The Conseil interculturel du Montréal (CIM)

The CIM handles all issues likely to promote the successful integration of members of cultural communities into the city's political, economic, social and cultural fabric.

ville.montreal.qc.ca/cim

514 868-5809

- The Conseil des Montréalaises

The Conseil des Montréalaises handles all issues concerning equality between men and women and the status of women. It seeks to promote greater civic participation among citizens.

ville.montreal.qc.ca/conseildesmontrealaises

514 868-5809

- The Conseil jeunesse de Montréal (CJM)

The Conseil jeunesse de Montréal was formed to account for the concerns of young Montrealers aged 12 to 30 and encourage them to play a part in decisions that concern them.

cjmtl.com

514 868-5809

- The Conseil du patrimoine de Montréal

The Conseil du patrimoine de Montréal plays an advisory role on all issues related to the protection and preservation of the Ville de Montréal's heritage.

ville.montreal.qc.ca/cpm

514 872-4055

Borough life

Borough council

A council with at least five elected officials, including the borough mayor, is formed in each borough. Elected officials manage local affairs, such as zoning, recreation, culture, garbage collection, parks and fire prevention. All citizens are entitled to attend borough council meetings.

To consult the meeting calendar:

ville.montreal.qc.ca

(See tab marked Find a borough)

To contact an elected official:

ville.montreal.qc.ca/elus

311



■ VOTING IN MONTRÉAL

The best way to participate in your city's democracy is to vote during elections. In Montréal, elections are held every four years, on the first Sunday in November. Voting is an important right, and it is both confidential and personal. Thus, no one can oblige you to say who you intend to vote for and no one can make the decision for you.

In order to exercise your right to vote, you must meet four conditions:

- Be 18 or older on the day of the election
- Be a Canadian citizen
- Must have lived in Montréal during the previous six months, or owned a building or operated a business establishment in Montréal for the previous 12 months
- Be registered on the electoral list

IN MONTRÉAL, VOTING IS BOTH A RIGHT AND A RESPONSIBILITY.

Political parties

Political parties are present in Montréal. These municipal parties are separate from provincial and federal parties. No political affiliation exists between political parties and the different levels of government.

■ PUBLIC CONSULTATIONS

The Ville de Montréal encourages you to attend public consultations held to sound out your opinion. Montréal recognizes that all citizens must be able to influence decisions that affect them and participate in collective development.

Standing committees

Standing committees are public consultation bodies instituted by city council and the agglomeration council. They are made up solely of elected officials, and their mission is to inform the decisions made by elected officials and promote civic participation in debates of public interest on various major issues, including transportation, the management of infrastructure and the environment, public security and finances.

ville.montreal.qc.ca/commissions

The Office de consultation publique de Montréal

The Office de consultation publique de Montréal is an organization that was created under section 75 of the Montréal Charter. Its mandate is to carry out public consultations on major issues within the city, notably on urban planning and land use development projects across city territory, and on any project designated by the city council or executive committee.

Office de consultation publique de Montréal:

ocpm.qc.ca

■ OTHER DEMOCRATIC TOOLS

The Task Force on Democracy is a working group composed mainly of citizens. It promotes partnerships between its members and the Ville de Montréal. This collaboration allows civil society to play an active part in the establishment of democratic tools. In addition to the Montréal Charter, its achievements are as follows:

The Public Consultation and Participation Policy

In March 2005, the Ville de Montréal adopted *The Challenge of Participation – Montréal's Public Consultation and Participation Policy* aimed at encouraging citizens to play an active part in civic life and in the management of municipal affairs. It favours public consultation practices that are transparent, credible, effective, and useful in decision-making. It formally recognizes the power of citizens to influence decisions made by various authorities within the city.

Practical guide – Citizens taking part in public consultation

The Ville de Montréal designed a guide featuring useful and practical tips for citizens who wish to comment or speak during public consultations.

ville.montreal.qc.ca/guideparticipation

Right of initiative to public consultation

In force since January 1, 2010, the right of initiative allows citizens to request and obtain public consultation by filing a petition in accordance with the regulations and time periods set out under law. This tool lets you get involved by proposing innovative projects that you care about and that are in the public interest.

ville.montreal.qc.ca/droit-initiative

Mayor of Montréal's Democracy Award

Created in 2002, this annual award is presented to a Montréal individual, group or organization whose actions help strengthen democracy and citizenship in the city.

ville.montreal.qc.ca/prixdemocratie

Democratic life

For more information on municipal democracy and civic participation, go to the Ville de Montréal portal and click on the tab marked "Democratic participation."

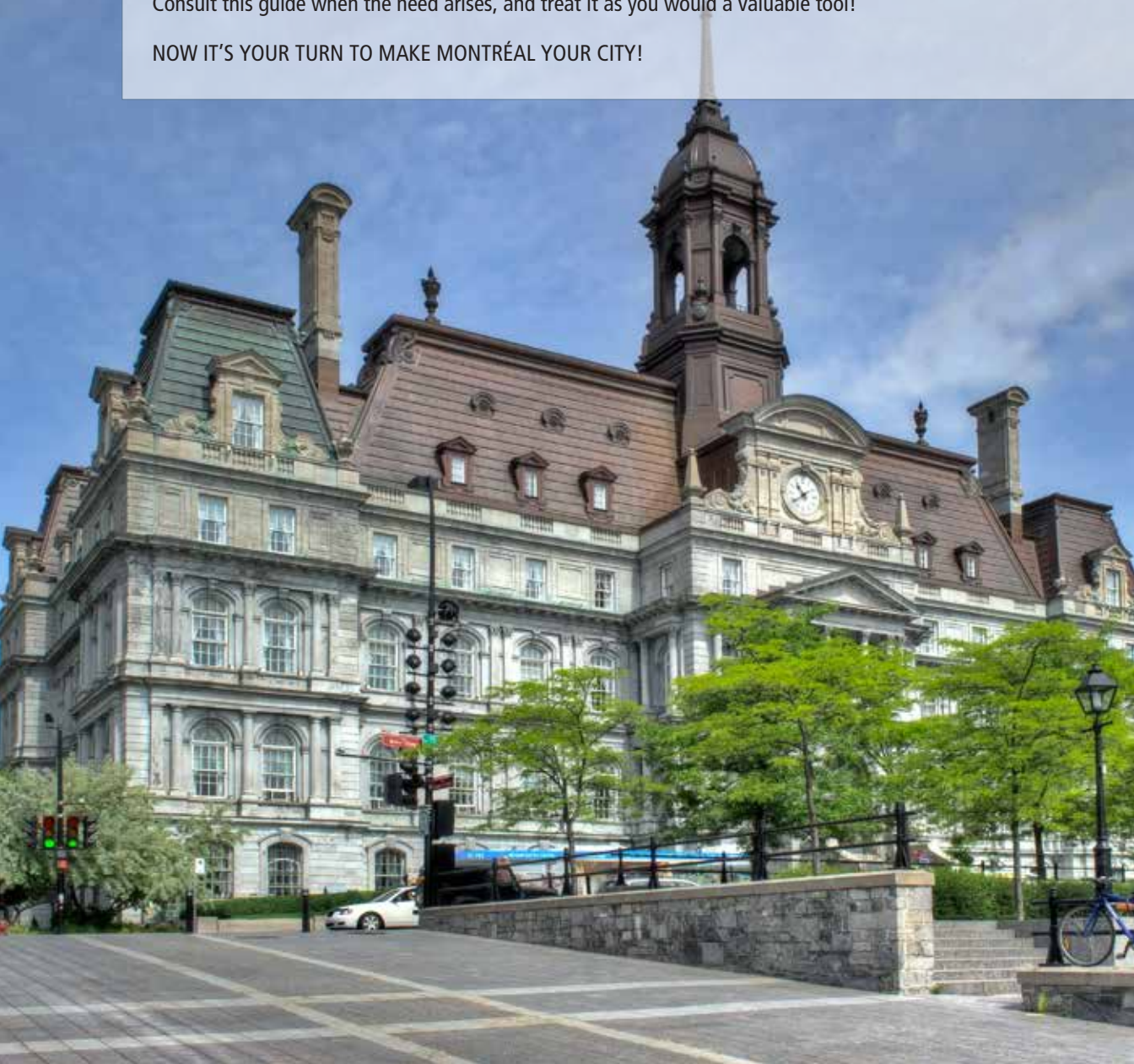
ville.montreal.qc.ca

CLOSING MESSAGE

Now that you've learned about the vast array of resources and services available in Montréal, we encourage you to get out and discover your new city. It's by venturing out that you will be able to take full advantage of all the potential that Montréal offers.

The Ville de Montréal is eager to serve you at any time and help you grow alongside your city. Consult this guide when the need arises, and treat it as you would a valuable tool!

NOW IT'S YOUR TURN TO MAKE MONTRÉAL YOUR CITY!



APPENDIX 1

Contact information for Accès Montréal offices in each borough (services to citizens)

AHUNTSIC-CARTIERVILLE

Accès Montréal office in Ahuntsic-Cartierville
555 rue Chabanel Ouest, bureau 600
Montréal (Québec) H2N 2H8
311

Opening hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.
ville.montreal.qc.ca/ahuntsic-cartierville
(See › *nos coordonnées*)

ANJOU

Accès Anjou office
7701 boul. Louis-H.-La Fontaine
Anjou (Québec) H1K 4B9
311

Opening hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.
ville.montreal.qc.ca/anjou
(See › *nos coordonnées*)

CÔTE-DES-NEIGES–NOTRE-DAME-DE-GRÂCE

Accès Montréal office in CDN–NDG
5160 boul. Décarie, rez-de-chaussée
Montréal (Québec) H3X 2H9
311

Opening hours: Monday to Friday from 8:30 a.m. to 5 p.m.
ville.montreal.qc.ca/cdn-ndg
(See › *contact information*)

LACHINE

Bureau du citoyen
1800 boul. Saint-Joseph
Montréal (Québec) H8S 2N4
311

Opening hours: Monday to Thursday from 8:30 a.m. to 5 p.m.;
Friday from 8:30 a.m. to 12 p.m.
ville.montreal.qc.ca/lachine
(See › *contact information*)

LASALLE

Accès Lasalle office

55 avenue Dupras

LaSalle (Québec) H8R 4A8

311

Opening hours: Monday to Thursday from 8 a.m. to 12 p.m. and from 1 p.m. to 4:45 p.m.;

Friday from 8 a.m. to 12 p.m.

ville.montreal.qc.ca/lasalle

(See › *contact information*)

LE PLATEAU MONT-ROYAL

Accès Montréal office in the Plateau Mont-Royal,

including the borough office

201 avenue Laurier Est, bureau 120

Montréal (Québec) H2T 3E6

311

Opening hours: Monday to Friday from 9 a.m. to 5 p.m.

ville.montreal.qc.ca/plateau

(See › *nos coordonnées*)

THE SUD-OUEST

Accès Montréal office in the Sud-Ouest

815 rue Bel-Air, 1^{er} étage

Montréal (Québec) H4C 2K4

311

Opening hours: Monday to Friday from 9 a.m. to 5 p.m.

ville.montreal.qc.ca/sud-ouest

(See › *nos coordonnées*)

L'ÎLE-BIZARD–SAINTE-GENEVIÈVE

Borough office

13 rue Chauret

Sainte-Genève (Québec) H9H 2X2

311

Opening hours: Monday to Thursday from 8 a.m. to 12 p.m. and from 1 p.m. to 4:30 p.m.;

Friday from 8 a.m. to 12 p.m.

L'Île Bizard point of service

350 montée de l'Église

L'Île-Bizard (Québec) H9C 1G9

311

Opening hours: Monday to Thursday from 8 a.m. to 12 p.m. and from 1 p.m. to 4:30 p.m.;

Friday from 8 a.m. to 12 p.m.

ville.montreal.qc.ca/lilebizardsaintegenevieve

(See › *nos coordonnées*)

MERCIER–HOCHELAGA-MAISONNEUVE

Accès Montréal office in MHM,
including the borough office
6854 rue Sherbrooke Est
Montréal (Québec) H1N 1E1
311

Opening hours: Monday to Friday from 8:30 a.m. to 4:30 p.m. and Wednesday from 8:30 a.m. to 7 p.m.
ville.montreal.qc.ca/mhm
(See › *nos coordonnées*)

MONTREAL-NORD

Borough office
4243 rue Charlevoi
Montréal-Nord (Québec) H1H 5R5
311

Opening hours: Monday to Thursday from 8 a.m. to 4:30 p.m.; Friday from 8 a.m. to 1 p.m.
ville.montreal.qc.ca/mtlnord
(See › *nos coordonnées*)

OUTREMONT

Borough office
543 chemin de la Côte-Sainte-Catherine
Outremont (Québec) H2V 4R2
311

Opening hours: Monday to Thursday from 8 a.m. to 4:30 p.m.; Friday from 8 a.m. to 1 p.m.
ville.montreal.qc.ca/outremont
(See › *nos coordonnées*)

PIERREFONDS-ROXBORO

Borough hall – Citizen's office
13665 boul. de Pierrefonds
Pierrefonds (Québec) H9A 2Z4
311

Opening hours: Monday to Thursday from 8 a.m. to 5 p.m.; Friday from 8 a.m. to 12 p.m.
ville.montreal.qc.ca/pierrefonds-roxboro
(See › *contact information*)

RIVIÈRE-DES-PRAIRIES–POINTE-AUX-TREMBLES

Accès Montréal office in Rivière-des-Prairies

8910 boul. Maurice-Duplessis

Montréal (Québec) H1E 6X5

311

Opening hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

Accès Montréal office in Pointe-aux-Trembles

12090 rue Notre-Dame Est

Montréal (Québec) H1B 2Z1

311

Opening hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

ville.montreal.qc.ca/rdp-pat

(See › *nos coordonnées*)

ROSEMONT–LA PETITE-PATRIE

Borough office

5650 rue d'Iberville, 3^e étage

Montréal (Québec) H2G 2B3

311

Opening hours: Monday to Friday from 9 a.m. to 5 p.m.

ville.montreal.qc.ca/rpp

(See › *nos coordonnées*)

SAINT-LAURENT

Borough office

777 boul. Marcel-Laurin

Saint-Laurent (Québec) H4M 2M7

311

Opening hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

ville.montreal.qc.ca/saint-laurent

(See › *nos coordonnées*)

SAINT-LÉONARD

Accès Montréal office in Saint-Léonard

8400 boul. Lacordaire

Saint-Léonard (Québec) H1R 3B1

311

Opening hours: Monday to Thursday from 8:15 a.m. to 6 p.m.;

Friday from 8:15 a.m. to 4 p.m.

ville.montreal.qc.ca/st-leonard

(See › *nos coordonnées*)

VERDUN

Accès Verdun office

4555 rue Verdun, bureau 102

Verdun (Québec) H4G 1M4

311

Opening hours: Monday, Wednesday and Thursday from 8:30 a.m. to 5 p.m.;

Tuesday from 8:30 a.m. to 7 p.m.; Friday from 8:30 a.m. to 12:30 p.m.

ville.montreal.qc.ca/verdun

(See › Points de service)

VILLE-MARIE

Accès Montréal office in Ville-Marie

Borough office

800 boul. de Maisonneuve Est, 17^e étage

Montréal (Québec) H2L 4L8

311

Opening hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

City Hall

275 rue Notre-Dame Est, rez-de-chaussée

Access from the entrance at 510 rue Gosford

Montréal (Québec) H2Y 1C6

311

Opening hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

ville.montreal.qc.ca/villemarie

(See › *nos coordonnées*)

VILLERAY–SAINT-MICHEL–PARC-EXTENSION

Accès Montréal office in Villeray–Saint-Michel–Parc-Extension

405 avenue Ogilvy, bureau 100

Montréal (Québec) H3N 1M3

311

Opening hours: Monday to Friday from 8 a.m. to 4:30 p.m.

ville.montreal.qc.ca/vsp

(See › *nos coordonnées*)

APPENDIX 2

Contact information for organizations

IMPORTANT: The list of institutions, organizations and other resources offered below is not exhaustive. It is presented solely for information purposes.

VILLE DE MONTRÉAL

CENTRE D'HISTOIRE DE MONTRÉAL

ville.montreal.qc.ca/chm

CONSEIL DES MONTRÉALAISES

ville.montreal.qc.ca/conseildesmontrealaises

CONSEIL DU PATRIMOINE DE MONTRÉAL

ville.montreal.qc.ca/cpm

CONSEIL INTERCULTUREL DE MONTRÉAL

ville.montreal.qc.ca/cim

CONSEIL JEUNESSE DE MONTRÉAL

ville.montreal.qc.ca/cjm

ESPACE POUR LA VIE MONTRÉAL (SPACE FOR LIFE)

espacepurlavie.ca

L'OMBUDSMAN DE MONTRÉAL

ville.montreal.qc.ca/ombudsman

OFFICE DE CONSULTATION PUBLIQUE DE MONTRÉAL

ocpm.qc.ca

SERVICE DE POLICE DE MONTRÉAL

spvm.qc.ca

SERVICE DE SÉCURITÉ INCENDIE DE MONTRÉAL

ville.montreal.qc.ca/sim

SOCIÉTÉ DE TRANSPORT DE MONTRÉAL

stm.info

VILLE DE MONTRÉAL

ville.montreal.qc.ca

HELPING AGENCIES FOR NEW IMMIGRANTS

ACCUEIL AUX IMMIGRANTS DE L'EST DE MONTRÉAL (AIEM)

aiemont.com

514 723-4939

ACCUEIL LIAISON POUR ARRIVANTS (ALPA)

alpaong.com

514 255-3900

CARREFOUR DE LIAISON ET D'AIDE MULTI-ETHNIQUE (CLAM)

leclam.tripod.com

514 271-8207

CENTRE D'ACCUEIL ET DE RÉFÉRENCE SOCIALE ET ÉCONOMIQUE POUR IMMIGRANTS (CARI)

SAINT-LAURENT

cari.qc.ca

514 748-2007

CENTRE SOCIAL D'AIDE AUX IMMIGRANTS (CSAI)

centrecsai.org

514 932-2953

COLLECTIF DES FEMMES IMMIGRANTES DU QUÉBEC (CFIQ)

cfiq.ca

514 279-4246

L'HIRONDELLE, SERVICES D'ACCUEIL ET D'INTÉGRATION DES IMMIGRANTS

hirondelle.qc.ca

514 281-2038

LA MAISONNÉE

lamaisonneeinc.org

514 271-3533

PROMOTION, INTÉGRATION SOCIÉTÉ NOUVELLE (PROMIS)

promis.qc.ca

514 345-1615

SERVICE D'INTERPRÈTE, D'AIDE ET DE RÉFÉRENCE AUX IMMIGRANTS (SIARI)

siari.org

514 738-4763

HELPING AGENCIES

LES MAGASINS-PARTAGE

magasinpartage.org

514 383-2460

SOCIÉTÉ DE SAINT-VINCENT-DE-PAUL

ssvp-mtl.org

514 526-5937

LEGAL RESOURCES

LEGAL CLINICS IN MONTRÉAL

Legal clinics are places where you can obtain free legal information. Law students are available to assist you and answer your questions. An appointment is required.

Clinique juridique de l'UQAM

514 987-6760

Clinique juridique de l'Université de Montréal

514 343-7851

Legal Information Clinic at McGill University

514 398-6792

HELPING AGENCIES FOR TENANTS AND OWNERS

L'OFFICE MUNICIPAL D'HABITATION DE MONTRÉAL (OMHM)

omhm.qc.ca

514 872-6442

LE REGROUPEMENT DES ORGANISMES DU MONTRÉAL ETHNIQUE POUR LE LOGEMENT (ROMEL)

romel-montreal.ca

514 341-1057

LA SOCIÉTÉ D'HABITATION ET DE DÉVELOPPEMENT DE MONTRÉAL (SHDM)

shdm.org

514 380-SHDM (7436)

ORGANIZATIONS FOR THE PROMOTION AND SUPPORT OF CULTURE

LE CONSEIL DES ARTS DE MONTRÉAL (CAM)

artsmontreal.org

DIVERSITÉ ARTISTIQUE MONTRÉAL (DAM)

diversiteartistique.org

514 280-3581

MAI (MONTRÉAL ARTS INTERCULTURELS)

m-a-i.qc.ca

514 982-1812

HELPING AND SUPPORT AGENCIES

CENTRE D'ENTREPRISE ET D'INNOVATION DE MONTRÉAL (CEIM)

ceim.org

514 866-0575, extension 200

COLLECTIF DES FEMMES IMMIGRANTES DU QUÉBEC (CFIQ)

cfiq.ca

514 279-4246

COMPAGNIE F-ENTREPRENEURSHIP POUR FEMMES

compagnie-f.org

514 381-7333

FONDATION DE MONTRÉAL INC.

montrealinc.ca

514 872-8401

PME MTL

pmemtl.com

SERVICE D'AIDE AUX JEUNES ENTREPRENEURS (SAJE)

sajeenaffaires.org

514 861-SAJE (7253)

Y DES FEMMES DE MONTRÉAL-CENTRE D'ENTREPRENEURSHIP

ydesfemmesmtl.org

514 866-9941

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