

DECLARATION OF SERVICES TO CITIZENS

MINISTÈRE DE L'IMMIGRATION ET DES COMMUNAUTÉS CULTURELLES

LEAFLET
2006-10-13

PEOPLE AT YOUR SERVICE

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

*Employees of the Ministère
de l'Immigration et des Communautés culturelles*

www.micc.gouv.qc.ca

OUR VISION

To contribute to the development and prosperity of Québec by helping immigrants and Québécois from cultural communities participate fully in Québec society and by fostering harmonious intercultural relations.

OUR MISSION

- To promote immigration to Québec, to select immigrants and facilitate the linguistic, social and economic integration of newcomers into Québec society.
- To foster a society open to pluralism and conducive to intercultural rapprochement.

A DECLARATION OF SERVICES FOR YOU

- Immigration candidates who have filed an application
- Candidates selected abroad or already in Québec
- Sponsored persons and sponsors
- Newcomers
- Employers and institutions
- Organizations in cultural communities
- People seeking information on the mission and services of the department

OUR PRINCIPAL SERVICES

Immigration

- Preliminary immigration evaluation to learn your chances of being selected by Québec on line
- Information on the different immigration programs
- Information seminars on Québec held abroad registration on line
- Referral to French-language instruction abroad
- Processing an application
 - for permanent or temporary immigration
 - for a family or group sponsorship undertaking
 - for an assured or temporary job offerand issuing a Québec selection certificate (Certificat de sélection du Québec - CSQ) or Québec acceptance certificate (Certificat d'acceptation du Québec - CAQ)
- Assistance during prospecting trips and organization of seminars for business immigrants
- Support to employers for recruiting abroad (missions, organization of meetings and targeted mailings)

Integration of immigrants

- Welcome, information, personalized integration support services and referral to partners to settle new arrivals in their living environment
- Comparative evaluation of studies done outside Québec

Francization

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

Intercultural relations

- Awareness-raising, training, networking and advice to employers on intercultural relations and the management of diversity
- Information, liaison and support to cultural community organizations

OUR VALUES

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

Competence, equity, integrity, loyalty,
openness, respect and the sense of service

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

OUR COMMITMENTS

Courtesy _____

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

Accessibility _____

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

Promptitude _____

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

Simplicity _____

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

Transparency _____

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

Confidentiality _____

- We ascertain your identity or that of your appointed representative before providing information about you.
- We guarantee the confidential nature of your proceedings and of the information concerning you, in compliance with legislation.

Services that meet your needs _____

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

OUR RESPONSE AND PROCESSING TIMES

We provide your service as quickly as possible and process your file when it is complete and the **required fees** are paid.

Our processing times are calculated in **business days**.

We rely on you to help us meet these deadlines by providing us with **accurate information** and the **required documents**.

We rely on you to notify us of your **change of address** or any other change that could alter your application.

Request for information _____

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

Immigration _____

- Application for permanent immigration (skilled workers and business immigrants)
 - ✓ 30 days (acknowledgment of receipt)
 - ✓ 90 days (decision on an incomplete application, after receipt of requested documents)
- Application for a sponsorship undertaking
 - Family
 - ✓ 20 days (without financial evaluation)
 - ✓ 40 days (with financial evaluation)
 - Group
 - ✓ 5 days (with framework agreement)
 - ✓ 10 days (without framework agreement)
- Validation of a job offer
 - ✓ 5 days (temporary job offer)
 - ✓ 10 days (assured job offer)
 - ✓ 65 days (selection of a candidate with an assured job offer)

Integration of immigrants _____

- Welcome at Montréal-Trudeau airport
 - ✓ Access daily from 11 a.m. to midnight
- First reception interview in Québec
 - ✓ 5 days
- Information session on the social and economic realities of Québec
 - ✓ 10 days

- Comparative evaluation of studies done outside Québec
 - ✓ 45 days
- Support in approaching a professional order or other regulatory organization
 - ✓ 20 days (1st interview)

Francization

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

WE VALUE YOUR COMMENTS

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

☎ 514 873-3533 or 1 800 771-0464
 ☎ 514 873-6399 fax
 @ qualite@micc.gouv.qc.ca
Bureau de l'amélioration de la qualité
 Ministère de l'Immigration et des Communautés culturelles
 360, rue McGill, ground floor
 Montréal (Québec) H2Y 2E9

Time to handle a complain
 ✓ 5 business days

TO REACH US

To request information

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

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

Hours: Monday to Friday, from 8:30 a.m. to 4:30 p.m. (except Wednesday from 10:30 a.m.)

Information capsules

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

Immigration-Québec services

Montréal Region

North

☎ 514 864-9191
 ☎ 514 864-9775 fax
 @ renseignements@micc.gouv.qc.ca
 255, boulevard Crémazie Est, 8^e étage, bureau 8.01
 Montréal (Québec) H2M 1M2

South

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

East

☎ 514 864-9191
 ☎ 514 321-6656 fax
 @ renseignements@micc.gouv.qc.ca
 8000, boulevard Langelier, bureau 602
 Saint-Léonard (Québec) H1P 3K2

West

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

Abitibi-Témiscamingue*

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

Capitale-Nationale and Est-du-Québec

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

Estrie

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

Laval, Laurentides and Lanaudière

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

Mauricie and Centre-du-Québec

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

Montérégie

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

Outaouais and Nord-du-Québec

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

Saguenay–Lac-Saint-Jean*

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

Hours: Monday to Friday, from 8:30 a.m. to noon and 1 p.m. to 4:30 p.m.
(except Wednesday starting at 10:30 a.m.)

* We ask you to contact personnel in these offices to make sure that they are available.

Québec immigration offices abroad _____

Buenos Aires

☎ (54.11) 4343.2033
☎ (54.11) 4343.2122 fax
@ biq.buenosaires@mri.gouv.qc.ca
Délégation générale du Québec
Ingeniero Butty 240, Piso 3
Edificio Laminar Plaza
C1001AFB Buenos Aires
ARGENTINA

Damas

☎ (963.11) 611.6851
☎ (963.11) 613.1600 fax
@ biq.damas@micc.gouv.qc.ca
Ambassade du Canada
38, Autostrade Mezzeh, Mezzeh Est
C. P. 3394 Damascus
SYRIA

Hong Kong

☎ (852) 2810.7183
☎ (852) 2845.3889 fax
@ biq.hkong@micc.gouv.qc.ca
Consulate general of Canada
Exchange Square Tower 1, 10th Floor
8 Connaught Place
HONG KONG

Mexico City

☎ (52.55) 5255.0245
☎ (52.55) 5250.8332 fax
@ biq.mexico@mri.gouv.qc.ca
Délégation générale du Québec
411, Avenida Taine
Colonia Bosques de Chapultepec
Mexico, D. F. 11580
MEXICO

Paris

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

Vienna

☎ (43.1) 53138.3005
☎ (43.1) 53138.3443 fax
@ biq.vienne@micc.gouv.qc.ca
Ambassade du Canada
Laurenzerberg
Burocenter Stiege 2, 2.OG
A-1010 Vienna
AUSTRIA

🕒 We invite you contact the personnel abroad or consult the department's Web site to learn the opening hours and days of our offices.

Special services centres _____

Service-conseil aux candidats à l'immigration

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




Service d'évaluation comparative des études effectuées hors du Québec*

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




Service d'information sur les professions et métiers réglementés

☎ 514 864-9191 or 1 877 864-9191
☎ 514 864-4083 fax
@ renseignements@micc.gouv.qc.ca
255, boulevard Crémazie East, 8^e étage, bureau 8.01
Montréal (Québec) H2M 1M2

Centre de service aux gens d'affaires

 514 864-7089
 514 873-7867 fax
 imm-affaires@micc.gouv.qc.ca
800, rue du Square-Victoria, 2^e étage, bureau 2.70
Montréal (Québec) H4Z 1J7

Service-conseil en relations interculturelles

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

Hours: Monday to Friday, from 8:30 a.m. to noon and
From 1 p.m. to 4:30 p.m.

* Except Wednesday starting at 10:30 a.m.

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